

RIO GRANDE VALLEY EMERGENCY COMMUNICATION DISTRICT



AGENDA

MEETING OF THE RGVECD BOARD OF MANAGERS

LRGVDC Main Campus, 301 W. Railroad Street, Building B Weslaco, TX 78596

Wednesday, April 17, 2024, 12:00 p.m.

Presiding: Mayor Gilbert Gonzales, Raymondville, President

Item #1: Call to Order

- A. Roll Call
- B. Invocation
- C. Pledge of Allegiance

Item #2: Public Comment and Report from Legislative Delegation

Item #3: Administration

- A. Consideration and **ACTION** to Approve Meeting Minutes (January 17, 2024).....**President**

Item #4: RGVECD 9-1-1 District Reports

- A. Director Report.....**Manuel Cruz**
Executive Director
 - Prop 8 Broadband Infrastructure Fund
- B. GIS Division.....**Joe A. Garcia**
Asst. Director
 - GIS Division Report
 - Public Address Request Process Presentation – Jacob Salinas
 - Address Tickets / Mapping Features: January – March
- C. Community Engagement Division.....**Maribel Alonzo**
Comm. Engagement Coordinator
 - Community Engagement Coordinator Report
 - Events and Training Highlights: January – March
 - Upcoming Community Engagement Events

D. 911 | Information Technology Division.....**Dennis Moreno**
Asst. Director

- Information Technology Report
- Addressing K-12 Districts, TRGV, TAMU, and South Texas College
- 2024 Public Safety Wellness Seminar
- Enhancing Emergency Response: RGVECD Multimedia / Text Translation
- Call Summary / Text to 9-1-1: January – March 2024

Item #5: New or Unfinished Business

Item #6: Executive Session:

- A. Streamlining Emergency Response: Consolidating PSAP Operations
- B. Reconvene into an Open Session to Consider **ACTION**, if any on items Related to the Executive Session as described above.

Item #7: Adjourn

REMINDER
Next Meeting:
Wednesday, July 17, 2024

Agenda items may be considered, deliberated, and/or acted upon in a different order than numbered above.

The Board of Managers of the Rio Grande Valley Emergency Communications District reserves the right to adjourn into an Executive (Closed) session at any time during this meeting to discuss any of the items listed on this agenda as authorized by the Texas Open Meetings Act, Chapters 551.071, 551.072, 551.074, and 551.075, Texas Government Code. No final action will be taken in the Executive Session.

PUBLIC INPUT POLICY:

“At the beginning of each RGVECD meeting, the RGVECD will allow for an open public forum/comment period. This comment period shall not exceed one-half (1/2) hour in length and each speaker will be allowed a maximum of three (3) minutes to speak. All individuals desiring to address the RGVECD must be signed up to do so prior to the open comment period. The purpose of this comment period is to provide the public an opportunity to address issues or topics that are under the jurisdiction of the RGVECD. For issues or topics which are not otherwise part of the posted agenda for the meeting, RGVECD members may direct staff to investigate the issue or topic further. No action or discussion shall be taken on issues or topics which are not part of the posted agenda for the meeting. Members of the public may be recognized on posted agenda items deemed appropriate by the Chair as these items are considered, and the same 3-minute time limitation applies.”

ITEM #3.A

ADMINISTRATION

MINUTES

January 24, 2024

MINUTES

RIO GRANDE VALLEY EMERGENCY COMMUNICATION DISTRICT BOARD OF MANAGERS MEETING

12:00PM WEDNESDAY, JANUARY 24TH, 2023

HELD IN-PERSON, INITIATED AND CHAIRED FROM
LRGVDC MAIN CAMPUS - 301 W. RAILROAD STREET, WESLACO, TX
PRESIDING: MAYOR GILBERT GONZALEZ, CITY OF RAYMONDVILLE

At noon, President J.E. "Eddie" Guerra called the meeting to order; a roll call was, and a quorum was met.

Present:

J.E. "Eddie" Guerra, Sheriff, Hidalgo County
Gilbert Gonzalez, Commissioner, Place 4, City of Raymondville
Emilio Cantu, Commissioner, City of Alton
Alma D. Salinas, Mayor, City of Sullivan City
Ernie Garcia, Commissioner, Pct. 4, Willacy County
Ramiro Garza Jr., Mayor, City of Edinburg
Felipe Quintanilla, Mayor, City of Pénitas
Adrian Gonzalez, Mayor, City of Weslaco
Joaquin "J.J" Zamora, Mayor ProTem, City of McAllen
Yvette Cabrera, Mayor, City of Granjeno
Oscar D. Montoya, Mayor, City of Mercedes

Absent:

Alonzo "AL" Perez, Jr., Mayor, City of Elsa

President Guerra proceeded with Item #2: Public Comment and Report on the Legislative Delegation. No public comments were submitted, and there was no legislative report to present.

Following this, President Guerra moved on to Item #3, Administration:

A. Consideration and Action to Approve Meeting Minutes (July 19, 2023).

Mayor Montoya of the City of Mercedes motioned to approve the minutes from the board meeting held on July 19, 2023. Mayor ProTem Zamora of the City of McAllen seconded the motion, and it passed unanimously.

B. Consideration and Action to approve Meeting Minutes (October 18, 2023).

Mayor Montoya of the City of Mercedes motioned to approve the minutes from the board meeting held on October 18, 2023. Mayor ProTem Zamora of the City of McAllen seconded the motion, and it passed unanimously.

C. Election of Officers for the 2024-2026 Term.

Executive Director Mr. Manuel Cruz was recognized, expressing gratitude for the quorum, and extending New Year wishes to all. He noted the RGV911 District's active presence since 2021 and the completion of its two-year officer election cycle. Currently, Sheriff Guerra holds the President's chair, Mayor Gonzalez serves as Vice President, and the secretary position is vacant after Mayor Suarez, with Mayor ProTem Zamora acting as Treasurer. Emphasizing the importance of adhering to the provided bylaws, Mr. Cruz explained the rotational nature of officer positions, highlighting the necessity for the President and Vice President to represent opposite counties for balance. Consequently, Sheriff Guerra will step down, and Mayor Gonzalez will assume the presidency, leaving Mayor Pro Tem Zamora to ascend to the vice presidency. With the secretary and treasurer positions open for nominations, Mr. Cruz welcomed recommendations from the board.

Nomination motions are as follows:

Mayor Montoya of the City of Mercedes motioned to approve Mayor Gonzalez of the City of Raymondville as President and Mayor ProTem Zamora of the City of McAllen as Vice-President. Mayor Zamora seconded the motion. The motion carried unanimously.

Mayor Montoya of the City of Mercedes motioned to approve Judge Guerra of Willacy County as Secretary. Mayor ProTem Zamora of the City of McAllen seconded the motion. The motion carried unanimously.

Mayor Montoya of the City of Mercedes motioned to approve Mayor Garza of the City of Edinburg as Treasurer. Mayor ProTem Zamora of the City of McAllen seconded the motion. The motion carried unanimously.

At this point of the meeting, former President Sheriff Guerra relinquished his position, allowing newly elected President Mayor Gonzalez to assume the floor.

D. Consideration and Action to appoint a Board Designee and Alternate to represent RGVECD 9-1-1 at State and Federal Events.

Executive Director Mr. Manuel Cruz was recognized, and he reiterated the pivotal responsibilities of the champions' role to the board. They function as staunch advocates, conveying the vital significance of 911 services at both state and federal levels, not only for the region but for the entirety of Texas and its districts. Mr. Cruz underscored the significance of upcoming conferences, such as NENA 911 Goes to Washington in February, providing officials with the platform to engage with elected representatives and champion 911 initiatives. He stressed that district-funded trips operate on a reimbursement basis and then welcomed nominations for the positions of Board Designee and Alternate.

Mayor ProTem Zamora of the City of McAllen proposed Mayor Garza of the City of Edinburg as the champion to represent at State and Federal Events. Mayor Montoya of the City of Mercedes seconded the motion, and it passed unanimously.

Mayor ProTem Zamora of the City of McAllen also moved to approve Mayor Montoya of the City of Mercedes as an Alternate to represent at State and Federal Events. Sheriff Guerra of HCSO seconded the motion, and it passed unanimously.

E. Consideration and Action to approve the EDGMSIII Managed Services Annual renewal for January 1, 2024, to December 31, 2024.

Assistant Director Mr. Joe Garcia was acknowledged, and he offered a concise overview of the EDGMS III Managed Services Annual Renewal. He explained that GEOCOMM provides managed services through its EDGMSIII platform, offering ancillary services related to 9-1-1 GIS Data. These services are provided at the request and sole option of the RGVECD.

Mayor ProTem Zamora of the City of McAllen motioned to approve the annual renewal of the EDGMS III Managed Services for January 1, 2024, to December 31, 2024. Sheriff Guerra of HCSO seconded the motion, and the motion carried unanimously.

F. Consideration and Action to adopt Resolution 2024-01: Approve the RGV9-1-1 FY 24 Budget and Set the 9-1-1 Emergency Service Fee.

Executive Director Mr. Manuel Cruz addressed the board, presenting the request for approval of the RGV911 2024-year budget and 911 service fee. He explained that, as per the State of Texas requirement, approval of the budget and service fee is needed annually through a resolution. The district recommended maintaining the 911 service fee at \$0.50, the highest amount allowed by the State, which has remained unchanged for multiple years. Mr. Cruz clarified that these fees apply to mobile, wireless, and landlines, as mandated by Chapter 772, Subsection 8 of the Texas Health and Safety Code, emphasizing the need for transparency regarding budget utilization.

Detailing the specifics of the 2024 annual budget, Mr. Cruz stated that it amounted to \$6,340,960, reflecting an increase of \$1,100,022 from the 2023 budget due to additional line items that were added and increased overall costs. With an estimated carry-forward balance from 2023 of \$7,303,763.

He noted the fringe benefit rate is 50.57% which reflects a decrease of 1.31% over the fringe benefit rate of 50.88%. The indirect cost rate is 13.37%, reflecting the state's revised guidance for calculating these costs. Utilizing the revised calculation method, the 2024 indirect rate reflects an increase of 1.35% from the 2023 amount of 12.02%.

As per the Texas Local Government code (Sec.391.0115.e), an RPC may not spend an amount more than 15% of the commission's total expenditure less capital expenditures, and any subcontracts, pass-through, or subgrants.

Regarding staff salaries, Mr. Cruz informed the board that a 3% increase was requested for 2024, based on performance-based evaluations along with a 2% labor market adjustment. He highlighted a consistent increase in compensation and salaries over the past year, aligning with state auditors' Salary and Compensation Schedule.

Following Mr. Cruz's presentation, Mayor Montoya of the City of Mercedes motioned to approve Resolution 2024:01 RGV9-1-1 FY 24 Budget and Set the 9-1-1 Emergency Service Fee. Mayor ProTem Zamora of the City of McAllen seconded the motion, which was unanimously carried by the board.

G. Consideration and Action to approve the Interlocal Agreement 2024-2026 between RGV9-1-1 and PSAP for 911 Services.

Assistant Director Mr. Dennis Moreno addressed the board, providing an update on the Interlocal Agreement for the years 2024-2026. He explained that these agreements are

established to ensure that the PSAPs, also known as 911 call centers, are up to date with their maintenance responsibilities. Mr. Moreno clarified that the call centers are accountable only for what is identified in the interlocal agreements. He highlighted that there have been revisions, including adjustments to what RGV911 covers within these agreements.

Mayor ProTem Zamora of the City of McAllen motioned to approve the Interlocal Agreement between the RGV911 and PSAP' for 911 Services for the 2024-2026 year. Mayor Garza of the City of Edinburg seconded the motion, the motion carried unanimously.

H. Consideration and Action to approve additional PSAP workstations.

Assistant Director Mr. Dennis Moreno provided an update to the board regarding the call volume data gathered throughout the region on an annual and monthly basis. He highlighted the evaluation of call volume data for the PSAPs of Hidalgo County Sheriff's Office and Edinburg, spanning the years 2021-2022 and 2023. Based on this evaluation, Mr. Moreno recommended the addition of additional workstations for both PSAPs to ensure timely services for the community and residents.

Mayor ProTem Zamora of the City of McAllen motioned to approve an additional PSAP workstation. Mayor Montoya of the City of Mercedes seconded the motion, the motion carried unanimously.

I. Consideration and Action to approve amendments to the PSAP Travel Policy.

Assistant Director Mr. Dennis Moreno addressed the board, informing them about an amendment to the PSAP Travel Policy. He explained that this policy, previously approved by the board, aims to facilitate attendance at national or state-level conferences for dispatchers in smaller entities who may struggle with travel expenses. Mr. Moreno sought recommendations for the approval of a minor change that had been overlooked during the previous year's travel evaluation.

The proposed change involves the elimination of auxiliary travel, with a focus on increasing the attendance of more dispatchers. This adjustment is in response to an unusual increase in expenses related to taxis, Uber transportation, and late-night travel.

Sheriff Guerra of HCSO motioned to approve the amendments to the PSAP Travel Policy. Mayor ProTem Zamora of the City of McAllen seconded the motion, the motion carried unanimously.

J. Consideration and Action to approve the meeting schedule for the Board of Managers Quarterly Meeting for the 2024 year.

Executive Assistant Angela Alvarado addressed the board, providing information on the meeting schedule for the board of managers for the year 2024. She outlined her administrative responsibilities, including managing bylaws, and PSAP travel reimbursements, and addressing any questions the board members might have.

Mayor Montoya of the City of Mercedes motioned to approve the meeting schedule for the Board of Managers for the 2024 year. Mayor ProTem Zamora of the City of McAllen seconded the motion, the motion carried unanimously.

Following this, President Gonzalez moved on to Item #4: RGVECD 9-1-1 District Reports:

A. Directors Report

Executive Director Mr. Manuel Cruz addressed the board, providing an update on the LRGVDC Annual Report and overall budget, which had been reviewed with board members and directors on January 10th. He outlined the report's structure, including performance goals for the upcoming year, organization charts establishing the chain of command, and a summary of events accomplished throughout the year. Mr. Cruz highlighted the section detailing performance goals and 2023 productivity outcomes, emphasizing the district's commitment to educating the public through conference attendance and support.

He commended the staff for organizing and hosting the successful 2023 Public Safety Wellness Seminar and announced plans to host it again in 2024 due to its positive reception. The seminar provided wellness resources for telecommunicators and public safety personnel, with aspirations to expand it into a larger conference for first responders and elected officials.

Mr. Cruz also shared the news that the Texas NENA conference would be relocating to McAllen, surpassing Amarillo, TX, as the host city for the next two years. He encouraged champions and members to attend, highlighting the significant benefit to the region.

B. GIS Division Report

Assistant Director Mr. Joe Garcia provided the board with an update on the GIS division's activities. He began by mentioning the staff's participation in the RGV GIS Day event held on November 16th and 17th, where they assisted with the setup, aiming to increase local involvement in GIS initiatives. Despite being held in the City of McAllen, attendees came from across the region, reflecting the event's broad appeal.

Mr. Garcia then discussed the division's geospatial strategic plan, highlighting the completion of the new addressing ticket system, Rubicon. Beta testing commenced in early December to iron out any potential issues before the system's full launch. A soft launch has already begun, processing tickets that will officially start next month. Additionally, the website will soon offer the capability for individuals who are not internet savvy to request tickets directly from the site, streamlining the process.

In the past year, the website has seen significant traffic, with as many as two thousand views and an average of three thousand hits. Mr. Garcia noted that most hits are directed towards maps, indicating that responding agencies, particularly those without access to a PSAP, such as fire departments, police, and EMS companies, are utilizing the resources provided.

He concluded his report with a summary of the charts provided to the board in their packets, offering additional insight into the division's activities and achievements.

C. Community Engagement Division Report

Community Engagement Coordinator Ms. Maribel Alonzo addressed the board, providing a comprehensive overview of the events in which the staff participated throughout the year 2023. She highlighted the department's involvement in various activities, including hosting a Wellness seminar in September to promote health, along with numerous public safety events and career days. Ms. Alonzo emphasized the department's active participation in national night outs, which contributed to strengthening community bonds and underlining the importance of collaboration between first responders and the public. In total, the RGV 911 community engagement department participated in seventy-seven events and extended

support twelve organizations through sponsorship, fostering meaningful connections and furthering dedication.

Additionally, Ms. Alonzo discussed the department's commitment to professional development, evident through their engagement in ten training sessions aimed at enhancing 911 public education. She highlighted their outreach efforts, which included distributing 70,000 items and over 20,000 informational materials, reaching a broad audience with essential resources and educational content.

Ms. Alonzo concluded her report by outlining future events scheduled for the beginning of the year, including a Career Expo on January 25th, the 17th Annual Centennial Friendship Festival on February 10th, Career Day at Hendricks Elementary in McAllen on March 7th, and the National Public Safety Telecommunicator Week from April 14th to the 20th. She mentioned that preparations have already begun, including sending emails to PSAP supervisors to gather staff counts for incentives given out annually during this week.

President Gonzalez then moved to Item #5: New or Unfished Business.

D. 911 Information Technology Division Report.

Assistant Director Mr. Dennis Moreno addressed the board, providing updates on the UPS upgrade project initiated in the latter part of 2023. He noted the finalization of one more PSAP, located in Mission PD, equipped with a new electrical system to bolster infrastructure, facilitating future growth, and accommodating additional equipment in the backroom. Mr. Moreno also mentioned the commencement of the 2024-year audits, clarifying that these audits involve a thorough inspection of the network closet's cleanliness and the front room call centers. Given that PSAPs operate round the clock, they ensure optimal functionality, maintaining a 99.9% efficiency rate.

Following this, President Gonzalez moved on to Item #5: New or Unfinished Business:

Executive Director Mr. Manuel Cruz was recognized; he stated that there was no new or unfinished business. He introduced a fresh staff member, Mr. Juan Vasquez, a Program Specialist for the 911 IT Division.

There was no New or Unfinished Business, so President Gonzalez moved to called to adjourn the meeting, which adjourned at 12:48 p.m.

Manuel Cruz, Executive Director

Gilbert Gonzalez, City of Raymondville

ITEM #4.A

**RGVECD 9-1-1
DISTRICT REPORTS**

DIRECTORS REPORT

ITEM #4.B

**RGVECD 9-1-1
DISTRICT REPORTS**

GIS DIVISION

Rio Grande Valley Emergency Communication District

Board of Managers Meeting

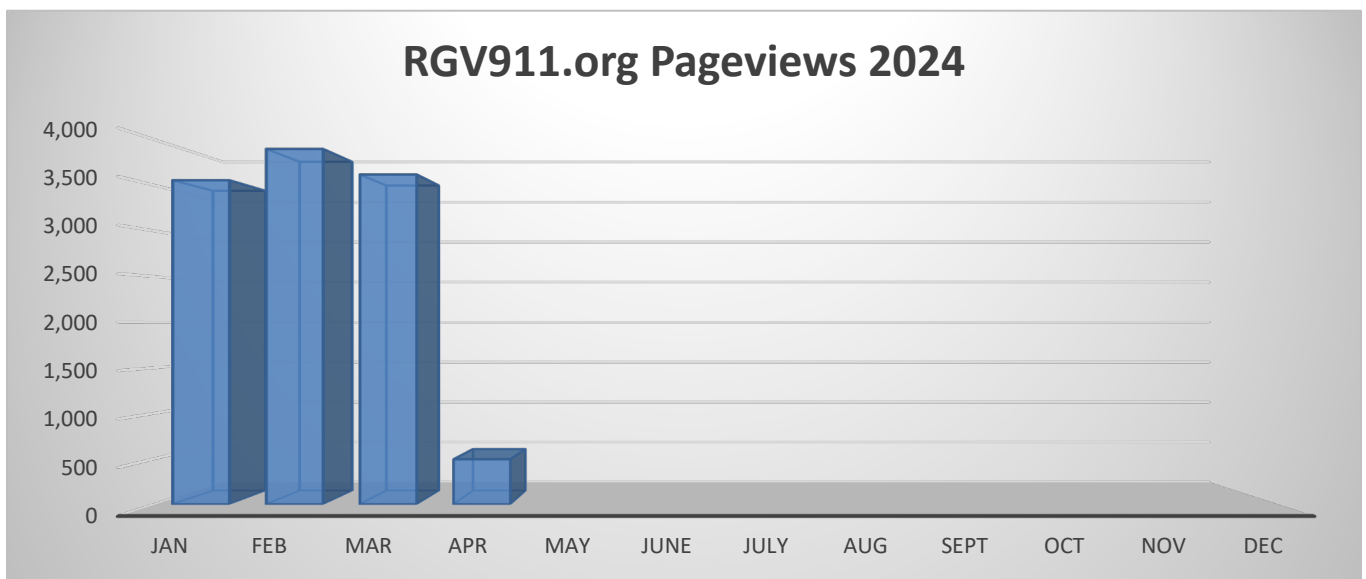
Wednesday, April 17, 2024

Item #4: RGVECD 9-1-1 District Reports

B. GIS Division

GIS Division Report

Our GIS Data Hub is now our primary website and can be found at www.rgv911.org. Our ticketing system Rubicon has gone live, and we are working to add the address request feature to our website. Our GIS Hub site has Generated 11,563 visits this year. We have completed our Address ticket Dashboard; this will help our ticket takers search for customer information faster.

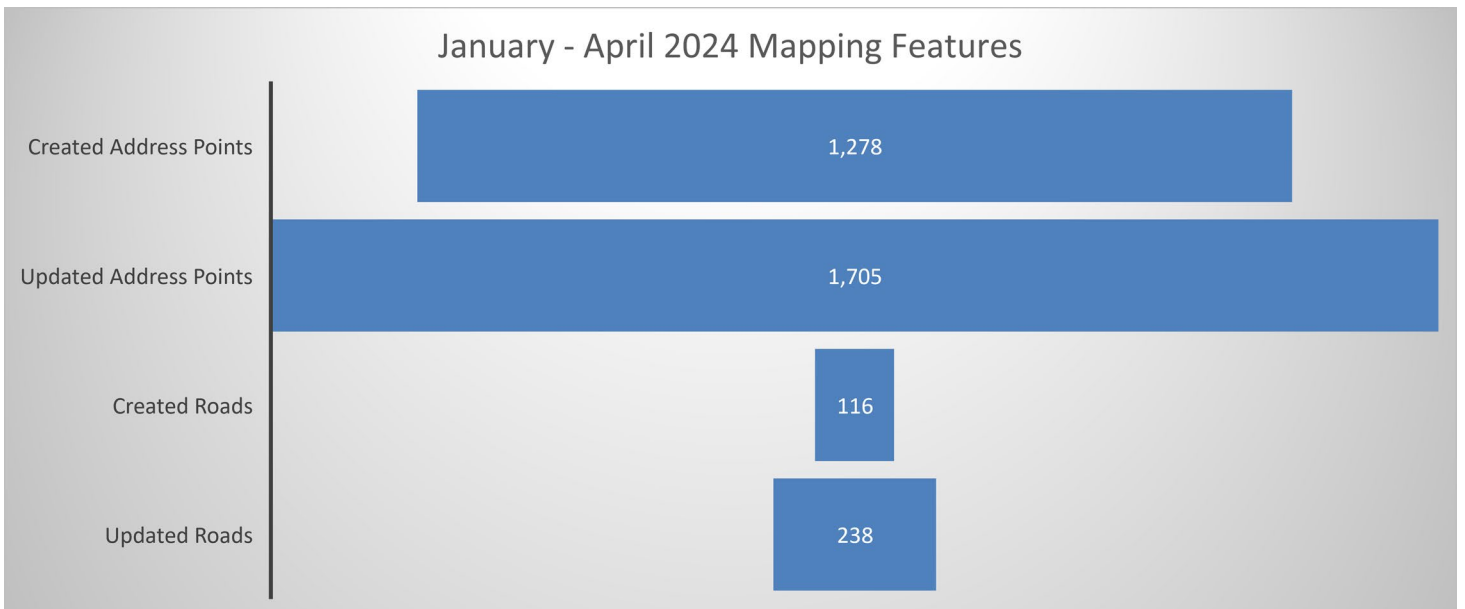
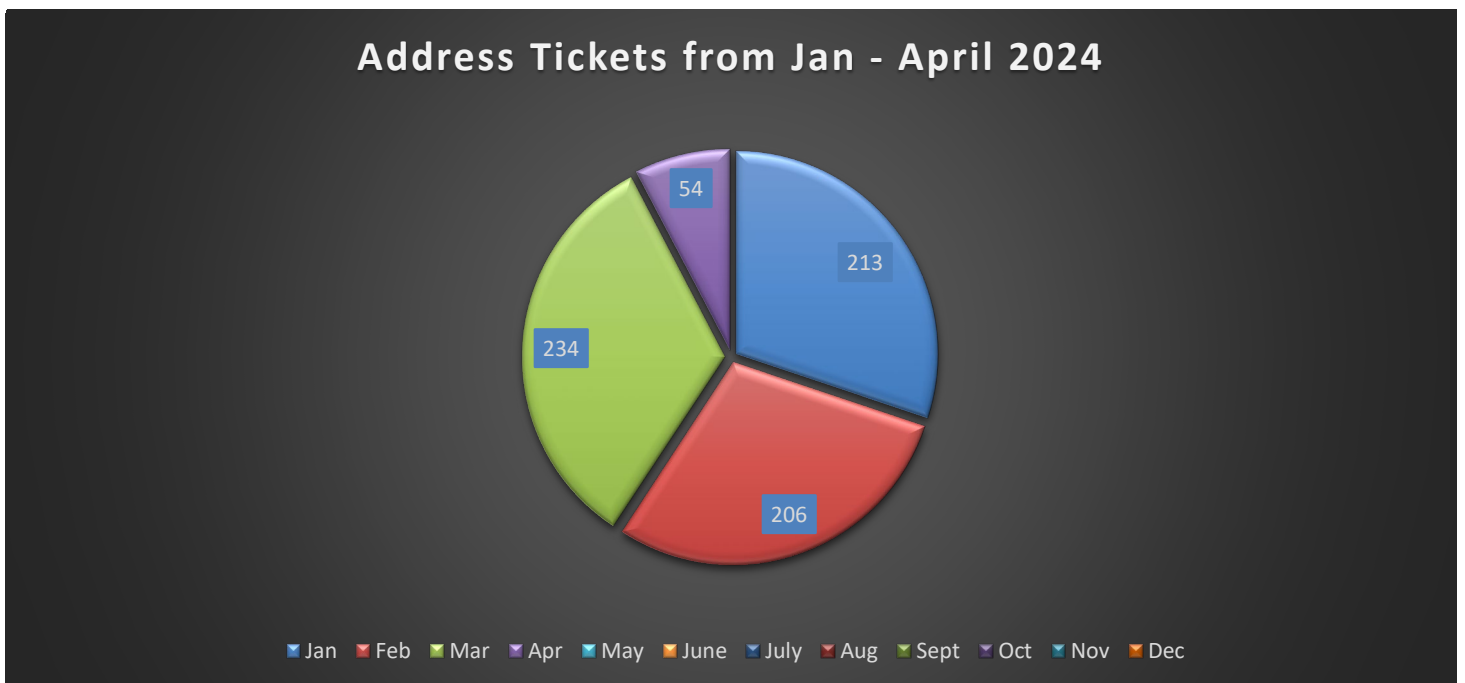


Rio Grande Valley Emergency Communication District
Board of Managers Meeting
Wednesday, April 17, 2024

Item #4: RGVECD 9-1-1 District Reports

B. GIS Division Report

Address Tickets / Mapping Features: January – March 2024



ITEM #4.C

RGVECD 9-1-1

DISTRICT REPORTS

COMMUNITY

ENGAGEMENT DIVISION

Rio Grande Valley Emergency Communication District

Board of Managers Meeting

Wednesday, April 17, 2024

Item #4: RGVECD 9-1-1 District Reports

C. Community Engagement Division

Community Engagement Coordinator Report: Event and Training Highlights: January – March

January, February, and March have been marked by relentless busyness for our team, with countless travels from Hidalgo to Willacy. Throughout these months, we have dedicated ourselves to participating in various events and educating communities about the critical significance of 9-1-1 services. Despite the whirlwind of activity, our commitment to ensuring public safety remains unwavering as we strive to make a positive impact across the region.

These past three months have been filled not only with busyness but also with anticipation as we prepared for the most awaited event: 9-1-1 Telecommunicator Week. During this time, we have diligently ordered and prepared the incentives to honor our unseen heroes, —the dedicated telecommunicators who commit themselves to serving our citizens day in and day out. As the event approaches, we eagerly await the opportunity to express our gratitude and appreciation for their invaluable contributions to public safety.

Willacy County District Attorney's office for the 5th annual Human Trafficking Awareness Day, January 3rd, 2024, embarking on our first public education event marked an exceptional way to commence the year with purpose and impact. Our team journeyed to the city of Raymondville, joining forces with the Willacy County District Attorney's office for the 5th annual Human Trafficking Awareness Day. The collaboration with various organizations amplified our collective strength and determination to combat the heinous crime of human trafficking. Together, we passionately united under a common cause, utilizing our combined expertise to educate the community and raise awareness about the alarming issue. This event serves as a powerful testament to our commitment to working collaboratively in the relentless pursuit of putting an end to human trafficking.

Texas 9-1-1 Trainers Network Meeting January 22nd, 2024, in the city of San Antonio TX. TNT training plays a crucial role in preparing emergency dispatchers for sprints and effective response. These professionals are responsible for

imparting essential skills, including call handling, emergency protocol adherence, and crisis management. As integral contributors to public safety, Texas 9-1-1 trainers ensure that emergency responders are well-equipped to handle diverse and urgent situations.

The 9-1-1 Public Educators of Texas in San Antonio TX, January 23rd, 2024. The 9-1-1 Public Educators of Texas play a vital role in fostering public awareness and education about emergency response procedures. Dedicated to improving community safety, they actively participate in outreach programs aimed at instructing individuals on the correct utilization of the 9-1-1 emergency service and emphasizing the critical role of prompt and accurate information during crises. Their unwavering efforts significantly contribute to building a well-informed and prepared public in the state of Texas.

The McAllen ISD Middle School Endorsement & Career Expo. January 25th, 2024, in partnership with McAllen ISD and various organizations, our combined endeavors strive to offer middle school students' valuable perspectives on a variety of career paths. This event serves as a conduit for fostering knowledge, curiosity, and awareness among students, introducing them to the multitude of opportunities that await them in the professional world.

- Our GIS team took the opportunity to enlighten students about their pivotal role in addressing 9-1-1 services. Through engaging presentations and interactive demonstrations, the team showcased how Geographic Information Systems play a crucial role in accurately locating emergency incidents, ensuring swift and effective responses. The students gained firsthand knowledge of the integral part our GIS team plays in enhancing public safety and emergency services within the community.

- Our Information Technology team of administrators gave students a firsthand glimpse into their crucial role in overseeing the management and operational efficiency of Public Safety Answering Points (PSAPs). Through engaging demonstrations and presentations, the students gained insights into the intricate processes and technologies employed to ensure seamless emergency response services. The IT team's dedication to maintaining the highest standards in managing these vital communication hubs highlighted the critical role technology plays in enhancing public safety and emergency services.

Building Web Apps with ArcGIS Experience Builder Training. Feb. 6, 2024. The RGV 9-1-1 staff demonstrated their commitment to enhancing emergency response capabilities by actively participating in the Building Web Apps with ArcGIS Experience Builder training. Through this program, they acquired valuable skills and knowledge to leverage the latest geospatial technologies, empowering them to create effective and user-friendly web applications for emergency management. This training not only fortified their technical expertise but also highlighted their dedication to staying at the forefront of advancements

in the field, ultimately contributing to more efficient and informed emergency response operations in the Rio Grande Valley.

MADE IN THE 956. Feb. 7, 2024. RGV9-1-1 took center stage in this week's episode of MADE IN THE 956, as highlighted by KRGV with insightful commentary from Trey Serna. The segment shed light on the crucial role RGV9-1-1 plays in emergency response within the 956 area, emphasizing its significance in ensuring public safety.

City of Granjeno 17 Friendship Festival. Feb 10, 2024. RGV9-1-1 actively participated in the City of Granjeno 17 Friendship Festival and parade, adding a vibrant touch to the festivities. The lively atmosphere filled with delicious food and great music, the team also dedicated their time to engaging with the community, especially children, imparting valuable knowledge on the importance of texting 9-1-1 during emergencies. The event proved enjoyable and educational, fostering a sense of connection between the emergency services and the residents.

2024 Rio Grande Valley Hurricane Ready Expo. Feb. 23, 2024. RGV9-1-1 alongside other agencies, attended the 2024 Rio Grande Valley Hurricane Ready Expo, a comprehensive event aimed at informing residents about hurricane preparedness. As an integral part of the expo, RGV9-1-1 contributed valuable insights and information regarding the risks, dangers, and necessary precautions associated with hurricanes. This region-wide initiative was specifically designed to educate Rio Grande Valley residents on the crucial actions to undertake before, during, and after a hurricane, emphasizing the importance of emergency response and community resilience. RGV9-1-1's participation underscored its commitment to ensuring the safety and well-being of the community in the face of potential natural disasters.

McAllen ISD STRIDES Transition Fair. Feb. 28, 2024. RGV9-1-1 thoroughly enjoyed participating in the STRIDES Transition Fair hosted by the McAllen ISD, dedicated to special education. It was an enriching experience engaging with students and families and providing valuable information and support. By informing attendees about Kari's Law and Text-to-911 at the STRIDES Transition Fair, RGV9-1-1 played a crucial role in raising awareness about essential emergency communication rights and capabilities. Ensuring that individuals with disabilities have access to these vital services underscores our dedication to inclusivity and safety for all members of the community. This initiative aligns with our mission to provide equitable emergency response services to everyone, regardless of their communication needs.

Power 911 Training Program Training, March 5th through 7th, 2024. RGV 911 successfully hosted a Power 911 Training program aimed at enhancing the skills of our 911 Telecommunicators. The outcome exceeded expectations with an

impressive turnout of 75 enthusiastic attendees. The training served a dual purpose, providing essential guidance for new dispatchers while offering a valuable refresher course for our seasoned veterans. The commitment of our team to continuous improvement and professional development was evident throughout the event, reinforcing our dedication to maintaining high standards in emergency communication services.

City of Mission Staycation Event, March 14, 2024. The Community Engagement department participated in the City of Mission Staycation event, aimed at families who stay home during Spring Break. RGV911 contributed by distributing 911 activity books, educating children on when and how to call 911, as well as what to say during emergencies. The event emphasized the importance of knowing when to call or text 911, highlighting that texting can be a crucial alternative when calling is not possible. By educating families on emergency procedures, the initiative aimed to enhance safety awareness within the community.

2024 ADRC LIIFE Conference, March 19, 2024. The LIIFE Conference provides an invaluable platform for learning, networking, and engaging in interactive sessions, and we are deeply appreciative of the opportunity to contribute to such a meaningful event. Thank you for your commitment to advancing the well-being and empowerment of individuals with disabilities.

Willacy County Sheriff's Office 3rd Annual Easter Egg Hunt, March 23, 2024. It was a super fun event where we got to interact with all the children. One of the highlights was issuing out 911 coloring books, educating them on how to text 911 in case of emergencies. Seeing the smiles on their faces as they hunted for eggs and learned valuable safety information was a joy.

2024 South Texas All Hazard Conference (STAHC), March 27 through 28, 2024. This event was nothing short of outstanding for the RGV9-1-1 Team. Engaging in educational sessions and networking opportunities, they found themselves immersed in a dynamic environment. The conference provided a platform for sharing resources, exchanging scholarly insights, and fostering collaboration among various organizations. As leaders, decision-makers, healthcare clinicians, and first responders converged, the atmosphere buzzed with enthusiasm and a shared commitment to preparedness. For the RGV9-1-1 Team, it was a fulfilling experience that highlighted the importance of ongoing education and collective effort in enhancing emergency response capabilities.

Willacy County District Attorney's office for the 5th annual Human Trafficking Awareness Day



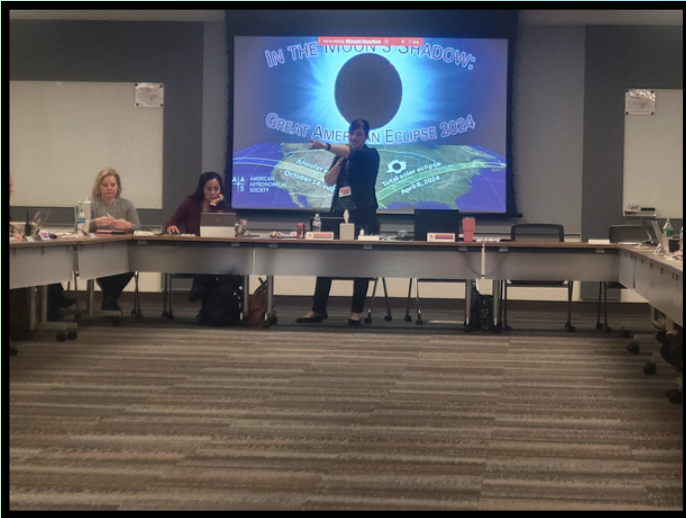
Maribel Alonzo, the Public Education Coordinator, is shown above collaborating with various organizations united in educating the community about human trafficking.

TNT Meeting



TEXAS 9-1-1 Trainers play a crucial role in teaching vital skills such as call handling, adherence to emergency protocols, and crisis management. They are essential contributors to maintaining public safety.

9-1-1 Public Educators of Texas



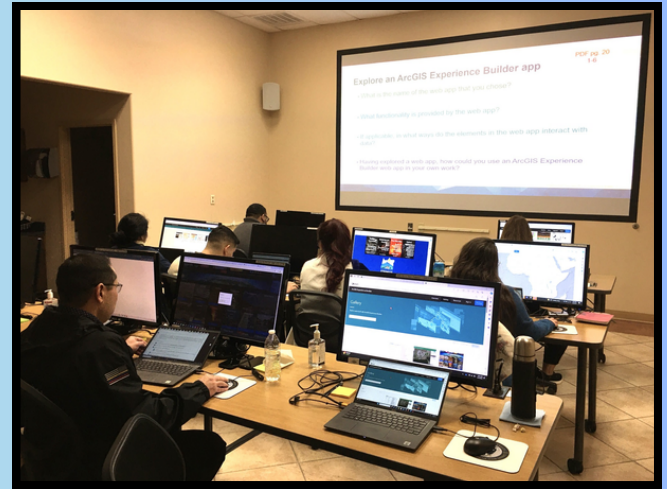
Pictured above, you can see the quarterly meeting of The 9-1-1 Public Educators of Texas, where these dedicated professionals convene to discuss and enhance their strategies in educating the public on emergency response and safety measures. This gathering underscores their commitment to ensuring effective communication and preparedness within the community.

McAllen ISD Middle School Endorsement & Career Expo



By partnering with a range of organizations, our combined initiatives seek to offer middle school students valuable perspectives on various career paths. This occasion serves as a forum fostering knowledge, curiosity, and awareness among students regarding the multitude of opportunities awaiting them in the professional realm.

Building Web Apps with ArcGIS Experience Builder Training



Pictured above are the RGV9-1-1 G.I.S. and I.T. Departments participating in the training.



Pictured above KRGV Trey Serna and Sandra Rodriguez



Pictured above Executive Director Manuel Cruz and Assistant Director Dennis Moreno

The segment shed light on the crucial role RGV9-1-1 plays in emergency response within the 956 area, emphasizing its significance in ensuring public safety.

City of Granjeno 17 Friendship Festival



Pictured above staff Maribel Alonzo with Cell Phone Sally and staff Diana Castillo educating the children on texting 9-1-1

2024 Rio Grande Valley Hurricane Ready Expo



Pictured above staff Maribel Alonzo, Ron Hall, and Ruby Garza informing the community on the steps 911 plays during hurricane preparedness.

McAllen ISD STRIDES Transition Fair



Pictured above staff Maribel Alonzo ready to participate in the event.

RGV9-1-1 thoroughly enjoyed participating in the STRIDES Transition Fair hosted by the McAllen ISD, dedicated to special education. It was an enriching experience engaging with students and families, providing valuable information and support. By informing attendees about Kari's Law and Text-to-911 at the STRIDES Transition Fair, RGV9-1-1 played a crucial role in raising awareness about essential emergency communication rights and capabilities. Ensuring that individuals with disabilities have access to these vital services underscores our dedication to inclusivity and safety for all members of the community. This initiative aligns with our mission to provide equitable emergency response services to everyone, regardless of their communication needs.



Pictured above McAllen ISD students participating in the STRIDES Transition Fair.

Power 911 Training Program Training



Pictured above are 911 Telecommunicators from McAllen, Pharr, San Juan, Edinburg, Weslaco, and Alton. The total of attendees was 75

City of Mission Staycation Event



Pictured above Dennis Moreno and Maribel distributing our Teach Me 9-1-1 coloring book

2024 LIIFE Conference



Pictured above Maribel Alonzo, Ron Hall, and Juan Vazquez

Willacy County Sheriff's Office 3rd Annual Easter Egg Hunt

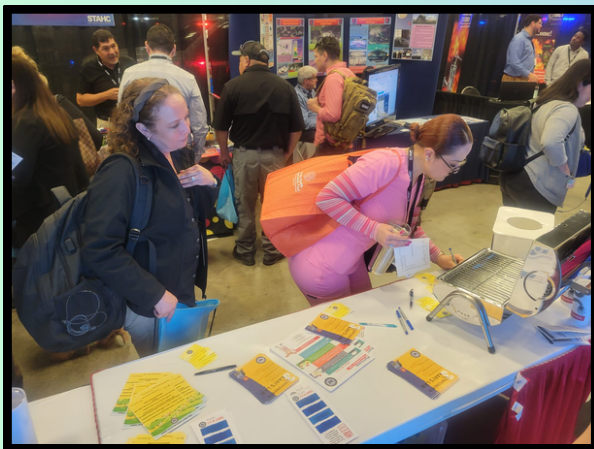


Pictured above Maribel Alonzo and Diana Castillo

2024 South Texas All Hazard Conference (STAHC)



Pictured above are the divisions within LRGVDC uniting efforts to deliver crucial information to the public for disaster preparedness.



Pictured above RGV911 personnel are seen providing information to STAHC attendees.

Rio Grande Valley Emergency Communication District

Board of Managers Meeting

Wednesday, April 17, 2024

Item #4: RGVECD 9-1-1 District Reports

C. Community Engagement Division

Community Engagement Future Events

- Addressing Event for Willacy County - San Perlita 04/20/2024
- Texas Public Safety Conference 2024 Denton, TX 04/20 thru 04/24
- Addressing Event for Willacy County – Lasara 04/27/2024
- Valley Metro - Region One Migrant Student Orientation -Weslaco 05/02/2024
- Willacy county Sheriff's Office 2nd Annual Mental Health Awareness 5k run/walk – Raymondville 05/04/2024.
- 2024 RGV READY EXPO SPI 05/8 thru 05/10
- South Texas Senior Summit for Hidalgo County – San Juan 05/16/2024
- Willacy County Young Farmers-Port Mansfield 05/25/2024

ITEM #4.D

RGVECD 9-1-1 DISTRICT REPORTS

**911 INFORMATION
TECHNOLOGY DIVISION**

Rio Grande Valley Emergency Communication District

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Item #4: RGVECD 9-1-1 District Reports

D. 9-1-1 | Information Technology

Information Technology Report

The 9-1-1 | Information Technology team has completed our 2nd quarter audit cycle at all 17 PSAPs, going through the various 9-1-1 equipment checking for any issues, basic upkeep, inventory assessments, and keeping up with the PSAP staff and any concerns they may need taken care of to keep operations in optimal running order.

The month of March saw the completion of six (6) Power 911/Mapflex half-day training sessions, with roughly seventy attendees present. Our training sessions were held to keep PSAP staff up to date on the latest software enhancements, dispatcher functionality, and best practices providing an educational, fun, and engaging classroom experience.

The 2024 All-Hazards Conference was a success as we invited PSAP leadership to join us in a session hosted by PSAP Operations/Information Technology Supervisor II, Ron D. Hall, and Network Specialist III, Eduardo Gil speaking on the topic of “Disaster Planning for the PSAP, An Overview”, which covered various disaster scenarios, planning, implementation, recovery and the initial creation of guidelines for establishing Standard Operation Procedures and Exercises/Drills that PSAP’s can utilize to minimize any number of scenarios that could disrupt operations.

Our continuing goal is to ensure our 9-1-1 call delivery systems are in optimal working order to maintain 99.9% operational efficiency to serve our public safety partners and the community.

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D. 9-1-1 | Information Technology

Addressing K-12 Districts, TRGV, TAMU, and South Texas College

Through collaborative efforts with telecommunications (TELCO) companies managing K-12, UTRGV, TAMU, and South Texas College, we have addressed a longstanding issue that has become increasingly common. In recent months, we've received requests from multiple school districts seeking assistance in accurately identifying campus buildings' addresses across the city to aid 911 call takers.

In the state of Texas, the Commission on State Emergency Communications (CSEC) no longer engages in PS-ALI (Private Switch ALI) Agreements with businesses. Currently, the RGV911 District is not the authority to add TNs (Telephone Numbers) to the 9-1-1 database; this task is carried out at the TELCO Level. Therefore, it is the telephone provider's responsibility to ensure that their phone lines are programmed to display accurate information.

Traditionally, there has been confusion regarding responsibility for addressing campuses during emergencies. While the Emergency Communication District is tasked with addressing outside city limits, it's important to note that we don't maintain 911 Automatic Location Identification (ALI) records. This has led to a back-and-forth between telecommunications companies and their customers, often resulting in calls displaying main campuses instead of the precise location.

To resolve this issue, we assisted in establishing a streamlined process for the affected school districts to submit their service address lists to the Master Street Address Guide (MSAG), where they can ensure that addresses, phone numbers, building details, floor, and room numbers are standardized and readily available during emergencies. This empowers the districts to collaborate with large PBX providers (Multi-Location Telephone Systems) and maintain accurate information within their networks.

This initiative significantly enhances emergency response capabilities, facilitating efficient communication during critical situations.

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2024 Public Safety Wellness Seminar

SAVE THE DATE
2nd Annual
**PUBLIC SAFETY
WELLNESS SEMINAR**
September 19, 2024
700 Convention Center Blvd, McAllen, TX, 78501
For more Information email us at
events@RGV911.org

**MAKE YOUR
MENTAL
HEALTH
A PRIORITY**

**SCAN QR CODE
TO REGISTER**

RIO GRANDE VALLEY
EST. 2021
EMERGENCY COMMUNICATION DISTRICT
RGVECD
9-1-1

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D. 9-1-1 | Information Technology

**Enhancing Emergency Response: RGVECD
Multimedia / Text Translation**

From April 22nd to 23rd, we will be introducing both Multimedia and text translation capabilities at our testing site. These two days will focus on the installation process. Following this, we will have two positions equipped with video call-taking and text translation.

Following discussions with the Edinburg PSAP, they have agreed to serve as our test site for the next three months. It's noteworthy that based on the video content, they have the option to share it with first responders, providing them with improved situational awareness before reaching the scene.

Furthermore, real-time text translation will be a new feature included, guaranteeing clear communication, and effectively overcoming language barriers during crucial text exchanges.



Rio Grande Valley Emergency Communication District

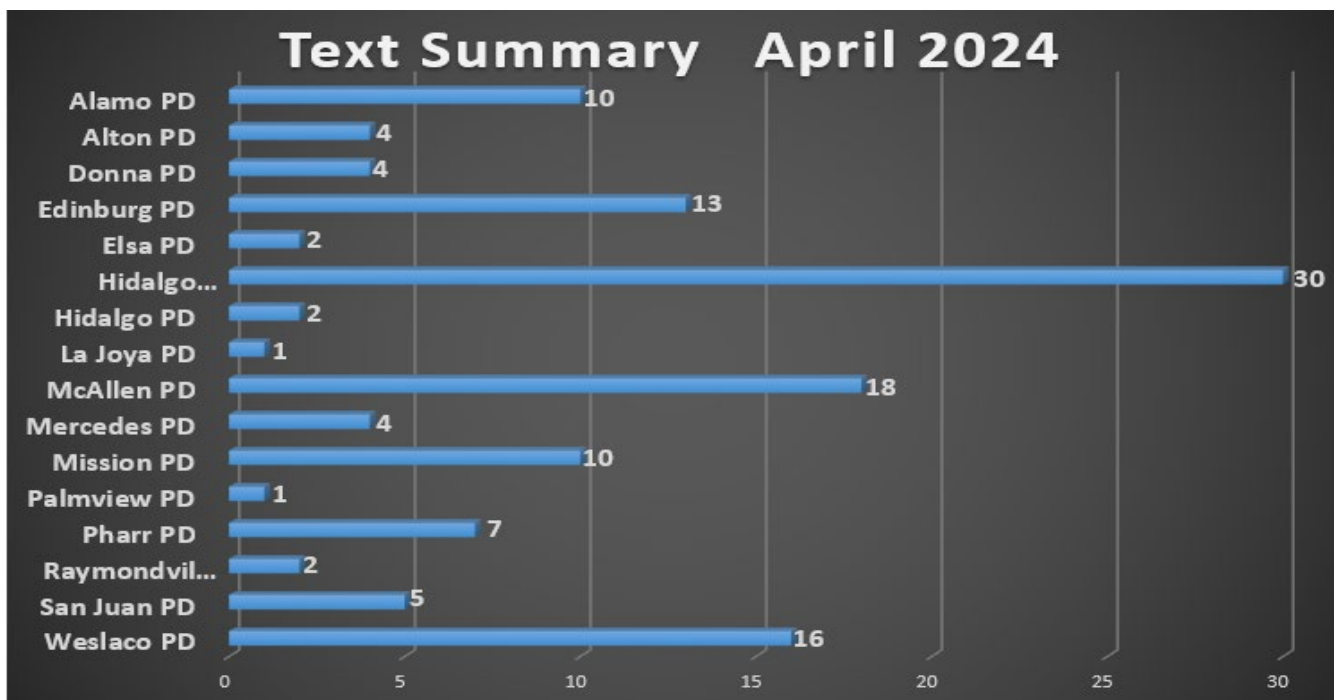
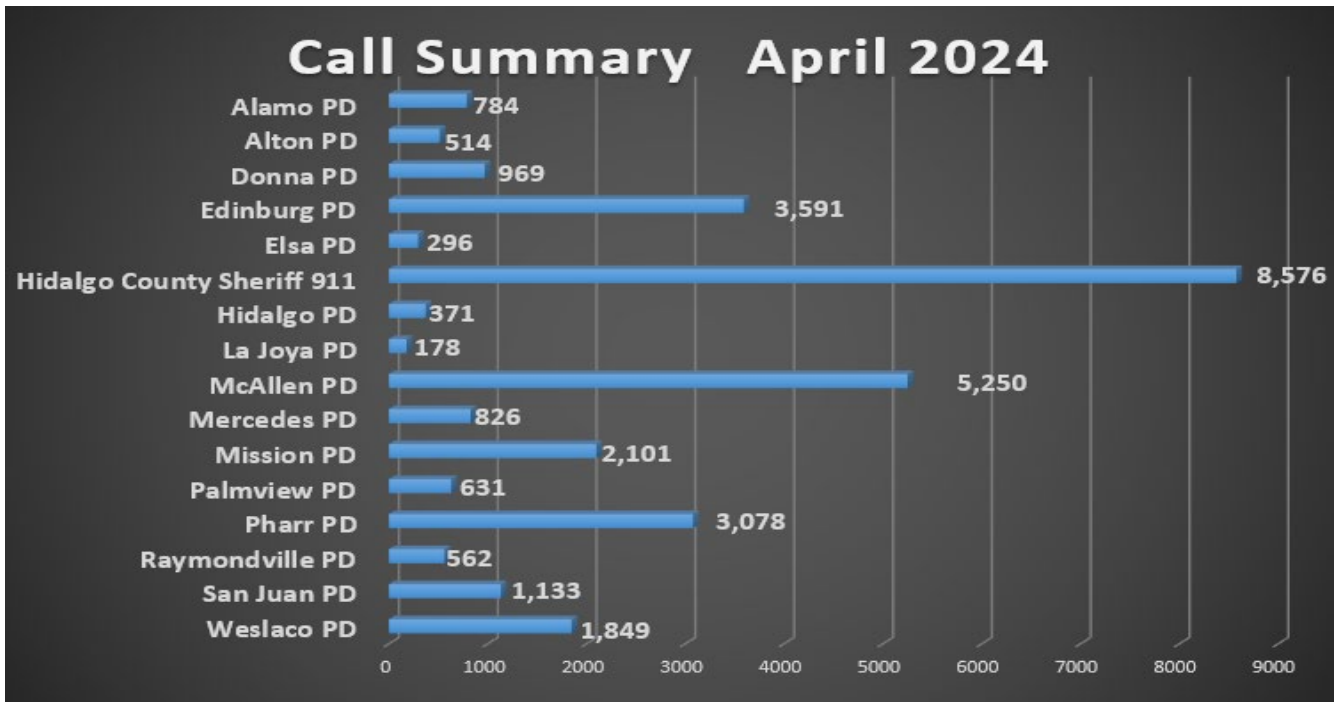
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D. 9-1-1 | Information Technology

April 2024_Call/Text Summary Graphs



ITEM #6

EXECUTIVE SESSION

A. Streamlining Emergency Response:
Consolidating PSAP Operations

B. Reconvene into an Open Session to Consider
ACTION, if any on items Related to the
Executive Session as described above.