



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

Minutes – December 2, 2021  
9-1-1 Training Center Room A  
600 Six Flags Drive  
Arlington, Texas

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:32 PM on December 2, 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 – Councilmember, City of Murphy
5. Danny Chambers – County Judge, Somervell County
6. Terry Garrett – Sheriff, Rockwall County
7. Darrell Hale - Commissioner, Collin County
8. Chris Schulmeister – Councilmember, City of Allen
9. Randy Stinson – Commissioner, Ellis County
10. Mike White – Commissioner, Johnson County

**Members of the Board Absent:**

1. Hal Richards – Secretary, County Judge, Kaufman County
2. Jeff Bickerstaff – Mayor Pro Tem, City of Sachse
3. Matt Coates – Sheriff, Erath County
4. Kerry Crews – Judge (JOP), Hunt County
5. Pat Deen – County Judge, Parker County
6. Frederick Frazier – Councilmember, City of McKinney
7. Shane Long – County Judge, Palo Pinto County
8. Eddie Perry – Commissioner, Navarro County

**Members of the Staff Present:**

1. Mike Eastland – NCTCOG Executive Director
2. Christy Williams – Director of NCT9-1-1
3. Brittney Burross – 9-1-1 Quality Assurance Coordinator
4. Kari Gamez – 9-1-1 Sr. Administrative Assistant
5. Ken Kirkpatrick – Counsel for NCT9-1-1
6. Norman Marquart – NCTCOG Fiscal Manager
7. Kristin McKinney – 9-1-1 Visual Media Coordinator
8. Monte Mercer – NCTCOG Deputy Executive Director
9. Amelia Mueller – 9-1-1 Communications Coordinator
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 Fiscal Manager

14. LeAnna Russell – 9-1-1 Database Manager
15. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
16. Jason Smith – 9-1-1 Operations Manager

## **REGULAR SESSION**

### **Action:**

#### **Item 1 Approval of September 2, 2021, Minutes**

President Roger Deeds stated that the minutes to be approved were from the September 2, 2021, Board meeting.

Attachment A

Upon a motion by Sheriff Lane Akin (seconded by Councilmember Chris Schulmeister) and by unanimous vote of all members present, the Board approved the minutes of the September 2, 2021, Board of Managers meeting.

#### **Item 2 Resolution Approving the Continuation of the North Central Texas Emergency Communications District and the 9-1-1 Emergency Service Fee**

The North Central Texas Emergency Communications District (NCT9-1-1) was created on December 5, 2018, pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code. As outlined in Section 772.620 of the Code, “periodically, the board shall solicit public comments and hold a public review hearing on the continuation of the district and the 9-1-1 emergency service fee. The first hearing shall be held on or before the third anniversary of the date of the District's creation. Subsequent hearings shall be held on or before the third anniversary of the date each resolution required by Subsection (c) is adopted.” Notice of the hearing was provided in accordance with the statute and the public was encouraged to submit comments in writing or attend in person to provide feedback. The hearing took place immediately prior this Board meeting. There were no written comments received prior to the meeting nor were any comments made in person during the hearing. The Board was asked to adopt a resolution to continue the District and the 9-1-1 emergency service fee in accordance with Section 772.620(c).

Upon a motion by Councilmember Jennifer Berthiaume (seconded by Sheriff Terry Garrett) and by unanimous vote of all members present, the Board approved the resolution as presented.

#### **Item 3 Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software Support and Maintenance Renewal**

The North Central Texas Emergency Communications District (NCT9-1-1) requested 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, 2022. NCT9-1-1 renews software services with GeoComm on an annual recurring basis and GeoComm included software and services as part of the 2020 North Texas SHARE contract.

Upon a motion by Commissioner Darrell Hale (seconded by Commissioner Randy Stinson) and by unanimous vote of all members present, the Board approved the resolution as presented.

#### **Item 4 Resolution Amending the NCT9-1-1 Policy for Emergency Communications Center (ECC)**

## Management

Adding an ECC, closing an ECC, consolidating ECCs 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 was previously established and approved by the Board of Managers during the June 2020 Board meeting 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 which included discussions at several quarterly meetings, creation of a subcommittee, and a specially called meeting to finalize the recommendations. Following the original Board approval, it was determined that an appeal/escalation process should be included for ECCs. NCT9-1-1 staff has again worked with the SAC to develop amended language. In addition to the appeal/escalation process, the term Public Safety Answering Point (PSAP) has now been replaced with the new industry-preferred terminology, Emergency Communications Center (ECC).

### Attachment B

Upon a motion by Councilmember Jennifer Berthiaume (seconded by Judge Danny Chambers) 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 Boundary Changes and Annexations**

NCT9-1-1 is responsible for maintaining 9-1-1 systems in its service area. Boundary accuracy is essential for routing of 9-1-1 calls (voice) and requests for service (data). In response to recent disputes over county boundaries and the potential for future service area changes due to annexation, staff recommended adoption of a policy to outline how boundary changes within the 9-1-1 systems will be made.

NCT9-1-1 staff developed and sought feedback from the Strategic Advisory Committee (SAC) on a draft policy, which it subsequently approved. The draft Boundary Changes and Annexations policy was attached for Board consideration.

### Attachment C

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

## **INFORMATIONAL ITEMS**

#### **Item 6 Quarterly Financial Report**

Norman Marquart presented the Quarterly Financial Report for the period ending September 30, 2021.

### Attachment D

#### **Item 7 Director's Report**

Accomplishments and Achievements – NCT9-1-1 accomplishments were reviewed for the period September 2021- November 2021.

### Attachment F

2022 Meeting Dates – Staff proposed changing the 2022 meetings from the first Thursday of March, June, September, and December to the second Wednesday of those months.

Board Appointments – One half of the Board positions are up for appointment/reappointment. Emails will be sent in December and appointments/reappointments must be made prior to the March 2022 meeting.

Culture Champion – Brittney Burross was chosen as the Culture Champion for NCT9-1-1 for the fourth quarter of 2021. Brittney exhibited the NCT9-1-1 values of heart, commitment, and collaboration.

Attachment E

Next Generation Funding Update – \$150,000,000 has been allocated to the Texas state NG911 account. It has not yet been distributed but funding must be dispersed to the Districts by December 2022 and spent by December 2024.

Attendance – Attendance from the previous Board meetings was included for review.

Attachment H

### **OTHER BUSINESS**

Upon a motion by Councilmember Jennifer Berthiaume (seconded by Councilmember Jeff Hodges) and by unanimous vote of all members present, the meeting was adjourned at 1:11 PM.