



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
9-1-1 BOARD OF MANAGERS MEETING
Minutes – September 5, 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 12:30 PM on September 5, 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. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
5. Matt Coates – Sheriff, Erath County
6. Harold Eavenson – Sheriff, Rockwall County
7. Jeff Hodges – Councilmember, City of Prosper
8. La’Shadion Shemwell – Councilmember, City of McKinney
9. Jim Skinner – Sheriff, Collin County
10. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

11. N. Lane Akin – Sheriff, Wise County
12. Danny Chambers – County Judge, Somervell County
13. Kerry Crews – Justice of the Peace #2, Hunt County
14. Pat Deen – County Judge, Parker County
15. Steven Gorwood – Mayor, City of Balch Springs
16. Shane Long – County Judge, Palo Pinto County
17. Hal Richards – County Judge, Kaufman County
18. Will Sowell – Councilmember, City of Frisco

Members of the Staff Present:

19. Mike Eastland – Executive Director of NCT9-1-1
20. Christy Williams – Director of NCT9-1-1
21. Joe Brawner – 9-1-1 GIS Specialist III
22. Kasey Cox – 9-1-1 GIS Data Administrator
23. Sherry Decker – 9-1-1 Operations Manager
24. Clay Dilday – 9-1-1 Technology Manager
25. Steven Gorena – 9-1-1 Field Support Supervisor

26. Ken Kirkpatrick – Counsel for NCT9-1-1
27. Norman Marquart – NCTCOG Fiscal Manager
28. Monte Mercer – NCTCOG Deputy Executive Director
29. Amelia Mueller – 9-1-1 Communications Coordinator
30. Hilaria Perez – 9-1-1 Administrative Program Coordinator
31. James Powell – Deputy Counsel for NCT9-1-1
32. Josh Rawls – 9-1-1 Strategic Services Coordinator
33. Molly Rendon – NCTCOG Director of Administration
34. Randy Richardson – NCTCOG Senior Fiscal Manager
35. LeAnna Russell – 9-1-1 Database Supervisor
36. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
37. Tommy Tran – 9-1-1 Solutions Architect

Visitors Present:

38. Kelley Chastain – GIS Analyst, Kauffman County
39. Rebecca Charles – GIS Specialist/9-1-1 Addressing Coordinator, Ellis County
40. Sherri Griffith-Powell – Mission Critical Partners
41. Kim Johnson – Dispatcher, Erath County
42. David Jones – Mission Critical Partners
43. Barbara Neville – Emergency Management Coordinator, Rockwall County
44. Jarod Rosson – Deputy Emergency Management Coordinator, Rockwall County
45. Angela Williams – Dispatch Supervisor, Erath County

PUBLIC COMMENT

Sheriff Harold Eavenson introduced the Emergency Management Coordinators from Rockwall County.

REGULAR SESSION

Action:

Item 1 Approval of June 6, 2019, Minutes

President Stephen Terrell stated the first item on the agenda was approval of the minutes from the June 6, 2019, Board meeting.

Attachment A

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

Item 2 Resolution Approving the NCT9-1-1 FY 2020 Strategic Plan

Christy Williams requested approval of the FY 2020 Strategic Plan. According to NCT9-1-1's bylaws and guiding statutes, staff will request Board approval for the upcoming fiscal year's strategic plan. The plan outlines the projects that coincide with the budget. It further explains the budget line items. Christy Williams outlined the categories in the plan which cover what staff accomplished during the previous year,

what staff plans to accomplish during the upcoming fiscal year, and what projects are on the horizon for the subsequent four fiscal years.

The proposed strategic plan begins October 1, 2019. The projects outlined for fiscal year 2020 include an overview of the existing problem and project overview and are broken down by team.

For fiscal years 2021-2024, a roadmap has been outlined that includes high level project overviews, as well as cost estimates. These are projects staff are already researching and have identified as being beneficial for the region. There are pilots and proofs of concept that may occur at any time. Several of these projects will also be reviewed with the Strategic Advisory Committee (SAC) which meets prior to each Board meeting. Projects for future years may be eliminated, escalated, delayed, and costs may change.

Christy Williams opened the floor for questions. Councilmember La'Shadiion Shemwell asked for clarification of how many staff the program currently has. Staff clarified NCT9-1-1 has 30 staff members presently with 33 staff positions authorized.

NCT9-1-1 does not chase technology and does not need to be first, the goal is to improve 9-1-1 service in the region. Several of the upcoming fiscal year projects are zero cost projects because of current budget constraints. In addition, staff learned a valuable lesson last year and have made a conscious effort to improve Public Safety Answering Point (PSAP) engagement to make sure money and time are not wasted.

Attachment B

Upon a motion from Sheriff Harold Eavenson (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 the NCT9-1-1 FY 2020 Budget and Service Fee

Randy Richardson asked for approval of the FY 2020 Budget. He made a presentation outlining information provided in the Board packet including historical Commission on State Emergency Communications (CSEC) information and steps made since becoming a district. At the initial meeting, the Board approved a 10-month budget to cover the period between district creation through fiscal year end totally \$9.2 million.

He explained the CSEC biennium model in which things were allocated in one fiscal year and expended in a different fiscal year. Prior to district creation, projected revenue came from CSEC. Funds went to CSEC, who retained a portion, and then a portion was sent to the program. Now, wireless funds come from the Comptroller and landline funds are remitted directly to NCT9-1-1 from the service providers. The total projected revenue for fiscal year 2020 is \$10.5 million. These revenue estimates are based on the past six months as a district. Projecting revenue is difficult because revenue collection can be challenging as service providers previously sent the payments to the state.

Total expenditures for fiscal year 2020 total \$10.5 million, which is a decrease of 5.4% from previous years. A PowerPoint presentation was given which reviewed line items. Some line items increased, some decreased, but the net change is 5.4%. Further explanation was provided on the anomalies of comparing budget year to budget year versus program years.

The goal of the district is to maintain an operating budget contingency of 25%, as well as a capital replacement fund for equipment equaling \$1.5 million annually. The priorities of the District were previously outlined in a Use of Funds policy which was approved by the Board. With the transition to a district, there is currently no funding for capital replacement reserves.

Randy Richardson opened the floor for questions. Councilmember Jeff Hodges asked for further explanation on what was included in fringe benefits. Monte Mercer, Deputy Executive Director of NCTCOG, explained that items in that category includes items such as insurance, vacation, sick leave, and retirement.

Attachment C

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

Item 4 Resolution Authorizing Contracts with Federal Engineering and Mission Critical Partners, Inc. for Public Safety Strategic Consulting Services

Jessie Shadowens-James requested approval of contracts with Federal Engineering and Mission Critical Partners, Inc. for public safety consulting services. For the last several years, NCT9-1-1 has utilized the service of strategic consultants to supplement in-house expertise and third-party contractors. These services were previously accessed via cooperative purchasing mechanisms; however, staff committed to completing a procurement upon completion of the current contract. During Spring 2019, staff worked with NCTCOG's cooperative purchasing program, North Texas SHARE, to complete a procurement for public safety strategic consulting services. NCT9-1-1 staff served as programmatic experts and functioned as the scoring committee. The request is to enter into one-year agreements with both vendors for an amount not to exceed \$500,000, collectively.

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

INFORMATIONAL ITEMS

Item 5 Mitigation Report

Sherri Griffith-Powell from NCT9-1-1's strategic consulting vendor, Mission Critical Partners, LLC (MCP) presented the findings of the mitigation report. MCP was engaged to help create a mitigation report based on the service interruptions in the fourth quarter of 2018. MCP collaborated with staff to pull all findings and steps into one place to create resiliency within the system. The report includes information including root cause, staff response, items to track, and improvements going forward. By and large, NCT9-1-1 has an amazingly competent technical program and the few minor recommendations centered around change management and formalizing processes.

After the very first service interruption, Christy Williams had the team look at creating a formal crisis communications plan. Staff is finalizing the plan that defines internal and external messaging, grab and go binders, chain of command for public information, etc. In addition, bi-lingual staff members have been identified to assist with the translation of messages in real time.

Beginning in 2015, NCT9-1-1 has had a continuity of operations plan which now includes the crisis communications plan. This year the desktop exercise was a weather event to test staff's ability to respond during the service interruption.

Item 6 Legislative Update

James Powell, Legal Counsel for NCT9-1-1, presented updates resulting from the most recent legislative session. He highlighted the addition of public comment to the September agenda based on HB 2840. The option was given to add public comment at the beginning of the meeting or for each agenda item. Members of the public will be able to provide public comment on September's agenda or any subsequent agenda.

Item 7 Director's Report

Accomplishments that are generally included are in the strategic plan. Board packets are posted on the website, but some items may be redacted for security purposes. At the request of the Board, NCT9-1-1 will email final versions of the mitigation report and crisis communication plan.

Item 8 Quarterly Financial Report

Randy Richardson presented the quarterly financial report through the month of July 2019. The report included eight months, which was about 80% of the total budget for this condensed fiscal year.

Attachment D

OTHER BUSINESS

Item 9 Other Business

Councilmember La'Shadion Shemwell requested information be included in future strategic plans regarding ways the program promotes diversity considering the use of public funds. NCT9-1-1 committed to providing information in future strategic plans.

Announcement of First Responder Commencement Ceremony beginning at 2:00 PM.

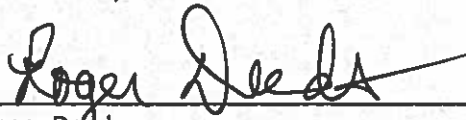
A motion to adjourn was made by Councilmember Jeff Hodges (and seconded by Councilmember La'Shadion Shemwell). There being no other business, President Stephen Terrell adjourned the meeting at 1:20 PM.

Approved by:



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

Reviewed by:



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