



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Denton Municipal Electric

GM: Antonio Puente, Jr.

DATE: January 7, 2025

SUBJECT

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute contracts regarding local telephone companies and the use of a 311 short dialing code; and providing an effective date.

INFORMATION/BACKGROUND

Denton 311 provides a single point of contact for residents wanting to request city services and report non police emergencies such as concerns for Community Improvement Services, downed stop signs, electrical outages, and water main breaks. As we continue to grow our 311 services, 311 abbreviated dialing will allow residents and visitors to the City of Denton to dial the 3-digit short code 311 from their mobile phones.

AT&T Mobility, T-Mobile, and Verizon will use the City of Denton service territory to determine which calls are routed to Denton 311. A 10-digit phone number will also be available for anyone calling from a landline or from outside the city limits. Once the contracts are signed AT&T will work with the Public Utilities Commission of Texas (PUCT) to release the 311 number for use by the City of Denton. Smaller mobile service providers utilize cellular towers and networks provided by T-Mobile, Verizon, and AT&T. PUCT will provide a letter releasing the use of the 3-digit number by AT&T and other mobile telephone service providers in the area.

The purpose of this contract is to enter into an agreement with AT&T, T-Mobile, and Verizon. "311 Service" is a three-digit abbreviated dialing arrangement for accessing non-emergency police and other government services in a particular jurisdiction. Pursuant to Order by the Federal Communications Commission (FCC) in CC Docket 92-105 (the "FCC Order"), 311 Service is made available upon request to a requesting entity for a particular jurisdiction.

RECOMMENDATION

Staff recommends we enter into agreement with T-Mobile, Verizon, and AT&T at no cost.

PRINCIPAL PLACE OF BUSINESS

AT&T Mobility
Bedminster, NJ

T-Mobile
Bellevue, WA

Verizon Wireless
Basking Ridge, NJ

FISCAL INFORMATION

The service has no cost.

EXHIBITS

1. Exhibit 1. Agenda Information Sheet
2. Exhibit 2. Ordinance

Respectfully submitted:
Jerry Looper
Executive Manager of System Operations and Compliance

For information concerning this acquisition, contact: Jerry Looper, 940-349-7676.

Legal point of contact: Devin Alexander at 940-349-8333.