



## North Central Texas Emergency Communications District Board of Managers Meeting

January 24, 2019  
10:00 AM

NCT9-1-1 Offices  
600 Six Flags Drive  
Arlington, Texas  
Centerpoint III, 2<sup>nd</sup> Floor, 9-1-1 Training Room A

### REGULAR SESSION

- Call to order time: \_\_\_\_\_
- Pledge to the United States and Texas Flags
- Welcome and Introductions

### ACTION ITEMS

1. Election of NCT9-1-1 Board Officers and Determination of Initial Terms
2. Resolution Adopting NCT9-1-1 Policies
  - a. Board of Managers Travel
  - b. Media Relations
  - c. Ransomware
  - d. Unmanned Aerial System Flight Operations
  - e. Training Cancellations
  - f. Ethics
  - g. Use of Funds
3. Resolution Approving the NCT9-1-1 Fiscal Year 2019 Strategic Plan
4. Resolution Authorizing an Agreement with the Texas 9-1-1 Alliance
5. Resolution Authorizing FY 2019 Agreements with Public Safety Answering Point Entities

### INFORMATIONAL ITEMS

6. Director of 9-1-1 Report
  - a. Strategic Advisory Committee
  - b. Use of Electronic Board Meeting Documents

### OTHER BUSINESS

7. Determine FY 2019 Board of Managers Meeting Dates/Times
8. Other Business
9. Adjourn



**North Central Texas Emergency Communications District**

**Item # 2019-01-01**

Meeting Date: January 24, 2019

Submitted By: Christy Williams  
Director or 9-1-1

Item Title: Election of NCT9-1-1 Board Officers and Determination of Initial Terms

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 the President and Vice-President are absent at any meeting, Board Members in attendance shall designate a presiding officer pro tem. A summary of officer duties is included in Attachment A.

The following individuals have expressed interest in being considered for election to serve as officers for the 2019 calendar year:

President- Mayor Steve Terrell, City of Allen  
Vice President- Commissioner Jerry Stringer, Johnson County  
Secretary- Sheriff Roger Deeds, Hood County

Per Section 2.2 of the NCT9-1-1 Bylaws, each Board member's term of office shall be two years. Terms will be staggered with half of the initial Board serving a one-year initial term. The length of a Board member's initial term will be determined by a lottery process at the first regularly scheduled meeting. Board members may serve multiple terms. To determine initial terms, each Board of Manager's seat will be entered into a drawing. The Board of Managers' Secretary will draw 10 seats to serve an initial two-year term. The Board of Managers' Secretary will then confirm the remaining nine seats will serve an initial one-year term.

I will be available to answer any questions at the Board meeting.



Attachment A

## **RESPONSIBILITIES OF NCT9-1-1 BOARD OF MANAGERS OFFICERS**

### **President**

- Attend all Board of Managers meetings
- Oversee Board of Managers meetings
- Call special meetings as necessary

### **Vice President**

- Attend all Board of Managers meetings
- Understand the responsibilities of the Board President and be able to perform these duties in the President's absence.

### **Secretary**

- Attend all Board of Managers meetings
- Perform roll call and confirm the presence of a quorum at meetings
- Review Board minutes
- Facilitates completion of lottery process for initial Board of Managers terms



**North Central Texas Emergency Communications District**

**Item # 2019-01-02**

Meeting Date: January 24, 2019

Submitted By: Christy Williams  
Director of 9-1-1

Item Title: Resolution Adopting NCT9-1-1 Policies

The North Central Texas Emergency Communications District (NCT9-1-1) will be governed by a set of Board of Managers approved policies. Additional policies may be added in the future as necessary. The following policies have been attached for consideration (Attachment B):

1 Board of Managers

1.1 Board of Managers Travel

2 Administration

2.1 Ransomware Response

2.2 Unmanned Aerial System Flight Operations

2.3 Training Cancellations

3 Finance/Accounting

3.1 Use of Funds

Future changes to any of the above policies will require Board approval. In addition, procedures and guidelines will be maintained internally to guide staff on details of program operation. Staff anticipates presenting additional policies for Board consideration at its next meeting.

A draft resolution adopting the Board of Managers Travel, Ransomware Response, Unmanned Aerial System Flight Operations, Training Cancellations, and Use of Funds policies is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2019-01-02

**RESOLUTION ADOPTING NCT9-1-1 POLICIES**

**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 Public Safety Answering Points within its 9-1-1 service area; 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 Board of Managers Travel, Ransomware Response, Unmanned Aerial System Flight Operations, Training Cancellations, and Use of Funds policies contained in Attachment B.

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

\_\_\_\_\_  
(Name, President)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on January 24, 2019.

\_\_\_\_\_  
(Name, Secretary)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)



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*In Partnership with the North Central Texas Council of Governments*

**POLICY NUMBER:**  
 BOM TRAV 1.1

<b>Policy Name:</b> Board of Managers Travel	<b>Description:</b> Guidance for District Board of Managers members traveling for official District Business
<b>Date of Approval:</b>	<b>Revision History:</b> v.1.0 11/13/2018
<b>Effective Date:</b>	<b>Scheduled for Review:</b>
<b>Policy Topic:</b> Board of Managers, Travel	<b>Administering Department:</b> North Central Texas Emergency Communications District

**POLICY STATEMENTS:** NCT9-1-1's Board of Managers may be called upon from time to time to travel both inside and outside of the region to represent the District before regulatory or legislative entities and attend conferences. Any such travel must be approved in advance by the Executive Director or designee. Expenses incurred while traveling on NCT9-1-1 business will be reimbursed based on the North Central Texas Council of Governments' (NCTCOG) Travel and Subsistence policy. Unless specifically authorized, the following attendance limits apply:

- I. All members of the Board of Manager are eligible to attend on behalf of the District.
- II. No more than two members of the Board of Managers may attend the same national conference on behalf of the District.
- III. No more than three members of the Board of Managers may attend the same state conference on behalf of the District.

**RELATED POLICIES/RESOURCES:** North Central Texas Council of Governments Travel and Subsistence policy

**RELATED POLICIES/RESOURCES:** Media Relations Policy, ADM 2.1

**INQUIRIES:** Direct questions regarding this policy to [911Projects@NCTCOG.org](mailto:911Projects@NCTCOG.org).

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**Approved**  
 Executive Director  
 North Central Texas Emergency Communications District

**POLICY NUMBER:**  
ADM 2.1

<b>Policy Name:</b> Ransomware Response	<b>Description:</b> Guidance for District response measures after a ransomware cyber attack.
<b>Date of Approval:</b>	<b>Revision History:</b> v.1.0 08/06/2018
<b>Effective Date:</b>	<b>Scheduled for Review:</b>
<b>Policy Topic:</b> Administration, COOP	<b>Administering Department:</b> North Central Texas Emergency Communications District

**POLICY STATEMENTS:** NCT9-1-1 will take the following measures in response to a ransomware cyber attack on 9-1-1 network and information technology (IT) systems.

- I. Upon recognizing that the network or IT systems have been attacked by a ransomware program, the affected systems will be immediately disconnected and quarantined from all other systems on the network. Any affected program databases or applications will not be deleted until it can be verified that critical information has not been compromised.
- II. NCT9-1-1 will utilize any available means, including backup servers or programs, to reestablish lost functionality as long as doing so does not pose an additional risk.
- III. In the event that critical information is compromised, NCT9-1-1 will contact the local FBI office to report the attack. NCT9-1-1 will respond promptly to any further requirements or requests made by the FBI or other State and Federal agencies investigating the event.
- IV. Under no circumstances will any attempts be made to contact the attackers, respond to the attackers' requests, or pay ransoms.
- V. The NCT9-1-1 Public Information Officer (or designee) is the only individual authorized to respond to requests from media regarding cyber attack response and recover operations.

**ACTIONS REQUIRED:**

- I. To ensure that at-risk systems are resilient to cyber attacks, backup of program information and application data will be conducted at regular intervals according to industry best practices.
- II. 9-1-1 staff will maintain a manual of network operations that will be provided to the FBI in the event that critical information is compromised.

**DEFINITIONS AND AUTHORIZATIONS:**

Ransomware cyber attack – a type of malware that prevents or limits users from accessing their system, either by locking the system's screen or by locking the users' files unless a ransom is paid.

**RELATED POLICIES/RESOURCES:** Public Information Officer Policy, ADM 2.1

**INQUIRIES:** Direct questions regarding this policy to [911Projects@NCTCOG.org](mailto:911Projects@NCTCOG.org).

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**Approved**  
Executive Director  
North Central Texas Emergency Communications District





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**POLICY NUMBER:**  
ADM 2.2

<b>Policy Name:</b> Unmanned Aerial System Flight Operations	<b>Description:</b> Guidance for District operation of small Unmanned Aerial Systems byt the NCT9-1-1 Flight Team
<b>Date of Approval:</b>	<b>Revision History:</b> v.1.0 08/06/2018
<b>Effective Date:</b>	<b>Scheduled for Review:</b>
<b>Policy Topic:</b> GIS, UAS	<b>Administering Department:</b> North Central Texas Emergency Communications District

**POLICY STATEMENTS:** The NCT9-1-1 Unmanned Aerial Systems (UAS) Program was created to advance the timeliness and effectiveness of 9-1-1 emergency response by collecting additional data to be incorporated into Public Safety Answering Points (PSAPs). Sample data collected during flights include but may not be limited to: pre- and post-mapping, 2D/3D modeling, topographical imagery, and aerial photography. In addition, UAS flights may serve other public safety functions including, but not limited to: emergency scene aerial observation, rescue support, aerial inspection, critical incident aerial observation, disaster aerial observation/assessment, wildlife observation/assessment, and videography.

**ACTIONS REQUIRED:**

NCT9-1-1’s UAS Flight Team will take the following measures when operating Unmanned Aerial Systems within the NCT9-1-1 service area:

- I. Adhere to guidelines presented in each UAS model’s procedure manual, which covers specific procedures for the associated platform
- II. Follow the maintenance program outlined by the manufacturer and maintain maintenance records.
- III. Adhere to the applicable portions of the Federal Aviation Administration’s (FAA) Title 14 Code of Federal Regulations (CFR), Part 91, including securing the appropriate exemptions as required in Subpart H: Airworthiness Certificates
- IV. Obtain the necessary FAA Certificates of Authorization (COA) or 333 exemption.
- V. Operate within the appropriate state and locate requirements
- VI. Adhere to the guidelines set forth by the Federal Aviation Regulations (FAR)/ Aeronautical Information Manual (AIM), the Notice to Airmen (NOTAM), and appropriate publications where applicable
- VII. Adhere to the applicable portions of Texas Government Code, Chapter 423 – use of Unmanned Aircraft
- VIII. Possess a remote pilot airman certificate with a small UAS rating, or be under the direct supervision of NCT9-1-1 personnel who hold such certificate
- IX. Adhere to the NCT9-1-1 UAS Operating Procedure Manual
- X. Any UAS operations outside the NCT9-1-1 service area must be approved in advance by the Executive Director.

**DEFINITIONS AND AUTHORIZATIONS:**

Public Safety Agency – Any local, state, or regional agency or entity that has a duty to enforce the law, respond to or plan for response to emergency situations.

Public Safety Purpose – Any flight that:

- I. is for a legitimate public safety or routine law enforcement purpose
- II. has been approved by the UAV supervisor for training, demonstration or UAV maintenance or testing purposes

Unmanned Aircraft Systems [UAS] – Any powered aerial vehicle which:

- I. does not carry a human operator
- II. uses aerodynamic forces to provide vehicle lift
- III. can be programmed to fly autonomously or can be piloted remotely
- IV. may be expendable or recoverable
- V. can serve as a platform for devices or systems which are capable of:
  - i) photographing persons, objects or mapping surface or geological formations and storing or transmitting the captured images;
  - ii) engaging in the real time video recording of the movements of persons or objects and storing or transmitting the captured information
  - iii) detecting and capturing aural, digital or other forms of communication and storing or transmitting the captured communications.

Unmanned Aircraft Systems Flight Team – The personnel who:

- I. operate the UAS itself
- II. maintain the UAS and any systems with which it is equipped
- III. monitor, capture, display, download, store or otherwise manipulate the data collected and or transmitted by the UAS while it is in operation
- IV. supervise the personnel involved in the operation of the UAS
- V. who approve or seek approval of a UAS operation

**RELATED POLICIES/RESOURCES:**

Federal Aviation Administration’s (FAA) Title 14 Code of Federal Regulations (CFR), Part 91

FAA CFR, Part 91, Subpart H: Airworthiness Certificates

Texas Government Code, Chapter 423 – use of Unmanned Aircraft

**INQUIRIES:** Direct questions regarding this policy to [911GISTeam@NCTCOG.org](mailto:911GISTeam@NCTCOG.org).

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**Approved**

Executive Director

North Central Texas Emergency Communications District



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**POLICY NUMBER:**  
ADM 2.3

<b>Policy Name:</b> Training Cancellations	<b>Description:</b> Guidance for District regarding actions by 9-1-1 staff when cancelling a training course
<b>Date of Approval:</b>	<b>Revision History:</b> v.1.0 07/26/2018
<b>Effective Date:</b>	<b>Scheduled for Review:</b>
<b>Policy Topic:</b> Operations, Training	<b>Administering Department:</b> North Central Texas Emergency Communications District

**POLICY STATEMENTS:** The 9-1-1 Training Coordinator serves as the primary Texas Commission on Law Enforcement (TCOLE) certified instructor for NCT9-1-1. The 9-1-1 Training Coordinator is responsible for organizing and scheduling training courses hosted at the NCT9-1-1 office or within the NCT9-1-1 region.

There are circumstances when a course must be cancelled, they include, but are not limited to:

- I. Severe / inclement weather - The decision to cancel a class due to inclement weather will be made no later than 6:00 a.m. on the day of the course.
- II. Instructor/ staff illness or emergency - Staff will make every effort to find a replacement instructor and/or replacement facility.
- III. Technology issues
- IV. Class does not meet minimum size requirements
- V. Other unpredictable incidents

The 9-1-1 Training Coordinator serves as the primary contact regarding course cancellations. In the event that the 9-1-1 Training Coordinator is unavailable, the duty falls to the next available individual according to the following succession plan:

- I. Primary – 9-1-1 Training Coordinator
- II. Second – 9-1-1 Quality Assurance Coordinator
- III. Third – 9-1-1 Operations Supervisor
- IV. Fourth – 9-1-1 Operations Manager

All course cancellations requests by the 9-1-1 Training Coordinator require written approval by management staff.

**ACTIONS REQUIRED:** In the event a training class must be cancelled, the 9-1-1 Training Coordinator will make the following attempts to notify attendees:

- I. The registrant(s) and his/her PSAP management will be notified of course cancellation via email with a reply request acknowledgement.

- II. The registrant(s) and his/her PSAP management will be notified of course cancellation via telephone.
- III. Course cancellation announcements will be posted on all NCT9-1-1 social media accounts.
- IV. The cancelled course will be removed from the registration database.

If the cancelled training course can be rescheduled, notification will be provided to registrants and advertised via the registration website, email notifications and social media.

**INQUIRIES:** Direct questions regarding this policy to [911OperationsTeam@NCTCOG.org](mailto:911OperationsTeam@NCTCOG.org).

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**Approved**  
Executive Director  
North Central Texas Emergency Communications District



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**POLICY NUMBER:**  
FIN 3.1

<b>Policy Name:</b> Use of Funds	<b>Description:</b> Guidance for District uses of funds, fund targets, and distribution priorities of funds
<b>Date of Approval:</b>	<b>Revision History:</b> v.1.0 08/16/2018
<b>Effective Date:</b>	<b>Scheduled for Review:</b>
<b>Policy Topic:</b> Finance	<b>Administering Department:</b> North Central Texas Emergency Communications District

**POLICY STATEMENTS:** The District will spend all funds in accordance with state law, namely, to provide effective and efficient emergency communications services to its region. Within that authority, the District may establish multiple funds/restricted ledger accounts for tracking and management of monies for prudent long-term planning for such items as capital acquisition, special projects, or local government reimbursements.

The District will use its main Operating Fund to account for the routine business of the District, record ongoing revenues and pay ongoing expenses and obligations of the operation. The Operating Fund will maintain a fund balance level of 90 days, derived as a percentage of total operating expenditures. Any balances that fall short of this range will be evaluated and a plan of action will be created to re-establish the target levels.

Any cash flow reimbursements to repay NCTCOG will be repaid as an operating expense, prior to accumulating fund balance or any transfers to capital replacement or local government reimbursement.

Any balances that exceed this range can be designated for special projects, capital acquisition or local government reimbursements and may be moved to the Special Projects and Capital Fund. The Board of Managers will approve these funds in the aggregate, but the staff will address the detail items as priorities and needs arise.

- The priority of funds will be distributed as follows:
- I. Ongoing operating expenses of the District, including any NCTCOG reimbursements
  - II. Accumulating a 90 day or 25% "reserve" in operating or unrestricted fund balance
  - III. Contributions designated for capital funding and replacement
  - IV. Contributions designated for special projects
  - V. Contributions designated for Local government reimbursements

The District will establish a designated capital replacement fund. The purpose of the fund will be to

accumulate monies over multiple fiscal years that may be used to pay for major capital assets as they are replaced with multiple year implications.

Similar funds may also be designated for contributions for special projects and local government reimbursements as needed.

Strategies for capital replacement and county reimbursements will evolve as more data is accumulated in the new District and as funds become more predictable and established.

**DEFINITIONS AND AUTHORIZATIONS:**

Operating expenditures – includes all the on-going expenses of the District, such as personnel, supplies and services, but does NOT include major capital expenditures.

Fund balance – the special revenue fund is calculated at fiscal year-end as circulating working capital. Current Assets (unrestricted) minus Current liabilities, adjusted for any items that are not expected to be circulated within the next year (inventories, long-term receivables are examples). Balances for this calculation are NOT included in those monies set aside for capital, special projects or local government reimbursements. This working capital amount is stated as a percent of annual operating expenditures (before capital costs), with a target of 25%. The equivalent of 25% is 90 days of fund balance.

Capital – any long-lived asset of the District, following NCTCOG capitalization policies. Examples that might fall within this policy are: microwave towers, PSAP back-room servers and equipment, District-based equipment, and major software acquisitions or upgrades.

Special Projects – typically one-time non-recurring items that could be covered in the on-going annual budget, some of which may be considered capital, (and therefore get captured as part of the capital replacement strategy). Some special projects may cover services, such as maintenance agreements or professional services that may span multiple periods.

Local government reimbursements – items for which local governments/PSAPs request reimbursement to improve their operations, within NCT9-1-1 guidelines. Once the district has developed some history on fund balance and accumulated adequate reserves, it will process reimbursement requests according to established 911 policies and procedures.

**ACTIONS REQUIRED:**

**RELATED POLICIES/RESOURCES:**

**INQUIRIES:** Direct questions regarding this policy to [911Projects@NCTCOG.org](mailto:911Projects@NCTCOG.org).

---

**Approved**  
Executive Director  
North Central Texas Emergency Communications District



**North Central Texas Emergency Communications District**

**Item # 2019-01-03**

Meeting Date: January 24, 2019

Submitted By: Christy Williams  
Director of 9-1-1

Item Title: Resolution Approving the NCT9-1-1 Fiscal Year 2019 Strategic Plan

The North Central Texas Emergency Communications District (NCT9-1-1) develops an annual Strategic Plan that outlines the projects planned for the upcoming fiscal year. These projects align with NCT9-1-1's mission and values. The Fiscal Year 2019 Strategic Plan is attached for Board review (Attachment C) and mirrors the budget numbers approved by the North Central Texas Council of Governments Regional 9-1-1 Advisory Committee and submitted to the Texas Commission on State Emergency Communications (CSEC).

A draft resolution approving the NCT9-1-1 Fiscal Year 2019 Strategic Plan is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2019-01-03

**RESOLUTION APPROVING THE NCT9-1-1 FISCAL YEAR 2019 STRATEGIC PLAN**

**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 Public Safety Answering Points within its 9-1-1 service area; and,

**WHEREAS**, NCT9-1-1 annually develops a Strategic Plan which outlines the primary project focus for the upcoming fiscal year; and,

**WHEREAS**, staff recommends Board approval of the Fiscal Year 2019 Strategic Plan.

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

**Section 1.** The NCT9-1-1 Board of Managers approves the Fiscal Year 2019 North Central Texas Emergency Communications District Strategic Plan.

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

\_\_\_\_\_  
(Name, President)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on January 24, 2019.

\_\_\_\_\_  
(Name, Secretary)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)





# **NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT STRATEGIC PLAN**

**Fiscal Year 2019**

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## 1. Executive Summary

2018 was a year of positive transition that ended with tribulations. NCTCOG 9-1-1 saw a major transition with the implementation of new call handling equipment throughout the region, which required the technology, operations and data teams to collaborate on training and implementation as well as follow up issues. The year was also full of district initiative activities, as NCTCOG 9-1-1 prepared to transition to a district. The tribulations came towards the end of the calendar year with the first region-wide outage in 27 years. Unfortunately, there were other non-related outages as well before the year's end.

As the staff begins the year as a regional district, transitional activities will continue. A new Board of Managers will be appointed as well as a Strategic Advisory Committee. 2019 offers many opportunities for research, planning and mitigation as our number one priority is to focus on the stability of the NCT9-1-1 system and mitigate future outages. Formal After Action Evaluations have been conducted and there is a project dedicated to mitigation efforts. The network and Core Services are always a vital part of the 9-1-1 system that requires ongoing research and development. NCT9-1-1 is even working with Texas A&M University and Mission Critical Partners to explore expansion of the network through building fiber and utilizing grants. Of course, cyber and physical security remain a priority for the technology team and the District.

GIS remains another area of growth and importance in the advancement of 9-1-1 services. The GIS team will continue to focus on error resolution with their new regional GIS data quality control services. The team is also working with the NCTCOG Environment & Development department to pilot flood warning data for a PSAP and is testing WAZE data for the PSAPs in the GIS lab.

Following the equipment upgrade, the data team will implement a NG Analytics program that will collect 9-1-1 call data and put it into reports for the PSAPs. In addition, the program will create a dashboard for PSAPs. This program will be the platform for future phases of gathering additional data, analyzing the data and predicting actions based on the data.

New FCC mandates have wireless carriers providing Real time text (RTT) to the general public. This technology is not compatible with 9-1-1 systems currently, and the RTT calls are converted to legacy TTY, reducing capabilities. NCT9-1-1 will work to provide PSAP awareness and training on this new technology.

On the people side, this industry (like most) is losing baby boomers to retirement at an alarming rate. This leaves a hole of knowledge and experience in public safety communications. NCT9-1-1 is working on a program to identify retired subject matter experts (SMEs) that could work on a part-time/contract basis to assist with projects in their area of expertise.

The telecommunicators are another group of people that NCT9-1-1 will focus on this year, as in the past. The operations team will be working on a PSAP resource document to provide a central location for standards and best practices that can serve as a model for potential improvement. The team is also developing a new training series to assist telecommunicators, supervisors and managers grow. This will

supplement the training provided by the District such as the two Regional Telecommunicators Academies hosted annually and specialty training for the telecommunicators.

Becoming a district provides excellent timing for revising and improving the records/document management processes. The projects team will research and implement tools and policies that will enhance our documentation and streamline our current processes.

2019 is a year for strengthening and enhancing the 9-1-1 service in the North Central Texas 9-1-1 region. The District has established clear goals and identified specific projects that will solve problems and improve services for the citizens of the region. In all planning efforts, the mission is considered with each project. This strategic plan is the blueprint for 2019 and NCT9-1-1 saving lives and making a difference!

## **2. NCT9-1-1 Program Contacts**

- |                                |   |
|--------------------------------|---|
| a. NCT9-1-1 Executive Director | Mike Eastland, MEastland@NCTCOG.org         |
| b. NCT9-1-1 Director           | Christy Williams, CWilliams@NCTCOG.org      |
| c. NCT9-1-1 Fiscal Manager     | Norman Marquart, 911Finance@NCTCOG.org      |
| d. NCT9-1-1 Location Address   | 600 Six Flags Drive, Arlington, Texas 76011 |
| e. NCT9-1-1 Mailing Address    | PO Box 5888, Arlington, Texas 76005-5888    |
| f. NCT9-1-1 Telephone Number   | 817-695-9200                                |

## **3. FY2018 Major Accomplishments**

- Worked with both Google and Apple to advance location technology which changes the future of 9-1-1; both are now live in our region with device based supplemental location, improving accuracy and reducing the time for receiving location
- Celebrated the 50<sup>th</sup> Anniversary of the first 9-1-1 call in the United States
- Hosted the second annual Early Adopters Summit
- Hosted two Regional Training Academies which graduated a total of 49 telecommunicators
- Upgraded Call Handling Equipment for all of our 40+ Public Safety Answering Points and trained over 400 telecommunicators on the new equipment
- Created a new website to include updated information for our stakeholders
- Implemented an enhanced inventory management system
- Completed a marketing/branding review as part of partnership with Southern Methodist University
- Updated the program's mission statement and goals, as well as commissioned the creation of a new departmental logo
- Gained UAS (Unmanned Aerial System) expertise as two staff became FAA 107 (UAS pilot's license) certified
- Completed an addressing pilot where a residential neighborhood was mapped using an UAS
- Participated in the National 9-1-1 Roadmap creation through the U.S. Department of Transportation

- Participated in a national focus group for MIT Lincoln Labs regarding video, analytics, and integration with FirstNet
- Closed out Phase I of the Microwave Network Project
- Completed database reconciliation with CenturyLink
- Implemented a GIS disbursement model after completing an error resolution project and entering into the maintenance phase

#### 4. FY 2019 Budget

North Central Texas Emergency Communications District  
Fiscal Year 2019 Fiscal Plan

	FY 2019 Budget as Approved by NCTCOG	10 Month Remaining Portion of FY 2019 Budget
<b>Revenues</b>		
CSEC - Service Fees	11,048,911	
Wireless		6,904,945
Landline		2,301,648
Local-Fee for Service	5,000	5,000
<b>Total Revenue</b>	<b>11,053,911</b>	<b>9,211,593</b>
<b>Labor &amp; Labor Related</b>		
Salaries	2,386,922	1,989,100
Fringe Benefits	1,090,823	909,020
NCTCOG Indirect	615,561	512,970
Facility Charges	376,621	313,850
NCTCOG Network Svc	185,186	154,320
Travel	65,045	54,200
<b>Total Labor &amp; Labor Related</b>	<b>4,720,158</b>	<b>3,933,460</b>
<b>Other Departments</b>		
Administration	205,000	170,830
<b>Cost of Operations</b>		
9-1-1 Network	1,593,308	1,327,760
Contract Services	1,030,175	858,480
Equipment Maintenance	522,888	435,740
Data Center Leases	434,025	361,690
Capital Outlay	195,000	162,500
Software	121,400	101,170
Public Education Materials	100,000	83,330
Advertising	60,000	50,000
Other Costs	193,486	161,243
<b>Total Cost of Operations</b>	<b>4,250,282</b>	<b>3,541,913</b>
Pass-Through to Counties	1,878,471	1,565,390
<b>Total FY 2019 Expenses</b>	<b>\$ 11,053,911</b>	<b>\$ 9,211,593</b>
FY 2019 Ending Fund Balance	-	-

## 5. NCT9-1-1 Program Area Demographics

The following data reflects the demographics of the NCT9-1-1 program area as of September 30, 2018.

a. Number of Counties (not including Dallas County)	<u>13</u>
b. Number of Incorporated Cities	<u>156</u>
c. Population in Region	<u>1,664,902</u>
d. Area of Region (in square miles)	<u>10,080</u>
e. Governing Body of Program	<u>CSEC (until 12/3/2018)</u> <u>Board of Managers</u>
f. Number of PSAPs	<u>42</u>

## 6. System Overview

The NCT9-1-1 Technology Team provides technical expertise in the research, selection, development, implementation, and maintenance of the NCT9-1-1 system. This includes hardware, software, Emergency Services IP network (ESINet) for more than 40 Public Safety Answering Points (PSAPs), training center, 9-1-1 lab, GIS lab, and two geographically redundant data centers. The ESINet consists of a highly resilient and redundant IP network, utilizing multiple service providers and various media. The network consists of terrestrial, microwave ring technology, and wireless commercial networks. Systems utilizing this network include NG9-1-1 Core Services, Call Handling Equipment, virtual environments, data backup storage, session border controllers (SBCs), and load balancers. The team follows guidance set in National Emergency Number Association (NENA) industry standards. In addition, staff participates in NENA workgroups to stay informed of current and evolving standards. Another critical aspect is the integration of security. NCT9-1-1 employs internal and external resources to address the ever-changing environment in both physical and cyber security. Third-party vendors monitor firewalls and report anomalies. Internal systems monitor, manage, authorize, and alert in accordance with business policies and best practices. Due to the Department of Homeland Security guidelines, the specifics of how NCT9-1-1 combats and addresses cybersecurity is highly sensitive and confidential.

## 7. GIS Disbursement Maintenance Model

Next Generation 9-1-1 industry standards and current state policy require a 72-hour end-to-end addressing process. The process encompasses GIS data creation or manipulation of Road Centerlines, Site Structure Address Points, Emergency Service Boundaries, and jurisdictional boundaries, including dispatch mapping updates and i3 Core Services such as the Emergency Call Routing Function (ECRF). As NCT9-1-1 transitions into NG9-1-1, GIS data is to become the primary driving factor in this process. Correcting and maintaining accurate GIS data in the NCT9-1-1 database is crucial to ensure public safety. NCT9-1-1 provides funding to our county stakeholders through the County GIS and Addressing Disbursement Maintenance Model (maintenance model) as incentive and encouragement to help achieve our regional public safety goals.

The maintenance model matrix is broken down into a two-step process:

**Step One** reflects the total annual disbursement potential available to the county. This is the total amount the county will receive during fiscal year when the GIS errors in the NCT9-1-1 database remain at or below 100 during each quarterly period.

**Step Two** defines the quarterly qualifying potential. At the end of each quarter, or measuring date, the amount of remaining errors in the NCT9-1-1 database for each county is tallied. Based upon the payment ratio tier (Figure 1) a payment ratio is determined. The annual distribution potential is multiplied by the payment ratio. The sum is the quarterly qualification potential.

Payment Ratio Tier	Current Errors	Payment %
I	≤100	100
II	101 - 250	75
III	>250	50

Figure 1

The quarterly disbursement is then determined by dividing the quarterly qualification potential by a factor of four.

## 8. FY2019 Strategic Plan Projects

### DATABASE TEAM

#### 9.1. Data Analytics – Phase I

##### 9.1.1. Problem Statement

Disparate data sources within the 9-1-1 system create a need for a data analytics platform that can compile the information and create useful data analytics.

##### 9.1.2. Project Description/Business Case

NCT9-1-1’s Data Analytics services solution describes a cloud-based architecture consisting of modular service components to meet current needs and the flexibility to accommodate future requirements. Staff will collaborate with 9-1-1 agencies to achieve successful orchestration of these services and will help NCT9-1-1 achieve the “cradle-to-the-grave” picture of virtually any 9-1-1 event flow with a comprehensive “edge-to-cloud” solution.

##### 9.1.3. Project Goals

The primary goals of this project are to:

- Collect data from disparate sources
- Create usable reports

##### 9.1.4. Project Plan/Milestones

Milestone 1: Contract Execution

Milestone 2: Develop PSAP reports based on current needs

Milestone 3: Create a dashboard for PSAPs and NCT9-1-1 staff

Milestone 4: Complete Burn-In Period, to include customer acceptance tests for all reports

## **9.2. Geo-MSAG Conversion for Collin County**

### **9.2.1. Problem Statement**

Today, addressing coordinators have to submit data in two different formats: MSAG and GIS. By submitting in two formats, it is almost impossible to keep the two systems in sync which results in increased liability for the program. In 2018, 12 of NCT9-1-1's 13 counties were converted successfully. Collin County, having a unique set of circumstances, requires a separate conversion phase.

### **9.2.2. Project Description/Business Case**

By converting Collin County from a MSAG to a Geo MSAG, the addressing coordinator will only have to submit data via GIS.

### **9.2.3. Project Goals**

The primary goals of this project are to:

- Convert MSAG to Geo MSAG
- Add Collin County to Delta MSAG process

### **9.2.4. Project Plan/Milestones**

Milestone 1: Convert Collin County GIS controlled data

Milestone 2: Convert Frisco GIS controlled data

Milestone 3: Convert Allen GIS controlled data

Milestone 4: Convert McKinney GIS controlled data

## **9.3. Real-time Text PSAP Awareness and Training**

### **9.3.1. Problem Statement**

In December 2017, the FCC mandated that wireless service providers implement real-time text services. Real-time text is an IP voice call with the ability to send text data. The text is delivered character-by-character instead of the current SMS method of store and release. Wireless service providers were allowed to use an over-the-top application, or the application could be native to the device. While the wireless service providers are delivering the service today, the 9-1-1 industry was not prepared and must backwards convert all RTT calls to legacy TTY as an interim solution until the vendors can provide technical solutions. This presents challenges to the PSAP community in the detection and handling of these calls.



### 9.3.2. **Project Description/Business Case**

NCT9-1-1 staff will create test case scenarios with each wireless provider, make test calls and determine how each of the applications deliver real time text to the 9-1-1 systems. NCT9-1-1 has requested the RTT module from the current call handling systems providers and will implement when the service becomes available.

Until such a time where the service is available, the backwards conversion is an interim solution. NCT9-1-1 staff will execute a PSAP awareness and training plan.

### 9.3.3. **Project Goals**

The project goal is to enhance awareness in the PSAP community of the interim solution to RTT, its challenges, and provide PSAP training.

### 9.3.4. **Project Plan/Milestones**

Milestone 1: Test and log all carriers to determine how RTT calls react with Solacom Equipment

Milestone 2: Create a best practice document for RTT to TTY Standard Operating Procedures (SOP)

Milestone 3: Create a training curriculum for RTT to TTY

Milestone 4: Execute an awareness campaign to PSAPs

## **GIS TEAM**

### **9.4. Regional GIS Data Quality Control Services- Post CSEC**

#### 9.4.1. **Problem Statement**

The current EDGMS III NG9-1-1 geospatial data services provided by CSEC expires February 9, 2019. Without the CSEC EGDMS service, staff cannot provide quality control of critical GIS data.

#### 9.4.2. **Project Description/Business Case**

NCT9-1-1 procured a replacement product, "DataHub" and related services, to provide quality control of 9-1-1 addressing data, essential for mission critical public safety GIS systems.

#### 9.4.3. **Project Goals**

The goal of this project is to replace the CSEC provided EGDMS and services without interruptions.

#### 9.4.4. **Project Plan/Milestones**

Milestone 1: Establish 9-1-1 GIS Data Workflows

Milestone 2: Complete Implementation Plan

Milestone 3: Implement and Standup DataHub

Milestone 4: Complete system and workflow User Acceptance Testing

Milestone 5: Complete enhancements to DataHub

Milestone 6: Complete current Customers 9-1-1 GIS Data Load

Milestone 7: Commence Service

## **9.5. Streaming Services for Public Safety Pilot**

### **9.5.1. Problem Statement**

The Internet of Things (IoT) technology is rapidly evolving, and much of the sensory content is of potential benefit to Public Safety. Data available on public devices, is not available in PSAPs or for First Responders. The absence of IoT data is potentially detrimental in emergency situations.

### **9.5.2. Project Description/Business Case**

The aim of the project is to analyze the various streaming data types for public safety and thereafter, plan and implement services to present them in the dispatch mapping environment at the PSAP. The pilot will be geographically localized, and participation by additional PSAPs is voluntary.

### **9.5.3. Project Goals**

The goals of this project are to:

- Test and implement Waze streaming services
- Test and implement low-water stream gauge data
- Test and implement weather data

### **9.5.4. Project Plan/Milestones**

Milestone 1: Configure ArcGIS Enterprise Environment

Milestone 2: Configure GeoEvent Server

Milestone 3: Configure Waze CCP streaming events

Milestone 4: Incorporate Waze feed in ArcGIS Portal

Milestone 5: Test Waze feed in GeoLynx Server lab

Milestone 6: Configure low-water gauge streaming service

Milestone 7: Incorporate OneRain stream in ArcGIS Portal

Milestone 8: Test OneRain Feed in GeoLynx Server lab

Milestone 9: Configure weather streaming services in GeoEvent

Milestone 10: Test weather services in GeoLynx Server lab

## **9.6. Imagery for Telecommunicators**

### **9.6.1. Problem Statement**

PSAPs in the NCT9-1-1 region require updated satellite/ortho imagery for locating emergency callers and assisting First Responders.

### **9.6.2. Project Description/Business Case**

The premise of the project is to supply current satellite imagery to NCTCOG PSAPs. The imagery will aid telecommunications personnel in locating emergency callers, and assisting First Responders on the ground. The current imagery in the PSAPs is outdated and of very little use. The new imagery for the NCT9-1-1 region is current within twelve-months and updated on a monthly basis depending on geographic region

### **9.6.3. Project Goals**

The primary goals of this project are:

- To configure an internal workflow procedure to update imagery datasets.
- To configure a regular update process with the Dispatch Mapping vendor.
- To document all processes and procedures.

### **9.6.4. Project Plan/Milestones**

Milestone 1: Contract signing with vendor

Milestone 2: Design internal workflow and documentation

Milestone 3: Configure internal workflow

Milestone 4: Test internal workflow

Milestone 5: Define SOW for Dispatch Mapping vendor

Milestone 6: Document workflow for Dispatch Mapping vendor

Milestone 7: Schedule regular updates

## **9.7. Sub-Addressing Phase I: Research and Planning**

### **9.7.1. Problem Statement**

Current E9-1-1 call routing technology does not leverage or require sub-address elements in the GIS and ALI data fields. However, NG9-1-1 routing technology will utilize sub-addresses accurately pinpointing an emergency caller's location. The capture of sub-address data is beneficial and compliments the improved location delivered with wireless calls.

### **9.7.2. Project Description/Business Case**

The future of NG9-1-1 requires the attribution of sub-addresses in the Site Structure Address Point GIS layer-based NENA-STA-004.1.1; "The CLDXF follows the PIDFLO in providing a structured set of six elements to hold sub-address information: Building, Floor,

Unit, Room, Seat, and Additional Location Information." The Emergency Call Routing Function (ECRF) is capable of querying the PIDF-LO tags for additional information and sub-address information.

GIS Interns will utilize a 3D Vricon Dataset to identify multi-level, multi-unit structures and utilize various techniques to attribute the sub-address information in the pertinent fields.

### 9.7.3. **Project Goals**

The primary goals of this project are to:

- Configure a framework and application to utilize the 3D dataset.
- Design appropriate workflows and a schedule for capturing data.
- Configure the appropriate server architecture for the project.
- Hire and train qualified GIS interns, either through the agency or a chosen university.

### 9.7.4. **Project Plan/Milestones**

Milestone 1: Develop SOW and budget

Milestone 2: Interview interns

Milestone 3: Setup intern workspace (Surfaces/Monitors)

Milestone 4: Infrastructure needs (servers/licensing, etc.)

Milestone 5: Workflow design

Milestone 6: Schedule

Milestone 7: QC Process design

## 9.8. **GIS Data Cleanup**

### 9.8.1. **Problem Statement**

The GIS data in the NCT9-1-1 database requires a higher degree of accuracy to meet NENA standards. Synchronizing GIS with MSAG & ALI - Standard Number: 71-501 v1

### 9.8.2. **Project Description/Business Case**

To improve the accuracy of the GIS dataset for use within CSEC, Vendor will update NCTCOG's road centerline, address point layers, and boundary layers including municipal boundaries, county boundaries, and emergency service boundaries (including Fire, Law, Medical, and ESZ boundaries).

Vendor will work with one entity's data at a time, complete the required updates, run appropriate quality control, and get final approval on the completion of the single entity from NCTCOG before moving to the next. This service was offered to all NCT9-1-1 counties and the counties that chose to participate include:

- Dallas County
- Collin County

- Kaufman County
- Navarro County
- Palo Pinto County
- Parker County
- Rockwall County
- Wise County

Before the final GIS data is provided to NCT9-1-1 the vendor will complete the standard CSEC EGDMS Quality Control (QC) audits to ensure the final map data deliverables are accurate. After initial map data updates are complete, vendor will provide a list of remaining errors for NCT9-1-1 to review.

### 9.8.3. **Project Goals**

The primary goals of this project are to:

- Configure the appropriate server architecture for the project.
- Design appropriate workflows and a schedule.
- Edit GIS errors in individual county databases based upon CSEC EGDMS reporting.

### 9.8.4. **Project Plan/Milestones**

Milestone 1: Complete Collin County (excludes McKinney, Allen, Frisco and Prosper)

Milestone 2: Complete Rockwall County

Milestone 3: Complete Kaufman County

Milestone 4: Complete Wise County

Milestone 5: Complete Dallas County (includes Sachse, Seagoville, Cockrell Hill, Balch Springs and Wilmer)

Milestone 6: Complete Parker County

Milestone 7: Complete Navarro County

Milestone 8: Complete Palo Pinto

## **OPERATIONS TEAM**

### **9.9. 9-1-1 Legacy Program**

#### **9.9.1. Problem Statement**

9-1-1 subject matter experts are at the heart of early adopters, new technology, national standards, and lessons learned. They are responsible for continually driving the industry forward, meeting challenge after challenge. However, statistics identify that between 2010 and 2030, ten-thousand baby boomers each day (the generation born between 1946 and 1964) will reach the retirement age of 65. The future of public safety depends on the knowledge, passion and years of experience this generation has dedicated to the success of 9-1-1.

#### **9.9.2. Project Description/Business Case**

This project will include researching and identifying retired 9-1-1 professionals known for their knowledge, vision, and industry recognition to participate as contractors and/or consultants in the design, development, implementation, and maintenance of the NCT9-1-1 system. The project is designed to align subject matter experts (SME) interests and experience for short or long-term projects that contribute to their area of expertise. This may include opportunities to train or mentor others.

To attract retiree professionals, the project will identify ways to bring a measure of flexibility to participants. Some are less interested in working long hours but interested in part-time work. As a result of this trend, “quality of life” and “work-life balance” have become key phrases, so job sharing, part-time work, and flex scheduling will play a significant role.

### **9.9.3. Project Goals**

The goal of this project is to combine the knowledge and expertise of retired industry professionals with new technology and techniques to enhance the framework of the NCT9-1-1 system.

### **9.9.4. Project Plan/Milestones**

Milestone 1: Research Existing Programs

Milestone 2: Identify Personnel Resources

Milestone 3: Create Guidelines and Expectations

Milestone 4: Develop Budget and Reimbursement Process

Milestone 5: Define an Evaluation and Measurement Process

## **9.10. 9-1-1 PSAP Quality Assurance Resource Document**

### **9.10.1. Problem Statement**

Manpower and budgetary restraints hinder PSAP involvement in developing an agency 9-1-1 call handling/processing quality assurance program. To better serve our PSAPs and citizens, the NCT9-1-1 Program will compile various standard requirements into a quality assurance resource document which encompasses 9-1-1 call handling, training, and processing.

### **9.10.2. Project Description/Business Case**

The PSAP Quality Assurance Resource Document is based on national standards, recommendations, and reference documents that apply to 9-1-1 services. The document should be a comparative and continuous improvement plan to help PSAPs establish metrics, concepts, processing, and training to enhance 9-1-1 services. The PSAP Quality Assurance Resource Document will include a metric for PSAPs to evaluate 9-1-1 national standards compliance, and implement best practices to measure day-to-day activities.

### 9.10.3. **Project Goals**

The goal of this project is to develop a PSAP Quality Assurance Resource Document based on efficiency, minimum operating requirements, and effectiveness to assist the PSAPs.

### 9.10.4. **Project Plan/Milestones**

Milestone 1: Research and compile operating requirements and standards

Milestone 2: Outline a focused approach for development

Milestone 3: Create a Quality Assurance Plan, a Training Plan, and a Supervisor/Manager Roles and Responsibilities Plan

Milestone 4: Research Quality Assurance platforms to meet PSAP needs

## 9.11. **PSAP Professional Development (The True North 9-1-1 Team)**

### 9.11.1. **Problem Statement**

In the spring of 2014 PSAP volunteers met at NCT9-1-1 headquarters and spent two days defining the framework for a PSAP Professional Development Training Series. While the group was able to identify a need and outline specific duties and tasks, budget restraints did not allow for follow up meetings or curriculum development. PSAP professional development is at the forefront of our PSAP needs. Training restraints in PSAPs are typically due to travel, budget, and staff coverage. NCT9-1-1 staff will develop new training opportunities for all 9-1-1 telecommunicator levels including basic telecommunication, management, and leadership.

### 9.11.2. **Project Description/Business Case**

The True North 9-1-1 Team training series for PSAPs targets professional, personal, and group leadership development. Creating a standard within the region ensures group participation, group ownership, and group champions. The series will target communications, management and leadership challenges experienced in the PSAP today.

### 9.11.3. **Project Goals**

The goal of this project is to provide an educational series highlighting group strength and unity towards professional standards throughout the district. This training will also provide opportunities for telecommunicators to gain skills needed to advance into supervisory and management positions.

### 9.11.4. **Project Plan/Milestones**

Milestone 1: Research Professional Leadership and Communication Needs

Milestone 2: Identify Subject Matter Experts

Milestone 3; Develop Curriculum

Milestone 4: Develop an Evaluation and Measurement Process

Milestone 5: Host PSAP Training Pilot Class

## **PROJECT TEAM**

### **9.12. Records Management**

#### **9.12.1. Problem Statement**

The presence of multiple records management platforms and filing methodologies can create redundant, erroneous, and incomplete records. A poorly-planned records management system can result in inefficient data retrieval, as well as negative open records implications.

#### **9.12.2. Project Description/Business Case**

This project will include a complete overhaul of NCT9-1-1's document management system. Major steps include a review of the current state, research and selection of solutions, creation of a document transition plan, and transition of departmental documents to the new solution. In addition to the transition of documents, guidelines will be created for the structure of the system which staff will be responsible for maintaining.

This project is essential to the continued success of the NCT9-1-1 program. As staff size increased and standard guidelines were not yet in place, the result was several different storage locations, inconsistent labeling methodologies, etc. Staff has difficulty locating and retrieving documents which is an inefficient use of time and can result in increased liability.

#### **9.12.3. Project Goals**

The goal of this project is to migrate all NCT9-1-1 departmental documents to a single, structured records management system.

#### **9.12.4. Project Plan/Milestones**

Milestone 1: Designate a file management team including representation from each departmental team.

Milestone 2: Audit current document management practices for the department including: current locations, number of documents, most common issues.

Milestone 3: Determine document management storage solution.

Milestone 4: Create document transition plan.

Milestone 5: Create document management processes and guidelines.

Milestone 6: Transition each team's documents.



## **TECHNOLOGY TEAM**

### **9.13. Core Services/IPSR Research**

#### **9.13.1. Problem Statement**

NCT9-1-1 has utilized existing Core Service infrastructure for the past six years, and it is necessary to see what new features and functionalities might be available from other providers in efforts towards continued improvement.

#### **9.13.2. Project Description/Business Case**

NCT9-1-1 Technology Team and Mission Critical Partners will engage in due diligence with multiple NG9-1-1 Core Service providers to do Proof of Concept (POC) testing of their solutions, and will utilize the Technology Lab system for testing and validation. Results will help make the decision whether to procure a new solution to replace the existing system at the conclusion of the current contract.

#### **9.13.3. Project Goals**

The goal of this project is to identify any new NG9-1-1 Core Service features and functionalities that may be available, as well as identify and mitigate any potential gaps in our current system.

#### **9.13.4. Project Plan/Milestones**

Milestone 1: Identify prospective vendors for due diligence and evaluations

Milestone 2: Create use cases and test plans

Milestone 3: Create schedule for each vendor

Milestone 4: Hold POC and evaluate each vendor's functions and features set

Milestone 5: Provide recommendation to Director of 9-1-1

### **9.14. Fiber Build Research**

#### **9.14.1. Problem Statement**

The future of NG9-1-1 is complex and includes capabilities which require substantially more bandwidth than currently deployed. As well, the network is integral in the overall architecture of the solutions that deliver NG9-1-1. The expense of acquiring the bandwidth, diversity and support to meet these needs via traditional commercial providers is increasing and the level of support they provide is declining.

#### **9.14.2. Project Description/Business Case**

Partnering with other governmental agencies and with higher education institutions to build and operate fiber networks has proven to be a successful strategy to address the problem. This project will determine the feasibility of utilizing different sources of fiber assets to build and

operate a fiber network which first addresses the 9-1-1 need; and ultimately could support network needs for a NCTCOG smart region (SmartNCT) regional network.

#### **9.14.3. Project Goals**

The goal of this project is to document the feasibility of building and operating a fiber network which meets near-term 9-1-1 requirements and provides the foundation for a SmartNCT regional network while saving money and improving services.

#### **9.14.4. Project Plan/Milestones**

##### **Program**

Milestone 1: Complete Feasibility Report

Milestone 2: Conduct Go/No Go Meeting

##### **Transportation**

Milestone 3: Determine Transportation Fiber backbone's potential for serving 9-1-1 sites

Milestone 4: Complete design for 3-5 high priority sites

Milestone 5: Complete implementation of high priority sites

##### **Community Networks**

Milestone 6: Complete initial grant plan

Milestone 7: Finalize partners and submit grants

Milestone 8: Complete final project report



**North Central Texas Emergency Communications District**

**Item # 2019-01-04**

Meeting Date: January 24, 2019

Submitted By: Christy Williams  
Director or 9-1-1

Item Title: Resolution Authorizing an Agreement with the Texas 9-1-1 Alliance

The Texas 9-1-1 Alliance was established in 1991 when emergency communications districts in Texas began meeting to discuss common issues. The Texas 9-1-1 Alliance is currently composed of 26 Texas emergency communications districts with E9-1-1 service and related public safety responsibility for more than 63% of the population of Texas. Participants in the Texas 9-1-1 Alliance include Denco Area 9-1-1 District, Tarrant County 9-1-1 District, Galveston County Emergency Communications District, Capital Area Emergency Communications District, and the Greater Harris County 9-1-1 Emergency Network among several other entities. Participants in the Texas 9-1-1 Alliance meet monthly to discuss common issues and work collectively towards developing opportunities to improve 9-1-1 service across the state.

Staff recommends NCT9-1-1 join the Texas 9-1-1 Alliance. Participation in the Texas 9-1-1 Alliance will give NCT9-1-1 access to resources as well as a greater voice for the citizens it serves with regards to improving 9-1-1 services in its region. Annual costs are based on population and anticipated to be approximately \$70,000 annually. Additional project and consulting costs are calculated on a cost-share basis based on number of participants.

A draft resolution authorizing an agreement with the Texas 9-1-1 Alliance is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



**RESOLUTION AUTHORIZING AN AGREEMENT WITH THE TEXAS 9-1-1 ALLIANCE**

**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 Public Safety Answering Points within its 9-1-1 service area; and,

**WHEREAS**, the Texas 9-1-1 Alliance is a group of Texas emergency communications districts with E9-1-1 service and related public safety responsibility for more than 63% of the population of Texas who meet and collaborate to work towards common goals and improve 9-1-1 service across the state; and,

**WHEREAS**, an Interlocal agreement is required to participate in the Texas 9-1-1 Alliance; and,

**WHEREAS**, staff recommends NCT9-1-1 join the Texas 9-1-1 Alliance.

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

**Section 1.** An agreement between NCT9-1-1 and the Texas 9-1-1 Alliance for ongoing participation in the Alliance be and is hereby approved.

**Section 2.** The Executive Director or designee is authorized to execute an agreement with the Texas 9-1-1 Alliance, in the name of the North Central Texas Emergency Communications District.

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

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(Name, President)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on January 24, 2019.

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(Name, Secretary)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)



**North Central Texas Emergency Communications District**

**Item # 2019-01-05**

Meeting Date: January 24, 2019

Submitted By: Christy Williams  
Director of 9-1-1

Item Title: Resolution Authorizing Agreements with Public Safety Answering Point Operating Entities

Prior to the creation of the North Central Texas Emergency Communications District (NCT9-1-1), the North Central Texas Council of Governments (NCTCOG) biannually executed interlocal agreements (ILA) with the entities that operate Public Safety Answering Points (PSAPs) within its area of responsibility. The most recent agreements were executed in 2015 and later amended to extend service until the District was created. A new interlocal agreement for service is now required.

The term of the new agreement includes service until September 30, 2019. At that point, it is anticipated two-year agreements will be executed going forward.

NCT9-1-1 is requesting authorization to execute ILAs with PSAPs within its service area, which currently includes the following 42 entities:

Collin County	Balch Springs	Mineral Wells
Ellis County	Bridgeport	Murphy
Erath County	Cleburne	Prosper
Hood County	Cockrell Hill	Rockwall
Hunt County	Commerce	Sachse
Johnson County	Corsicana	Seagoville
Kaufman County	Decatur	Springtown
Navarro County	Dublin	Stephenville
Palo Pinto County	Forney	Terrell
Parker County	Frisco	Waxahachie
Rockwall County	Greenville	Wilmer
Somervell County	Keene	Weatherford
Wise County	McKinney	Johnson County Emergency Services District
Allen	Midlothian	Life Care EMS of the Parker County Hospital District

A draft resolution authorizing agreements with the entities operating public safety answering points (PSAPs) in the NCT9-1-1 region is attached for Board consideration.

I will be available to answer any questions at the Board meeting.



Item # 2019-01-05

**RESOLUTION AUTHORIZING AGREEMENTS WITH PUBLIC SAFETY ANSWERING POINTS OPERATING ENTITIES**

**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 Public Safety Answering Points within its 9-1-1 service area; and,

**WHEREAS**, NCT9-1-1 requests authorization to execute interlocal agreements for service between NCT9-1-1 and the entities in their region that operate public safety answering points; and,

**WHEREAS**, the term of the interlocal agreement begins December 3, 2018, and ends September 30, 2019; and,

**WHEREAS**, entities in the NCT9-1-1 region currently operating public safety answering points include the counties of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise; the cities or towns of Allen, Balch Springs, Bridgeport, Cleburne, Cockrell Hill, Commerce, Corsicana, Decatur, Dublin, Forney, Frisco, Greenville, Keene, McKinney, Midlothian, Mineral Wells, Murphy, Prosper, Rockwall, Sachse, Seagoville, Springtown, Stephenville, Terrell, Waxahachie, Wilmer, and Weatherford; the Johnson County Emergency Services District; and Life Care EMS of the Parker County Hospital District; and,

**WHEREAS**, additional entities may be added during the term in the event they begin operation of public safety answering points within the NCT9-1-1 region.

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

**Section 1.** The NCT9-1-1 Board of Managers authorizes agreements between NCT9-1-1 and all entities operating public safety answering points in the NCT9-1-1 region.

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



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

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(Name, President)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on January 24, 2019.

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(Name, Secretary)  
North Central Texas Emergency Communications District  
(Work Title, Work Agency)