



Clay County Clerk

Sasha Kelton

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March 1, 2017

Re: 911 Rural Addressing Procedures

Clay Co. Commissioners' Court:

The County Clerk's office would like to discuss the county's 911 Rural Addressing procedures. The 911 addressing was being done in the clerk's office before I took office. The former chief deputy, Karen McNew did the addressing, and signed Nortex documents regarding liability, policy, procedures, etc. in the 1990's.

Since taking office in 2011, I (nor my staff) have ever signed or received any written policies, procedures or liability documents from Nortex. It is not clearly defined if my chief deputy, Carla Moore, who does the addressing now, is doing so individually, or on behalf of the clerk's office.

We are concerned that we have lost local control of the addressing procedure. It has always been said that the county only addresses structures, primarily residences. Now utility, energy and oil companies are contacting Nortex directly to establish addresses for utility poles, oil wells, etc. Nortex has only updated our digital map twice since 2014, so we no longer have a current record of property owners and new addresses, as we can no longer update the map in-office.

The county need to develop clear, written, 911 addressing procedures to be adopted by the Commissioners' Court, to outline our policy and reduce liability- **OR**- we need to allow Nortex to take over the addressing, as Nortex serves as the 911 addressing authority for the area. Our surrounding counties all use Nortex to address, leaving the clerk's office out of the process completely.

Our current process is lengthy and redundant:

A customer will contact someone for an address (they call either their commissioner, clerk's office or Nortex directly).

Customer is then directed to call the clerk's office (if they haven't already).

Clerk calls Commissioner with directions.

Commissioner drives to location to get GPS Coordinates.

Commissioner calls clerk with coordinates.

Clerk calls Nortex with coordinates.

Nortex assigns address.

Nortex gives address to clerk.

Clerk commissioner.

In a county where Nortex independently addresses:

Customer contacts Nortex.

Nortex is then responsible for all aspects of addressing- obtaining GPS coordinates, assigning address, notifying customer, PO, CCAD, etc.

Please let me know your thoughts.

Thank you,

A handwritten signature in black ink that reads "Sasha Kelton". The signature is written in a cursive, flowing style.

Sasha Kelton
County Clerk