



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

Minutes – June 4, 2020

Audio-only Meeting

Public Toll-Free Call-In Number: (855) 965-2480

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on June 4, 2020.

Members of the Board Present:

1. Roger Deeds – President, Sheriff, Hood County
2. Jeff Hodges – Vice-President, Councilmember, City of Prosper
3. Hal Richards – Secretary, County Judge, Kaufman County
4. N. Lane Akin – Sherriff, Wise County
5. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
6. Gary Caplinger – Mayor Pro Tem
7. Danny Chambers – County Judge, Somervell County
8. Kerry Crews – Justice of the Peace #2, Hunt County
9. Eddie Perry – Commissioner, Navarro County
10. Jim Skinner – Sheriff, Collin County
11. Randy Stinson – Commissioner, Ellis County
12. Jerry Stringer – Commissioner, Johnson County

Members of the Board Absent:

13. Matt Coates – Sheriff, Erath County
14. Harold Eavenson – Sheriff, Rockwall County
15. Shane Long – County Judge, Palo Pinto County
16. La'Shadion Shemwell – Councilmember, City of McKinney
17. Will Sowell – Councilmember, City of Frisco

Members of the Staff Present:

18. Mike Eastland – Executive Director of NCT9-1-1
19. Christy Williams – Director of NCT9-1-1
20. Bret Batchelor – 9-1-1 Training Coordinator
21. Brittney Burross – 9-1-1 Quality Assurance Coordinator
22. Clay Dilday – 9-1-1 Technology Manager
23. Kari Gamez – 9-1-1 Sr. Administrative Assistant
24. Ken Kirkpatrick – NCTCOG Counsel for Transportation
25. Rodger Mann – 9-1-1 GIS Manager
26. Norman Marquart – NCTCOG Fiscal Manager
27. Monte Mercer – NCTCOG Deputy Executive Director
28. Amelia Mueller – 9-1-1 Communications Coordinator

29. Hilaria Perez – 9-1-1 Administrative Program Coordinator
30. James Powell – Deputy Counsel for NCT9-1-1
31. Joshua Rawls – 9-1-1 Strategic Services Coordinator
32. LeAnna Russell – 9-1-1 Data Manager
33. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
34. Jason Smith – 9-1-1 Operations Supervisor

REGULAR SESSION

Action:

Item 1 Approval of March 5, 2020, Minutes

President Roger Deeds stated that the minutes to be approved were from the March 5, 2020, Board meeting.

A request was made prior to the meeting to edit the minutes to reflect Danny Chambers as present at the March meeting. The minutes were modified as such.

Attachment A

Upon a motion by Sheriff Jim Skinner (seconded by Judge Danny Chambers) and by unanimous vote of all members present, the Board approved the minutes of the March 5, 2020, Board of Managers meeting.

Item 2 Adoption of Rules for Public Comments at NCT9-1-1 Board of Managers Meetings

House Bill (HB) 2840 requires governmental bodies to allow members of the public to give input on agenda items during open meetings. Input must be given before or during the consideration of the agenda item and not after. HB 2840 also permits governmental bodies to adopt reasonable rules regarding the public's right to address the body, including rules regarding time limits. This bill took effect on September 1, 2019. Public comment has been allowed in accordance with HB 2840 at NCT9-1-1 Board meetings since its September 5, 2019 meeting. However, staff has developed and recommends the adoption of reasonable rules, provided in Attachment B, to govern future meetings.

Attachment B

Councilmember Jeff Hodges asked if the public can make comments on a previous meeting. Deputy Counsel for NCT9-1-1, James Powell, stated that there are other forums in which the public can comment about previous meetings.

Upon a motion by Judge Hal Richards (seconded by Mayor Pro Tem Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the rules as presented.

Item 3 Resolution Authorizing a Contract with RapidDeploy Inc. for Dispatch Mapping

The current NCT9-1-1 dispatch mapping software in the Public Safety Answering Points (PSAPs) is at its end of life and needs to be replaced in order to keep up with technology requirements and industry standards. The current version of the dispatch mapping software is built on legacy web-based technology, which has been phased out by Microsoft.

NCT9-1-1 worked with North Central Texas Council of Governments' (NCTCOG) North Texas SHARE cooperative purchasing program to complete the procurement process. A Request for Proposals (RFP) #2020-052 Dispatch Mapping Services was prepared and advertised. Three proposals were received and opened on March 30, 2020. The proposals were reviewed by an evaluation committee comprised of members of NCT9-1-1 and the NCT9-1-1 PSAPs. Following evaluation, North Texas SHARE awarded contracts Geo-Comm, Inc. and RapidDeploy, Inc. NCT9-1-1 staff recommend contracting with RapidDeploy, Inc., to provide these services.

Upon a motion by Mayor Pro Tem Jennifer Berthiaume (seconded by Judge Hal Richards) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Authorizing an Agreement with the City of Sunnyvale for 9-1-1 Service

NCT9-1-1 was recently notified by the City of Sunnyvale that Dallas County would discontinue providing its 9-1-1 service effective October 1, 2020. As part of this transition, Sunnyvale plans to execute a contract with the City of Seagoville to provide dispatch services. Since Seagoville is part of NCT9-1-1, Sunnyvale wishes NCT9-1-1 to provide 9-1-1 service. Sunnyvale submitted an official request to NCT9-1-1 on April 27, 2020. Under the proposed agreement, Sunnyvale will have access to NCT9-1-1 services including, but not limited to: 9-1-1 call handling equipment, network, additional mapping data, data analytics program, text-to-9-1-1, public education supplies (upon request), industry blogs, and public relations support.

At the Commission on State Emergency Communications (CSEC) meeting held on May 19, 2020, the City of Sunnyvale was designated as a Municipal Emergency Communications District.

The terms of the proposed agreement require Sunnyvale to:

- Meet minimum GIS requirements which may include hiring a third-party to complete GIS data cleanup and maintenance
- Remit wireless service fees and .50 per customer of landline fees collected to NCT9-1-1 with documentation
- Execute service provider contracts with VoIP and landlines

Upon a motion by Judge Danny Chambers (seconded by Sheriff Jim Skinner) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 5 Resolution Adopting the NCT9-1-1 Policy for Public Safety Answering Point (PSAP) Management

Adding a PSAP, closing a PSAP, consolidating PSAPs with another agency, adding call taking positions, or reducing the number of call taking positions impact the NCT9-1-1 operational budget. Therefore, a policy must be established outlining the criteria that must be met to make a change, as well as the information required for a request to be considered.

The Strategic Advisory Committee (SAC) worked extensively with staff to refine the policy including discussions at several quarterly meetings, creating a subcommittee, and a specially called meeting to finalize. The SAC has reviewed and recommends the policy for adoption.

Future changes to the policy will require Board approval. In addition, procedures and guidelines will be maintained internally to guide staff on the details of program operation.

Attachment C

Upon a motion by Commissioner Jerry Stringer (seconded by Judge Hal Richards) and by unanimous vote of all members present, the Board approved the resolution as presented.

INFORMATIONAL ITEMS

Item 6 National Telecommunicators Week

National Telecommunicators Week, which honors and acknowledges the work of 9-1-1 telecommunicators, was the second week of April. NCT9-1-1 usually celebrates the week by presenting a special gift to each telecommunicator and hosting a special event. However, this year due to COVID-19, staff were not able to share the gift within the celebrated week. Instead, NCT9-1-1 staff recorded a special video and sent it to the telecommunicators. With shelter in place being lifted, the Operations Team is working with the PSAPs to deliver the gifts within the boundaries of social distancing.

Item 7 Bylaw Discussion (quorum, alternates, and virtual meetings)

James Powell presented additional information as a follow up from the March Board of Managers' meeting regarding quorum, alternatives, and virtual meetings. Alternates for members are not allowed, nor are virtual meetings with audio only (outside of the current exception allowable under emergency orders). As a Board with members across several counties, video meetings are allowable; however, certain technology requirements must be met that are difficult to consistently guarantee.

After further review, staff continues to recommend a change to the bylaws to address the quorum issue. Staff plans to present an item for consideration at the September meeting that will change quorum from a majority to one-third.

Attachment D

Item 8 Quarterly Financial Report

Norman Marquart presented the quarterly financial report through the month of April 2020, which covered seven months of activity.

Attachment E

Item 9 FY2021 Budget Process Overview

Christy Williams reviewed the budget process. The budgeting process for fiscal year 2021 has begun, with over eight months of historical data being utilized. Other than any network or mitigation projects there will be no new projects. A budget workshop will be offered prior to the September meeting for interested Board members.

Item 10 Director's Report

Christy Williams provided an overview of COVID-19 activities. On March 16, 2020, the NCT9-1-1 Continuity of Operations Plan (COOP) was activated. NCT9-1-1 utilizes Microsoft Teams to remain in contact and manage projects, as well as daily team calls including a daily Management Team call. In parallel, staff is in the process of making major updates to NCT9-1-1's COOP plan.

In addition, Christy provided an update on the legislative fee increase initiative. The Texas 9-1-1 Alliance is coordinating a proposal for a legislative fee increase from \$0.50 to \$0.90 on all wireless

communications. Greater Harris County is seeking to opt out of the fee increase due to its size, as it feel the increase would result in an unnecessary surplus of funding for its agency. The Board had no comments or questions regarding the item.

Attachment G

OTHER BUSINESS

The meeting was called to an end by President Roger Deeds at 1:22 PM.