

**ALAMO AREA COUNCIL OF GOVERNMENTS
9-1-1 ADVISORY COMMITTEE MEETING
Tuesday- May 17, 2016-9:30 am
In-Service Room, 12625 Wetmore Rd
San Antonio, TX 78247**

MEMBERS PRESENT:

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| 1. Carey Reed, Bandera County, Chair 2. Stacy Corales, Bandera County 3. Twila Dziuk, Karnes County 4. Ray Kallio, Frio County | 5. Nita Harrell, Wilson County 6. Jymie Perna, Atascosa County 7. Mike Howle, Kendall County 8. Dale Stein, Karnes County |
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MEMBERS ABSENT:

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| 1. Raynell Wilke, Gillespie County 2. Tamara Burlison, Wilson County 3. Linda Foster, Atascosa County | 4. Jayne Varga, McMullen County 5. Les Metzler, Gillespie County 6. LeAnn Hosek, Wilson County |
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STAFF PRESENT:

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| 1. Juan Ramos, 9-1-1 Coordinator 2. Marcela Medina- Public Safety Director 3. Paul Quintero, 9-1-1 GIS Database Technician 4. Laura Richardson, Public Safety Administrative Assistant |
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Guests Present:

1. Kevin Fisher- WSC

1) **Call to Order**

Carey Reed, Chair, called the meeting to order at 9:40 am

2) **Roll Call**

A quorum was established with members present.

3) **Approval of Minutes**

Motion was made by **Ray Kallio** and seconded by **Mike Howle** to approve minutes from February 16, 2016.

All approved, Motion carried.

4) **9-1-1 Status/Updates:**

A. AACOG Reports:

Juan Ramos- We received the mid-year assessment from CSEC. There was a risk factor on it and on further investigation it was discovered that a file wasn't worked when they were changing systems. There was a wrong zip code used and once it was cleared then the errors went away. The errors were over 700 which gave a high percentage but we now have that down to .17 which is the normal range.

B. CSEC Updates:

Monthly PSAP reports were good. AACOG was chosen for the 1st quarter to validate.

Database statistics- All errors over 30 days will shift to GIS map database. This should happen sometime in 2017. This will be the EDGMS. We don't know what performance measures will be on it yet.

The call STAT report was passed out for 9-1-15 to 2-29-16 call volume. Non-Emergency are the overflow from 9-1-1 Admin line. We would like to add the abandoned calls to this also.

C. Training:

We would like to see more developmental courses available.

There was discussion about the fact that AACOG will pay for courses for dispatchers in the 9-1-1 area counties. This was discussed in previous meetings but not everyone realizes this. If you have someone taking a course then they need to let the instructor know to invoice AACOG. AACOG charges fees because we have to pay instructors and we are grant funded. This way the fee comes directly to AACOG instead of the county paying and getting reimbursed. If you have a charge from previously this year then send AACOG an invoice with the charge incurred and we can reimburse you.

If there are any questions on training then let Laura Richardson know.

Marcela- Discussed Interlocal Reviews:

There were some interlocals received that did not have the attachment A's signed. This was the equipment list. We need all the attachment A's signed and sent back. These were all sent by DocuSign by e-mail.

The 9-1-1 Area Judges Meeting will be May 25th in the afternoon. A packet will be sent out for this.

We are trying to get quarterly meetings set for them.

Kevin Fisher-WSC: He is working on Karnes right now and hopefully by the end of the month it will be finished.

There is a question on if AT&T will have their lines ready.

We are waiting on Verizon for ECATS. Verizon will have an answer on ECATS by 5-23-16.

Firewall was out of contract with CISCO. We are working on getting this corrected.

He wants to know when the AACOG host connection move will be. It is unsure on when this will happen right now.

There is a new version of Vesta which is 6.1.

Verizon- will be anything network related

Frontier- will be anything communication related. (legacy trunks, phones)

5) **County Reports:**

A. Atascosa County:

They are waiting to get their new position. They want to get more room and move upstairs.

B. Bandera County:

Carey wanted to know where they are on getting a third position since they are the backup host. We are still working with Robert on that. He said no because of call volume.

We have trunk lines going through Hill Country Telephone to Comfort AT&T which are a redundant path. Juan will follow up. Kevin says that they need a separate T1 line trunk. Spatial station data license question. Juan will check on that quote and get that ordered.

Where are we at on the Mapflex upgrade? Juan checked with Intrado. The rep is checking on the Intrado and GIS side to see what we need.

Carey asked about the headset adaptors. There are no adaptors for the headsets we have. They work with radio only.

Has a problem with 9-1-1 Admin lines do not have the conferencing option. Juan says this should be fixed also. Kevin says that you cannot transfer a 3-way call through though.

9-1-1 Net-had a question as to why this is approved through AACOG. Now that AACOG has Paul on board that is part of his job. This hierarchy is the way it is supposed to be set up. It is a crucial function to seeing all the data including the errors.

C. Frio County:

They are up to date on their Arc Map software now.

D. Gillespie County: N/A

E. Karnes County:

Twila wanted to know why the error report shows errors from way back. They will stay on there until they are fixed. You can calculate the fields and do not have to do each one separately. Paul will help her do that.

F. Kendall County:

Marcela is working on a revised CAPCOG Interlocal agreement. The AACOG general counselor has met with CSEC and they did what they needed to approve it. The inter office trunk order has already been placed. Marcela will make sure a copy is sent to Kendall County.

G. McMullen County: N/A

H. Wilson County:

They thanked AACOG for the 9-1-1 dispatcher gifts for telecommunicator week which were very much appreciated.

6.) Items from the floor:

Laura-If anyone needs Pub Eds supplies then let us know. We had the Fox costume cleaned and repainted. It is available for use now. We are trying to find a cellphone Sally. Items were passed out to whoever wanted them that were at the meeting.

7.) Next Meeting Date: July 19, 2016 tentatively

8.) Adjourn

Meeting adjourned at 12:00pm.