



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT

9-1-1 BOARD OF MANAGERS MEETING

Minutes – March 4, 2021

Zoom Videoconference Link:

<https://nctcog.zoom.us/j/81282423553?pwd=UGV0ZXMZGFzUlcxU2lwZFEydGF5UT09>

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

Meeting ID: 812 8242 3553#

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:32 PM on March 4, 2021.

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. Danny Chambers – County Judge, Somervell County
6. Matt Coates – Sheriff, Erath County
7. Terry Garrett – Sheriff, Rockwall County
8. Darrell Hale – Commissioner, Collin County
9. Cullen King – Councilmember, City of Sachse
10. Shane Long – County Judge, Palo Pinto County
11. Chris Schulmeister – Councilmember, City of Allen
12. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Hal Richards – Secretary, County Judge, Kaufman County
2. Kerry Crews – Judge (JOP), Hunt County
3. Pat Deen – County Judge, Parker County
4. Frederick Frazier – Councilmember, City of McKinney
5. Eddie Perry – Commissioner, Navarro County
6. Randy Stinson – Commissioner, Ellis County

Members of the Staff Present:

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

10. Hilaria Perez – 9-1-1 Administrative Program Coordinator
11. James Powell – Deputy Counsel for NCT9-1-1
12. Molly Rendon – NCTCOG Director of Administration
13. Randy Richardson – NCTCOG Sr. Fiscal Manager
14. LeAnna Russell – 9-1-1 Data Manager
15. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
16. Jason Smith – 9-1-1 Operations Supervisor

Guests Present:

1. Christopher Breaux – Whitley Penn
2. Lisa Harrell – City of Forney
3. Sheryl Messer – Whitley Penn
4. Chief Carl Smith – City of Midlothian

REGULAR SESSION

Action:

Item 1 Election of NCT9-1-1 Board of Managers Officers

In accordance with Section 2.6 of the North Central Texas Emergency Communications District (NCT9-1-1) Bylaws, the officers of the Board shall be President, Vice-President, and Secretary, who shall be elected by the Board at the first meeting of each calendar year. Elected officers shall hold office for one year, said term to begin immediately following the aforementioned meeting and continuing until the next election or until such time a replacement has been elected. If both President and Vice-President are absent at any meeting, Board members in attendance shall designate a presiding officer pro tem. A summary of officer duties includes:

President

- Attend all Board of Managers meetings
- Oversee Board of Managers meetings
- Call special meetings as necessary

Vice-President

- Attend all Board of Managers meetings
- Understand the responsibilities of the Board President and be able to perform these duties in the President's absence

Secretary

- Attend all Board of Managers meetings
- Perform roll call and confirm the presence of a quorum at meetings
- Review Board of Managers minutes

Due to the unusual circumstances during the previous year, NCT9-1-1 staff recommends maintaining the current officers for an additional year. Going forward, officers will rotate. Staff recommends the following slate:

President- Sheriff Roger Deeds, Hood County

Vice-President- Councilmember Jeff Hodges, City of Prosper

Secretary- Judge Hal Richards, Kaufman County

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

Item 2 Approval of December 3, 2020, Minutes

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

Item 3 Resolution Accepting and Acknowledging Receipt of the Annual Financial Report for the Fiscal Year Ending September 30, 2020

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. Section 772.610 requires an annual report to include amount and source of receipts, expenditures and the results of an audit prepared by an independent certified public accountant. The North Central Texas Council of Governments (NCTCOG), acting as fiscal and administrative agent of the District, procured financial audit services to be completed regarding the District's FY2020 fiscal transactions.

NCT9-1-1's Annual Financial Report, and the accompanying independent auditor's report for the fiscal year ending September 30, 2020, were presented for acceptance and acknowledgment by the Board. Representatives from NCTCOG's independent auditing firm, Whitley Penn, were available to review the reports with Board members.

Attachment B

Upon a motion by Sheriff Terry Garrett (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 Approving FY2022 PSAP Operational and Staffing Recommendations

In June 2020, the NCT9-1-1 Board adopted the Public Safety Answering Point (PSAP) Management Policy (Policy 2.7) at the recommendation of staff and the Strategic Advisory Committee (SAC). The policy establishes the parameters for adding, closing, and consolidating PSAPs, as well as adding or removing PSAP positions. PSAPs may request additional positions by submitting a request with supporting documentation at least one month prior to the March Board meeting. Any request(s) are then considered in March by the Board to be incorporated into the next year's budget in accordance with the stated call volume requirements. If the request is denied, a PSAP can still implement the change but must "provide funding to the District or acquire the necessary equipment and software licenses, including support for a period of five years" as stated in Section IV.

According to the policy, to add a call taking position to a PSAP, the following criteria must be met:

- I. The requesting public agency completes a 'Request to Add a 9-1-1 Call Taking Position' form and submits it to the District Administration office.
- II. The PSAP must have documented a minimum average of 25 emergency requests for service per position per day during the preceding 18-month period.

NCT9-1-1 received one 'Request to Add a 9-1-1 Call Taking Position' for FY2022 from the Forney Police Department. Following review by staff and the SAC, it has been determined Forney does not meet the minimum requirements established in the policy and it was recommended the request be denied. Forney's PSAP currently has two positions and received 16 average calls per position per day for the period from 7/1/2019 until 12/31/20. As Forney does not meet the minimum requirements, as well as NCT9-1-1 budgetary constraints with a moratorium on new projects, staff further recommended no exception to the policy be considered.

Attachment C

Discussion

Lisa Harrel, Communications Supervisor, presented an appeal on behalf Forney Police Department PSAP. Chief Carl Smith, SAC Chair, spoke on behalf of the SAC. He informed the Board that while the SAC agreed the appeal should be brought to the Board, the committee agrees with the NCT9-1-1 staff recommendations.

Upon a motion by Sheriff N. Lane Akin (seconded by Commissioner Darrell Hale) the Board approved the resolution as presented with 11 votes for and one vote against (by Mayor Pro Tem Jennifer Berthiaume).

INFORMATIONAL ITEMS

Item 5 Dispatch Mapping Implementation Update

Rodger Mann with NCT9-1-1 presented the recently deployed dispatch mapping system details, including differences between the old system and the new system. Rodger went over the cloud features and the remote login options of the new system. He informed the Board that third-party software integration does not cost, so staff are able to integrate some additional data at no charge in the future. The system also has multiple redundancies and has a language translation feature as well. Rodger also reviewed future features that NCT9-1-1 is looking to implement in the next 12 months.

Item 6 IPAWS Update

Jason Smith with NCT9-1-1 informed the Board that NCT9-1-1 is an official alerting authority for Integrated Public Alert and Warning System (IPAWS).

Item 7 Quarterly Financial Report

Norman Marquart with NCTCOG presented the quarterly financial report, his report was for the first four months of FY2021.

Attachment D

Item 8 Director's Report

Legislative update – A bill to raise the 9-1-1 wireless fee on a per subscriber basis has been drafted and presented to the House and a verbal agreement from a member of the House has been made to carry the Bill. There are three fee tiers that will be available, .75 cents, \$1.00, or \$1.25.

Public Education App – *Learn 9-1-1*, it is available on Google Play and the iTunes store.

Winter Storms – Four PSAPs lost power during the February snow/ice storms. They transitioned to generators and eventually lost those generators. Once generators were lost the calls were rerouted. The city of Sachse lost 9-1-1 service for one hour due to a provider outage.

OTHER BUSINESS

Upon a motion by Mayor Pro Tem Jennifer Berthiaume (seconded by Councilmember Jeff Hodges) and by unanimous vote of all members present, the meeting was adjourned at 1:48 PM.