



Item # 2025-03-03

**RESOLUTION ADOPTING THE NCT9-1-1 PROHIBITED TECHNOLOGIES POLICY**

**WHEREAS**, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

**WHEREAS**, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

**WHEREAS**, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

**WHEREAS**, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

**WHEREAS**, The Chief Technology Officer for NCT9-1-1 is responsible meeting the requirements of Senate Bill 1893 which prohibits the use of covered applications on governmental entity devices; and,

**WHEREAS**, staff recommends the adoption of certain polices to promote effective and efficient operations to carry out NCT9-1-1's mission; and,

**WHEREAS**, any subsequent changes to the approved policies will require Board approval.

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

**Section 1.** The NCT9-1-1 Board of Managers hereby adopts the NCT9-1-1 policy on Prohibited Technologies as shown in Attachment B.

**Section 2.** This resolution shall be in effect immediately upon its adoption.

DocuSigned by:  
  
R126B1D78BDE45F...  
Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on March 12, 2025.

Signed by:  
  
Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



Item # 2025-03-04

**RESOLUTION APPROVING SOFTWARE MAINTENANCE SERVICES FOR PHASEWARE HELPDESK TICKETING SYSTEM**

**WHEREAS**, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

**WHEREAS**, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

**WHEREAS**, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

**WHEREAS**, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

**WHEREAS**, NCT9-1-1 utilizes the Phaseware system for helpdesk and issue tracking services; and,

**WHEREAS**, to enhance the current system, NCT9-1-1 requires software and maintenance services, which are specific to the existing Phaseware system; and,

**WHEREAS**, this purchase exempt from competition; and,

**WHEREAS**, NCT9-1-1 has complied with federal and State regulations regarding contract and procurement proceedings.

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

**Section 1.** The purchase of software maintenance services for the Phaseware helpdesk ticketing system, in an amount not to exceed \$100,000, be and is hereby approved.

**Section 2.** The Executive Director or designee is authorized to execute necessary agreements to carry out this program, in the name of the North Central Texas Emergency Communications District.

**Section 3.** This resolution shall be in effect immediately upon its adoption.

DocuSigned by:  
  
Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on March 12, 2025.

Signed by:  
  
Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



Item # 2025-03-05

**RESOLUTION AUTHORIZING A CONTRACT WITH GENERAL DATATECH, L.P. FOR GEOGRAPHICALLY REDUNDANT DATA CENTERS**

**WHEREAS**, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

**WHEREAS**, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

**WHEREAS**, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

**WHEREAS**, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

**WHEREAS**, 9-1-1 systems require geographically redundant data centers to ensure service continuity, reliability, and resilience in the event of disruptions; and,

**WHEREAS**, following procurement via RFP #2025-040, NCT9-1-1 desires to contract with General Datatech, L.P. for these geographically redundant data centers; and,

**WHEREAS**, NCT9-1-1 has complied with federal and State regulations regarding contract and procurement proceedings.

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

**Section 1.** A contract between NCT9-1-1 and General Datatech, L.P. for geographically redundant data centers, in an amount not to exceed \$5,000,000, be and is hereby approved.

**Section 2.** The Executive Director or designee is authorized to execute necessary agreements to carry out this program, in the name of the North Central Texas Emergency Communications District.

**Section 3.** This resolution shall be in effect immediately upon its adoption.

DocuSigned by:  
  
B126D1B78BDE45F  
Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on March 12, 2025.

Signed by:  
  
Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



Item # 2025-03-06

**RESOLUTION APPROVING FISCAL YEAR 2026 EMERGENCY COMMUNICATIONS CENTERS (ECC)  
ADDITIONAL CALL TAKING POSITION REQUEST FROM PARKER COUNTY HOSPITAL DISTRICT**

**WHEREAS**, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

**WHEREAS**, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

**WHEREAS**, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

**WHEREAS**, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

**WHEREAS**, in June 2024, the NCT9-1-1 Board adopted Request to Add a Call Handling Workstation Policy (Policy 2.10) which establishes the parameters for adding ECC positions; and,

**WHEREAS**, NCT9-1-1 received one (1) 'Request to Add a Call Handling Workstation' for FY2026 from the Parker County Hospital District; and,

**WHEREAS**, staff has reviewed and determined that Parker County Hospital District does not meet the minimum requirements established in the policy and recommends the request be denied; and,

**WHEREAS**, the Parker County Hospital District has appealed this recommendation and will present it reasoning for an exception during the Board of Managers meeting.

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

**Section 1.** The NCT9-1-1 Board of Managers approves the FY2026 Parker County Hospital District request for an additional 9-1-1 call taking position, subject to Parker County Hospital District 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 Request to Add a Call Handling Workstation Policy (Policy 2.10).

**Section 2.** The resolution shall be in effect immediately upon adoption.

DocuSigned by:  
  
\_\_\_\_\_  
Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on March 12, 2025.

Signed by:  
  
\_\_\_\_\_  
Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



Item # 2025-03-07

**RESOLUTION TO ACCEPT AND ACKNOWLEDGE RECEIPT OF THE ANNUAL FINANCIAL REPORT FOR THE FISCAL YEAR ENDING SEPTEMBER 30, 2024**

**WHEREAS**, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

**WHEREAS**, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

**WHEREAS**, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

**WHEREAS**, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Emergency Communication Centers (ECC) within its 9-1-1 service area; and,

**WHEREAS**, the North Central Texas Council of Governments (NCTCOG), in its capacity as fiscal and administrative agent of NCT9-1-1, prepared an annual report in accordance with Texas Health and Safety Code Chapter 772.610 and procured financial audit services; and,

**WHEREAS**, the NCT9-1-1 Annual Financial Report, including the single audit report and the accompanying independent auditor’s report for fiscal year ended September 30, 2024, is hereby submitted as audited by independent auditing firm Patillo Brown & Hill, LLP.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers accepts and acknowledges receipt of the Annual Comprehensive Financial Report and single audit report for the fiscal year ending September 30, 2024.

Section 2. This resolution shall be in effect immediately upon its adoption.

DocuSigned by:  
  
B126D14D78BDE45E  
Danny Chambers

North Central Texas Emergency Communications District  
Judge, Somervell County

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on March 12, 2025.

Signed by:  
  
D1524A191071B434...  
Skeet Phillips

North Central Texas Emergency Communications District  
Commissioner, Kaufman County