



CAECD Board of Managers Meeting | Agenda

10:30 a.m. or upon adjournment of the Executive Committee
Wednesday, January 13, 2021

Access via Zoom:

<https://zoom.us/j/92706715563?pwd=TXRvQnVXRHZ4L3hCU2Y5TnJ1T0pOQT09>

Dial in: +1 346 248 7799

Member ID: 927 0671 5563

Access Code: 971196

Judge Paul Pape, Bastrop County, **Chair**
Mayor Brandt Rydell, City of Taylor, **First Vice Chair**
Judge James Oakley, Burnet County, **Second Vice Chair**
Mayor Lew White, City of Lockhart, **Secretary**
Judge Ron Cunningham, Llano County, **Parliamentarian**
Mayor Jane Hughson, City of San Marcos, **Immediate Past President**
Mayor Pro Tem Lyle Nelson, City of Bastrop
Council Member Andrea Willott, City of Bee Cave
Judge Brett Bray, Blanco County
Commissioner Joe Don Dockery, Burnet County
Judge Hoppy Haden, Caldwell County
Judge Joe Weber, Fayette County
Mayor Pro Tem Kevin Pitts, City of Georgetown

Commissioner Debbie Ingalsbe, Hays County
Mayor Sandy Cox, City of Lakeway
Council Member Christine Sederquist, City of Leander
Council Member Mike Heath, City of Pflugerville
Council Member Matthew Baker, City of Round Rock
Council Member William Gordon, City of Smithville
Commissioner Ann Howard, Travis County
Commissioner Brigid Shea, Travis County
Commissioner Russ Boles, Williamson County
Commissioner Cynthia Long, Williamson County
Representative John Cyrier
Representative Celia Israel
Representative Terry Wilson
Representative Erin Zwiener

- 1. Call to Order and Confirmation of Quorum by the Chair**
- 2. Consider Approval of Minutes for the October 14, 2020 Board of Managers Meeting**
- 3. Consider Accepting the Annual Financial Report for the Period October 1, 2019 to September 30, 2020**
Lisa Bowman, Director of Finance
- 4. Consider Adopting a Resolution Providing Signature Authority to Individuals for the Capital Area Emergency Communications District**
Lisa Bowman, Director of Finance
- 5. Receive a Presentation on ESINET & NG 911 Deployment Progress**
Richard Morales, Director of Emergency Communications
- 6. Consider Revisions to the 9-1-1 Policies and Procedures Manual**
Richard Morales, Director of Emergency Communications
- 7. Consider Appointing 9-1-1 Strategic Advisory Committee Board Liaison**
Betty Voights, Executive Director
- 8. Staff Reports**
- 9. Adjourn**

Persons wishing to provide comment on an agenda item during the CAECD Board of Managers Meeting may do so by emailing Mason Canales at mcanales@capcog.org no later than 5 p.m., Tuesday January 12, 2021. Please include the participants first and last name, organization, county representing and the agenda item for which comment is being provided. Comments will have a time limit of three minutes each. Persons who join the CAECD Board of Managers Meeting will be provided a call-in number to participate remotely.



CAECD Board of Managers | Summary Minutes

10:30 a.m. or upon adjournment of the Executive Committee
Wednesday, October 14, 2020

Access via Zoom:

<https://zoom.us/j/96978463172?pwd=TjFDSENqcVoyOXU1V05abFRXT3J0QT09>

Dial in: +1 346 248 7799

Member ID: 96978463172

Access Code: 080289

Present (18)

Mayor Jane Hughson, City of San Marcos, **Chair**
Judge Paul Pape, Bastrop County, **First Vice Chair**
Mayor Brandt Rydell, City of Taylor, **Second Vice Chair**
Judge James Oakley, Burnet County, **Secretary**
Judge Ron Cunningham, Llano County,
Parliamentarian
Council Member Jimmy Flannigan, City of Austin
Mayor Pro Tem Lyle Nelson, City of Bastrop
Judge Brett Bray, Blanco County
Commissioner Joe Don Dockery, Burnet County
Judge Hoppy Haden, Caldwell County

Judge Joe Weber, Fayette County
Commissioner Debbie Ingalsbe, Hays County
Council Member Christine Sederquist, City of Leander
Commissioner Maurice Pitts, Lee County
Council Member Matthew Baker, City of Round Rock
Council Member William Gordon, City of Smithville
Commissioner Brigid Shea, Travis County
Commissioner Cynthia Long, Williamson County

Absent (7)

Commissioner Gerald Daugherty, Travis County, **Immediate Past Chair**
Council Member Andrea Willott, City of Bee Cave
Council Member Mike Guevara, City of Cedar Park
Mayor Sandy Cox, City of Lakeway
Mayor Lew White, City of Lockhart
Council Member Mike Heath, City of Pflugerville
Commissioner Russ Boles, Williamson County

1. **Call to Order by the Chair**

Mayor Hughson called the meeting to order at 10:37 a.m.

2. **Consideration of Minutes for the July 8, 2020 Board of Managers Meeting**

A motion was made by Commissioner Dockery to approve the July 8, 2020 meeting minutes.
Judge Cunningham seconded the motion. The motion passed unanimously.

3. **Consider Accepting the Financial Report for the Period October 1, 2019 – August 31, 2020** **Lisa Byrd Bowman, Director of Finance**

Ms. Bowman explained this is the fiscal year to date report for CAECD for the eleven months for the period October 1, 2019 to August 31, 2020. Ms. Bowman reported the expected revenues budget remaining is 8 percent and the revenues budget remaining is 10.5 percent. Ms. Bowman pointed out some of the bills for CAECD go out quarterly and that some variance can be expected but that this will catch up by the end of September; program management operations is at 19 percent which is slightly under budget. Ms. Bowman indicated there were several other categories that had funds remaining noting most of those will be addressed under agenda item 5 on the proposed budget amendment. She went on to say several big projects were not done during FY 2020 and will go into FY 2021. Ms. Bowman reported interest earnings are down noting investment interest has declined significantly in the last six months.

Ms. Voights asked Ms. Bowman to remind the Executive Committee of the fiscal year close out process since the report does not include September. Ms. Bowman explained that finance does the payroll one week and payables the next week noting that finance is working every week on either payables or payroll and that many of CAPCOG's vendors do not get bills in until the end of September, therefore the bills are not record until October. She further explained that CAPCOG has several cost pools in which costs are allocated out of for all the programs; all the bills must be in to do the allocations and that finance is always working on a delayed schedule.

A motion was made by Commissioner Shea to accept the financial report for the period October 1, 2019 – August 31, 2020. Commissioner Long seconded the motion. The motion passed unanimously.

4. Review of Annual Contracts and Recurring Monthly Expenditures for Emergency Communications in FY 2021 – No action required

Sheila Jennings, Director of Administration

Ms. Jennings explained that this item is a listing of major contracts and expenses, for the Emergency Communications program specifically. This is an annual item brought before the CAECD board in the interest of transparency and as a reminder of some of the larger contracts for the district's expenses. These include contracted services bought through cooperative purchasing as well as those which are only available from one provider such as many of our 9-1-1 services. Specifically, these are: recurring monthly 9-1-1 network charges, database and language services, geospatial mapping, and maintenance agreements or equipment purchases that have been approved initially in prior years. She went on to say the procurement policies recognized board approval is needed for expenditures over \$50,000.

She reviewed the FY 2021 Estimated Recurring/Contract Annual Expenditure sheet noting that there was one correction needed under the estimated annual totals column for Everbridge. Ms. Jennings pointed out that the estimated annual total of \$577,042 is the entire amount for Regional Notification System (RNS) operation and includes staff time. She then explained the amount that should have been listed was \$306,653 which is what the Everbridge contract actually is and that this amount should only represent the contract.

5. Consider Amendment of FY 2021 Budget to Incorporate Unused FY 2020 Funds –

Richard Morales, Director of Emergency Communications

Mr. Morales explained the purpose of this item was to approve the carry-forward of unspent FY 2020 funds totaling \$3,599,500 into the FY 2021 respective budget categories. He went on to explain that this funding represents the budgeted amount for ongoing projects that were not completed or for intended projects that have not been contracted for at this time.

Mr. Morales then reviewed the Proposed FY 2020 Budget Carry-Forward Funds to FY 2021 sheet pointing out three categories Network, PSAP Services and Capital Equipment & Replacement Network. He explained each category; Network includes \$790,000 for AT&T NG9-1-1 services which were not billed at the beginning of the fiscal year due to delays in NG9-1-1/ESINET implementation; PSAP services includes funding for the Hays County PSAP consolidation which will occur in November along with funding budgeted for other PSAP issues and a study to update the PSAP policy related to best practices. Mr. Morales went on to say that Texas State University will be relocating into that facility and that San Marcos PD will also be relocating there during the renovations of their building. And Capital Equipment & Replacement includes the ongoing Backup Center Radio Project for \$1,277,000 originally budgeted in 2019 which is wrapped into the Motorola contract with the ongoing BUC radio project of \$810,585, the Burnet County consoles for \$121,728, and the Caldwell County tower for \$267,687; all of which were initiated as of September. Mr. Morales also pointed out there is an unexpended balance of \$167,500 for the original BUC/RBUC project in the event any final equipment is needed, noting this project is set to be completed this November. He went on to say the total carry-forward

to FY 2021 was just short of \$3.6 million and requested approval to move this funding forward into FY 2021 and allow the amendment of the FY 2021 budget.

Commissioner Shea asked for an explanation on the Texas Department of Information Resource's 9-1-1 MPLS/NG9-1-1 charges expenditure versus the AT&T line item. Mr. Morales responded that AT&T has several circuits that are contracted through the Texas DIR Telecommunications managed services and pricing. This type of AT&T circuit is generally reflected at a lower cost due to the cooperative purchasing type pricing through DIR. While the service is AT&T's, it is actually purchased, and payments made through DIR. Mr. Morales pointed out in some cases the cost can be lower going through AT&T directly if the circuit service is available, however, for these particular circuits they are the MPLS/NG911 circuit charges across the region PSAPs. These are linked for specific circuit order types and are available through the DIR purchase process at a lower price structure. Since there are two different payees' it is reflected in two different line items.

A motion was made by Commissioner Long to amend the FY 2021 budget to incorporate unused FY 2020 funds. Commissioner Shea seconded the motion. The motion passed unanimously.

6. Consider Approval of the Purchase of 9-1-1 PSAP Dual Router & Fire Wall Components
Richard Morales, Director of Emergency Communications

Mr. Morales informed the Executive Committee that on September 28 there had been a reported national 9-1-1 outage which affected 14 states. He went on to say that those systems were part of an Intrado West technology and had failed. Mr. Morales went on to explain PSAPs throughout the district are currently connected to the 9-1-1 emergency service network with a single router and cyber security protected with a firewall. After a network design review the router components were discovered as a single point of failure even after replacement. This led to updating the network connectivity design to a dual router design at the PSAP level. The dual router design allows the ability to assignment of IP data through automatic path at assignment in order to maintain resiliency if a router were to fail. This will standardize a redundant resiliency for all PSAPs and allow for full IP migration for NG9-1-1 service and system updates.

Mr. Morales further explained that the total cost for the dual routers and firewall components is estimated at \$565,000 as shown on the attached quote (the AT&T quote was previously provided to the Executive Committee in the agenda packet). Funding for this purchase is included in the capital equipment and replacement section of the district's FY 2021 budget.

Mr. Morales explained that these expenditures were approved in the FY 2021 budget and the request is for the purchases.

A motion was made by Commissioner Long to approval of the purchase of 9-1-1 PSAP dual router & fire wall components. Mayor Pro Tem Nelson seconded the motion. The motion passed unanimously.

7. Staff Reports
Betty Voights, Executive Director of CAPCOG

Ms. Voights briefly discussed 9-1-1 wireless fees and the ongoing discussion with the District Alliance regarding whether to file a bill. She explained that at some point the wireless fees are going to have to be increased, whether the districts need that increase or the state is going to need those funds to get the COGS still under the state program into NG9-1-1. Ms. Voights then described how NG9-1-1 will allow for direct calls from devices such as medical alerts and smoke alarms, video and photos, and other important information. Mr. Morales gave a PSAP update pointing out six PSAPs had been cut over to EsiNet - Lakeway, Pflugerville, Round Rock, Elgin, Taylor and Cedar Park.

There was discussion surrounding calls going directly to the PSAPs from health monitoring and other devices. Some Executive Committee members expressed concern that this would inundate PSAPs. Ms. Voights

explained that the PSAPs are already getting these calls but that they are delayed noting with NG9-1-1 the PSAPs will get the calls quicker. Mr. Morales explained that there are certain applications that need to move forward and that those will all have to be tested. He further explained that data and voice calls come in differently – they come through the same fiber but use different paths.

Mr. Ritchey reported that today is the deadline for application for access to the Texas Integrated Grant Reporting System (TIGER) through the General Land Office. Anyone needing more information should contact Mr. Ritchey today.

8. Adjourn

Major Hughson requested a motion to adjourn the meeting. Commissioner Sederquist made a motion to adjourn the meeting. Commissioner Shea seconded the motion. The motion passed unanimously. The meeting was adjourned at 11:15 a.m.

Mayor Lew White, Secretary
Executive Committee
Capital Area Council of Governments

Date

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: January 13, 2021

AGENDA ITEM: #3 Consider Accepting the Annual Financial Report for the Period October 1, 2019 to September 30, 2020

GENERAL DESCRIPTION OF ITEM:

Section 772.511 of the Texas Health and Safety Code (Subchapter G) states the director shall prepare and present to the board a report of all money received by the district and how the money was spent during the preceding fiscal year.

This is the 2020 fiscal year financial report for CAECD, for the twelve months October 1, 2019 to September 30, 2020. Included in the report is the Balance Sheet indicating total assets, liabilities, and fund equity at September 30, 2020. Also included in the report is the Statement of Revenues and Expenditures as of September 30, 2020.

Total Revenues as of September 30, 2020 \$ 14,497,247.58
Total Expenditures as of September 30, 2020 \$ 13,190,275.31

The financial statements have been prepared in accordance with applicable state and federal requirements and are unaudited. The CAECD funds will be audited during the annual CAPCOG audit during February 2021 with the final report due no later than June 2021.

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: Lisa Bowman, CAPCOG Director of Finance

BUDGETARY IMPACT OF AGENDA ITEM:

Total estimated cost: N/A

Source of funds:

- Is item already included in fiscal year budget? Yes No
Does item represent a new expenditure? Yes No
Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? _____

PROCUREMENT: N/A

ACTIONS REQUESTED:

Accept the annual financial report for the period of October 1, 2019 to September 30, 2020.

BACK-UP DOCUMENTS ATTACHED:

Unaudited Balance Sheet at September 30, 2020

Unaudited Statement of Revenues and Expenditures as of September 30, 2020

BACK-UP DOCUMENTS NOT ATTACHED: None

Capital Area Emergency Communications District
Balance Sheet - **Unaudited**
September 30, 2020

Assets

Cash and Short Term Investments	\$	25,817,588.58
Accounts Receivable		981,267.46
Other Assets		265,079.90
Total Assets	\$	<u>27,063,935.94</u>

Liabilities and Fund Equity

Accounts Payable	\$	824,479.63
Due to CAPCOG		171,383.29
Total Liabilities	\$	<u>995,862.92</u>
Beginning Fund Balance	\$	24,761,100.75
Change in Fund Balance		1,306,972.27
Total in Fund Equity	\$	<u>26,068,073.02</u>
Total Liabilities and Fund Equity	\$	<u>27,063,935.94</u>

Capital Area Emergency Communications District
Statement of Revenue and Expenditures - **Unaudited**
For the Twelve Months Ending September 30, 2020

	Fiscal Year to Date Actual	Total Budget	Percent Total Budget Remaining
Revenue			
Checking Acct Interest	\$ 16,887.86	18,800.00	10.2%
Investment Interest	196,696.00	490,500.00	59.9%
9-1-1 Training Revenue	110.00	0.00	
Other Income	11.24	0.00	
911 Wireline Fees	2,805,974.37	3,550,000.00	21.0%
911 Wireless Fees	9,948,151.12	9,360,000.00	-6.3%
911 Prepaid Wireless Fees	1,473,450.03	1,640,000.00	10.2%
911 Private Switch	35,908.06	42,500.00	15.5%
911 Other Revenues	20,058.90	20,050.00	0.0%
Total Revenue	<u>\$14,497,247.58</u>	<u>\$ 15,121,850.00</u>	4.1%
Expenditures			
911-Program Management	\$ 2,382,057.65	\$ 2,587,137.00	7.9%
911-Network	2,811,382.17	4,485,480.00	37.3%
911-GIS/DB Maintenance	2,423,372.33	2,466,211.00	1.7%
911-Equipment Maintenance	723,581.02	2,146,047.00	66.3%
911-PSAP Services	375,888.44	848,586.00	55.7%
911-Training & Education	2,129,183.30	2,236,920.00	4.8%
911-Capital Assets	1,771,387.54	4,930,415.00	64.1%
Regional Notification System	412,463.03	552,538.00	25.4%
WebEOC	160,959.83	177,174.00	9.2%
Total Expenditures	<u>\$13,190,275.31</u>	<u>\$ 20,430,508.00</u>	35.4%
Net Revenue Over/(Under) Expenditures	<u>\$ 1,306,972.27</u>	<u>\$ (5,308,658.00)</u>	

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: January 13, 2021

AGENDA ITEM: #4 Consider Adopting a Resolution Providing Signature Authority to Individuals for the Capital Area Emergency Communications District

GENERAL DESCRIPTION OF ITEM:

This item provides a resolution to be submitted to Frost Bank as part of the process for updating the signature authority with CAECD's designated depository bank.

The CAECD's Bylaws charge the Board of Managers with the responsibility to designate one or more depositories for the District's funds and specify the individuals authorized to sign and countersign checks and other instruments for withdrawal of the funds.

The current banking arrangement with Frost Bank provides for two Board of Managers positions, the Chairperson and Secretary, and three CAPCOG employees, the Executive Director, Director of Administration and Director of Finance, to hold signature authority for signing and counter signing disbursements of CAECD funds.

As the officers have changed for the CAECD Board of Managers, this resolution provides for updating the change in officer positions for the District at the designated depository, Frost Bank.

THIS ITEM REPRESENTS A:

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to a previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: Lisa Bowman, CAPCOG Director of Finance

BUDGETARY IMPACT:

Total estimated cost: N/A

Source of Funds: _____

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? _____

PROCUREMENT: N/A

ACTION REQUESTED:

Adopt and sign a resolution specifying the individuals authorized to sign and countersign checks and other instruments for withdrawal of funds from the designated depository, Frost Bank.

BACK-UP DOCUMENTS ATTACHED:

Resolution

BACK-UP DOCUMENTS NOT ATTACHED: None

RESOLUTION

PROVIDING SIGNATURE AUTHORITY TO INDIVIDUALS FOR THE CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT

WHEREAS, the Board of Managers (“Board”) of the Capital Area Emergency Communications District (“CAECD”) is charged with the responsibility to specify the individuals authorized to sign and countersign checks and other instruments for withdrawal of funds from designated depositories and,

NOW, BE IT RESOLVED BY the Board as follows:

1. The Board hereby specifies that the following individuals are authorized to sign and countersign checks and other instruments for withdrawal of funds from designated depositories:
 - a. Chairperson, CAECD Board of Managers
 - b. Secretary, CAECD Board of Managers
 - c. Executive Director of CAPCOG
 - d. Director of Administration of CAPCOG
 - e. Director of Finance of CAPCOG

2. The Board and the Executive Director are hereby authorized to take all steps necessary to enforce the provisions of this resolution.

Resolution adopted on this 13th day of January 2021.

Chairperson, Board of Managers
Capital Area Emergency Communications District

Secretary, Board of Managers
Capital Area Emergency Communications District

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: January 13, 2021

AGENDA ITEM: #5 Receive Presentation on ESINET & NG 911 Deployment Progress

GENERAL DESCRIPTION OF ITEM:

CAPCOG began constructing the infrastructure in August 2019 necessary for the Emergency Services IP Network (ESINET), the backbone on which NextGen 911 is built. The ESINET is the secure network on which NG 911 software and database functions operate on.

Implementation of the ESINET and phases of NG911 have occurred at several of the regions public safety answering points (PSAP) over the past four months. This item provides a current status update on the implementations thus far and the overall progress of the regional project. An introduction on the GIS convergence effects on the routing of calls will also be provided. The project timeline will be reviewed for future migrations on the network and estimated dates of completion.

THIS ITEM REPRESENTS A:

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: Richard Morales - Director of Emergency Communications

BUDGETARY IMPACT OF AGENDA ITEM:

Total estimated cost: NA

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? _____

PROCUREMENT: NA

ACTION REQUESTED:

None, informational item only.

BACK-UP DOCUMENTS ATTACHED: None

BACK-UP DOCUMENTS NOT ATTACHED:None

CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT BOARD OF MANAGERS MEETING

MEETING DATE: January 13, 2021

AGENDA ITEM: #6 Consider Revisions to the 9-1-1 Policies and Procedures Manual

GENERAL DESCRIPTION OF ITEM:

The 9-1-1 Policies and Procedures Manual provides detailed instructions to the Public Agencies operating a Public Safety Answering Point (PSAP) within the district. The manual covers processes and procedures applicable to the daily administration, management, operation, and maintenance of the PSAP. The manual was last revised in January 2018.

The document was revised with the assistance of a workgroup of PSAP Managers and then reviewed by the Strategic Advisory Committee (SAC) at their October 28, 2020 meeting. The SAC unanimously recommended approval of the document.

The major changes include:

- Amend title of document from 9-1-1 Policies and Procedures Manual to PSAP Procedures Manual
- Expanded description of qualifications and expectations surrounding annual ancillary equipment reimbursement
- Extended deadlines for PSAP Manager notifications for staff changes and training attendance cancellations
- Elimination of several exhibits that are no longer used or monitored by CAPCOG staff
- Added one exhibit (Use of 9-1-1 Address Database for Public Safety) into the body of the document
- Converted appropriate exhibit forms into fillable PDFs
- Removal of section detailing 9-1-1 Database & GIS Coordination protocols

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: **Richard Morales, Director of Emergency Communications**

BUDGETARY IMPACT OF AGENDA ITEM:

Total estimated cost: NA

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? _____

PROCUREMENT: NA

ACTIONS REQUESTED:

Approve the revised 9-1-1 PSAP Procedures Manual.

BACK-UP DOCUMENTS ATTACHED:

Redlined version of the PSAP Procedures Manual.

BACK-UP DOCUMENTS NOT ATTACHED: None



CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT

~~9-1-1 Policies and~~PSAP -Procedures Manual

Effective ~~January 10, 2018~~TBD

I. INTRODUCTION

- A. The Capital Area Emergency Communications District (“CAECD”) is a regional emergency communications district and political subdivision of the State of Texas organized and operating under Chapter 772, Subchapter G of the Local Government Code, as amended. CAECD has developed a Strategic Plan to guide the District and provide a framework for program development, future planning, and a five-year funding plan.
- B. This manual, including all exhibits, sets forth policies and procedures designed to provide uniform rules to foster the most effective and efficient emergency communications practices and promote a safe, productive working environment for ~~telecommunicator~~Telecommunicators and other emergency communications employees in the agencies participating in the emergency communications program.
- C. The manual is maintained by the Capital Area Council of Governments (CAPCOG) Emergency Communications Division. Proposed changes in the manual are developed in coordination with the Public Safety Answering Point (PSAP) Managers Group ~~and the Geographic Information System (GIS) Map User’s Group~~; reviewed by the CAECD Strategic Advisory Committee; and then submitted to the CAECD Board of Managers for approval before taking effect.

II. PURPOSE

In partnership with local governments, public safety agencies and emergency responders, CAECD is committed to providing quality implementation of emergency communications services. This is accomplished by following the Vision, Mission and Guiding Principles detailed in the CAECD Strategic Plan.

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III. DEFINITIONS

9-1-1 Database Coordinator: An agent of a Public Agency who maintains address databases and GIS data on behalf of a set of PSAPs.

Annual Budget: The CAECD budget plan which outlines the requirements for the operation of 9-1-1 service and other emergency communications throughout the district. The plan is updated annually and includes a projection of revenue and expenses by fiscal year. The plan is reviewed by the CAECD Strategic Advisory Committee and approved by the District Board of Managers.

Equipment: As used in this manual means an article of nonexpendable tangible personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit.

Ancillary Equipment: Includes, but is not limited to, all 9-1-1 database components, call recorders, printers, and power generation units.

Emergency Communications Equipment: Includes, but is not limited to, repeaters, interfaces, dispatch radio, computer aided dispatch connectivity, notification systems, and emergency management coordination software.

PSAP Equipment: Includes, but is not limited to, all 9-1-1 call processing components, workstations, servers, routers, switches, software, and uninterruptable power supplies.

PSAP Manager: An agent of a Public Agency designated with oversight responsibility for a PSAP.

Public Agency: Any unit of local government, special purpose district or educational institution located within the region, which provides police, firefighting, medical or other emergency services or has authority to do so.

Public Safety Answering Point (PSAP): An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.

Strategic Plan: Refers to the current version of the *Capital Area Emergency Communications District Strategic Plan*. The plan establishes a framework to advance 9-1-1 technologies and related emergency communication services in the CAECD region.

IV. ADMINISTRATION AND FINANCE

- A. Annually, CAECD enters into an Interlocal contract with each of the local governments and educational institutions (collectively, the "Public Agencies") operating a PSAP in the district and with each Public Agency who maintains address databases and/or GIS data on behalf of a PSAP. The Interlocal contract describes the rights and duties of CAECD and the Public Agencies in implementing the Next Generation 9-1-1 emergency system and the 9-1-1 database and GIS data in the district.
- B. Each Interlocal contract specifies the total not-to-exceed amount allocated to the Public Agency for the period of time covered by the Interlocal contract.
- C. The annual budget may also contain specific amounts in support of 9-1-1 operations or other emergency communications functions for each of the Public Agencies. These budgeted amounts may be paid directly by CAECD or reimbursed to the Public Agency as outlined in Section V.
- D. The CAECD fiscal year is October 1st - September 30th.

V. PROCURING GOODS AND SERVICES

A. Reimbursement

- 1. If the item to be procured has been approved by CAECD and funding has been included in the annual budget, the Public Agency may procure the item according to its own procurement policy and request reimbursement from CAECD via letter or email signed by an individual identified in Section V.D.1. The request must include supporting documentation such as purchase orders, invoices, receipts, and proof of payment. A request for reimbursement of personnel costs must include a copy of the Public Agency's payroll voucher or other payment document for the period covered by the request.
- 2. Requests for reimbursement should be submitted as soon as possible after receipt of the item. For procurements that may not be completed in the approved fiscal year, the Public Agency must notify CAECD prior to August 1.
- 3. CAECD will verify information submitted with the reimbursement request. Reimbursement to the Public Agency will be made within 45 calendar days of receipt of properly documented requests.

B. Direct Purchase

- 1. CAECD will procure and retain ownership of all PSAP 9-1-1 equipment.

2. When CAECD has budgeted specific amounts in support of 9-1-1 operations or other emergency communications functions for a Public Agency, the preferred method of payment is reimbursement. However, if the purchase is of at least \$250,000 and purchase is a potential hardship to the Public Agency, the Public Agency may request advance funding.
 - a. The ancillary or emergency communications equipment must have been approved by CAECD in accordance with the Strategic Plan and for which funding has been included in the annual budget. The Public Agency should indicate that advance funding will be required at the time the purchase is approved by CAECD.
 - b. The request must include a timeline showing the projected procurement schedule and anticipated date funds must be available.
 - c. Upon CAECD approval of advanced funding, an Interlocal agreement may be executed between the CAECD and the Public Agency for the purchase. The Public Agency may then procure the item according to its own procurement policy.
 - d. The Public Agency must provide CAECD with a copy of the final contract, including equipment delivery and payment schedule before advanced funding will be provided.
 - e. If multiple payments for the purchase are scheduled, funds will be advanced only as necessary to meet the payment schedule.
3. The procured items must be delivered directly to the Public Agency. The Public Agency shall notify CAECD via email or telephonically of the [item's](#) delivery and condition upon receipt. The Public Agency will also forward a copy of the packing receipt to CAECD.

C. Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses

1. It shall be the policy of CAECD to assist small, disadvantaged business enterprises (DBEs), minority business enterprises (MBEs), women-owned businesses, and historically underutilized businesses (HUBs) in learning how to do business with CAECD and its contractors and subcontractors. It shall be the further policy of CAECD that these sources shall have the maximum feasible opportunity to compete.
2. The Public Agency shall comply with CAPCOG's Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses; Federal Assistance or Contract Procurement Requirements as contained in the

effective CAPCOG Procurement Policy when procuring goods and services under its Interlocal contract with CAPCOG.

D. General Requirements

The County Judge, County Auditor, Mayor, City Manager, or an individual authorized in writing by one of these officers must sign any reimbursement or direct purchase request.

VI. OWNERSHIP, USE, MANAGEMENT, MAINTENANCE AND DISPOSITION OF 9-1-1 EQUIPMENT

A. General

1. Public Agency agrees to use any equipment or assets purchased with 9-1-1 funds to carry out CAECD's Strategic Plan.
2. Public Agency agrees not to move, disconnect, relocate, reconfigure, add to, or modify any software, hardware, or other assets purchased with 9-1-1 funds without CAECD's prior written consent.
3. Ancillary equipment may be used in support of multiple programs or services on a cost sharing basis. For example: recorders may be used to support both the 9-1-1 system and a public safety radio system.

B. Ownership

1. The Public Agency owns all GIS database equipment, GIS data, GIS software, ancillary equipment, and emergency communications equipment procured for the Public Agency with 9-1-1 funds.
2. CAECD owns all PSAP 9-1-1 equipment and software installed in each of the PSAPs in the CAECD region and will contract for all maintenance services for the PSAP equipment.

C. Use, Management, Maintenance and Disposition

1. If Public Agency uses any 9-1-1 equipment in violation of CAECD's Interlocal contract or this manual, the Public Agency agrees to cease the misuse immediately upon receipt of CAECD's written notice to do so. If Public Agency intentionally or negligently misuses any 9-1-1 equipment and the misuse damages or destroys the 9-1-1 equipment, or diminishes its operating capacity, Public Agency agrees at its own expense either to replace, repair, or restore the 9-1-1 equipment to its full operating capacity within 15 days or as mutually agreed with CAECD. If Public Agency elects to reimburse CAECD

for the repairs, Public Agency agrees to do so within 15 calendar days after receipt of CAECD's invoice.

2. Public Agency agrees to maintain ancillary equipment property records that include a description of the equipment, a serial or other identification number, name of the seller of the equipment, sales price, acquisition date, location and a description of any ultimate disposition of the equipment.
3. Public Agency agrees to physically inventory all ancillary equipment, and to reconcile the results with the property records, at least once each year. Public Agency agrees to insure the ancillary equipment for its replacement cost.
4. Public Agency agrees to maintain all 9-1-1 ancillary and PSAP equipment in good working condition.
 - a. Public Agency agrees to maintain or repair the ancillary equipment at Public Agency's expense. ~~CAECD may share in the maintenance costs for ancillary equipment used in the 9-1-1 system when included in the annual budget. When included in the annual budget, CAECD may share in the maintenance costs for the 9-1-1 portion of the ancillary equipment used in the 9-1-1 system. CAECD can request vendor provided documentation to verify the cost share amount.~~
 - b. Public Agency agrees to ensure the fueling, regular maintenance, and testing of its emergency generator. Documentation of these actions will be kept on file at the PSAP.
 - c. Public Agency agrees to maintain, repair, and replace emergency communications equipment at Public Agency's expense.
 - d. Public Agency agrees not to encumber, transfer, or dispose of ancillary or emergency communications equipment purchased with CAECD funds without CAECD's prior written consent. If Public Agency determines that such equipment is no longer needed for its intended purpose, Public Agency agrees to inform CAECD in writing of this determination and request to use the equipment for another public purpose or to dispose of the equipment. CAECD agrees to grant this permission in writing. In lieu of disposal CAECD may direct that the equipment be transferred to another local government or to CAECD.

VII. PUBLIC SAFETY ANSWERING POINTS

Public Agencies operating a Public Safety Answering Point within the CAECD Region shall ensure the following requirements are met:

A. General

1. Designate a PSAP Manager to provide a single point of contact for CAECD and its authorized personnel. Using the PSAP Manager Form (Exhibit 2), notify CAECD within ~~48 hours~~ 7 calendar days of any PSAP Manager changes during the year. The PSAP Manager shall:
 - a. ~~Attend~~ Attend or designate a representative to attend at least one PSAP Manager's meeting each fiscal year.
 - b. Order public education materials from CAECD using the 9-1-1 Public Education Event Profile Form (Exhibit ~~23~~), allowing a minimum of five business days for CAECD to fill the order.
 - c. Update and submit to CAECD the PSAP Communications Plan (Exhibit ~~34~~) by ~~December 15 of the first Friday of December~~ each year.
2. Allow CAECD or its authorized agents coordinated access to all PSAP equipment when requested.
3. Provide a safe and healthy environment for all 9-1-1 ~~Telecommunicator~~ Telecommunicators, vendors and guests, including a smoke-free workplace and equipment room.

B. Training

1. Notify CAECD of newly hired 9-1-1 ~~Telecommunicator~~ Telecommunicators at the beginning of the quarter following hire. All newly hired Telecommunicators are required to attend Solacom, GeoComm (if applicable), and TTY training within 48 hours of hire and schedule them for a PSAP equipment and TTY training class within three months of hire or prior to being released to independent duty. ~~Telecommunicators are required to take a TTY Refresher class every six months thereafter. A Telecommunicator that does not complete the TTY Refresher class must retake the TTY training class.~~
2. Part-time employees and officers temporarily assigned to call taking duties must be trained on the PSAP and ~~TTY~~ TTY equipment prior to taking 9-1-1 calls and must be listed on the PSAP roster.
3. Ensure the cancellation of class attendance for any personnel scheduled for training is completed via the CAECD Training web page at least ~~two~~ five business days prior to the start of the class. To cancel a scheduled class, select the "More Information about the class" link on the class page. CAECD may bill the Public Agency as outlined in the Emergency Communications Training Cancellation Policy (Exhibit ~~45~~), for the cancellation of any ~~Telecommunicator~~ Telecommunicators training with fewer than ~~two~~ five business days' advance notice.

4. Ensure that its personnel attending training classes dress professionally, in compliance with the special instructions noted for each class on the CAECD training website.

C. Equipment Operation and Trouble Reporting

1. Monitor the PSAP equipment and report any failures or maintenance issues promptly to the AT&T Service Assurance Center (9-1-1 Resolution Center) using the 9-1-1 Trouble Report Form (Exhibit 5).~~in accordance with the CAECD 9-1-1 Trouble Report Book (Exhibit 6).~~
2. Notify CAECD as soon as possible of any major service-affecting issues within the PSAP. This includes events where the PSAP is being evacuated due to local conditions while 9-1-1 service is still functioning.
3. All PSAP and Ancillary equipment shall be tested for proper operation and configuration at least once per ~~quarter~~month. Particular attention should be given to those call taking workstations which are staffed the least amount of time. Testing must include 9-1-1 test calls, placed from wireline and wireless telephones, and include at a minimum the following functions:
 - a. 9-1-1 Call
 - i. Voice
 - ii. ANI/ALI verification (includes proper map plotting)
 - iii. Instant playback recording
 - iv. Printer operation
 - v. Text
 - b. Call Transfer
 - c. Abandoned Call
 - d. TTY~~TTY~~ Call ~~(TTY test results must be reported on the TTY Use Log (Exhibit 7))~~
 - e. ANI Call-back
 - f. Administrative Call
 - g. Make Busy Switch **(must call AT&T Service Assurance Center and log the Ticket Number)**
 - h. Ancillary equipment functionality
 - i. Query function
4. Provide detailed information to designated ~~Complete an ALI/ANI Problem Report (Exhibit 8), and send it to the~~ Database Coordinator, within 24 hours of receiving a No Record Found ALI/ANI message.
5. Provide heating and cooling in the PSAP equipment room to maintain a constant temperature between 62° – 70° F and a humidity level between 25 – 45 percent.

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D. Security

1. Implement local policies to limit access to all PSAP equipment to authorized public safety personnel and repair technicians.
2. Use the Query Feature of the workstation solely for 9-1-1 purposes in accordance with the Use of 9-1-1 Address Database for Public Safety Purposes Policy (~~Exhibit 9~~Section E). Report in writing to CAECD any violation of this policy within 24 hours of discovery. ~~The Query Information Log (Exhibit 10) must be completed each time the Query Feature is used to obtain address information for testing or public safety purposes.~~
- ~~3.~~ Follow all requirements in CAPCOG's Regional Notification System (RNS) *Policies & Procedures* if the Public Agency participates in the use of the CAPCOG Regional Notification System. [NOTE: CAPCOG's Homeland Security Division manages the CAPCOG RNS.]

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E. Use of the 9-1-1 Address Database for Public Safety

1. As stated in the Health and Safety Code §771.061, all information contained in an address database maintained and used in providing 9-1-1 service is confidential and is not available for public inspection; however, there are circumstances that allow public safety personnel the use of the information.
 - a. Calling party reports a life-threatening situation for another person for whom they do not have their address, only a telephone number.
 - b. Felony warrant for an individual and failure to execute the warrant could result in additional harm to the public.
 - c. Found individuals (such as children) who do not know their address, but a telephone number is available.
2. Situations where it is NOT permissible to query the 9-1-1 database for location information include but are not limited to:
 - a. Obtaining location information for personal use or gain.
 - b. Misdemeanor warrants or felony warrants that do not pose a threat to the public safety and welfare.

VIII. 9-1-1 DATABASE & GEOGRAPHIC INFORMATION SYSTEM (GIS) COORDINATION

Commented [BJ1]: Remove GIS section. This is included in the ILA between the GIS department and Database Coordinators.

~~Each county and the City of Austin shall appoint a 9-1-1 Database and GIS Coordinator and notify CAECD in writing or via email of the name(s) and contact information for the individual(s) appointed. Changes in the 9-1-1 Database and GIS Coordinator must be reported to CAECD within 48 hours. The Coordinator(s) shall ensure the following requirements are met:~~

~~**A. PSAP Support**~~

- ~~1. Be readily available to local governments and interested parties to address any issues and answer any questions related to the 9-1-1 Program, GIS and other database maintenance issues within their county or city.~~
- ~~2. Coordinate GIS related issues with PSAPs and local governments in the planning, implementation, and operation of 9-1-1 emergency services within the county or city.~~
- ~~3. Provide assistance to PSAP managers in planning and conducting public education activities within the county.~~

~~**B. GIS/Database Support**~~

- ~~1. Coordinate 9-1-1 Database, Emergency Service Numbers, and Master Street Address Guide activities with database provider, municipal and county personnel, and CAPCOG staff as designated by CAECD.~~
- ~~2. Adopt and keep current a 9-1-1 Database Plan (Exhibit 1) and furnish CAECD a copy of the Plan by December 15th of each year.~~
- ~~3. Notify CAECD of annexations no later than 30 calendar days after the effective date of the annexation.~~
- ~~4. Collect and verify or correct ANI/ALI Problem Call Reports (Exhibit 8) received from PSAPs and local governments and notify CAECD via the current Database Provider's method of any changes within one business day of notification.~~
- ~~5. Assist CAECD in the development and maintenance of a Regional 9-1-1 Base Map.~~
- ~~6. Attend at least one GMUG meeting each fiscal year.~~

IX. EXHIBITS

The following Exhibits, as indicated in Section I.B., are part of this *9-1-1 Policies and Procedures Manual*:

- ~~1. 9-1-1 Database Plan~~

- ~~12.~~ PSAP Manager Form
- ~~23.~~ 9-1-1 Public Education Event Profile
- ~~34.~~ PSAP Communications Plan
- ~~45.~~ Emergency Communications Training Cancellation Policy
- ~~56.~~ CAECD 9-1-1 Trouble Report [BookForm](#)
- ~~7.~~ TDD/TTY Use Log
- ~~8.~~ ANI/ALI Problem Call Report
- ~~9.~~ Use of 9-1-1 Address Database for Public Safety Purposes
- ~~10.~~ Query Information Log



PSAP Manager Form

Please return completed form to cmac@capcog.org



This form is to be completed and submitted to CAECD offices within **7 calendar days** of a new PSAP Manager being appointed, or change in Alternate Contact information.

PSAP Name:

Effective Date of Change:

New Manager's Information

Alternate Contact's Information

Name and Title:

Name and Title:

Email Address:

Email Address:

Office Phone Number:

Office Phone Number:

Cellphone Number:

Cellphone Number:

Reason for Change:

24-Hour Contact Number:

PSAP Mailing Address:

PSAP Physical Address:

Additional Alternate Contacts (optional):

PSAP Manager Signature

Date



9-1-1 Public Education Event Profile

Capital Area Council of Governments
Phone: 512-916-6017
Fax: 512-916-6001
www.capcog.org



**Five business days are required for all orders.
Form must be approved and sent by a PSAP Manager.**

Organization or Agency:

Type of event:

Your name:

Location of event:

Date of event:

Name & phone number of event coordinator:

Estimated number of the target audience (orders will be filled as closely as possible)

Adults:

Children:

Senior Citizens:

Special needs:

Spanish-speaking:

Email address to arrange pickup:

Requested pickup date:

Describe how you will incorporate 9-1-1 into your message:

**Please email this completed form to
cmac@capcog.org**

For CAECD Use Only:

Print name: _____

Date: _____

Signature: _____

For CAECD Use Only

Received By:

Date:

Reviewed By:

Date:

PSAP Communications Plan

Please return completed form to

CAECDAccounts@capcog.org

FY 2021

October 1, 2020 – September 30, 2021



Name of PSAP:

PSAP 24-hour number:

Physical Address:

PSAP Manager:

Cell phone number:

Email:

Describe any projects that your PSAP will have during the next 3 fiscal years which would require a CAECD funding request. Examples: PSAP relocations, new building, infrastructure changes, additional 9-1-1 console positions (only list if required documentation has already been provided to CAECD, or if your agency has plans to purchase the equipment directly). **All budgetary plans are pending for funding approval from the Emergency Communications Director, CAPCOG Executive Director, and CAECD Board of Managers.

FY2021: October 1, 2020 – September 30, 2021

No Plans

FY2022: October 1, 2021 – September 30, 2022

No Plans

FY2023: October 1, 2022 – September 30, 2023

No Plans

9-1-1 call-taking jurisdiction:

Dispatch jurisdiction:

Number of call-taking consoles (equipment):

Number of separate dispatching consoles (equipment):

Number of 9-1-1 call-taker positions (employees):

Number of dispatchers (employees):

Number of supervisors:

Equipment/Software

9-1-1 CPE:

Mapping:

CAD:

Radio & frequency band:

Long term recorder:

UPS:

Generator:

Pre-arrival protocols? Y/N

Which protocols (EMD,EFD,EPD):

Vendor:

Admin integrated? Y/N

Additional software being utilized:

Are there any planned changes in jurisdictional boundaries for 9-1-1 calls for service and/or dispatch?

If yes, explain:

No Plans

Are there any planned changes in number of 9-1-1 call taking consoles? Yes No

Only select yes if your agency has already submitted required documentation (located on the CAPCOG website) to CAECD, or if your agency plans to purchase the equipment directly. If yes, please provide detailed timeline.

Are there any planned changes in PSAP equipment or software that will require CAECD coordination or technical support? Yes No

Ex: Changes with/implementation of mapping, CAD, radio, long term recorder, UPS, generator, pre-arrival protocols, console tear down/maintenance, etc.

Signature:

Date:



BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

Emergency Communications Training Cancellation Policy

CAPCOG provides training for Public Safety Answering Points (PSAPs) in our region at no cost to 9-1-1 Telecommunicators and their departments. When space is reserved for a 9-1-1 training class offered by CAPCOG, students, or the supervisor who made the reservation, must cancel such reservation at least two business days prior to the start of the class via the CAPCOG Training web page or payment for the class will be invoiced to the appropriate agency for the “no show”.

Following is a list of the training classes currently offered by CAPCOG and the amount that will be charged to the department for each “no show”.

<u>Course Title</u>	<u>Cost per “No Show”</u>
40-hour Basic Telecommunicator Course	\$200.00
TDD/TTY	\$20.00
Solacom/GeoComm	\$20.00
Emergency Medical, Fire, or Police Dispatch	\$270.00
Emotional Intelligence	\$135.00
Customer Service	\$135.00
Leadership	\$135.00
Resilience	\$135.00
Tactical Operations	\$135.00
CTO/Training Officer	\$135.00
Special Needs Callers	\$135.00
Spanish for Telecommunicators	\$35.00
TCIC/NCIC	\$30.00

Courses offered on a special basis will have the cancellation cost stated on the course announcement.



9-1-1 Trouble Reports

Contact us at: cmac@capcog.org



For high priority issues - the first step is to verbally place a trouble ticket with the **AT&T Resolution Center (1-866-722-3911)**. After a trouble ticket has been created, document details of the issue(s) on a CAECD Trouble Report and file according to agency procedures.

For normal/low priority issues - tickets can be called in or submitted through the Online EZ ticket portal (instructions below). After a trouble ticket has been created, document details of the issue(s) on a CAECD Trouble Report and file according to agency procedures.

How to determine severity of issue(s):

High Priority: Necessitates immediate call to the AT&T Res Center

- Issue renders a workstation or the entire system unusable
- Requires immediate technician response
- Example: Workstation will not boot up; entire system will not allow 911 calls to be put through; unable to log into maps or maps graying out; unable to dial out; no audible ringing

Normal/Low Priority: Can be verbally reported to the AT&T Res Center, or submitted via Online EZ ticket portal

- Issue allows for normal operation on a workstation or network
- Feature(s) are missing, but can be accommodated via other features or an open position
- Next business day technician response
- Example: Printer not working; maps not plotting; keyboard or mouse not working

Instructions for submitting a trouble ticket through the AT&T EZ ticket portal:

- Go to <https://expressticketing.acss.att.com/expressticketing/>
- Select 'Create Ticket'
- Input agency Pseudo ID
- Select Texas as the state
- Validate power
- Identify the issue(s) in the Description box and elaborate in the Detail section
- Choose 'Other' in the Report Type drop down
- Choose 'No' in the Testing Authorization drop down
- Choose 'Yes' in the Dispatch Authorization drop down
- Check the box to allow verification of Contact Information
- Access hours are already defaulted to 24/7; select Save & Continue
- Complete the Primary contact information (provide a number of someone who can be reached 24/7 for questions/updates)
- Select 'Validate Report'
- Review report
- Agree to the Terms of Use and choose 'Submit Ticket'
- A ticket number will be provided (document this on CAECD Trouble Report)



9-1-1 Trouble Reports

Contact us at: cmac@capcog.org



AT&T Ticket Number:

Other Ticket Number:
(if applicable)

Date Reported to AT&T:

Reported By:

Time Reported to AT&T:

Date of Incident:

Position number(s) affected:

Time of Incident:

All positions affected:

Description of Issue(s):

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: January 13, 2021

AGENDA ITEM: #7 Consider Appointing 9-1-1 Strategic Advisory Committee Board Liaison

GENERAL DESCRIPTION OF ITEM:

This is a follow-up item to the Executive Committee's appointment of liaisons to all advisory committees. The liaisons often provide the link between what an advisory committee discussed and what the policy board needs to understand. The CAECD's Strategic Advisory Committee has also had a board liaison since it began meeting in 2014.

THIS ITEM REPRESENTS A:

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: Betty Voights, Executive Director

BUDGETARY IMPACT OF AGENDA ITEM:

Total estimated cost: NA

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? _____

PROCUREMENT: NA

ACTION REQUESTED:

Appoint the 9-1-1 Strategic Advisory Committee Board Liaison

BACK-UP DOCUMENTS ATTACHED: None

BACK-UP DOCUMENTS NOT ATTACHED: None