



A G E N D A
GULF COAST REGIONAL 9-1-1 EMERGENCY
COMMUNICATIONS DISTRICT
Board of Managers March 19, 2024
11:00 a.m. or upon adjournment of the H-GAC
Board of Directors
3555 Timmons Lane, 2nd Floor
Houston, TX 77027

1. CALL TO ORDER
 - a. Roll Call of Board Members (Staff Contact: Kim Ward)
 - b. Public Comment

ACTION ITEMS

2. Consent Agenda
 - a. Minutes of the November 21, 2023, Board of Managers Meeting
Request approval of Minutes from November 21, 2023, Board of Managers meeting.
(Staff Contact: Kim Ward)
 - b. Geospatial Software License Renewal
Request authorization to renew Geo-Lynx DMS Software Support Licenses for one-year;
amount \$17,725.50. (Staff Contact: Kim Ward)
 - c. Geographic Data Analysis Services
Request authorization to renew Geographic Data Analysis Services for one-year; amount
\$26,200. (Staff Contact: Kim Ward)
3. Financial Report
Request approval of the February 2024 Financial Report. (Staff Contact: Christina Ordonez-Campos)
4. Fiscal Year 2024 Strategic Plan and Budget
Request approval of the Fiscal Year 2024 Plan and Budget in the amount of \$6,527,349.
(Staff Contact: Kim Ward)
5. Adoption of 9-1-1 Service Fee
Request action to adopt the 911 service fee of \$0.50 cents per access line to be imposed by the District in accordance with Chapter 772, Sub-Chapter H, of the Health and Safety Code, for fiscal year 2024. (Staff Contact: Kim Ward)
6. Recognition of National Public Safety Telecommunicator's Week
Adoption of Resolution proclaiming the week of April 14 – 20, 2024 as Public Safety Telecommunicator's Week in the eight county Gulf Coast Regional 9-1-1 Emergency Communications District region. (Staff Contact: Kim Ward)

INFORMATION ITEMS

7. Discussion on Possible Amendment to By-Laws. (Staff Contact: Chuck Wemple)
8. Geo-spatial Database Status Report. (Staff Contact: Kim Ward)
9. Public Safety Answering Point Call Statistics Reports. (Staff Contact: Kim Ward)
10. Adjourn. (Board Chair)

**Gulf Coast Regional 9-1-1 Emergency Communications District
Board of Managers Meeting
November 21, 2023**

ATTENDANCE ROSTER

The following members of the Board of Managers of the Gulf Coast Regional 9-1-1 Emergency Communications District attended all or a portion of the November 21, 2023, Board meeting:

Brazoria County Commissioner Stacy Adams (Chair)
Chambers County Commissioner Tommy Hammond
Colorado County Judge Ty Prause
Liberty County Judge Jay Knight
Walker County Commissioner Brandon Decker
Waller County Judge Trey Duhon

1. **CALL TO ORDER**

Vice-Chair, Judge Spenrath called the meeting of the Gulf Coast Regional 9-1-1 Emergency Communications District Board of Managers to order at 11:18 a.m. on Tuesday, November 21, 2023. The meeting was held in person at 3555 Timmons Lane, 2nd floor Conference Room D.

a. **Roll Call of Board Members**

Ms. Kim Ward conducted the roll call of the Board of Managers and certified there was a quorum. Chairman Adams resumed the meeting.

b. **Public Comments**

There were no public comments.

ACTION ITEMS

ITEM 2. Consent Agenda

Chairman Adams asked if there were any items that the Board Members would like to pull off of the Consent Agenda to discuss. There were none. Judge Trey Duhon made a Motion to approve items. Commissioner Decker seconded the Motion. The Board of Managers voted and approved the Consent Agenda.

ITEM 3. Financial Report

Mrs. Christina Ordonez-Campos presented the Balance Sheet as of October 2023. She pointed out that a lot of the data seen in the report is similar to what the Board members were presented in September. There is a \$5 million dollar CD issued in June at 4.16% interest rate. Mrs. Ordonez-Campos explained that Accounts Receivable are funds received from the Commission on State Emergency Communications.

The last item highlighted was the Accounts Payable amount of \$579,000. This is related to expenses paid by H-GAC on behalf of the District. Expenses are paid out of H-GAC's main operating account and every quarter funds are transferred from the District's account to reimburse H-GAC for those expenses. The next reimbursement will be in November.

Ms. Christine Ordonez-Campos presented the Income Statement for the second report. She reported that the grant revenue is from the Commission on State Emergency Communications. The District earned about \$23,000 in interest in the last couple months. She explained that \$639,000 accounts for salaries and benefits for eleven staff members. The last item highlighted was Consultants in the amount of \$759,000. There was an increase in \$215,000 since the last Board meeting mainly due to expenses paid to Intrado, provider of data hosting and management services.

Chairman Adams asked for a Motion to approve the October 2023 Financial Report. Judge Knight made the Motion to approve and Judge Duhon seconded the Motion. The Board of Managers voted and approved the October 2023 Financial Report.

ITEM 4. Uninterruptible Power Supply Maintenance Contract

Ms. Kim Ward reported that in the last three years the District has had a maintenance contract for UPS units to support the 911 equipment. The current contract is scheduled to expire December 31, 2023. On September 27, 2023, a Request for Proposal was issued to continue maintenance on these units. Two proposals were received in response to the District's requirements. Staff recommended to execute a contract with DC Group, Inc. effective January 1, 2024, for two years in the amount of \$53,452. She noted that this does include three one-year extension options so the District could continue with this vendor or issue another request for proposal. Judge Duhon asked who the District is currently contracting with, and Ms. Ward told him it is with DC Group, Inc.

Judge Duhon moved to approve and Judge Prause seconded the Motion. The Board of Managers voted and approved the two-year contract with DC Group, Inc. for Uninterruptible Power Supply maintenance in the amount of \$53,452.

ITEM 5. Geo-spatial Database Status Report

This was an information report. No further action was taken.

ITEM 6. PSAP Call Statistics

This was an information report. No further action was taken.

INFORMATION ITEMS

ITEM 7. Adjourn

Chairman Adams adjourned the meeting at 11:30 a.m.

GEOSPATIAL SOFTWARE LICENSE RENEWAL

Background

The Gulf Coast Regional 9-1-1 Emergency Communications District (GCRECD) works with the county addressing coordinators for 911 addressing work and maintaining the Geographic Information System (GIS) data for use with the 911 mapping system at the 23 Public Safety Answering Points (PSAPs).

The Gulf Coast Regional Emergency Communications District has relied on the Geo-Comm software for maintaining and processing mapping data for the 911 call routing system since 2006. The software has been used to provide each county addressing coordinator an addressing tool to map 911 address information and to help correctly assign new 911 addresses and data.

Current Situation

The Geo-Comm Geo-Lynx GIS Data Manager software maintenance contract is due to expire on January 31, 2024. Staff is requesting to renew the contract with Geo-Comm, Inc. for software support services for one-year effective February 1, 2024.

Funding Source:

911 Service Fee

Budgeted:

Yes

Action Requested

Request authorization to renew Geo-Comm Geo-Lynx DMS Software Support Licenses for one year; amount \$17,725.50.

GEOGRAPHIC DATA ANALYSIS SERVICES

Background

The Gulf Coast Regional 9-1-1 Emergency Communications District (GCRECD) assists 9-1-1 addressing coordinators in Brazoria, Chambers, Colorado, Liberty, Matagorda, Walker, Waller and Wharton counties to maintain the Geographic Information System (GIS) data for use at the 23 public safety answering points. GIS will play a critical role in Next Generation 9-1-1(NG911) by determining which public safety answering point (PSAP) to route a 9-1-1 call to. In 2022 the GCRECD entered into a contract with Geo-Comm utilizing the Data Hub Data Analysis Services. The services include:

- Analysis and validation for Next Generation 9-1-1 call routing requirements
- Quality control analysis for compliance with state and national data standards
- Comparison between GIS data and Master Street Address Guide (MSAG) for data matching

On-going analysis and error correction are necessary to ensure location and mapping accuracy of 9-1-1 calls. Staff found this to be an effective tool to assist in their work in order to prepare for Next Generation 9-1-1 call routing requirements.

Current Situation

The contract is due to expire December 31, 2023. Staff is requesting to renew the contract effective January 1, 2024 for a period of one year. The service was procured through the Texas Department of Information Resources (DIR) contract CPO-4499.

Funding Source

9-1-1 Service Fee

Budgeted

Yes

Action Requested

Request authorization to renew the contract with Geo-Comm for Geographic Data Analysis Services for a period of one year; amount \$26,200.

**GULF COAST REGIONAL 9-1-1
BALANCE SHEET AS OF 02/29/2024**

ASSETS

Cash	\$	3,923,886
Investment	\$	5,052,000
Accounts Receivable	\$	12,821
Total Assets	\$	<u>8,988,707</u>

LIABILITIES AND FUND BALANCES

Liabilities:

Accounts Payable-H-GAC	\$	836,765
Total Liabilities	\$	<u>836,765</u>

Equity:

Unrestricted Retained Earnings	8,264,821
Net Income	<u>(112,879)</u>
Total Fund Balance	<u>8,151,942</u>

Total liabilities and fund balance	<u>8,988,707</u>
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GULF COAST REGIONAL 9-1-1
INCOME STATEMENT 1/1/2024 through 2/29/2024

REVENUE

State Comptroller Payments	\$	272,272
Telephone Company Fees		94,328
Grant Revenue		1,425
Bank Interest		9,869
Total Revenue	\$	377,894

EXPENSE

Personnel	\$	134,212
Indirect		17,877
Travel		5,858
Consumable Supplies		-
Rent		6,878
Communications		8,551
Network (AT&T)		69,515
Consultants/Other		214,790
Equipment		549
Bank Fees		35
Other		32,507
Total Expenses	\$	490,773
NET INCOME	\$	(112,879)

Fiscal Year 2024 Strategic Plan and Budget

Background

During the Fiscal Year 2023, the Gulf Coast Regional Emergency Communications District provided infrastructure support and the following services to the 23 Public Safety Answering Points in the eight participating counties Brazoria, Chambers, Colorado, Liberty, Matagorda, Walker, Waller and Wharton:

- Maintained the 911 databases to 99% overall matching of the ALI to roads centerline data preparing for the Next Generation 9-1-1 network.
- Maintained answering point equipment in all eight counties to provide display of location and phone number information from wireline, wireless, and Voice over Internet Protocol (VoIP) calls.
- Maintained and provided technical assistance for Automatic Location Identification (ALI) and Geographic Information System (GIS) systems.
- Conducted field tests for Wireless Network Performance for all 23 PSAPs to ensure proper 911 call routing and maintenance of regional cell tower data.
- Completed procurement of a Next Generation 9-1-1 System and successfully negotiated contract for new services.

Current Situation

The Fiscal Year 2024 budget has been completed and provides for the following services:

- Maintenance Services for 911 Call Handling Equipment
- Mapped ALI data for 911 Call Processing
- Language Line Translation Services
- EMD Resource Center for Pre-arrival Medical Assistance
- Text-to-911
- Verizon Wireless LTE Backup Network
- Wireless and VoIP Network Performance Testing
- Deployment of Next Generation 911 Network (NG911) across all eight counties within the Gulf Coast Regional 9-1-1 Emergency Communications District
- Deployment of Next Generation 911 call handling equipment at the 23 Public Safety Answering Points (PSAPs). Ensure the functionality of call handling equipment, interoperability, text to 911 capability, Automatic Location Identification (ALI) and GIS data integration to provide accurate caller information.
- Implement solutions for ALI/ANI data hosting and best practices for 9-1-1 Geo-spatial (GIS) data systems for path forward toward meeting NG911 ESInet standards.

Funding Source:

Service Fee

Budgeted:

Yes

Action Requested:

Request approval of the Fiscal Year 2024 Plan and Budget; amount \$6,527,349.

**2024 BUDGET BY MAJOR OBJECT CLASSIFICATION
GULF COAST REGIONAL 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT**

Expenditures	2024	2023 Revised
Salaries and Benefits	\$939,866	\$794,437
Indirect	\$125,232	\$94,697
Consultant and Contracts	\$4,463,601	\$3,536,002
Pass-Thru	\$0	\$0
Travel	\$45,400	\$30,069
Rent	\$36,696	\$36,853
Expendable Equipment	\$2,000	\$11,155
Capital Equipment	\$0	\$0
Others	\$730,748	\$776,404
GIS & Network	\$89,557	\$69,116
Internal Services	\$94,249	\$71,312
TOTAL	<hr/> \$6,527,349	<hr/> \$5,420,045

Source of Funds		
Allocated	\$0	\$0
TWC	\$0	\$0
Gulf Coast 911 District	\$2,818,187	\$2,605,121
Workshop	\$0	\$0
Products Sales	\$0	\$0
CSEC	\$3,709,162	\$2,814,924
In-Kind	\$0	\$0
Required H-GAC Dollars	\$0	\$0
TOTAL	<hr/> \$6,527,349	<hr/> \$5,420,045

ADOPTION OF 9-1-1 EMERGENCY SERVICE FEE

Background

Section 772.615 of the Health and Safety Code provides the Gulf Coast Regional 9-1-1 Emergency Communications District (GCRECD) Board of Managers authority to impose a 911 Emergency Service Fee on service users in the program region. Service providers in the GCRECD program region collect fees from their customers and remit to the district in a manner determined by the district.

Current Situation

The Board of Managers sets the service fee each year as part of the annual budget. The amount of the fee may not exceed \$0.50 per month for each access line. 911 funds are used to pay for administrative services for member governments that includes personnel employed by the district, maintenance of 911 call taking equipment, maintenance of 911 databases, network monitoring, and other services.

Action Requested

Request action to adopt the 911 service fee of \$0.50 cents per access line to be imposed by the District in accordance with Chapter 772, Sub-Chapter H, of the Health and Safety Code, for fiscal year 2024.

RECOGNITION OF NATIONAL PUBLIC SAFETY TELECOMMUNICATOR WEEK

Background

On October 9, 1991, the Congress of the United States proclaimed the second week of April as 'National Public Safety Telecommunicator Week' in recognition of the men and women that answer emergency and non-emergency telephone calls for assistance and serve as the first and most critical contact our citizens have with emergency services.

Current Situation

The public safety telecommunicators employed at the 23 Public Safety Answering Points located in the eight county Gulf Coast Regional 9-1-1 Emergency Communications District program region, answered over 345,000 emergency calls for assistance in calendar year 2023 and has exhibited compassion, understanding and professionalism during the performance of their job in the past year.

Funding Source:

N/A

Budgeted:

N/A

Action Requested

In honor of the men and women whose diligence and professionalism keep our counties and citizens safe, staff recommends formally adopt the attached Resolution proclaiming the week of April 14 – 20, 2024 as Public Safety Telecommunicator Week in the eight county Gulf Coast Regional 9-1-1 Emergency Communications District.



RESOLUTION

A RESOLUTION PROCLAIMING APRIL 14 – 20, 2024, AS PUBLIC SAFETY TELECOMMUNICATORS WEEK IN THE GULF COAST REGIONAL 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT.

WHEREAS, emergencies that require police, fire or emergency medical services can occur anytime; and

WHEREAS, when these emergencies occur the public will often dial 9-1-1 for assistance; and

WHEREAS, the telecommunicators employed at the 23 Public Safety Answering Points located in the eight county Gulf Coast Regional 9-1-1 Emergency Communications District program region, answer those calls for assistance and serve as the first and most critical contact our citizens have with emergency services; and

WHEREAS, the safety of police officers, firefighters, and paramedics that serve our citizens is dependent on the quality and accuracy of information obtained from citizens who use the 9-1-1 system, and

WHEREAS, each public safety telecommunicator has exhibited compassion, understanding and professionalism during the performance of their job in the past year, and

WHEREAS, on October 9, 1991, the Congress of the United States proclaimed the second week of April as 'National Public Safety Telecommunicators Week',

NOW, THEREFORE, BE IT RESOLVED that the Board of Managers of the Gulf Coast Regional 9-1-1 Emergency Communications District proclaims the week of April 14 – 20, 2024 as Public Safety Telecommunicators Week in the GCRECD program region, in honor of the men and women whose diligence and professionalism keep our counties and citizens safe.

PASSED AND APPROVED by the Board of Managers of the Gulf Coast Regional 9-1-1 Emergency Communications District on the 19th day of March 2024.

APPROVED:

Board Chair, Gulf Coast Regional 9-1-1
Emergency Communications District

ATTEST:

TN Address to GIS Road Centerline Match Results 12/15/2023

Categories	BRAZORIA COUNTY	CHAMBERS COUNTY	COLORADO COUNTY	LIBERTY COUNTY	MATAGORDA COUNTY	WALKER COUNTY	WALLER COUNTY	WHARTON COUNTY	Grand Total
Matched	40434	11275	3639	5951	5783	21224	6918	6116	101340
Unmatched	1230	72	1	588	1	225	105		2222
Total TNs	41664	11347	3640	6539	5784	21449	7023	6116	103562

% Matched	97%	99%	100%	91%	100%	99%	99%	100%	98%
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TN Address to GIS Road Centerline Match Results 03/01/2024

Categories	BRAZORIA COUNTY	CHAMBERS COUNTY	COLORADO COUNTY	LIBERTY COUNTY	MATAGORDA COUNTY	WALKER COUNTY	WALLER COUNTY	WHARTON COUNTY	Grand Total
Matched	40240	11150	3549	5812	5690	20960	6848	6012	100261
Unmatched	970	73		569		383	108		2103
Total TNs	41210	11223	3549	6381	5690	21343	6956	6012	102364
% Matched	98%	99%	100%	91%	100%	98%	98%	100%	98%

Total Calls by PSAP January 1 through December 31 2023									
County	PSAP Name	Landline/ Other	Text	VOIP	Wireless	TOTAL 911 CALLS	Admin Calls (if avail)	TOTAL CALLS	Percent of Calls Answered <15 Seconds
Brazoria	Alvin Police Department	869	61	713	12904	14547	N/A	14547	95%
Brazoria	Angleton Police Department	1772	22	404	8393	10591	N/A	10591	99%
Brazoria	Brazoria County Sheriffs Department	3095	166	1204	59256	63721	105438	169159	98%
Brazoria	Brazoria Police Department	730	6	131	2406	3273	N/A	3273	97%
Brazoria	Clute Police Department	395	13	428	5083	5919	N/A	5919	97%
Brazoria	Freeport Police Department	353	131	164	5717	6365	12448	18813	97%
Brazoria	Lake Jackson Police Department	1279	33	671	11670	13653	N/A	13653	99%
Brazoria	West Columbia Police Department	922	1	76	2348	3347	N/A	3347	91%
Chambers	Chambers County Sheriffs Office	861	74	444	21657	23036	57729	80765	99%
Chambers	Mont Belvieu Police Department	533	74	305	5175	6087	N/A	6087	98%
Colorado	Colorado County Sheriffs Office	1254	22	745	12851	14872	N/A	14872	99%
Liberty	Cleveland Police Department	832	23	305	7446	8606	N/A	8606	97%
Liberty	Dayton Police Department	608	59	253	6924	7844	N/A	7844	96%
Liberty	Liberty County Sheriffs Office	1563	116	491	34401	36571	N/A	36571	97%
Liberty	Liberty Police Department	1383	11	386	5006	6786	N/A	6786	99%
Matagorda	Bay City Police Department	424	99	230	7224	7977	N/A	7977	100%
Matagorda	Matagorda County Sheriffs Office	702	60	198	9963	10923	N/A	10923	99%
Walker	Walker County Public Safety Communication Center	4036	449	1637	35609	41731	71857	113588	98%
Waller	Brookshire Police Department	3451	19	108	2695	6273	N/A	6273	97%
Waller	Waller County Sheriffs Office	1026	80	671	23502	25279	17481	42760	96%
Wharton	El Campo Police Department	1515	13	222	5781	7531	N/A	7531	99%
Wharton	Wharton County Sheriffs Office	925	23	226	10254	11428	N/A	11428	96%
Wharton	Wharton Police Department	2509	20	522	5607	8658	N/A	8658	94%
TOTAL ALL PSAPS		31037	1575	10534	301872	345018	264953	609971	
Percent Total 911 Calls		8%	1%	3%	88%				

Calendar Year 2022

>2,022

>559

>14

>31242

>33837

Total Calls by PSAP January 1 through February 29, 2024									
County	PSAP Name	Landline/ Other	Text	VOIP	Wireless	TOTAL 911 CALLS	Admin Calls (if avail)	TOTAL CALLS	Percent of Calls Answered <15 Seconds
Brazoria	Alvin Police Department	112	10	117	1828	2067	N/A	2067	94%
Brazoria	Angleton Police Department	139	0	98	1225	1462	N/A	1462	99%
Brazoria	Brazoria County Sheriffs Department	374	43	176	7078	7671	16300	23971	99%
Brazoria	Brazoria Police Department	107	2	31	389	529	N/A	529	95%
Brazoria	Clute Police Department	48	3	51	730	832	N/A	832	98%
Brazoria	Freeport Police Department	23	89	30	663	805	N/A	810	96%
Brazoria	Lake Jackson Police Department	178	4	99	1447	1728	N/A	1728	99%
Brazoria	West Columbia Police Department	194	0	7	347	548	N/A	548	93%
Chambers	Chambers County Sheriffs Office	127	17	64	2490	2698	9000	11698	99%
Chambers	Mont Belvieu Police Department	66	24	44	604	738	N/A	738	98%
Colorado	Colorado County Sheriffs Office	126	5	129	1828	2088	N/A	2088	99%
Liberty	Cleveland Police Department	403	2	71	910	1386	N/A	1386	96%
Liberty	Dayton Police Department	98	8	35	750	891	N/A	891	96%
Liberty	Liberty County Sheriffs Office	351	17	69	4852	5289	N/A	5289	93%
Liberty	Liberty Police Department	145	0	54	562	761	N/A	761	99%
Matagorda	Bay City Police Department	46	41	40	975	1102	N/A	1102	99%
Matagorda	Matagorda County Sheriffs Office	75	13	23	1085	1196	N/A	1196	100%
Walker	Walker County Public Safety Communication Center	580	103	256	4977	5916	10875	16791	97%
Waller	Brookshire Police Department	212	3	36	426	677	N/A	677	98%
Waller	Waller County Sheriffs Office	88	12	123	3058	3281	2893	6174	97%
Wharton	El Campo Police Department	375	2	38	701	1116	N/A	1116	99%
Wharton	Wharton County Sheriffs Office	62	4	23	1238	1327	N/A	1327	96%
Wharton	Wharton Police Department	342	0	87	755	1184	N/A	1184	96%
TOTAL ALL PSAPS		4271	402	1701	38918	45292	39068	84365	
	Percent Total 911 Calls	9%	1%	4%	86%				

Adjourn