



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT

9-1-1 BOARD OF MANAGERS MEETING

Minutes – March 12, 2025
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

Acting President Danny Chambers called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on March 12, 2025.

Members of the Board Present:

1. Danny Chambers (Vice- President) – County Judge, Somervell County
2. Skeet Phillips (Secretary) – Commissioner, Kaufman County
3. Dr. Jene Butler – Councilmember, City of Murphy
4. Kerry Crews – Judge (JOP), Hunt County
5. Roger Deeds – Sheriff, Hood County
6. Richard Franklin – Councilmember, City of McKinney
7. Terry Garrett – Sheriff, Rockwall County
8. Jose Hernandez – Councilmember, City of Seagoville
9. Brandon Huckabee – County Judge, Erath County
10. Cary Mellema – Sheriff, Wise County
11. John Patterson – Sheriff, Palo Pinto County
12. Michael Schaeffer – Councilmember, City of Allen
13. Randy Stinson – Commissioner, Ellis County
14. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Darrell Hale – Commissioner, Collin County
2. Jeff Hodges – Councilmember, City of Prosper
3. Paul Paschall – Mayor, Parker County
4. Eddie Perry – Commissioner, Navarro County

Members of the Staff Present:

1. Mike Eastland – NCTCOG Executive Director
2. Monte Mercer – NCTCOG Deputy Director
3. Clay Dilday – 9-1-1 Technology Manager
4. Steven Gorena – 9-1-1 Field Support Supervisor
5. Victoria Griffin – 9-1-1 Administrative Assistant
6. Ken Kirkpatrick – Counsel for NCT9-1-1
7. Maggie Lira – NCTCOG Controller
8. Norman Marquart – NCTCOG Fiscal Manager
9. Kristin McKinney – 9-1-1 Visual Media Coordinator
10. James Powell – Deputy Counsel for NCT9-1-1
11. Randy Richardson – NCTCOG Assistant Director of Finance
12. Clayton Rogers – NCTCOG Audit Manager
13. LeAnna Russell – 9-1-1 GIS Manager
14. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
15. Megan Short – NCTCOG Fiscal 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.

After careful consideration, NCT9-1-1 staff recommended the following succession plan be implemented for the remainder of the current officer period which ended immediately followed the March 2025 Board of Managers meeting:

1. Judge Danny Chambers, Somervell County, who was serving as Vice President, be promoted to the position of President.
2. Commissioner Skeet Phillips, Kaufman County, who was serving as Secretary be promoted to the position of Vice President.
3. To fill the vacancy left by Commissioner Skeet Phillips, NCT9-1-1 recommended Sheriff Terry Garrett, Rockwall County, to serve as Secretary.

These changes were effective immediately following the meeting and will remain in effect until the next officer election scheduled for the March 2026 meeting. This does not preclude these officers from serving another term.

Upon a motion by Commissioner Randy Stinson (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the Board approved the election as presented.

Item 2 Approval of the December 2, 2024, Board of Managers Meeting Minutes

Acting President Danny Chambers stated that the minutes to be approved were from the December 2, 2024, Board meeting.

Attachment A

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

Item 3 Resolution Adopting the NCT91-1-1 Policy for Prohibited Technologies

On December 7, 2022, Governor Greg Abbott required all state agencies to ban the video-sharing application TikTok from all state-owned and state-issued devices and networks over the Chinese Communist Party's ability to use the application for surveilling Texans. Governor Abbott also directed the Texas Department of Public Safety (DPS) and the Texas Department of Information Resources (DIR) to develop a plan providing state agencies guidance on managing personal devices used to conduct state business. Following the issuance of the Governor's directive, the 88th Texas Legislature passed Senate Bill 1893, which prohibits the use of covered applications on governmental entity devices.

In response to this directive, NCT9-1-1 created the NCT9-1-1 Prohibited Technologies policy. This policy outlines the requirements for NCT9-1-1 employees, contractors, and other users regarding the

prohibition of covered applications on all NCT9-1-1-owned or leased devices. NCT9-1-1's Chief Technology Officer (CTO) is responsible for enforcing the policy, ensuring devices remain compliant, and taking necessary security measures. Employees who violate the policy may face disciplinary action. This policy aims to protect sensitive data and ensure compliance with state mandates.

Attachment B

Upon a motion by Judge Kerry Crews (seconded by Councilmember Richard Franklin) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Approving Software Maintenance Services for Phaseware Helpdesk Ticketing System

NCT9-1-1 requested approval to contract with Phaseware for the software and maintenance services for its helpdesk ticketing system.

NCT9-1-1 has been using Phaseware's helpdesk ticketing system for 15 years. To enhance the current system, NCT9-1-1 requires software and maintenance services, which are specific to the existing Phaseware system. Procurement staff determined that this purchase is exempt from competition.

NCT9-1-1 requested authorization to purchase these services in an amount not to exceed \$100,000.

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

Item 5 Resolution Authorizing a contract with General Datatech, L.P. for Geographically Redundant Data Centers

NCT9-1-1 requested approval to contract with General Datatech, L.P. for the provision of Geographically Redundant Data Centers.

In its capacity as the administrative entity for NCT9-1-1, the North Central Texas Council of Governments (NCTCOG) issued a Request for Proposals (RFP #2025-040), which closed on February 13, 2025.

The scope of services sought as part of the RFP were as follows:

- Primary Data Centers: Two geographically redundant data centers within the Dallas/Fort Worth region to house NCT9-1-1 equipment for routing 9-1-1 and administrative calls through a private network.
- Optional Disaster Recovery Data Center: A third data center located outside the Dallas/Fort Worth region, intended for disaster recovery purposes.
- Pricing Validity: Pricing for all proposed data center locations must remain valid throughout the duration of the contract.
- Service Continuity: The data centers must support continuous 9-1-1 services by minimizing downtime, protecting data integrity, and meeting recovery objectives in the event of natural disasters, localized outages, or other disruptions.

NCT9-1-1 requested to enter a contract with General Datatech, L.P. for an amount not to exceed \$5,000,000.

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

Item 6 Resolution Approving Fiscal Year 2026 Emergency Communications Center (ECC) Operational and Staff Recommendations

NCT9-1-1's Request to Add a Call Handling Workstation Policy (Policy 2.10), approved by the Board of Managers in June of 2024, established guidance for adding a workstation at an ECC. ECCs can request 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 until such a time that the ECC meets the requirements of the policy.

The following criteria must be met in order to request an additional workstation(s):

- a. The ECC must have documented an increase of an average of 25 emergency requests for service per day during the preceding 18 calendar months as outlined in Section IV of the policy.
- b. The requesting Public Agency must have experienced a population growth of at least 3% over the past two years.

NCT9-1-1 received one request to add a call-taking position for FY2026 from the Parker County Hospital District (PCHD). Following review, staff determined PCHD does not meet the minimum requirements in the policy, so denial of the request was recommended. PCHD's ECC currently has two positions and averaged 29 calls per day total from August 2023- January 2025. To be eligible for an additional position, a minimum of 75 calls per day must be received.

Attachment C

PCHD presented their appeal during to the Board during the meeting. Upon discussion by the Board, PCHD was granted an exception to the policy subject to PCHD paying for all costs associated with the position until it meets the requirements of the Request to Add a Call Handling Policy (Policy 2.10).

Upon a motion by Commissioner Randy Stinson (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the Board approved the amended resolution.

Item 7 Resolution to Accept and Acknowledge Receipt of the Annual Financial Report for Fiscal Year Ending September 30, 2024

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 fiscal year 2024 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, 2024, were presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Pattillo, Brown & Hill, were available to review the reports with Board members.

Attachment D

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

INFORMATIONAL ITEMS

Item 8 Quarterly Financial Report

Megan Short presented the Financial Status Report which included 12 months ending December 31, 2024.

Attachment E

Item 9 Director's Report

Accomplishments- NCT9-1-1 accomplishments and achievements were reviewed for the period of December 2024 – February 2025.

Attachment F

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

Attachment G

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

Attachment G

OTHER BUSINESS

Item 10 Other Business

Item 11 Adjourn

Upon a motion by Judge Kerry Crews (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the meeting was adjourned at 1:14 PM.

Next Meeting: June 11, 2025
