



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

Minutes - December 3, 2020

Zoom Videoconference Link: <https://nctcog.zoom.us/j/81891875934>

Public Toll-Free Call-In Number: 1-855-965-2480

Meeting ID: 818 9187 5934#

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:32 PM on December 3, 2020.

Members of the Board Present:

1. Roger Deeds – President, Sheriff, Hood County
2. Jeff Hodges – Vice-President - Councilmember, City of Prosper
3. N. Lane Akin – Sheriff, Wise County
4. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
5. Gary Caplinger – Mayor Pro Tem, City of Allen
6. Danny Chambers – County Judge, Somervell County
7. Kerry Crews – Judge (JOP), Hunt County
8. Harold Eavenson – Sheriff, Rockwall County
9. Jeff Hodges – Councilmember, City of Prosper
10. Shane Long – County Judge, Palo Pinto County
11. Jim Skinner – Sheriff, Collin County
12. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

1. Hal Richards – Secretary, County Judge, Kaufman County
2. Matt Coates – Sheriff, Erath County
3. Eddie Perry – Commissioner, Navarro County
4. Will Sowell – Councilmember, City of Frisco
5. Jerry Stringer – Commissioner, Johnson County

Members of the Staff Present:

1. Mike Eastland – NCTCOG Executive Director
2. Christy Williams – Director of NCT9-1-1
3. Clay Dilday – 9-1-1 Technology Manager
4. Kari Gamez – 9-1-1 Sr. Administrative Assistant
5. Ken Kirkpatrick – NCTCOG Counsel for Transportation
6. Rodger Mann – 9-1-1 GIS Manager
7. Norman Marquart – NCTCOG Fiscal Manager
8. Monte Mercer – NCTCOG Deputy Executive Director
9. Hilaria Perez – 9-1-1 Administrative Program Coordinator
10. James Powell – Deputy Counsel for NCT9-1-1

11. Molly Rendon – NCTCOG Director of Administration
12. Randy Richardson – NCTCOG Fiscal Manager
13. LeAnna Russell – 9-1-1 Data Manager
14. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
15. Jason Smith – 9-1-1 Operations Supervisor

REGULAR SESSION

Action:

Item 1 Approval of September 3, 2020, Minutes

President Roger Deeds stated that the minutes to be approved were from the September 3, 2020, Board meeting.

Attachment A

Upon a motion by Councilmember Jeff Hodges (seconded by Sheriff N. Lane Akin) and by unanimous vote of all members present, the Board approved the minutes of the September 3, 2020, Board of Managers meeting.

Item 2 Resolution Authorizing an Interlocal Agreement with Greater Harris County 9-1-1 Emergency Network (GHC) for Next Generation 9-1-1 Shared Information Technology and Support

In September 2015, the North Central Texas Council of Governments 9-1-1 Program (now NCT9-1-1) deployed a self-provisioned 9-1-1 database management and Automatic Location Identification (ALI) system. This system is where all customer records are housed and allows for the location to be presented to the 9-1-1 Telecommunicator when a 9-1-1 call is received. Greater Harris County 9-1-1 Network has a robust and redundant infrastructure that allows for other 9-1-1 entities to connect. The sharing of the GHC 9-1-1 network allows other 9-1-1 entities to access the information using the shared infrastructure at a reasonable cost. At that time, an interlocal agreement was executed between NCTCOG and GHC. With the creation of the district and a new technology implementation by GHC, an updated agreement for the use and sharing of hosted infrastructure must be executed.

The proposed agreement is for a term of one year and renews annually until otherwise terminated or an updated version of the agreement is required. Annual cost is based on population and is currently estimated at \$24,272.85; however, this could change based on updated census data.

Upon a motion by Councilmember Jeff Hodges (seconded by County Judge Danny Chambers) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 3 Resolution Endorsing NCT9-1-1's Integrated Public Alert and Warning System (IPAWS) Application

To enhance public awareness of 9-1-1 service interruptions, NCT9-1-1 evaluated how an Integrated Public Alert and Warning System (IPAWS) can be a valuable notification tool. IPAWS is the Federal Emergency Management Agency's (FEMA) national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts (WEA).

IPAWS allows alerting authorities to write their own message using commercially available software that is Common Alerting Protocol (CAP) compliant.

Earlier this year, NCT9-1-1 initiated a procurement process and issued a Request for Quotes (RFQ) #2020-070 for IPAWS Compatible Alert Origination Software. Thirteen quotes were received and opened on March 3, 2020 and were reviewed by the NCT9-1-1 staff. Following evaluation, NCT9-1-1 entered into a service agreement with a vendor to provide these services.

NCT9-1-1 subsequently submitted the executed service agreement, along with the required FEMA application, for approval from the Texas Department of Emergency Management (TDEM). Upon final approval, NCT9-1-1 will be recognized as an alerting authority with TDEM and FEMA. Under this program, NCT9-1-1 will be able to send notifications to the affected NCT9-1-1 service area which could cover several counties and cities. As notifications are usually sent by and within one jurisdiction, TDEM wanted to ensure that the emergency management personnel affected approved of NCT9-1-1's designation as an alerting authority. NCT9-1-1 staff first reached out to emergency management personnel in our service area and provided them background, as well as offering them an opportunity to ask questions or voice concerns. Staff responded to all questions and no additional concerns were voiced. TDEM then recommended the additional step of requesting NCT9-1-1 Board endorsement.

Upon a motion by County Judge Danny Chambers (seconded by Judge (JOP) Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software Support and Maintenance Renewal

NCT9-1-1 is requesting authorization to contract with GeoComm, Inc. for software support and maintenance for mission critical public safety Geographic Information Systems (GIS) software, for a period of twelve months concluding November 30, 2021. NCT9-1-1 renews software services with GeoComm on an annual recurring basis and GeoComm included software and services on the 2020 North Texas SHARE contract, which is the preferred purchasing vehicle for the agency.

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

Item 5 Resolution Authorizing a Contract with Mythics, Inc. for SD-WAN Hardware and Software Refresh

The Software-Defined Wide Area Network (SD-WAN) hardware currently being utilized at our Public Safety Answering Points (PSAPs) will reach end of life in February 2021 and will no longer be supported by the current vendor.

NCT9-1-1 initially purchased these devices as part of the overall microwave project in 2015. The SD-WAN solution was implemented to seamlessly route 9-1-1 call traffic between the multiple microwave, terrestrial PSAP, microwave backhaul, and Long-Term Evolution (LTE) network connections that make up the NCT9-1-1 Emergency Services IP Network (ESINet).

Discussion:

Sheriff Jim Skinner asked the age of the current equipment and Clay Dilday answered that it is five years old.

Councilmember Jeff Hodges asked if we have an option for renewal and do we have the option to opt out if we found a product that we liked better? Clay Dilday let him know that we do have the option to opt out and that the verbiage that is in the contract lists our option.

Councilmember Jeff Hodges and Sheriff Jim Skinner requested information regarding the pricing. Clay Dilday informed the Board that the price is not evenly broken up between the five years and the initial purchase is larger due to it being the purchase of the equipment. The remaining years are maintenance and licenses.

Upon a motion by Sheriff Harold Eavenson (seconded by Judge (JOP) Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 6 Resolution Amending the Use of Funds Policy Number FIN 3.1

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. At the time, the 9-1-1 District was initiated, the Board of Managers approved the current Use of Funds Policy (policy number Fin 3.1) on January 24, 2019, which reflected the priority use of any cumulated fund balance as follows:

- 1) Ongoing operating expenses of the District, including any NCTCOG reimbursements
- 2) Accumulating a 90 day or 25% "reserve" in operating or unrestricted fund balance
- 3) Contributions designated for capital funding and replacement
- 4) Contributions designated for special projects
- 5) Contributions designated for Local Government reimbursements

NCTCOG management staff are requesting to amend the policy for item No. 2 above for the operating funds requirement. Current policy states "a 90 day or 25% 'reserve' in operating or unrestricted fund balance". Management is requesting to amend the policy to state "a 10% of annual revenue budget 'reserve' in operating or unrestricted fund balance".

Emergency communication fees are received from telephone providers monthly, subsequent to the month under review. Currently, the majority of fees are received within 35-40 days after the end of each month.

Staff has reviewed current collections of emergency communications fees and determined the proposed change for the operating funds requirement reflected above would go towards the 9-1-1 District reserves necessary for continued operations.

Upon a motion by Councilmember Jeff Hodges (seconded by Sheriff N. Lane Akin) and by unanimous vote of all members present, the Board approved the resolution as presented.

INFORMATIONAL ITEMS

Item 7 Service Awards Recognition

Christy Williams recognized NCT9-1-1 staff who have reached service milestones:

- Chris Woodruff and Melissa Tutton - five years with NCT9-1-1
- Jessie Shadowens-James - 10 years with NCT9-1-1

Item 8 NCT9-1-1 Board of Managers 2021 Meeting Dates

Christy Williams presented the following tentative meeting dates in 2021 to the Board for review and no scheduling conflicts were presented: March 4th, June 3rd, September 2nd, and December 2nd.

Item 9 NCT9-1-1 Board of Managers Expiring Terms

James Powell reviewed the appointments whose terms were expiring following the Board meeting. Notifications will be sent to the County Judges/Mayors regarding the expiring terms requesting an appointment/reappointment.

Item 10 Quarterly Financial Report

Norman Marquart presented the quarterly financial report, the report that was presented was a draft due to the audit currently being done on the year end budget.

Attachment B

Item 11 Director's Report

Christy Williams provided an update on the Dispatch Mapping implementation. Implementation was slated to be complete Fall 2020; however, issues discovered during testing have to be remedied and NCT9-1-1 decided to delay the deployment until the issues have been resolved.

In addition, the City of Sunnyvale contracted with Seagoville to take their 9-1-1 calls and are officially part of the NCT9-1-1 program as of September 28, 2020.

The Dublin PSAP closed October 28, 2020, and 9-1-1 calls are now answered by Erath Sheriff's Office.

The Quarterly Performance Report, Accomplishments, and Attendance are included for review.

Attachment C, Attachment D, Attachment E (respectively)

OTHER BUSINESS

The meeting was called to an end by President, Sheriff Roger Deeds at 1:14 PM.