



**North Central Texas Emergency Communications District
Board of Managers Meeting**

September 5, 2019
12:30 PM

NCT9-1-1 Offices
600 Six Flags Drive
Arlington, Texas
Centerpoint III, 2nd Floor, 9-1-1 Training Room A

REGULAR SESSION

- Call to order time: _____
- Pledge to the United States and Texas Flags
- Welcome and Introductions

PUBLIC COMMENT

Individuals may provide oral and/or written comments on any agenda item.

ACTION ITEMS

1. Approval of June 6, 2019, Minutes – President, Stephen Terrell
2. Resolution Approving the NCT9-1-1 FY 2020 Strategic Plan – Christy Williams
3. Resolution Approving the NCT9-1-1 FY 2020 Budget and Service Fee – Randy Richardson
4. Resolution Authorizing Contracts with Federal Engineering and Mission Critical Partners, Inc. for Public Safety Strategic Consulting Services – Jessie Shadowens-James

INFORMATIONAL ITEMS

5. Mitigation Report – Sherri Griffith-Powell, Mission Critical Partners, Inc.
6. Legislative Update – James Powell
7. Director’s Report – Christy Williams
8. Quarterly Financial Report – Randy Richardson

Next Meeting: December 5, 2019



**NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
9-1-1 BOARD OF MANAGERS MEETING**

Minutes – June 6, 2019
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President Stephen Terrell called the meeting of the NCT9-1-1 Board of Managers to order at 12:34 PM on June 6, 2019.

Members of the Board Present:

1. Stephen Terrell – President, Mayor, City of Allen
2. Jerry Stringer – Vice-President, Commissioner, Johnson County
3. Roger Deeds – Secretary, Sheriff, Hood County
4. N. Lane Akin – Sheriff, Wise County
5. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
6. Danny Chambers – County Judge, Somervell County
7. Kerry Crews – Justice of the Peace #2, Hunt County
8. Harold Eavenson – Sheriff, Rockwall County
9. Jeff Hodges – Councilmember, City of Prosper
10. Shane Long – County Judge, Palo Pinto County
11. Hal Richards – County Judge, Kaufman County
12. La'Shadion Shemwell – Councilmember, City of McKinney
13. Jim Skinner – Sheriff, Collin County
14. Will Sowell – Councilmember, City of Frisco
15. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

16. Matt Coates – Sheriff, Erath County
17. Pat Deen – County Judge, Parker County
18. Steven Gorwood – Mayor, City of Balch Springs

Members of the Staff Present:

19. Christy Williams – Director of 9-1-1
20. Monte Mercer – NCTCOG Deputy Executive Director
21. David Dean – 9-1-1 GIS Data Supervisor
22. Sherry Decker – 9-1-1 Operations Manager
23. Clay Dilday – 9-1-1 Technology Manager
24. Ken Kirkpatrick – Counsel for NCT9-1-1
25. Rodger Mann – 9-1-1 GIS Manager

26. Marti Mason – NCTCOG Fiscal Analyst
27. Amelia Mueller – 9-1-1 Communications Coordinator
28. Hilaria Perez – 9-1-1 Administrative Program Coordinator
29. James Powell – Deputy Counsel for NCT9-1-1
30. Josh Rawls – 9-1-1 Project Specialist
31. Molly Rendon – NCTCOG Director of Administration
32. Norman Marquart – NCTCOG Fiscal Manager
33. Randy Richardson – NCTCOG Senior Fiscal Manager
34. LeAnna Russell – 9-1-1 Database Supervisor
35. Jessie Shadowens-James – 9-1-1 Strategic Services Manager

Visitors Present:

36. Rebecca Charles – GIS Specialist/9-1-1 Addressing Coordinator, Ellis County

REGULAR SESSION

Action:

Item 1 Approval of March 7, 2019, Minutes

President Stephen Terrell stated the first item on the agenda was approval of the minutes from the March 7, 2019, Board meeting.

Attachment A

Upon a motion from Sheriff N. Lane Akin (seconded by Councilman La’Shadion Shemwell), and by unanimous vote of all members present, the Board approved the minutes of the March Board of Managers meeting.

Item 2 Resolution Authorizing NCTCOG to Invest Funds on Behalf of NCT9-1-1

Randy Richardson asked for authorization for the North Central Texas Council of Governments (NCTCOG) to invest funds on behalf of the North Central Texas Emergency Communications District (NCT9-1-1). When the District was formed in December of 2018, NCTCOG was established as the fiscal and administrative agent in accordance with Chapter 772 of the Texas Health and Safety Code.

The investment of funds on behalf of NCT9-1-1 is consistent with the role of fiscal and administrative agent. Funds will be invested in accordance with NCTCOG’s investment policy. The Board initially set a reserve amount of 120 days and 25%, however, based on future data, NCT9-1-1 staff may bring modification recommendations to the Board. A separate and distinct account will be established and funds will be tracked separately from NCTCOG funds. An outside audit firm has been engaged to complete an annual audit on the NCT9-1-1 accounts.

Upon a motion from Councilmember Jeff Hodges (seconded by Mayor Pro Tem Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 3 Resolution Approving a Contract with 911Datamaster, Inc. for Automatic Location Database Software Services

LeAnna Russell requested approval of a contract with 9-1-1Datamaster, Inc. for Automatic Location Database Software Services. In 2015, NCTCOG's Executive Board authorized a contract with 911Datamaster, Inc. that was three years with a possible one-year extension and was procured through Greater Harris County 9-1-1. With the creation of the district, staff is bringing forward a new request to enter into an agreement. The request is to enter into a maximum five-year agreement for a not-to-exceed amount of \$850,000.

Upon a motion from Justice of the Peace Kerry Crews (and seconded by Judge Hal Richards) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Approving the GIS Disbursement Maintenance Model

Rodger Mann asked for approval of the updated GIS Disbursement Maintenance Model which was reached by consensus with the member county addressing coordinators. He presented information to the Board including a brief history of the model, the meetings with the counties, the model methodology, and the recommended model which includes five performance tiers and a "fix-it period." The current budget for GIS county addressing disbursements is currently approximately 45% of the NCT9-1-1 GIS budget. NCT9-1-1 staff works closely with the county addressing coordinators to give them as much information as possible to aid in the improvement of errors.

Attachment B

Upon a motion from Mayor Pro Tem Jennifer Berthiaume (seconded by Councilman La'Shadi Shemwell) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 5 Resolution Authorizing Agreements with Public Safety Answering Points (PSAPs) for 9-1-1 Service and Counties for Local Addressing and GIS Services

Christy Williams asked the Board to authorize agreements with member PSAPs for 9-1-1 service and with member counties for local addressing and GIS services. Prior to district creation, these were combined into one agreement. Due to increasing complexity, it was determined that separate agreements were necessary. These agreements outline the responsibilities of each party and NCT9-1-1 staff worked with programmatic PSAP and GIS staff to develop one uniform agreement for each group. Workshops were held with each group and time for programmatic and legal review was allotted. As much feedback as possible was incorporated. The agreements will have a term of October 1, 2019-September 30, 2021.

Attachment C and Attachment D

Justice of the Peace Kerry Crews (and seconded by Sheriff N. Lane Akin) made a motion to approve the resolution and attached agreements as presented. A vote was taken and the resolution passed as presented. Seventeen members voted yay. Commissioner Jerry Stringer abstained.

Item 6 Resolution Adopting NCT9-1-1 Policy on Third-Party Access to Telecommunications Towers

Christy Williams requested the Board adopt the NCT9-1-1 policy on third-party access to telecommunications towers. Over the past two years, NCT9-1-1 built a microwave network for 9-1-1 call delivery which included the construction of telecommunications towers. Interlocal agreements were executed for each of these towers and included the ability for third-party vendors to add equipment to the NCT9-1-1 towers. The revenue generated from the third parties would be for cost recovery and to cover maintenance of the towers.

Attachment E

Councilmember Jeff Hodges asked if there is a maximum number of third-party items that can be placed on a tower. Christy Williams responded that although there is no maximum number, there is a maximum load. Staff would work with the service provider to determine if the request meets the load requirements. Local requests would be given priority.

Councilmember La'Shadion Shemwell asked about the engagement of third parties and which side is engaging the other. Christy Williams clarified that NCT9-1-1 is not actively seeking third parties to add equipment to the NCT9-1-1 towers. Requests come from third parties and are often made directly to NCT9-1-1, although requests occasionally are presented to the local jurisdiction.

Judge Hall Richards asked how rates are determined. Christy Williams and James Powell explained that staff would be leaning on the service provider to determine rates because there are several factors to consider including market fluctuations, geography, amount of load placed on the tower, etc. There would not be a standard rate for all requests.

Commissioner Jerry Stringer expressed concerns that requests for access to towers located in secure areas pose a security risk. The understanding of Johnson County was that third-party requests were related to governmental services. He was hoping an opt-out would be added to the policy. James Powell explained that NCT9-1-1 spoke with the Johnson County attorney and that there were no legal issues and those interlocal agreements with the tower jurisdictions were executed prior to district creation and allowed for the addition of third-party equipment. Sheriff N. Lane Akin noted that his county has vendors and outside parties visiting their jail and other secure areas regularly and that there are security measures in place to allow for that to happen. The county would continue to follow those policies and measures should a third-party need access to a secure area.

Councilmember La'Shadion Shemwell asked if this agreement supersedes the policies and procedures of the jail. James Powell responded that the interlocal agreement included language on the coordination of access. Councilmember La'Shadion Shemwell further asked if a policy was necessary if the interlocal agreements were already executed. James Powell explained that we do not have any agreements with third-parties at this point. The policy is intended to address the third-party placement and would provide revenue to recoup the initial capital cost and assist with ongoing operations and maintenance costs.

James Powell explained that as currently presented, if the process was consistent with the approved policy, that requests would not come back to the Board for approval.

Councilmember La'Shadion Shemwell asked if the Board wanted to consider requiring the approval of all third-party requests or if authority should be given to staff. Judge Hal Richards stated that he felt this was outside of the Board function and that authority should be given to staff.

Mayor Pro Tem Jennifer Berthiaume asked if locals have first rights, what happens if they make a request after third-party equipment is already on the tower. Christy Williams responded that there would be contracts with the third-parties and that the District would not be allowed to remove the equipment without cause prior to the expiration of that contract. However, staff feels the towers have an allowance for significant equipment and that in the case where there was a full load prior to the local request, staff would consider not extending an agreement with a third-party vendor once the current agreement expired.

Councilmember La'Shadion Shemwell asked if the Board could set the term of the agreements. James Powell responded that yes, as no agreements are currently in place. However, due to the rapid technology changes, the equipment would generally have to be replaced periodically and that the agreements would generally probably be for a two to a five-year term.

Judge Hal Richards (and seconded by Sheriff N. Lane Akin) made a motion to approve the resolution and policy as presented. A vote was taken and the resolution passed as presented. Sixteen members voted yay. Mayor Pro Tem Jennifer Berthiaume voted nay. Commissioner Jerry Stringer abstained.

INFORMATIONAL ITEMS

Item 7 CSEC Funding Closeout Update

Christy Williams provided a briefing on the Commission on State Emergency Communications (CSEC) fund closeout process. As the closeout of NCT9-1-1's relationship with CSEC was in process, there was a discrepancy on what should be paid to the NCT9-1-1. NCT9-1-1 worked diligently with NCTCOG administrative and legal staff on documentation and went through the negotiation process. Ultimately, the compromise was reached that CSEC would provide funding for outstanding invoices which totaled approximately \$4,200,000. This was in opposition to NCT9-1-1's original understanding; however, staff determined it was not in the best interest of the program to escalate the issue and that the best course of action was to move forward.

Item 8 Mitigation Report Overview

As previously reported, there were four service interruptions in the last quarter of 2018. After action reports were completed to memorialize that information and actions taken. Staff is working on a mitigation report with the current strategic consultant within the dollars in our current contract. When the report is completed, it will be provided to the Board. A table of contents is provided for Board reference. The report will include state and federal requirements, actions taken, and proposed future actions. Findings of this report will also be incorporated into NCT9-1-1's Continuity of Operations Plan.

Item 9 Legislative Update

1. Christy Williams and Amelia Mueller presented an update on the classification of Telecommunicators as First Responders, as presented in House Bill 1090. Currently, Telecommunicators are included in

the same category as postal workers, customer service representatives, etc. The governor signed the bill and it will become effective September 1. This is the first step as Texas is the first to pass such a bill. Amelia presented information on future public events including an event honoring Telecommunicators on September 2. Amelia will provide a list of statues that will change to the Board.

2. Bill 2461 was passed that allowed the City of Richardson to withdraw from Denco 9-1-1. The bill also closed the loop allowing other cities to withdraw. NCT9-1-1 is governed by a different statue so there is no direct effect on the district.
3. The drone bill did not pass. Staff is still completing flyovers under the very limited allowable circumstances which include getting landowner approval. The bill looked positive during the first and second reading the House of Representatives; however, it was combined with several other drone bills which hindered it from passing. Staff will continue to work with the legislators for the next session. In addition, Texas 9-1-1 Alliance is seeking an opinion from the Attorney General on if 9-1-1 falls within the allowable categories.
4. The bill to increase wireless bill fees also did not pass. Although it did not pass, an interim study will be conducted, and a small group of legislators has been identified to complete that study. NCT9-1-1 will be working with the Texas 9-1-1 Alliance to work with our local representative who is serving on the committee. Historically, if 9-1-1 bills do not pass it is due to lack of awareness, not opposition because 9-1-1 bills are nonpartisan.

Item 10 Director's Report

1. Staff has encountered various issues with security settings at member jurisdictions limiting the ability to send out information. While staff is working with those jurisdictions on an individual basis, the Board of Managers' meeting packet will also be posted on NCT911.org. Contact Hilaria Perez with any remaining issues.
2. Unless there are concerns, NCT9-1-1 will continue to model the NCTCOG Executive Board and will not be printing packets. Board members may print the packet or use a personal device to view it.
3. After discussion, it was determined that staff will provide a draft budget during late July. There will be a question period and compiled answers will be distributed to all Board members. It was agreed that August 8 be scheduled as a placeholder in case there is a reason to meet for budget discussions.
4. Received a letter asking for assistance from the city of Glenn Heights, a Municipal ECD. They provide 9-1-1 for their city. They are looking to close their center and contract with the North Ellis Emergency Dispatch (NEED) center for dispatch services. As part of this transition, NCT9-1-1 would need to re-route calls and Glenn Heights would need to use NCT9-1-1 infrastructure. Fees collected by the city would be remitted to NCT9-1-1 in exchange for service. Legislation precludes Glenn Heights from joining the district so it would be a contract for services. Additional considerations are being researched, such as a recommendation for buy-in fees. Staff would likely bring a policy for contract services for board considerations since there is the possibility for future requests.
5. The quarterly performance report was provided to the staff. Any questions may be directed to LeAnna Russell.
Attachment F
6. Recent accomplishments were provided to the Board.
Attachment G

Item 11 Quarterly Financial Report

Randy Richardson presented the quarterly financial report through the month of April 2019. The report included five months, which was one half of the total budget for this condensed fiscal year. Staff are still working on gathering more data to provide projections for the remainder of the year.
Attachment H

Item 12 FY 2020 Proposed Budget Overview

Randy Richardson provided a high-level overview of the proposed budget. Although there are no finalized numbers at this point, staff wanted to start providing information to the Board so that members would know what to expect. With the previous CSEC budget format, there was not much flexibility. Now, staff has the additional latitude to report the numbers in a way that makes sense to the program. This is a time intensive process as it is the first time to use the new format. Projected revenue is still to be determined because there are only five months of historical data to reference. Current estimates put revenue at approximately \$10,500,000, from both wireless and landline; however, this is a conservative number. Additional information will be provided as it becomes available.

Due to the previous CSEC closeout and this being the first year of the program, there is not expected to be contributions to fund balance. Those funds will be added in future years and the goal is to accumulate funds for capital replacement and other long-term needs. Staff will follow the NCTCOG's rules regarding the disposal of assets and until similar purchasing requirements.

Staff is currently working on a strategic plan. This plan will cover larger-scale projects that are outside of daily operations.
Attachment I

OTHER BUSINESS

Item 13 Other Business

A motion to adjourn was made by Judge Hal Richards (and seconded by Councilmember Jeff Hodges). There being no other business, President Stephen Terrell adjourned the meeting at 2:28 PM.

Approved by:

Reviewed by:

Stephen Terrell
President, NCT9-1-1 Board of Managers
Mayor, City of Allen

Roger Deeds
Secretary, NCT9-1-1 Board of Managers
Sheriff, Hood County



North Central Texas Emergency Communications District

Meeting Date: September 5, 2019

Submitted By: Christy Williams
Director of 9-1-1

Item Title: Resolution Approving the Fiscal Year 2020 Strategic Plan

The North Central Texas Emergency Communications District (NCT9-1-1) develops a strategic plan annually to outline the proposed projects for the upcoming fiscal year, as well as forecast what projects are anticipated in the proceeding four (4) fiscal years. The strategic plan provides high-level direction for the funding of projects and reflects each of the District's six teams' areas of focus for the five-year period. The District's annual budget is crafted based on the projects supplied in the plan. In accordance with the District's bylaws, the Board of Managers is required to approve an annual strategic plan.

NCT9-1-1 staff has prepared the FY 2020 Strategic Plan as contained in Attachment B.

A draft resolution approving the FY 2020 North Central Texas Emergency Communications District Strategic Plan is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2019-09-02

RESOLUTION APPROVING THE FISCAL YEAR 2020 STRATEGIC PLAN

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 creates an annual strategic plan outlining the program’s primary projects for the upcoming fiscal year; and

WHEREAS, staff has prepared the Fiscal Year 2020 NCT9-1-1 Strategic Plan and recommends its approval.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the Fiscal Year 2020 North Central Texas Emergency Communications District Strategic Plan.

Section 2. This resolution shall be in effect immediately upon its adoption.

Stephen Terrell
North Central Texas Emergency Communications District
Mayor, City of Allen

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on September 5, 2019.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County



North Central Texas Emergency Communications District

Meeting Date: September 5, 2019

Submitted By: Randy Richardson
NCTCOG Senior Fiscal Manager

Item Title: Resolution Approving the the Fiscal Year 2020 Budget and Setting the 9-1-1 Emergency Service Fee

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Per the District's bylaws, the Board of Managers is required to approve an annual budget, which includes setting the amount of the 9-1-1 emergency service fee. The statute provides the following related to the fee:

1. The amount of the fee may not exceed 50 cents per month for each line.
2. The fee must have uniform application throughout the District and be imposed in each participating county or municipality in the District.
3. The fee may be imposed only on the base rate charge or the charge's equivalent, excluding charges for coin-operated telephone equipment.
4. The Board shall set the fee each fiscal year and notify each supplier in the District of any change to the fee by the 91st day after the effective date of the change.

Staff has prepared the FY 2020 budget as contained in Attachment C and recommends the fee amount formerly imposed by CSEC and for FY 2019 of 50 cents per local exchange access line remain unchanged to meet forecasted expenditures of the District.

A draft resolution approving the FY 2020 North Central Texas Emergency Communications District Budget, including setting the 9-1-1 emergency service fee at 50 cents, is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



RESOLUTION APPROVING THE FISCAL YEAR 2020 BUDGET AND SETTING THE 9-1-1 EMERGENCY SERVICE FEE

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, staff has prepared the FY 2020 NCT9-1-1 Budget and recommends its approval, including setting the 9-1-1 emergency service fee at 50 cents per local exchange access line.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the FY 2020 North Central Texas Emergency Communications District Budget in the amount of \$10,429,266, including setting the 9-1-1 emergency service fee at 50 cents.

Section 2. The Executive Director and designees are authorized to receive federal, state, and local funding for FY 2020.

Section 3. The Executive Director and designees are authorized to transfer funds between programs and line items as necessary as allowed by applicable state and federal laws, regulations, and grant requirements.

Section 4. The Executive Director and designees are authorized to execute contracts for goods and services up to \$100,000 and to equip and provide facilities as allowed by applicable state and federal laws, regulations, and grant requirements.

Section 5. This resolution shall be in effect as of October 1, 2019.

Stephen Terrell
North Central Texas Emergency Communications District
Mayor, City of Allen

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on September 5, 2019.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County



**NORTH CENTRAL TEXAS
EMERGENCY COMMUNICATIONS DISTRICT
PROPOSED BUDGET**

Fiscal Year 2020



MISSION AND GOALS STATEMENT

The North Central Texas Emergency Communications District (NCT9-1-1) is a newly formed 9-1-1 district with the responsibility to research, plan, implement, maintain, and coordinate a regional 9-1-1 system that is an integral part of public safety emergency communications. A priority for the upcoming year is to focus on maintaining and improving resiliency which helps the District achieve its mission of *Saving Lives and Making a Difference!* The definition of resiliency is the capacity to recover quickly from difficulties—toughness. The 9-1-1 service interruptions experienced in FY2019 allowed NCT9-1-1 to test and demonstrate resiliency in our system.

In FY2020, NCT9-1-1's goal for resiliency will be achieved by being reflective, resourceful, robust, and redundant. Systems and processes will be examined in order to be efficient, inclusive, and interoperable; while continuing to mitigate risks. This requires the willingness and ability to adopt alternative strategies in response to changing circumstances. NCT9-1-1 will measure the success of that goal as the capacity of the District to survive, adapt and grow; regardless of the chronic stress of the industry and the acute shocks of service interruptions. NCT9-1-1 seeks not to just survive but to thrive regardless of the challenge.

9-1-1 SERVICES

The NCT9-1-1 service area includes 14 counties and five municipalities in Dallas County: Balch Springs, Cockrell Hill, Sachse, Seagoville and Wilmer. The District provides 9-1-1 services to over 40 Public Safety Answering Points (PSAPs). The Board of Managers ("Board"), represented by elected officials in each county in the service area, provides policy oversight of the District. In addition, the Strategic Advisory Committee fosters cooperation, collaboration, planning, and engagement regarding regional plans. NCT9-1-1 will continue to administer the regional 9-1-1 system by managing and improving existing services and planning for the future of 9-1-1.

With comprehensive updates to the architecture of the network, including a microwave tower initiative last year and the completion of implementing new 9-1-1 Call Handling Equipment throughout the region, NCT9-1-1 staff will utilize FY2020 to focus on the stability, efficiency, and improvement of our current technology and systems. Although mitigation efforts have been implemented since service interruptions last year, mitigation research will continue and strengthening our system and service will be a priority. The Technology Team reviews service interruptions not just in our area, but around the world in order to make recommendations for improving our system and preparing for the potential threats that others have experienced. Many of these threats involve security. There will be a continued emphasis on cyber and physical security in FY2020 and beyond.

NCT9-1-1 continues to host two Regional Telecommunicator Academies per year. With each class, after-action reports allow for continuous improvement of the only telecommunicator academy in the state. The Operations Team will continue to advocate for PSAPs and provide exceptional customer service through monitoring, training, education, and engagement. A focus for the second year in a row will be to enhance digital communications through social media outlets and the NCT9-1-



1 website. A new quality assurance program will also be implemented, giving PSAPs the tools and ability to obtain nationally recognized quality certifications and improve their daily operations.

The Data Team continues to work hand in hand with the GIS Team to improve processes for updating and correcting data. Research is being conducted to help prepare NCT9-1-1 for handling the vast amount of data projected to be received from Internet of Things (IoT) devices and sensors in the future. The GIS Team and the county GIS coordinators have focused on reduction of errors for several years and are currently in a maintenance mode for data quality. A disbursement maintenance model, allowing for incentive payments to counties for maintaining accurate addressing data and approved by the Board in FY2019, will be implemented in FY2020. As an early adopter of enhanced or supplemental location services through a national clearinghouse, our PSAPs have seen device-based location that has made the difference between life and death. The GIS and Operations Teams will work with PSAPs in FY2020 to offer streaming services such as crowd-sourced traffic information and flood sensor data. These are optional services that are implemented at the request of a PSAP. The GIS Team will continue to work with housing developers for permission to fly UAVs (Unmanned Aerial Vehicles or drones) for 9-1-1 addressing of new sub-divisions in a much timelier manner than the current process. This efficiency would not only save time and money, but lives as calls from new developments would show updated location information on the PSAP maps instead of outdated mapping of a field.

The majority of the FY2020 budget is comprised of on-going costs of existing software and services directly supporting the 9-1-1 system, as well as labor related costs to administer the 9-1-1 services. The Data and Support Teams' budgets are comprised exclusively of recurring costs and the Project Team's budget also has recurring costs, as well as contracts and university partnerships that benefit the entire program. The Technology Team has contracts with over 20 vendors to acquire the necessary services and maintain diversity of services.

As a result of partial funding loss from the Commission on State Emergency Communications (CSEC) as part of the district transition, the FY2020 budget includes temporary reductions in personnel, with the continued authorization of those full-time employees when funding becomes available. These reductions, as well as cuts in contracted services for professional services, will be partially augmented through projects with academia and utilizing student interns. The Mobile Command Center has also been temporarily removed and staff will explore grants and shared regional backup centers as alternative solutions.

The District continues to focus on Next Generation 9-1-1 (NG9-1-1) and improvement of public safety communications services to the public served in the region. However, there is no funding in this budget for new projects or technologies. NCT9-1-1 began a journey to NG9-1-1 in 2008 by building an IP infrastructure consisting of 9-1-1 equipment and systems, as well as a network that would act as the backbone for future applications. The network and systems have been implemented and updated in a phased approach. Today the network transport layer and core services serve as the infrastructure of the NCT9-1-1 system. That platform will allow work on some "no cost" applications and services that sit on the infrastructure and can enhance the overall services 9-1-1 can provide to protect our first responders and enhance the response for the public.

Transitioning from a CSEC-governed budget to a district budget that is in line with the enterprise budgeting practices has been very challenging for the first year. Many categories and line items have been modified to be more accurate and current, which means it is difficult to effectively compare the budget to historical data. Instead, research has been conducted and



projections have been made; however, the flexibility to adapt is necessary during the initial years as a district. Having a history, knowing our revenues, and having a year to adjust to a completely new budget style will ensure that the budget process will be smoother and easier to understand in the future.

Proposed Fiscal Year 2020 Revenue Budget
Budget Period: 10/01/2019-09/30/2020
Schedule A

North Central Texas Emergency Communications District Proposed Fiscal Year 2020 Revenue Budget Budget Period: 10/01/2019 - 09/30/2020 Schedule A		
---	--	--

Category	Revenue	Percent of Total
Wireless Funding CSEC	8,300,000	79.05%
Landline Receipts from Providers	2,200,000	20.95%
Total Receipts	10,500,000	100.00%

Revenue is an estimate. We began collecting fees from Telephone providers in December 2018. These estimates are based on the limited amount of collections to date.

	Avg Monthly Receipts	
Largest Landline Providers:		
Southwestern Bell	53,000	
Spectrum Advanced Services	24,000	
AT&T Corp	14,000	



Proposed Fiscal Year 2020 Operating Expenses
Budget Period: 10/01/2019-09/30/2020
Schedule B

North Central Texas Emergency Communications District Proposed Fiscal Year 2020 Operating Expenses Budget Period: 10/01/2019 - 09/30/2020					
Schedule B					
Budget Category	Fiscal Year 2019 Budget		Proposed FY 2020	Comparison FY 2019 Budget	
	Board Approved	Complete Year		Amount Change	Percentage Change
Operations					
FTE Authorized	33	33	33	-	0.00%
FTE Funded	33	33	30	(3)	-9.09%
PTE	3	3	3	-	0.00%
Salaries (1)	1,989,102	2,386,922	2,192,700	(194,222)	-8.14%
Fringe Benefits (2)	909,019	1,090,823	1,034,954	(55,869)	-5.12%
Indirect Costs (3)	512,968	615,561	571,295	(44,266)	-7.19%
Rent and Other (4)	313,851	376,621	394,867	18,246	4.84%
Equipment & Software: Support & Maintenance (5)	1,149,678	1,379,614	802,970	(576,644)	-41.80%
Network (6)	1,618,348	1,942,013	1,988,790	46,777	2.41%
Security (7)	83,333	100,000	149,270	49,270	49.27%
Contract Services (8)	349,832	419,798	971,300	551,502	131.37%
Travel (9)	54,204	65,045	73,000	7,955	12.23%
Staff Support (10)	329,050	394,860	249,940	(144,920)	-36.70%
Fleet Management (11)	19,230	23,076	49,700	26,624	115.38%
Communications (Public Education) (12)	95,000	114,000	65,000	(49,000)	-42.98%
PSAP Training (13)	22,975	27,570	40,950	13,380	48.53%
Insurance (14)	5,790	6,948	33,900	26,952	387.91%
Telecom (15)	464,228	557,074	655,400	98,326	17.65%
County Reimbursements (16)	807,333	968,800	645,000	(323,800)	-33.42%
NCTCOG Information Technology Costs (17)	154,322	185,186	196,300	11,114	6.00%
NCTCOG Fiscal Agent Support (Schedule C)	170,830	205,000	343,930	138,930	67.77%
Total 9-1-1 Operations	9,049,093	10,858,911	10,459,266	(399,645)	-3.68%
Capital Expenditures	162,500	195,000		(195,000)	-100.00%
Total Fiscal Year 2020 Budget	9,211,593	11,053,911	10,459,266	(594,645)	-5.38%



Proposed Fiscal Year 2020 Operating Expenses
Budget Period: 10/01/2019-09/30/2020
Schedule B Notes

- (1) **Salaries-** Temporary reduction of three FTEs is based on reduced budget. Positions will remain authorized but unfilled until funding is available.
- (2) **Fringe Benefits-** Fringe benefits are 47.2% of salaries. This is a slight increase from FY2019 (45.7%) primarily due to an increase in health insurance costs.
- (3) **Indirect Costs-** Indirect costs remain unchanged from FY2019 at 17.7% of salaries plus fringe benefits.
- (4) **Rent and Other-** Rent is \$20.50 per square foot. NCT9-1-1 currently rents 19,000 square feet. This is a \$1.10 per square foot increase from FY2019 primarily due to the 2% annual adjustment plus increase in building operational expenses.
- (5) **Equipment & Software-** Equipment and software maintenance is lower due to the net result of the following changes:
Decreases from FY2019 budget:
 - Microwave project that will be completed before the end of the FY2019 fiscal year- \$140k
 - Replacement of Data Center system components which was completed in FY2019 and is not included in the FY2020 budget- \$286k
 - Competitive procurement and award to a new vendor supporting call handling solutions at PSAPs- \$322k
 - Maintenance was prepaid in FY2019 for FY2020. A maintenance payment will be required in FY2021.Increases from FY2019 budget:
 - \$ FirstNet services for preemption and priority router connections for outage mitigation- \$40k
 - Maintenance for software installed within the PSAPs for outage mitigation- \$100k
 - New Data Hub and data quality control for software- \$71k
- (6) **Network-** Primary items in network:
 - NextGen core services- \$754k
 - Telecommunication transport costs- \$548k
 - Monthly leases and power costs at two data centers- \$365k
- (7) **Security-** Difference is primarily due to an addition of a VOIP telephone security system referred to Session Border Control (firewall).
- (8) **Contract Services-** Changes in contracts for FY2020
 - Strategic Consulting Services totaling \$500k. This was budgeted with FY2017 CSEC funding. Costs were \$830k per year. This line was reduced due to increase of in-house expertise and budgetary restraints.
- (9) **Travel-** Travel increased as compared to FY2019 primarily due to trips required for staff to gain more knowledge in their role within the District and to enhance knowledge on changing technology.
- (10) **Staff Support-** The decrease is primarily due to the reduction of temporary staff costs totaling \$170k. Temporary staff was initially for planned projects that were executed using alternate means.
- (11) **Fleet Management-** Increases are primarily due to the following items:



- Budget adjustment from CSEC budget categories. Maintenance was part of equipment maintenance.
 - Maintenance and repairs higher due to aging vehicles.
- (12)**Communications**- Public education materials were reduced from \$100k to \$50k primarily due to budget constraints. This is a temporary adjustment due to funding.
- (13)**PSAP Training**- Increases are primarily due to the following training items:
- Project 33 in which APCO provides accreditation for PSAP quality assurance- \$10k
 - Onboarding and training new county GIS coordinators- \$2k
- (14)**Insurance**- The 9-1-1 district is now required to pay for its own insurance policies after the creation of its own entity. Below are the insurance coverage line items included within the FY2019 budget (all are new with the exception of the vehicles which were included within the FY2019 budget).
- Errors and Omissions Insurance- \$12k
 - General Liability Insurance- \$5.5k
 - Personal Property Insurance- \$8.5k
 - Vehicle Insurance- \$7k (no change from FY2019)
 - Crime Insurance- \$1k
- (15)**Telecom**- The telecom increase is primarily due to the following:
- Two largest telecoms changed \$78k and \$40k, respectively within the FY2020 budget. The increase is primarily due to additional trunk connections to facilitate increasing 9-1-1 traffic.
- (16)**County Reimbursements**- The decrease is primarily due to the following changes:
- PSAP reimbursements are discretionary and reimbursements are contingent upon funding. No funding will be available for FY2020. The remaining budget is for GIS/addressing disbursements.
- (17)**NCTCOG Information Technology**- This amount is the 9-1-1 allocation within the FY2020 NCTCOG RIS budget for support.



Proposed Fiscal Year 2020 NCTCOG Fiscal Agent Support
Budget Period: 10/01/2019-09/30/2020

Schedule C

Budget Category	Fiscal Year 2019 Budget		Proposed FY 2020				Comparison FY 2019 Budget	
	Board Approved	Complete Year	Accounting	Marketing	Legal	Total	Amount Change	Percentage Change
FTE (1)	1.50	1.50	1.60	0.40	0.16	2.16	0.66	44.00%
PTE								0.00%
Salaries (2)	91,670	110,000	136,120	21,690	21,300	179,110	69,110	62.83%
Fringe Benefits (2)	41,890	50,270	64,250	10,240	10,050	84,540	34,270	68.17%
Indirect Costs (2)	23,640	28,370	35,470	5,650	5,550	46,670	18,300	64.50%
Facilities Allocation (2)	4,330	5,200	5,860	1,460	930	8,250	3,050	58.65%
Network Services Allocation (2)	9,300	11,160	14,640	2,920	1,500	19,060	7,900	70.79%
Travel (3)			1,200			1,200	1,200	100.00%
Staff Support (4)			2,700			2,700	2,700	100.00%
Training / Professional Development (5)			2,400			2,400	2,400	100.00%
Total NCTCOG Fiscal Agent Support	170,830	205,000	262,640	41,960	39,330	343,930	138,930	67.77%

- (1) Staff increase is due to the addition of legal and marketing resources not included in the FY2019 budget. The marketing resource is new and a shared resource with other NCTCOG departments.
- (2) Labor and labor related costs are higher due to increase in legal/admin full time FTEs and change in staff level.
 - a. Accounting staff has changed to a Senior Fiscal Manager and a Staff Accountant from a Senior Fiscal Analyst and a Senior Accountant. These are higher grade positions to accommodate new responsibilities with the formation of the 9-1-1 District.
- (3) Travel for annual Deltek conference for NCTCOG ERP system
- (4) Bank Fees, printing etc. for the administration of the 9-1-1 program
- (5) Annual Deltek conference cost plus other miscellaneous trainings



Proposed Fiscal Year 2020 Authorized Staffing Summary
Budget Period: 10/01/2019-09/30/2020

Schedule D

Position Title	Grade	2019	2020
9-1-1 Program Director	B-32	1	1
9-1-1 Technology Manager	B-28	1	1
9-1-1 GIS Manager	B-28	1	1
9-1-1 Solutions Architect	B-27	1	1
9-1-1 Operations Manager	B-26	1	0.5
9-1-1 System Administrator II	B-26	1	1
9-1-1 Network Engineer	B-26	2	2
9-1-1 Strategic Services Manager (a)	B-26	1	1
9-1-1 Field Support Supervisor	B-25	1	1
9-1-1 System Administrator I	B-24	1	1
9-1-1 GIS Data Administrator	B-24	1	1
9-1-1 Database Supervisor	B-23	1	1
9-1-1 GIS Data Supervisor	B-23	1	1
9-1-1 Operations Supervisor	B-23	1	1
9-1-1 Technical Specialist IV	B-22	1	1
9-1-1 Database Analyst II	B-22	1	1
9-1-1 Training Coordinator	B-21	1	1
9-1-1 Digital Training Coordinator	B-21	-	0.5
9-1-1 Quality Assurance Coordinator	B-21	1	1
9-1-1 Communications Coordinator	B-21	1	1
9-1-1 Operations Specialist (b)	B-21	1	1
9-1-1 Administrative Program Coordinator	B-21	1	1
9-1-1 GIS Specialist III	B-20	4	4
9-1-1 Technical Specialist III	B-20	3	3
9-1-1 Project Specialist (b)	B-18	2	2
Sr Administrative Assistant	A-17	1	1
Administrative Assistant II (b)	A-15	1	1
Totals		33	33

Position Title	Grade	Temporary	
		2019	2020
Intern	A-09	3	3
Totals		3	3

(a) Position promoted from Project Supervisor (B24)

(b) Three positions authorized but unfunded



North Central Texas Emergency Communications District

Meeting Date: September 5, 2019

Submitted By: Jessie Shadowens-James
9-1-1 Strategic Services Manager

Item Title: Resolution Authorizing Contracts with Federal Engineering, Inc. and Mission Critical Partners, LLC, for Public Safety Strategic Consulting

The North Central Texas Emergency Communications District (NCT9-1-1) utilizes public safety consultants to complete a variety of projects for the program. Examples include, but are not limited to: network design, contingency planning, equipment installation, contract negotiation, technical requirement writing, and pre-procurement research. These consultants are utilized to supplement in-house expertise and third-party contractors.

In previous years, these consultants have been procured utilizing cooperative purchasing mechanisms such as the Department of Information Resources contracts.

Recently, in coordination with NCT9-1-1 Program staff, the North Central Texas Council of Governments (NCTCOG) SHARE cooperative purchasing program conducted a procurement for public safety strategic consulting services. In August 2019, NCTCOG entered into contract #2019-074 with Federal Engineering Inc., and Mission Critical Partners, LLC, as part of its SHARE cooperative purchasing program. NCT9-1-1 is able to utilize these cooperative contracts which satisfies local procurement requirements.

A draft resolution authorizing Fiscal Year (FY) 2020 contracts with Federal Engineering Inc., and Mission Critical Partners, LLC, in a cumulative amount not to exceed \$500,000, is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



RESOLUTION AUTHORIZING CONTRACTS WITH FEDERAL ENGINEERING INC., AND MISSION CRITICAL PARTNERS, LLC, FOR PUBLIC SAFETY STRATEGIC CONSULTING

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, the North Central Texas Council of Governments entered into contract #2019-074 with Federal Engineering Inc., and Mission Critical Partners, LLC, through its SHARE cooperative purchasing program.

WHEREAS, NCT9-1-1 desires to enter into contracts with both firms to provide various public safety related consulting services.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers authorizes contracts with Federal Engineering Inc., and Mission Critical Partners, LLC, in a cumulative amount not to exceed \$500,000.00.

Section 2. The Executive Director or designee is authorized execute agreements necessary to carry out this program, in the name of the North Central Texas Emergency Communications District.

Section 3. This resolution shall be in effect immediately upon adoption.

Stephen Terrell
North Central Texas Emergency Communications District
Mayor, City of Allen

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on September 5, 2019.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County



FINANCIAL STATUS REPORT FOR 8 MONTHS AS OF: JULY 31, 2019

REVENUES:				
Revenue Category	Revenue Budget	Revenue	Amount Remaining	% Received
Wireless	6,904,945	4,878,077	2,026,868	70.65%
Landline(1)	2,301,648	992,800	1,308,848	43.13%
Local Fee for Service	5,000	30,062	(25,062)	601.25%
Total Revenue	9,211,593	5,900,939	3,310,654	64.06%
EXPENDITURES:				
LABOR & LABOR RELATED (2)				
Category	Budget	Expenditures	Amount Remaining	% Expended
Salaries	1,989,100	1,293,613	695,487	65.04%
Fringe Benefits	909,020	590,999	318,021	65.01%
NCTCOG Indirect	512,970	333,576	179,394	65.03%
Facility Charges	313,850	238,641	75,209	76.04%
NCTCOG Network Svc	154,320	119,650	34,670	77.53%
Travel	54,200	48,002	6,198	88.56%
Total Labor & Labor Related	3,933,460	2,624,480	1,308,980	66.72%
FISCAL AGENT SUPPORT				
Category	Budget	Expenditures	Amount Remaining	% Expended
Administrative, Legal Support (3)	170,830	219,568	(48,738)	128.53%
COST OF OPERATIONS (4)				
Categories	Budget	Expenditures	Amount Remaining	% Expended
9-1-1 Network	1,327,760	331,754	996,006	24.99%
Contract Services	858,480	400,703	457,777	46.68%
Equipment Maintenance	435,740	338,215	97,525	77.62%
Data Center Leases	361,690	62,717	298,973	17.34%
Capital Outlay	162,500	845,972	(683,472)	520.60%
Software	101,170	555	100,615	0.55%
Public Education Materials	83,330	9,556	73,774	11.47%
Advertising	50,000	363	49,637	0.73%
Other Costs	161,243	189,259	(28,016)	117.37%
Total Cost of Operations	3,541,913	2,179,094	1,362,819	61.52%
LOCAL GOVERNMENT REIMBURSEMENTS				
Category	Budget	Expenditures	Amount Remaining	% Expended
County Reimbursements (5)	1,565,390	312,531	1,252,859	19.97%
TOTAL Expenditures				
Category	Budget	Expenditures	Amount Remaining	% Expended
Totals	9,211,593	5,335,673	3,875,920	57.92%

NOTES		
Reference No.	Category	Description
1	Landline	Includes collections of \$869,580 through July plus an accrual of \$123,221. Still in process of collecting fees primarily for the months of December and January currently projected at an amount totaling \$244,000 which has not been recorded to date. Revenue collected percentage would be 54% if Dec/Jan receipts were considered.
2	Labor & Labor Related	Salaries, fringe benefits and indirect costs are below budget due to unfilled positions. Some of the positions are unfilled due to cash restraints. NCT9-1-1 has averaged 28 FTEs in FY 2019, budget is for 33 staff.
3	Fiscal Agent Support	Includes costs for NCTCOG administration support (accounting) and legal services. The budget included approximately 1.5 FTEs. Actual FTE charges have been higher primarily due to the complexities regarding the transition to the NCT9-1-1 District.
4	Cost of Operations	Total costs are 62% of budget. Most line items are below budget due to costs being paid utilizing CSEC funding instead of NCT9-1-1 funding through May 2019. Costs over budget through July include: 1. Capital Outlay - \$846,000. Auxiliary power supply for \$705,000 and Call Handling Equipment at PSAPs for \$141,000. Funds previously planned with CSEC, however ultimately funded locally by the District.
5	Local Government Reimbursements	County reimbursements are discretionary. With funding constraints, some reimbursements would not be made this year. The 2 main spending categories are telephone trunk connections and addressing reimbursements. Portion of this budget line item was paid prior to the District formation.