



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

Minutes – June 8, 2022  
9-1-1 Training Center Room A  
600 Six Flags Drive  
Arlington, Texas

President, Hal Richards called the meeting of the NCT9-1-1 Board of Managers to order at 12:31 PM on June 8, 2022.

**Members of the Board Present:**

1. Hal Richards – President, County Judge, Kaufman County
2. Jennifer Berthiaume – Vice-President, Councilmember, City of Murphy
3. N. Lane Akin – Secretary, Sheriff, Wise County
4. Kerry Crews – Judge (JOP), Hunt County
5. Roger Deeds – Sheriff, Hood County
6. Dr. Gere' Feltus – Councilmember, City of McKinney
7. Terry Garrett – Sheriff, Rockwall County
8. Darrell Hale – Commissioner, Collin County
9. Jeff Hodges – Councilmember, City of Prosper
10. Chris Schulmeister – Councilmember, City of Allen
11. Randy Stinson – Commissioner, Ellis County
12. Mike White – Commissioner, Johnson County

**Members of the Board Absent:**

1. Danny Chambers – County Judge, Somervell County
2. Matt Coates – Sheriff, Erath County
3. Shane Long – County Judge, Palo Pinto County
4. 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. Kasey Cox – 9-1-1 GIS Data Administrator
4. Clay Dilday – 9-1-1 Technology Manager
5. Kari Gamez – 9-1-1 Sr. Administrative Assistant
6. Steven Gorena – 9-1-1 Field Support Supervisor
7. Ken Kirkpatrick – Counsel for NCT9-1-1
8. Aaron Lackey – 9-1-1 Technology Specialist II
9. Norman Marquart – NCTCOG Fiscal Manager
10. Monte Mercer – NCTCOG Deputy Executive Director
11. James Powell – Deputy Counsel for NCT9-1-1
12. Molly Rendon – NCTCOG Director of Administration
13. Randy Richardson – NCTCOG Assistant Director of Finance
14. LeAnna Russell – 9-1-1 Database Manager
15. Jessie Shadowens-James – 9-1-1 Strategic Services Manager

**Guest:**

1. Rebecca Charles – GIS Specialist & 9-1-1 Address Coordinator, Ellis County

**REGULAR SESSION**

**Action:**

**Item 1 Approval of March 9, 2022, Minutes**

President Hal Richards stated that the minutes to be approved were from the March 9, 2022, Board meeting.

Attachment A

Upon a motion by Councilmember Jeff Hodges (seconded by Councilmember Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the minutes of the March 9, 2022, Board of Managers meeting.

**Item 2 Resolution Authorizing Contracts with Synergem Technologies, Inc. and Onvoy, Inc. (d.b.a. Inteliquent) for Next Generation Core Services and NG9-1-1 Call Aggregation Services**

The North Central Texas Emergency Communications District (NCT9-1-1) requested authorization to contract with Synergem Technologies, Inc. for Next Generation Core Services and either Onvoy, Inc. (d.b.a Inteliquent) or Synergem Technologies, Inc. for NG9-1-1 Call Aggregation Services.

Next Generation Core Services (NGCS) provides the functions and interfaces necessary to accurately route and deliver 9-1-1 calls (voice, text, images, sensors, and video) and caller data to the correct Emergency Communications Center (ECCs) supporting the geographic location of the caller; and the acquisition by the ECC, or responders, of additional data and information related to a call, a caller, or the incident being reported.

NG9-1-1 call aggregation (aggregation) provides an ingress network for originating service providers and legacy selective routers to interconnect on NCT9-1-1's Next Generation Core Services via Synergem's solution. It also acts as the network-to-network interface that allows ESInets to connect to one another and will work with the NGCS to identify how to treat a call. In addition, this service will allow the ability to bridge with neighboring 9-1-1 authorities that have not yet made the transition to NG9-1-1.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued a Request for Proposals for this service (RFP #2021-082). The RFP allowed proposers to submit for NGCS, aggregation, or both. Four (4) proposals were received, three of which proposed a solution for both NGCS and aggregation. The other proposal, submitted by Inteliquent, only proposed an aggregation solution. Following evaluation, the Selection Committee has recommended Synergem Technologies, Inc. as the successful proposal for NGCS. Synergem also provides a NG9-1-1 call aggregation solution; however, it is recommended that Inteliquent provide those services. This would allow for diversity in the system and provide additional flexibility in provision of the NGCS. However, if negotiations are not successful with Inteliquent, the evaluation committee recommended Synergem also provide the aggregation services.

The initial contract period for the contract(s) will be five (5) years with the option to renew for up to three additional two-year periods. The total not to exceed amount for NGCS services is \$13,000,000, and the total not to exceed amount for aggregation services is \$9,000,000.

A draft resolution authorizing a contract with Synergem for NGCS in an amount not to exceed \$13,000,000, and either Onvoy, Inc. (d.b.a. Inteliquent) or Synergem for NG9-1-1 call aggregation in an amount not to exceed \$9,000,000, was attached for Board consideration.

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

**Item 3 Resolution Amending Contract Authorization with AT&T for Emergency Communications Centers (ECC) Terrestrial Network Circuits**

The North Central Texas Emergency Communications District (NCT9-1-1) requested authorization to increase the current contract with AT&T for the existing Emergency Communications Centers (ECCs) terrestrial network connections that carry 9-1-1 call traffic and augments our microwave and wireless connections.

In January 2017, 9-1-1 took to the NCTCOG Board a request to enter into an agreement with Masergy Cloud Communications, Inc. for ECC circuits for a not to exceed amount of \$4,750,000. In May 2017, 9-1-1 took a subsequent Board item to the NCTCOG Board a request to enter into agreements with AT&T and CenturyLink (now Lumen) to provide microwave backhaul circuits. Both agreements were for a maximum term of nine (9) years and for not to exceed amounts of \$500,000, and \$700,000, respectively. During the contract period, it became clear that Masergy could not fulfill the requirements of its contract. As a result, the ECC circuits were redistributed between AT&T and Lumen.

For that reason, NCT9-1-1 has expended the original Board contract authorization amount well before the nine-year term expires. Staff recommended a \$125,000 (25%) increase in contract authorization to continue services and to provide time to reprocurse these network connections.

A draft resolution amending contract authorization with AT&T, increasing it by \$125,000, for a revised total not to exceed amount of \$625,000, was attached for Board consideration.

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

**INFORMATIONAL ITEMS**

**Item 4 Quarterly Financial Report**

Norman Marquart presented the Quarterly Financial Report.

Attachment B

**Item 5 Critical Load Designation Discussion**

LeAnna Russell briefed the Board on the critical load designation initiative. NCT9-1-1 previously worked with its ECCs to attain designation from the energy provider companies as critical infrastructure. This designation would allow the ECC to be one of the last to lose power in the event of interruptions in power. The legislature recently encouraged 9-1-1 authorities to take responsibility for ensuring its ECCs are designated. NCT9-1-1 staff requested the support and assistance from the Board in this initiative.

**Item 6 NCT9-1-1 Emergency Communications Centers (ECC) Management Policy-Administrative Revisions**

LeAnna Russell briefed the Board on an administrative update to the ECC Management policy. An explanatory call volume chart was attached to the policy to clarify the numbers referenced within the policy.

Attachment C

**Item 7 Director's Report**

The 2022 NCT9-1-1 Award Winners were recognized.

Attachment D

Culture Champion – Aaron Lackey was chosen as the Culture Champion for the second quarter of 2022. Aaron exhibited the NCT9-1-1 values of heart, attitude, and initiative.

Attachment E

Jason Smith, NCT9-1-1 Operations Manager, coordinated a volunteer program for the Uvalde incident with CSEC on a state level, to get the Uvalde ECC staff relief.

The NCT9-1-1 fiscal year 2023 draft budget will be sent out to the Board of Managers via email in late-July. Members of the Board may request a call or a budget workshop in August. The budget will be presented to the Board in September for approval.

Bruno Blanco, 9-1-1 GIS Specialist III, was recognized for being awarded Texas NENA Technical Professional of the Year.

Accomplishments and Achievements – NCT9-1-1 accomplishments were reviewed for the period March 2022 – May 2022.

Attachment F

Quarterly Reporting – Quarterly reporting for the previous quarter was included for review.

Attachment G

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

Attachment H

**OTHER BUSINESS**

Upon a motion by Councilmember Jennifer Berthiaume (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the meeting was adjourned at 1:12 PM.