



North Central Texas Emergency Communications District Board of Managers Meeting

March 7, 2019
12:30 PM

NCT9-1-1 Offices
600 Six Flags Drive
Arlington, Texas
Centerpoint III, 2nd 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. Approval of January 24, 2019, Minutes – Christy Williams
2. Appointments to the NCT9-1-1 Strategic Advisory Committee – Christy Williams
3. Resolution Adopting NCT9-1-1 Policy on Third-Party Access to Telecommunications Towers – Christy Williams

INFORMATIONAL ITEMS

4. GIS Disbursement/Maintenance Model Presentation – Rodger Mann
5. Quarterly Financial Report – Christy Williams
6. Legislative Update – Christy Williams
7. Director of 9-1-1 Report – Christy Williams

OTHER BUSINESS

8. Other Business
9. Adjourn



**NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
9-1-1 BOARD OF MANAGERS MEETING**

Minutes – January 24, 2019
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President Steve Terrell called the meeting of the NCT9-1-1 Board of Managers to order at 10:05 AM on January 24, 2019.

Members of the Board Present:

1. Stephen Terrell – President, Mayor, City of Allen
2. Jerry Stringer – Vice-President, Commissioner, Johnson County
3. Roger Deeds – Secretary, Sheriff, Hood County
4. N. Lane Akin – Sheriff, Wise County
5. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
6. Matt Coates – Sheriff, Erath County
7. Danny Chambers – County Judge, Somervell County
8. Harold Eavenson – Sheriff, Rockwall County
9. Jeff Hodges – Councilmember, City of Prosper
10. Shane Long – County Judge, Palo Pinto County
11. La'Shadion Shemwell – Councilmember, City of McKinney
12. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

13. Pat Deen – County Judge, Parker County
14. Steven Gorwood – Mayor, City of Balch Springs
15. Hal Richards – County Judge, Kaufman County
16. Jim Skinner – Sheriff, Collin County
17. Will Sowell – Councilmember, City of Frisco

Members of the Staff Present:

18. Mike Eastland – Executive Director
19. Christy Williams – Director of 9-1-1
20. David Dean – 9-1-1 GIS Data Supervisor
21. Sherry Decker – 9-1-1 Operations Manager
22. Clay Dilday – 9-1-1 Technology Manager
23. Ken Kirkpatrick – Counsel for NCT9-1-1
24. Rodger Mann – 9-1-1 GIS Manager

25. Hilaria Perez – 9-1-1 Administrative Program Coordinator
26. James Powell – Deputy Counsel for NCT9-1-1
27. Josh Rawls – 9-1-1 Project Specialist
28. Molly Rendon – Assistant Director of Finance
29. Randy Richardson – Senior Fiscal Manager
30. LeAnna Russell – 9-1-1 Database Supervisor
31. Jessie Shadowens-James – 9-1-1 Project Supervisor
32. Jason Smith – 9-1-1 Operations Supervisor
33. Antonio Thompson – 9-1-1 Administrative Assistant

Visitors Present:

34. Charles Conley – Vice President, Mission Critical Partners
35. Pam Palmisano – Commander, Collin County Sheriff's Office
36. Angela Williams – Dispatch Sergeant, Erath County

REGULAR SESSION

Action:

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

Christy Williams stated that the first item was the election of NCT9-1-1 Board officers and determination of initial terms. Following the initial term, elected officials will serve staggered, two-year terms but the number of terms a Board member can serve is unlimited.

Officers will be elected at the first meeting of each year. The following slate was presented for 2019:
President – Stephen Terrell, Mayor, City of Allen
Vice-President – Jerry Stringer, Commissioner, Johnson County
Secretary – Roger Deeds, Sheriff, Hood County

The floor was open for additional nominations. None were presented.

Attachment A

Upon a motion from Judge Danny Chambers (seconded by Councilmember La'Shadion Shemwell), and by unanimous vote of all members presented, the Board approved the slate as presented.

Secretary Roger Deeds facilitated the lottery of terms. The following seats will serve an initial two-year term: Rockwall County, Erath County, City of Allen, Somervell County, Palo Pinto County, Kaufman County, Johnson County, City of Frisco, Collin County, and Wise County. The following seats will serve an initial one-year term: Parker County, City of McKinney, Navarro County, Cities of Dallas County, Ellis County, Hunt County, City of Prosper, City of Murphy, and Hood County.

Item 2 Resolution Adopting NCT9-1-1 Policies

Christy Williams asked for approval of the following policies which are above the staff level and may have involvement from some cities and/or counties.

- a. Board of Managers Travel

- b. Ransomware
- c. Unmanned Aerial System Flight Operations
- d. Training Cancellations
- e. Use of Funds

Based on a request from the Board, Christy Williams will have 9-1-1 staff develop additional guidance on selecting priority for Board travel and will present to the Board at a later date.

Attachment B

Upon a motion from Judge Danny Chambers (seconded by Sheriff Harold Eavenson) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 3 Resolution Approving the NCT9-1-1 Fiscal Year 2019 Strategic Plan

Christy Williams presented the Fiscal Year 2019 Strategic Plan for approval. The Strategic Plan is an annual exercise in which staff determines the goals, objective and corresponding projects for the upcoming fiscal year. The projects in this plan are tied to budget numbers previously approved by the North Central Texas Council of Governments and the Commission on State Emergency Communications (CSEC). The Strategic Plan is the narrative that explains how the budgeted dollars will be spent.

Commissioner Jerry Stringer requested further review of the GIS maintenance model but requested that the Board move forward with approval of the plan. Christy Williams did a high-level explanation of the plan for those unfamiliar. Rodger Mann, 9-1-1 GIS Manager, will make a presentation at the March meeting regarding the maintenance model.

There was a discussion of what is required to add an item to the agenda. LeAnna Russell, 9-1-1 Data Supervisor, will serve as a liaison and a Board member may present requests for items to be added to the agenda. There will be a deadline for submitting requests. Initially, one request will be sufficient but that may be revisited by the Board in the future.

There was discussion regarding Board liability in relation to 9-1-1 outages. Legal counsel for NCT9-1-1 explained that there are both statutory and insurance protections that apply to the Board.

Attachment C

Upon a motion from Sheriff Roger Deeds (and seconded by Councilmember Jeff Hodges) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Authorizing an Agreement with the Texas 9-1-1 Alliance

Christy Williams asked the Board to authorize an agreement with the Texas 9-1-1 Alliance. She presented an overview of the change from having CSEC as a resource to the District world. The Texas 9-1-1 Alliance provides services for any joint issues in 9-1-1: legal, lobbyists, national standards, etc.

Upon a motion from Councilmember La'Shadion Shemwell (and seconded by Mayor Pro Tem Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 5 Resolution Authorizing FY 2019 Agreement with Public Safety Answering Point Entities

Christy Williams asked the Board to authorize agreements with the Public Safety Answering Point Entities within our service area. She presented the history of these interlocal agreements which originally were required by CSEC. Staff recommends continuing these agreements which outline the responsibilities of both parties, the PSAP and NCT9-1-1. In the past, the agreements were sent out biannually. The previous biannual agreement was extended because of the District formation so staff committed to sending out a new agreement once the district was created. The term of the agreement will expire September 30, 2019, and will be executed in two-year increments going forward.

Upon a motion from Sheriff Harold Eavenson (and seconded by Councilmember La'Shadion Shemwell), the Board approved the resolution with a vote of 16 for and one abstention.

INFORMATIONAL ITEMS

Item 6 Director of 9-1-1 Report

1. Christy Williams presented information about the Strategic Advisory Committee including the roles and responsibilities of the committee. 9-1-1 staff are currently slating considerations for Board approval. Former members of the Regional Advisory Committee not eligible to serve on the 9-1-1 Board of Managers will be included. In addition, there will be representation from different factions including: police, fire, emergency services, emergency management, and PSAPs. Any recommendations can be sent to LeAnna Russell.
2. Correspondence to the 9-1-1 Board of Managers will come primarily from Christy Williams.
 - a. The request was made for Board members to ensure emails from the program are unblocked.
 - b. The request was made to include on the Board profile sheet any additional staff who should be included on correspondence.
 - c. Board members will also be included on newsletters and outage notifications.
3. For future meetings, only electronic Board packets will be provided. The Board agreed to bring their own devices or print the packets.
4. The previous Regional Advisory Committee Vice-Chair, Judge Bruce Wood, received the 9-1-1 Government Leader award from the 9-1-1 Institute and will travel to Washington, D.C. to accept his award.

OTHER BUSINESS

Item 7 Determine FY 2019 Board of Managers Meetings Dates/Times

The Board of Managers will meet on the following dates during 2019: March 7, June 6, September 5, and December 5.

Item 8 Other Business

1. Guidance was requested related to open meetings requirements and discussing items outside of the 9-1-1 Board of Managers meetings. Legal counsel for NCT9-1-1 advised that the amount

constituting a quorum should not gather outside of the Board meetings to discuss NCT9-1-1 business.

2. There was a discussion of which areas of the PSAP agreements were of concern to some entities.
3. Additional information was requested regarding the December 28, 2018, outage. Christy Williams provided information on the nationwide outage and clarification that it was outside of the 9-1-1 system but affected 9-1-1 service.

A motion to adjourn was made by Sheriff Harold Eavenson (and seconded by Councilmember La'Shadion Shemwell). There being no other business, President Steve Terrell adjourned the meeting at 11:05 AM.

Approved by:

Reviewed by:

Stephen Terrell
President, NCT9-1-1 Board of Managers
Mayor, City of Allen

Roger Deeds
Secretary, NCT9-1-1 Board of Managers
Sheriff, Hood County



North Central Texas Emergency Communications District

Item # 2019-03-02

Meeting Date: March 7, 2019

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

Item Title: Appointments to the NCT9-1-1 Strategic Advisory Committee

The NCT9-1-1 Bylaws provide for a technical advisory committee. Whereas the NCT9-1-1 Board of Managers is the policy-making body for the District, the NCT9-1-1 Strategic Advisory Committee will serve as the audience for programmatic strategy, project vetting, and updates. The committee will serve as the first line of review for the annual strategic plan and will be briefed on current and upcoming projects. The committee will also be used as an outlet to gauge interest, field concerns, and answer questions. Staff envisions subcommittees for individual projects where members of the NCT9-1-1 Strategic Advisory Committee will be asked to serve as subject matter experts.

The committee will be comprised of staff members from the public safety community with varied areas of programmatic expertise. In developing recommended appointments, staff provided members of the previous NCTCOG 9-1-1 Regional Advisory Committee (RAC) who were not eligible to serve on the 9-1-1 Board of Managers first opportunity to serve on the new committee. The positions provided to RAC members will not renew once the RAC member no longer serves.

The NCT9-1-1 Board of Managers is being asked to consider the appointments included in Attachment B to the Strategic Advisory Committee, which serves as the technical advisory committee stipulated in the NCT9-1-1 Bylaws.

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



**Item # 2019-03-02
Attachment B**

APPOINTMENTS TO THE NCT9-1-1 STRATEGIC ADVISORY COMMITTEE

POLICE (3)

1. Lance Arnold, Chief of Police, City of Weatherford Police Department
2. Bobby Mendez, Chief of Police, City of Dublin Police Department
3. Steve Smith, Chief Deputy, Hood County Sheriff's Office

FIRE (2)

1. Mark Poindexter, Firefighter, Rockwall Fire Department
2. Mark Medtker, Fire Chief, Celina Fire Department

MEDICAL (2)

1. Thomas Stidham, Emergency Medical Coordinator Supervisor, North Central Texas Trauma Regional Advisory Council
2. Traci Becker, PSAP Supervisor/Paramedic, LifeCare EMS

EMC

1. Steve Howie, Emergency Management Coordinator, Kaufman County Sheriff's Office

PSC CHAIR

1. Christine Wirth, Support Services Manager, City of Seagoville

PSAP MANAGER-URBAN

1. Shellie Taylor, Communications Manager, City of Allen Police Department

PSAP MANAGER- RURAL

1. Brenda Reynolds, Dispatch Supervisor, City of Mineral Wells Police Department

GIS COORDINATOR-URBAN

1. Brett Fenster, GIS Manager, Collin County

GIS COORDINATOR-RURAL

1. Cindy Stafford, 911 Addressing Coordinator/ GIS Administrator, Hood County Sheriff's Office

INFORMATION TECHNOLOGY

1. Aaron Irwin, I.T. Administrator Public Safety, City of Allen Police Department

RAC CARRYOVER (6)

1. Michael Baldwin, Chief of Police, Hudson Oaks Police Department
2. Melanie Cagle, Sergeant, Navarro County Sheriff's Office
3. Dwayne Griffin, Chief Deputy, Somervell County Sheriff's Office
4. Craig Johnson, Chief Deputy, Wise County Sheriff's Department
5. Pam Palmisano, Commander, Collin County Sheriff's Office
6. Carl Smith, Chief of Police, City of Midlothian Police Department



North Central Texas Emergency Communications District

Item # 2019-03-03

Meeting Date: March 7, 2019

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

Item Title: Resolution Adopting the NCT9-1-1 Policy on Third-Party Access to Telecommunications Towers

A network of telecommunications towers supporting 9-1-1 operations is currently installed at strategic locations throughout the NCT9-1-1 service area. The purpose of these towers is to increase resiliency and redundancy of the NCT9-1-1 system. The towers were erected pursuant to Interlocal agreements (ILAs) with the local governments on whose real property the towers reside. The towers and ILAs were transferred from the North Central Texas Council of Governments (NCTCOG) to NCT9-1-1 which now has ownership and responsibility for operation and maintenance.

Included in the ILAs is the ability for third-party entities to install additional equipment on the towers if certain requirements are met. In order to ensure consistency and protect these assets, staff recommends a Board policy to govern the consideration of these requests.

The draft NCT9-1-1 Third-Party Access to Telecommunications Towers policy is attached for your consideration (Attachment C).

Future changes to the above policy will require Board approval. In addition, procedures and guidelines will be maintained internally to guide staff on details of program operation.

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



Item # 2019-03-03

RESOLUTION ADOPTING THE NCT9-1-1 POLICY ON THIRD-PARTY ACCESS TO TELECOMMUNICATIONS TOWERS

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 operates and maintains a network of telecommunications towers installed in strategic locations throughout the NCT9-1-1 service area and has capacity to allow third-party access to such towers; and,

WHEREAS, staff recommends the adoption of certain policies 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 Third-Party Access to Telecommunications Towers contained in Attachment C.

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

Stephen Terrell, President
North Central Texas Emergency Communications District
Mayor, City of Allen

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on March 7, 2019.

Roger Deeds
North Central Texas Emergency Communications District
Sheriff, Hood County

POLICY NUMBER:
 ADM 2.4

Policy Name: Third-Party Access to Telecommunications Towers	Description: This policy outlines NCT9-1-1's process of review for third-party requests to add equipment to its telecommunications towers.
Date of Approval: Insert the date of approval by the Board. It should coincide with a Board meeting.	Revision History: v.1.0 03/07/2019
Effective Date:	Scheduled for Review:
Policy Topic:	Administering Department: North Central Texas Emergency Communications District

POLICY STATEMENTS: A network of telecommunications towers supporting 9-1-1 operations is currently installed at strategic locations throughout the NCT9-1-1 region. The purpose of these towers is to increase resiliency and redundancy of the NCT9-1-1 system. The towers were erected pursuant to Interlocal agreements (ILAs) with the local governments on whose real property the towers reside. The towers and ILAs were transferred from the North Central Texas Council of Governments (NCTCOG) to NCT9-1-1 which now has ownership and responsibility for operation and maintenance.

Included in the ILAs is the ability for third-party entities to install additional equipment on the towers if certain requirements are met. These third-party requests are from the following categories: 1) a local government with a tower site and corresponding ILA and 2) a private third-party.

The following criteria must be met for a local government's request to install additional equipment to be considered:

- The additional equipment must meet tower load requirements.
- The additional equipment must be owned by, and solely to the benefit, of the local government.
- The additional equipment must not interfere with 9-1-1 operations.
- The additional equipment must not be revenue producing.

The following criteria must be met for a private third party's request to be considered:

- The additional equipment must meet tower load maximums.
- The additional equipment must not interfere with 9-1-1 operations.

If requests meet the aforementioned criteria, NCT9-1-1 will consider it for approval. NCT9-1-1 has the right to decline a request based on other factors, including requests in opposition to NCT9-1-1's mission and values.

If approved, local government equipment may be added and maintained at its sole expense and with no direct charges from NCT9-1-1. All expenses related to the installation of the local government's equipment, as well as NCT9-1-1 analysis and potential tower improvements as a result of the equipment installation, are the responsibility of the local government.

If approved, private third-party equipment may be added and maintained at the private third-party's sole expense and fees will be assessed by NCT9-1-1. NCT9-1-1 will utilize market rates and other factors to determine appropriate lease rates for each site. All expenses related to the installation, operation and removal of the vendor's equipment, as well as NCT9-1-1 analysis and potential tower improvements as a result of the equipment installation, are the responsibility of the vendor.

Requests will be considered on a first come, first serve basis. In the event tower space or loads are met or exceeded, no further requests will be considered for that location. Updates to and/or replacement of installed third-party equipment will require a new request.

Any revenue received by NCT9-1-1 will be used for cost recovery and maintenance of the towers.

NCT9-1-1 staff will conduct regular site surveys to ensure ongoing compliance and maintain an inventory of third-party equipment installed at all telecommunications tower sites.

ACTIONS REQUIRED: The NCT9-1-1 Board of Managers directs staff to develop and implement procedures and processes to implement this policy, to include the criteria defined herein as well as the following additional elements:

Before installing any third-party equipment, the local government or private third-party must:

- I. Send a written request to NCT9-1-1 at least thirty (30) days in advance of requested installation date. A "Tower Information Sheet" specific to the requested location will be provided to requestor and must be filled out and returned to NCT9-1-1 to be evaluated for approval.
- II. NCT9-1-1 utilizes its telecommunications tower vendor to evaluate the information for compliance with loading requirements, and confirmation that the request would not interfere with 9-1-1 operations.
- III. NCT9-1-1 makes final determination based on applicable factors.
- IV. NCT9-1-1 will notify requestor of approval/rejection of request in writing.

In the event of conflict or ambiguity with any submitted request, the NCT9-1-1 Executive Director shall have final authority and discretion to approve or deny such request.

DEFINITIONS AND AUTHORIZATIONS:

RELATED POLICIES/RESOURCES:

Microwave ILA
Telecommunications Tower Lease Agreement

INQUIRIES: Direct questions regarding this policy to 911Projects@NCTCOG.org.

Approved
Executive Director
North Central Texas Emergency Communications District



FISCAL YEAR 2019 ACTUAL VS BUDGET COMPARISON

AS OF: Jan 31, 2019

PERCENT OF YEAR COMPLETE 20%

REVENUES:				
Revenue Category	Revenue Budget	Revenue	Amount Remaining	% Received
Wireless	6,904,945	726,188	6,178,757	10.52%
Landline	2,301,648	13,940	2,287,708	0.61%
Local Fee for Service	5,000	1,150	3,850	23.00%
Total Revenue	9,211,593	741,277	8,470,316	8.05%
EXPENDITURES:				
LABOR & LABOR RELATED				
Labor Category	Budget	Expenditures	Amount Remaining	% Expended
Salaries	1,989,100	286,848	1,702,252	14.42%
Fringe Benefits	909,020	131,075	777,945	14.42%
NCTCOG Indirect	512,970	73,972	438,998	14.42%
Facility Charges	313,850	53,935	259,915	17.18%
NCTCOG Network Svc	154,320	27,063	127,257	17.54%
Travel	54,200	3,093	51,107	5.71%
Total Labor & Labor Related	3,933,460	575,986	3,357,474	14.64%
OTHER DEPARTMENTS				
Category	Budget	Expenditures	Amount Remaining	% Expended
All Activity	170,830	46,191	124,639	27.04%
COST OF OPERATIONS				
Categories	Budget	Expenditures	Amount Remaining	% Expended
9-1-1 Network	1,327,760	3,821	1,323,939	0.29%
Contract Services	858,480	5,533	852,947	0.64%
Equipment Maintenance	435,740	0	435,740	0.00%
Data Center Leases	361,690	0	361,690	0.00%
Capital Outlay	162,500	0	162,500	0.00%
Software	101,170	0	101,170	0.00%
Public Education Materials	83,330	7	83,323	0.01%
Advertising	50,000	0	50,000	0.00%
Other Costs	161,243	84,644	76,599	52.49%
Total Cost of Operations	3,541,913	94,005	3,447,908	2.65%
LOCAL GOVERNMENT REIBURSEMENTS				
Category	Budget	Expenditures	Amount Remaining	% Expended
All Activity	1,565,390		1,565,390	0.00%
TOTAL Expenditures				
Category	Budget	Expenditures	Amount Remaining	% Expended
Totals	9,211,593	716,183	8,495,410	7.77%



**North Central Texas Emergency Communications District
January/February 2019
Accomplishments**

1. Christy Williams met with FCC Commissioner Rosenworsel and staff completed a successful business review session with Comtech management to discuss mitigation of service disruptions.
2. LifeCare secondary PSAP equipment was installed and is ready for cutover to live traffic in early March.
3. Seventeen of the 35 sites have new Uninterrupted Power Supplies installed.
4. The Springtown microwave tower has been erected and equipment installed. Rockwall County/Royse City tower is complete and equipment installed. Both sites are passing live 9-1-1 traffic.
5. The Regional Telecommunicator Academy #007 concluded with 17 graduates.
6. The City of McKinney's Council approved the installation of the low-water sensor system. The GIS Team configured and tested the design of a similar system belonging to the City of Grand Prairie to prepare for McKinney's system. Rodger Mann was interviewed by the Emergency Management Magazine.
7. The integration of the Waze feed into the PSAPs was tested in the lab environment and is working. Once deployed in the PSAPs, this functionality will allow for information provided by Waze users to be visible to the Telecommunicators. Waze data is often more timely and provides another data set to help Telecommunicators do their jobs.
8. The Texas 9-1-1 Alliance agreement was executed.
9. Due to RapidSOS integration in the GIS Dispatch Mapping product, deputies in Wise County were able to locate an emergency caller which resulted in discovering abused children at the caller's residence. The story was picked up by both local and national news including a story on Inside Edition.



Performance Report

Training:

Date	Name of Course	Course Description	Total Attendees in Course	PSAPs Attending
01/14/2019 - 02/08/2019	Regional Telecommunicator Academy Class #007	Telecommunicator Academy	18	Allen, Balch Springs, Cockrell Hill, Cleburne, Collin County, Dallas County Community College District, Decatur, Forest Hill, Greenville, Seagoville, Waxahachie
2/19/2019	Solacom Guardian 9-1-1 CPE training	New Computer Equipment Training for NCT9-1-1 PSAP's	9	LifeCare EMS
2/21/2019	Solacom Guardian 9-1-1 CPE training	New Computer Equipment Training for NCT9-1-1 PSAP's	4	LifeCare EMS
2/22/2019	The Power of Resilience: How to Beat Dispatcher Burnout	Training and Certification for Telecommunicators	31	Balch Springs PD, Brazos County 9-1-1, Breckenridge PD, Careflite EMS, Collin County SO, Corsicana PD, Grapevine PD, Fayetteville PD (Arkansas), Grapevine PD, Kaufman Co SO, Mineral Wells PD, NCT9-1-1, Navarro County SO, West Central TX COG, Wise County SO
02/26/2019 - 02/28/2019	APCO Communications Training Officer course	Training and Certification for Telecommunicators	11	Ellis County SO, Erath County SO, Kaufman County SO, Mineral Wells PD, Navarro Co SO



9-1-1 PSAP Monitoring:

- Stephenville Police Department
- Erath County Sheriff’s Department
- Dublin Police Department
- Hood County Sheriff’s Department
- Johnson County Sheriff’s Department
- Johnson County Emergency Communication Dispatch
- Cleburne Police Department
- Somervell County Sheriff’s Department
- Springtown Police Department
- Bridgeport Police Department
- Wise County Sheriff’s Department
- Decatur Police Department
- Waxahachie Police Department
- Ellis County Sheriff’s Department
- Corsicana Police Department
- Navarro County Sheriff’s Department
- North Ellis Emergency Dispatch
- Commerce Police Department
- Greenville Police Department
- Hunt County Sheriff’s Department
- Rockwall County Sheriff’s Department
- Rockwall Police Department

Public Education / Engagements:

Facebook Data

December 1, 2018 – December 31, 2018

Total Reach	Total Impressions	Engaged Users	Negative Feedback
95,280	153,473	5,801	27

January 1, 2019 – January 31, 2019

Total Reach	Total Impressions	Engaged Users	Negative Feedback
108,751	161,255	7,664	1



February 1, 2019 – February 28, 2019

Total Reach	Total Impressions	Engaged Users	Negative Feedback
68,619	101,855	4,760	12

Twitter Data

December 1, 2018 – December 31, 2018

Impressions	Engagements	Retweets	Likes	Clicks	Expands	Followers
81,589	1,444	126	115	364	400	59

January 1, 2019 – January 31, 2019

Impressions	Engagements	Retweets	Likes	Clicks	Expands	Followers
29,400	323	48	80	33	69	6

February 1, 2019 – February 28, 2019

Impressions	Engagements	Retweets	Likes	Clicks	Expands	Followers
30,800	323	60	116	54	50	3

Website Data

December 1, 2018 – December 31, 2018

Homepage Overview

Unique Views	Users	Bounce Rate	Time on Page
1,339	828	34.90%	00:57

Sources Overview*

Direct Traffic	Referrals	Social Media	Search	Email
676	253	208	219	9



*How people found our site

January 1, 2019 – January 31, 2019

Homepage Overview

Unique Views	Users	Bounce Rate	Time on Page
655	499	40.22	00:55

Sources Overview*

Direct Traffic	Referrals	Social Media	Search	Email
406	222	141	262	10

*How people found our site

February 1, 2019 – February 28, 2019

Homepage Overview

Unique Views	Users	Bounce Rate	Time on Page
669	492	37.58	00:59

Sources Overview*

Direct Traffic	Referrals	Social Media	Search	Email
491	282	89	225	35

*How people found our site

Public Education Data

December

Events (Events happening in December, but requested in November)

Downtown Christmas Parade	11/30/2018	Corsicana Police Department
Open Mind Conference	04/8/2019	Parker County Sheriff's Department
Health and Safety Faire	02/12/2019	Frisco Police Department
Fundraiser at Freddy's	02/04/2019	Terrell Police Department

Supplies total: None

Supplies total: 6,476

Supplies: None

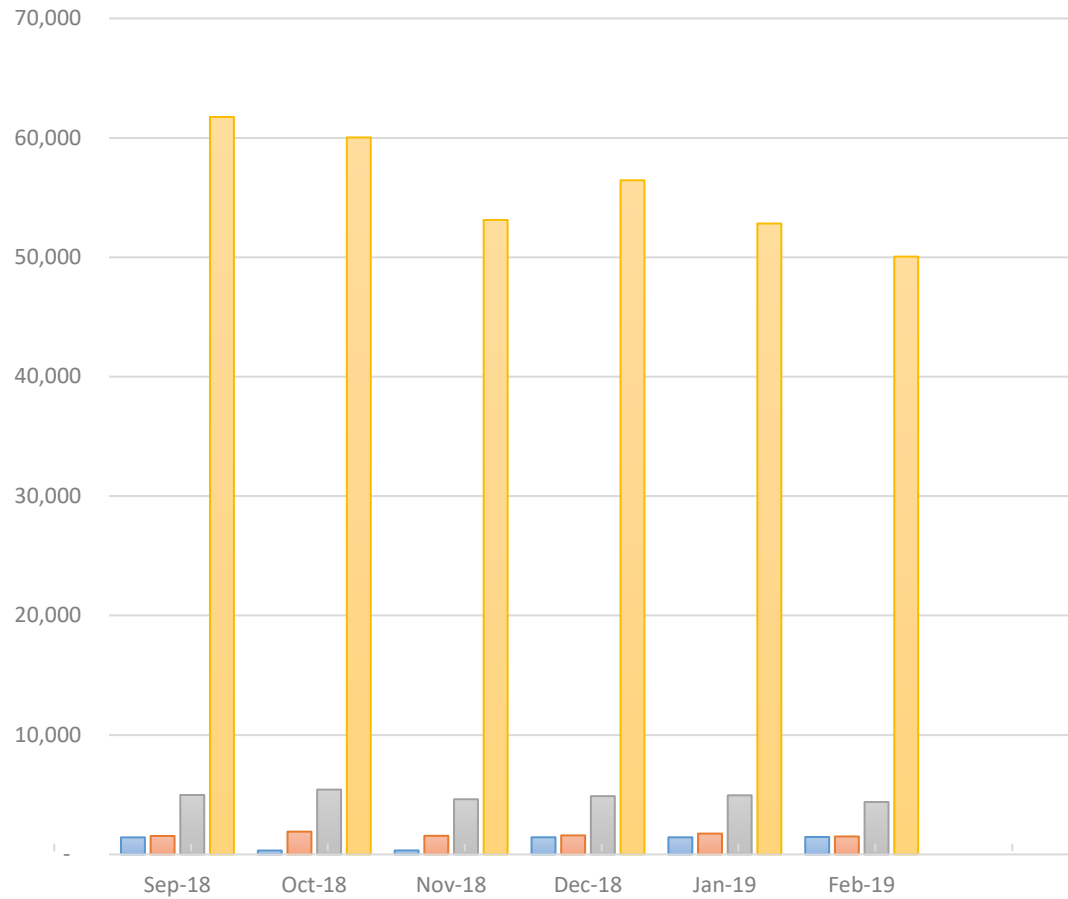


Service Interruptions:

- Dec 12/27/2019 Century Link Outage 10pm CST to 12/28/18 5am CST 7 hours total
- Feb 02/28/2019 Cockrell Hill PD Electrical maintenance request to send calls to Dallas CO SO, calls re-routed for 4 hours by their request.



9-1-1 Request for Service
September 2018 to August 2019



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Text	1,425	324	332	1,434	1,433	1,459
VoIP	1,541	1,905	1,557	1,590	1,743	1,500
Wireline	4,975	5,427	4,618	4,880	4,948	4,388
Wireless	61,749	60,036	53,124	56,450	52,828	50,057

Text VoIP Wireline Wireless

FY 2017 PSAP 9-1-1 Call Statistics by Month by Type

County	Node	PSAP	Sep-18					Oct-18					Nov-18					Dec-18				
			Wireline	VoIP	WireLess	Text	Total	WireLine	VoIP	WireLess	Text	Total	WireLine	VoIP	WireLess	Text	Total	WireLine	VoIP	WireLess	Text	Total
COLLIN	EAST 1	ALLEN POLICE DEPARTMENT	156	81	2,347	131	2,715	147	123	2,189	33	2,492	166	111	2,394	45	2,716	167	112	2,404	104	2,787
COLLIN	EAST 2	COLLIN COUNTY SHERIFF'S DEPARTMENT	373	90	4,593	60	5,116	191	70	4,302	23	4,586	161	55	3,990	16	4,222	161	55	3,990	113	4,319
COLLIN	EAST 1	FRISCO POLICE DEPARTMENT	312	169	5,251	69	5,801	405	411	4,918	12	5,746	368	183	4,921	16	5,488	373	185	4,969	67	5,594
COLLIN	EAST 2	MCKINNEY POLICE DEPARTMENT	347	208	4,379	144	5,078	436	208	4,856	46	5,546	345	264	4,330	37	4,976	346	265	4,337	150	5,098
COLLIN	EAST 1	MURPHY POLICE DEPARTMENT	27	17	168	16	228	34	21	91	1	147	29	17	177	0	223	29	17	177	0	223
COLLIN	EAST 2	PROSPER POLICE DEPARTMENT	24	27	488	24	563	58	34	530	15	637	29	40	464	17	550	27	29	392	37	485
DALLAS	EAST 1	BALCH SPRINGS POLICE DEPARTMENT	102	45	2,343	7	2,497	168	57	2,388	7	2,620	122	62	2,119	4	2,307	122	62	2,129	32	2,345
DALLAS	EAST 2	COCKRELL HILL POLICE DEPARTMENT	6	15	40	0	61	15	9	0	0	24	8	7	29	0	44	8	7	45	0	60
DALLAS	EAST 2	SACHSE POLICE DEPARTMENT	30	57	402	2	491	28	66	368	5	467	29	40	361	3	433	20	50	398	1	469
DALLAS	EAST 2	SEAGOVILLE POLICE DEPARTMENT	59	23	910	14	1,006	54	24	1,022	7	1,107	50	17	873	6	946	47	34	880	19	980
DALLAS	EAST 1	WILMER POLICE DEPARTMENT	13	27	316	0	356	13	14	320	0	347	9	14	287	0	310	8	21	307	0	336
ELLIS	WEST 1	ELLIS COUNTY SHERIFF'S DEPARTMENT	112	21	2,986	16	3,135	113	12	2,672	4	2,801	86	12	2,396	2	2,496	86	12	2,416	41	2,555
ELLIS	WEST 1	NORTH ELLIS EMERGENCY DISPATCH	150	28	1,631	86	1,895	184	41	1,633	13	1,871	0	0	0	4	4	167	30	1,367	4	1,568
ELLIS	WEST 2	WAXAHACHIE POLICE DEPARTMENT	163	68	1,722	28	1,981	156	75	1,758	10	1,999	135	53	1,514	3	1,705	134	73	1,547	31	1,785
ERATH	WEST 1	DUBLIN POLICE DEPARTMENT	13	9	51	0	73	31	6	24	0	61	13	6	57	0	76	13	6	57	0	76
ERATH	WEST 2	ERATH COUNTY SHERIFF'S DEPARTMENT	32	9	909	12	962	44	9	932	2	987	33	3	814	0	850	33	3	814	24	874
ERATH	WEST 1	STEPHENVILLE POLICE DEPARTMENT	82	20	622	14	738	100	35	556	2	693	85	30	522	5	642	73	37	461	11	582
HOOD	WEST 2	HOOD COUNTY SHERIFF'S DEPARTMENT	275	30	1,912	14	2,231	298	25	1,713	1	2,037	297	22	1,629	7	1,955	297	22	1,635	12	1,966
HUNT	EAST 1	COMMERCE POLICE DEPARTMENT	27	16	240	0	283	45	18	265	2	330	39	8	243	5	295	39	8	243	4	294
HUNT	EAST 2	GREENVILLE POLICE DEPARTMENT	154	71	1,497	40	1,762	174	87	1,496	8	1,765	176	87	1,375	8	1,646	176	87	1,375	33	1,671
HUNT	EAST 1	HUNT COUNTY SHERIFF'S DEPARTMENT	152	24	2,749	26	2,951	155	16	2,628	12	2,811	142	17	2,394	10	2,563	142	17	2,399	40	2,598
JOHNSON	WEST 2	CLEBURNE POLICE DEPARTMENT	238	39	1,375	23	1,675	238	39	1,237	4	1,518	194	31	1,156	5	1,386	194	31	1,156	55	1,436
JOHNSON	WEST 1	JOHNSON COUNTY ESD	193	26	733	0	952	183	27	734	0	944	182	28	734	0	944	183	28	734	0	945
JOHNSON	WEST 2	JOHNSON COUNTY SHERIFF'S DEPARTMENT / KEENE POLICE DEPARTMENT	317	59	4,050	126	4,552	257	54	3,920	0	4,231	166	27	3,077	11	3,281	167	27	3,090	92	3,376
KAUFMAN	EAST 2	FORNEY POLICE DEPARTMENT	70	35	683	33	821	59	42	742	29	872	56	36	749	27	868	56	36	750	69	911
KAUFMAN	EAST 2	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	208	18	3,877	44	4,147	290	32	4,121	12	4,455	215	34	3,647	13	3,909	216	34	3,655	79	3,984
KAUFMAN	EAST 1	TERRELL POLICE DEPARTMENT	157	50	858	15	1,080	158	72	706	1	937	150	63	962	2	1,177	210	44	949	46	1,249
NAVARRO	EAST 1	CORSICANA POLICE DEPARTMENT	145	48	1,241	98	1,532	140	61	896	14	1,111	136	62	1,091	2	1,291	136	62	1,094	24	1,316
NAVARRO	EAST 2	NAVARRO COUNTY SHERIFF'S DEPARTMENT	82	7	1,875	58	2,022	114	5	1,849	20	1,988	80	9	1,676	24	1,789	80	14	1,672	114	1,880
PALO PINTO	WEST 2	MINERAL WELLS POLICE DEPARTMENT	46	42	699	36	823	91	35	691	1	818	73	25	570	2	670	73	25	571	21	690
PALO PINTO	WEST 1	PALO PINTO COUNTY SHERIFFS DEPARTMENT	56	6	750	36	848	59	7	613	1	680	60	9	603	1	673	60	2	603	5	670
PARKER	WEST 2	PARKER COUNTY SHERIFF'S DEPARTMENT	162	11	3,359	91	3,623	196	26	3,611	3	3,836	181	24	3,152	2	3,359	182	24	3,157	13	3,376
PARKER	WEST 2	SPRINGTOWN POLICE DEPARTMENT	22	1	60	0	83	21	1	104	0	126	43	3	110	0	156	21	2	107	0	130
PARKER	WEST 1	WEATHERFORD POLICE DEPARTMENT	114	33	1,087	32	1,266	127	25	843	2	997	160	24	1,103	1	1,288	186	26	1,061	4	1,277
ROCKWALL	EAST 2	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	39	9	1,321	13	1,382	44	7	1,287	7	1,345	34	9	1,333	20	1,396	49	10	1,348	60	1,467
ROCKWALL	EAST 1	ROCKWALL POLICE DEPARTMENT	177	50	1,700	5	1,932	212	65	1,475	6	1,758	225	71	1,597	16	1,909	237	46	1,806	44	2,133
SOMERVELL	WEST 1	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	64	2	314	67	447	66	1	301	16	384	62	3	263	12	340	61	1	247	44	353
WISE	WEST 1	BRIDGEPORT POLICE DEPARTMENT	114	1	108	1	224	131	1	23	1	156	113	2	103	0	218	113	2	103	0	218
WISE	WEST 1	DECATUR POLICE DEPARTMENT	60	30	311	11	412	90	26	303	2	421	86	36	309	1	432	86	36	310	23	455
WISE	WEST 2	WISE COUNTY SHERIFF'S DEPARTMENT	102	19	1,792	33	1,946	102	18	1,919	2	2,041	80	13	1,682	5	1,780	102	8	1,695	18	1,823
		Total per Type	4,975	1,541	61,749	1,425		5,427	1,905	60,036	324		4,618	1,557	53,124	332		4,880	1,590	56,450	1,434	
		All Call Total	69,690					67,692					59,631					64,354				

FY 2017 PSAP 9-1-1 Call Statistics by Month by Type

County	Node	PSAP	Jan-19					Feb-19				
			WireLine	VoIP	WireLess	Text	Total	WireLine	VoIP	WireLess	Text	Total
COLLIN	EAST 1	ALLEN POLICE DEPARTMENT	147	110	2,189	77	2,523	168	82	2,141	105	2,496
COLLIN	EAST 2	COLLIN COUNTY SHERIFF'S DEPARTMENT	141	79	3,661	80	3,961	155	61	3,611	101	3,928
COLLIN	EAST 1	FRISCO POLICE DEPARTMENT	382	192	4,793	118	5,485	313	198	4,513	118	5,142
COLLIN	EAST 2	MCKINNEY POLICE DEPARTMENT	380	243	4,059	125	4,807	333	214	3,738	125	4,410
COLLIN	EAST 1	MURPHY POLICE DEPARTMENT	24	22	153	0	199	36	14	164	0	214
COLLIN	EAST 2	PROSPER POLICE DEPARTMENT	30	29	375	26	460	31	17	347	3	398
DALLAS	EAST 1	BALCH SPRINGS POLICE DEPARTMENT	111	40	1,953	45	2,149	73	35	1,902	12	2,022
DALLAS	EAST 2	COCKRELL HILL POLICE DEPARTMENT	96	16	35	0	147	7	19	40	0	66
DALLAS	EAST 2	SACHSE POLICE DEPARTMENT	37	53	365	8	463	23	50	337	0	410
DALLAS	EAST 2	SEAGOVILLE POLICE DEPARTMENT	31	15	831	16	893	41	32	797	79	949
DALLAS	EAST 1	WILMER POLICE DEPARTMENT	8	32	322	14	376	4	10	291	0	305
ELLIS	WEST 1	ELLIS COUNTY SHERIFF'S DEPARTMENT	83	12	2,386	31	2,512	78	17	2,295	38	2,428
ELLIS	WEST 1	NORTH ELLIS EMERGENCY DISPATCH	117	28	1,337	16	1,498	119	41	1,254	8	1,422
ELLIS	WEST 2	WAXAHACHIE POLICE DEPARTMENT	135	60	1,464	22	1,681	151	56	1,392	22	1,621
ERATH	WEST 1	DUBLIN POLICE DEPARTMENT	12	18	49	0	79	18	2	49	0	69
ERATH	WEST 2	ERATH COUNTY SHERIFF'S DEPARTMENT	45	7	671	4	727	26	1	715	0	742
ERATH	WEST 1	STEPHENVILLE POLICE DEPARTMENT	90	39	492	0	621	85	26	483	6	600
HOOD	WEST 2	HOOD COUNTY SHERIFF'S DEPARTMENT	298	26	1,607	36	1,967	266	33	1,472	24	1,795
HUNT	EAST 1	COMMERCE POLICE DEPARTMENT	30	17	218	15	280	30	13	205	6	254
HUNT	EAST 2	GREENVILLE POLICE DEPARTMENT	183	108	1,305	39	1,635	143	84	1,233	32	1,492
HUNT	EAST 1	HUNT COUNTY SHERIFF'S DEPARTMENT	158	23	2,154	12	2,347	133	30	2,158	28	2,349
JOHNSON	WEST 2	CLEBURNE POLICE DEPARTMENT	111	17	1,010	11	1,149	171	40	931	62	1,204
JOHNSON	WEST 1	JOHNSON COUNTY ESD	234	28	756	0	1,018	154	28	697	0	879
JOHNSON	WEST 2	JOHNSON COUNTY SHERIFF'S DEPARTMENT / KEENE POLICE DEPARTMENT	204	47	3,060	62	3,373	157	40	3,012	18	3,227
KAUFMAN	EAST 2	FORNEY POLICE DEPARTMENT	88	61	777	73	999	77	25	595	49	746
KAUFMAN	EAST 2	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	227	37	3,371	178	3,813	207	33	3,311	142	3,693
KAUFMAN	EAST 1	TERRELL POLICE DEPARTMENT	296	79	870	0	1,245	285	51	760	11	1,107
NAVARRO	EAST 1	CORSICANA POLICE DEPARTMENT	156	64	1,044	160	1,424	142	48	1,017	137	1,344
NAVARRO	EAST 2	NAVARRO COUNTY SHERIFF'S DEPARTMENT	75	6	1,563	49	1,693	74	4	1,435	65	1,578
PALO PINTO	WEST 2	MINERAL WELLS POLICE DEPARTMENT	97	31	511	16	655	81	24	550	10	665
PALO PINTO	WEST 1	PALO PINTO COUNTY SHERIFFS DEPARTMENT	55	23	501	14	593	30	8	490	13	541
PARKER	WEST 2	PARKER COUNTY SHERIFF'S DEPARTMENT	171	14	2,912	21	3,118	146	19	2,716	18	2,899
PARKER	WEST 2	SPRINGTOWN POLICE DEPARTMENT	27	0	88	0	115	19	0	76	0	95
PARKER	WEST 1	WEATHERFORD POLICE DEPARTMENT	156	37	984	0	1,177	121	34	854	28	1,037
ROCKWALL	EAST 2	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	104	17	1,146	52	1,319	39	12	1,123	74	1,248
ROCKWALL	EAST 1	ROCKWALL POLICE DEPARTMENT	123	60	1,713	59	1,955	177	42	1,511	23	1,753
SOMERVELL	WEST 1	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	47	0	241	46	334	48	0	209	36	293
WISE	WEST 1	BRIDGEPORT POLICE DEPARTMENT	100	2	67	0	169	99	3	62	1	165
WISE	WEST 1	DECATUR POLICE DEPARTMENT	81	34	287	6	408	62	37	234	4	337
WISE	WEST 2	WISE COUNTY SHERIFF'S DEPARTMENT	58	17	1,508	2	1,585	66	17	1,337	61	1,481
		Total per Type	4,948	1,743	52,828	1,433		4,388	1,500	50,057	1,459	
		All Call Total	60,952					57,404				