



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

Minutes – March 13, 2024
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President, Lane Akin, called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on March 13, 2024.

Members of the Board Present:

1. Lane Akin – Sheriff, Wise County
2. Dr. Jene Butler – Councilmember, Collin County
3. Danny Chambers – County Judge, Somervell County
4. Dave Cornette – Councilmember, City of Allen
5. Dr. Gere’ Feltus – Councilmember, City of McKinney
6. Terry Garrett – Sheriff, Rockwall County
7. Darrell Hale – Commissioner, Collin County
8. Jeff Hodges – Councilmember, City of Prosper
9. Brett McGuire - Sheriff, Palo Pinto County
10. Paul Paschall – Mayor, Parker County
11. Skeet Phillips – Commissioner, Kaufman County
12. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

1. Kerry Crews – Judge (JOP), Hunt County
2. Roger Deeds – Sheriff, Hood County
3. Jose Hernandez – Councilmember, City of Seagoville
4. Brandon Huckabee – Judge, Erath County
5. Eddie Perry – Commissioner, Navarro County
6. Mike White – Commissioner, Johnson County

Members of the Staff Present:

1. Mike Eastland – NCTCOG Executive Director
2. Monte Mercer – NCTCOG Deputy Director
3. Christy Williams – Director of NCT9-1-1
4. Clay Dilday – 9-1-1 Technology Manager
5. Victoria Griffin – 9-1-1 Administrative Assistant
6. Steven Gorena – 9-1-1 Field Support Supervisor
7. Maggie Lira – NCTCOG Controller
8. Norman Marquart – NCTCOG Senior Fiscal Manager
9. Kristin McKinney – 9-1-1 Visual Media Coordinator
10. Hilaria Perez – 9-1-1 Admin Program Coordinator
11. Randy Richardson – NCTCOG Director of Administration
12. LeAnna Russell – 9-1-1 GIS/Data Manager
13. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
14. Megan Short – NCTCOG Fiscal Manager
15. Jason Smith – 9-1-1 Operations Manager
16. Tommy Tran – 9-1-1 Chief Technology Officer

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 (1) 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.

The following individuals were appointed to temporarily hold these positions at the September 2023 meeting following the vacancy for the President position and have expressed interest in being considered for election to serve as officers for the March 2024 – March 2025 term:

President – Sheriff Lane Akin, Wise County

Vice-President – Judge Danny Chambers, Somervell County

Secretary – Councilmember Dave Cornette, City of Allen

Upon a motion by Mayor Paul Paschall (seconded by Sheriff Terry Garrett) and by unanimous vote of all members present, the Board approved the election as presented.

Item 2 Approval of the December 13, 2023, Minutes

President Lane Akin stated that the minutes to be approved were from the December 13, 2023, Board meeting.

Attachment A

Upon a motion by Councilmember Dave Cornette (seconded by Councilmember Dr. Gere' Feltus) and by unanimous vote of all members present, the Board approved the minutes as presented.

Item 3 Resolution Approving Fiscal Year 2025 Emergency Communications Centers Operational and Staff Recommendations

First approved by the NCT9-1-1 Board in June 2020 and last updated in May 2022, the Emergency Communications Center (ECC) Management Policy (Policy 2.7) establishes guidelines for adding, closing, consolidating ECCs, and modifying ECC staffing levels. ECCs can request staffing changes by submitting a request and supporting documentation at least one month before the March NCT9-1-1 Board meeting. The Board considers any requests in March to incorporate approved changes into the next fiscal year's budget, aligned to stated call volume requirements. If a request is denied, the ECC can still implement the change but must independently fund it and acquire necessary equipment, software licenses, and support for five years, per Section IV of the policy.

To add a call-taking position, ECCs must meet the following criteria:

I. The requesting public agency must complete and submit a "Request to Add a 9-1-1 Call Taking Position" form to the District Administration office.

II. The ECC must have documented an average minimum of 25 emergency requests for service per position over the preceding 18 months.

NCT9-1-1 received one request to add a call-taking position for FY2025 from the Forney Police Department. Following review, staff has determined Forney did not meet the minimum requirements in the policy, so denial of the request was recommended. Forney's ECC currently has two positions and averaged 45.5 calls per day from 07/21/2022 to 02/21/2024.

The City of Forney presented their appeal to the Board during the meeting. Upon discussion by the Board, the City of Forney was granted an exception to the policy subject to Forney paying all costs associated with the position until it meets the required 25 emergency requests for service per position per day average contained in the NCT9-1-1 ECC Management Policy (ADM 2.7).

Upon a motion by Sheriff Brett McGuire (seconded by Sheriff Terry Garrett) and by unanimous vote of all members present, the Board approved the amended resolution.

Item 4 Resolution to Accept and Acknowledge Receipt of the Annual Financial Report and the Annual Single Audit Report for Fiscal Year 2023

NCT9-1-1, in accordance with the 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 fiscal year 2023 fiscal transactions.

NCT9-1-1's Annual Comprehensive Financial Report, including the single audit report and the accompanying independent auditor's report for the fiscal year ended September 30, 2023, were presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Patillo Brown & Hill, LLP, were available to review the reports with Board members.

Attachment B

Upon a motion by Councilmember Dave Cornette (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 5 NGCS Settlement Update and Resolution Endorsing a Contract with Vinson & Elkins for Legal Services.

Staff provided a brief update on the final resolution with the previous Next Generation Core Services and Call Aggregation vendor. As part of that contract termination and settlement process, NCT9-1-1 sought external legal resources with experience in public safety and working with sureties. Following interviews, NCT-1-1 retained Vinson & Elkins for these services.

Vinson & Elkins assisted with the preparation, documentation, and settlement negotiation process. In addition, the firm has provided guidance that will be useful in future contract negotiations. The total expenses exceeded \$100,000; therefore, NCT9-1-1 staff sought Board endorsement of the Vinson & Elkins agreement.

Staff requested Board endorsement of NCT9-1-1's existing agreement with Vinson & Elkins in a not to exceed amount of \$120,000.

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

Item 6 Resolution Authorizing a Contract Extension with NextGen Communications for 9-1-1 Core Applications and Functions

In June 2023, the Board of Managers authorized a 25% increase to the contract with NextGen Communications and extended the term through March 31, 2024. At the time, it was envisioned a transition to replacement technology would be in place. However, based on current project status and timelines it became necessary to extend the contract again to allow time to procure and migrate to a new service provider. Staff did not request any change to the existing not to exceed contract amount of \$7,156,250; rather, a time extension only.

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

Item 7 Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software and Maintenance

NCT9-1-1 requested authorization to contract with GeoComm, Inc. for critical Software Support and Maintenance services for mission critical public safety Geographic Information Systems (GIS) software, for a period of twelve (12) months concluding March 31, 2025.

These services are evaluated on a year-by-year basis and GeoComm is available through the North Texas SHARE cooperative purchasing program.

Upon a motion by Mayor Paul Paschall (seconded by Commissioner Mike White) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 8 Resolution Amending Contract Authorization with Johnston Technical Services, Inc. (JTS) for Microwave Equipment and Services

In June 2023, the NCT9-1-1 Board of Managers authorized a contract with Johnston Technical Services, Inc. (JTS) for microwave radio replacement and additional services.

The initial contract with JTS was for an amount not to exceed \$3,500,000 and is part of NG9-1-1 grant funding. Within the original procurement (RFP #2023-030), respondents proposed additional expansion of the microwave infrastructure to close existing spurs and enhance network resiliency. Subsequent adjustments to grant priorities and the identification of broader regional initiatives have led staff to pursue these additional services and necessitates an amendment to the existing contract authorization. With this in mind, NCT9-1-1 asked to increase the contract by the allowable 25% to \$4,375,000 for services provided through December 31, 2026, which is the end of the grant performance period.

Upon a motion by Councilmember Dave Cornette (seconded by Councilmember Dr. Gere Feltus) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 9 Resolution Amending Contract Authorization with Flexential for 9-1-1 Data Centers

NCT9-1-1 has a contract with Flexential for two regional data center locations which house the core of the 9-1-1 network and infrastructure.

NCT9-1-1 requested to increase the contract authorization with Flexential by 25% to \$3,669,971 to provide sufficient time to complete the Next Generation Core Services implementation. At that point, staff intends to initiate a procurement process for these services.

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

INFORMATIONAL ITEMS

Item 10 Quarterly Financial Report

Norman Marquart presented the Financial Status Report which included 12 months ending December 31, 2023.

Attachment C

Item 11 Emergency Communications Center Move Policy

In June staff will be bringing a new policy for the board to approve. The current ECC Management policy does not include ECC moves, and responsibilities that coincide with a move. This policy will cover items such as notification of move, cost of each party involved, and what the ECC should expect.

Item 12 Director's Report

Next Generation Core Services and Call Aggregation – An update was provided on the project.

Culture Champion – Norman Marquart was selected as the first-quarter culture champion for NCT9-1-1.

Attachment D

Accomplishments – NCT9-1-1 accomplishments and achievements were reviewed for the period of December 2023 – February 2024.

Attachment E

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

Attachment F

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

Attachment G

OTHER BUSINESS

Item 13 Other Business

Item 14 Adjourn

Upon a motion by Councilmember Dave Cornette (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the meeting was adjourned at 1:41 PM

Next Meeting: June 12, 2024