



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

June 4, 2020

12:30 PM

Audio-only Meeting

Public Toll-Free Call-In Number: (855) 965-2480

Meeting ID: 962 1004 1766#

REGULAR SESSION

- Call to order time: _____
- Welcome and Introductions

PUBLIC COMMENT

Individuals may provide oral and/or written comments on any agenda item.

ACTION ITEMS

1. Approval of March 5, 2020, Minutes – President, Roger Deeds
2. Adoption of Rules for Public Comments at NCT9-1-1 Board of Managers Meetings (HB 2840) – James Powell
3. Resolution Authorizing a Contract with RapidDeploy, Inc. for Dispatch Mapping – Rodger Mann
4. Resolution Authorizing an Agreement with the City of Sunnyvale for 9-1-1 Services – LeAnna Russell
5. Resolution Adopting the NCT9-1-1 Policy for Public Safety Answering Point (PSAP) Management – LeAnna Russell

INFORMATIONAL ITEMS

6. National Telecommunicators Week – Jason Smith
7. Bylaw Discussion (quorum, alternates, and virtual meetings) – James Powell
8. Quarterly Financial Report – Norman Marquart
9. FY2021 Budget Process Overview – Christy Williams
10. Director’s Report – Christy Williams



Next Meeting: September 3, 2020

A closed executive session may be held on any of the above agenda items when legally justified pursuant to Subchapter D of the Texas Open Meetings Act (Texas Government Code Chapter 551).



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT

9-1-1 BOARD OF MANAGERS MEETING

Minutes – March 5, 2020

9-1-1 Training Center Room A

600 Six Flags Drive

Arlington, Texas

President Stephen Terrell called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on March 5, 2020.

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 – Sherriff, Wise County
5. Jeff Hodges – Councilmember, City of Prosper
6. La’Shadion Shemwell – Councilmember, City of McKinney
7. Jim Skinner – Sheriff, Collin County
8. Randy Stinson – Commissioner, Ellis County
9. Jim Skinner – Sheriff, Collin County

Members of the Board Absent:

10. Danny Chambers – County Judge, Somervell County
11. Matt Coates – Sheriff, Erath County
12. Harold Eavenson – Sheriff, Rockwall County
13. Shane Long – County Judge, Palo Pinto County
14. Hal Richards – County Judge, Kaufman County
15. Will Sowell – Councilmember, City of Frisco

Members of the Staff Present:

16. Christy Williams – Director of NCT9-1-1
17. Brittney Burross – 9-1-1 Quality Assurance Coordinator
18. David Dean – 9-1-1 GIS Project Coordinator
19. Clay Dilday – 9-1-1 Technology Manager
20. Kari Gamez – 9-1-1 Sr. Administrative Assistant
21. Steven Gorena – 9-1-1 Field Support Supervisor
22. Rodger Mann – 9-1-1 GIS Manager
23. Norman Marquart – NCTCOG Fiscal Manager
24. Hilaria Perez – 9-1-1 Administrative Program Coordinator
25. James Powell – Deputy Counsel for NCT9-1-1
26. Randy Richardson – NCTCOG Senior Fiscal Manager
27. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
Tommy Tran – 9-1-1 Solutions Architect

Visitors Present:

- 28. Chris Breaux – Partner, Whitley Penn
- 29. Anthony Carter
- 30. Rebecca Charles – GIS 911 Addressing, Ellis County
- 31. Jarod Rosson – Rockwall County

REGULAR SESSION

Action:

Item 1 Election of NCT9-1-1 Board of Managers Officers

In accordance with Section 2.6 of the North Central Texas Emergency Communications District (NCT9-1-1) Bylaws, the officers of the Board shall be President, Vice-President, and Secretary, who shall be elected by the Board at the first meeting of each calendar year. Elected officers shall hold office for one (1) year, said term to begin immediately following the aforementioned meeting and continuing until the next election or until such time a replacement has been elected.

The following individuals expressed interest in being considered for election to serve as officers for the June 2020- March 2021 year.

- President- Sheriff Roger Deeds, Hood County
- Vice-President- Councilmember Jeff Hodges, City of Prosper
- Secretary- Judge Hal Richards, Kaufman County

Mayor Stephen Terrell asked if there were any additional nominations and no nominations were presented. The slate was voted on as presented.

Upon a motion by Commissioner Randy Stinson (seconded by Councilmember La’Shadion Shemwell) and by unanimous vote of all members present, the Board approved the officers as presented.

Item 2 Resolution Acknowledging Receipt of the Annual Financial Report for the 10 Months Ending September 30, 2019

Randy Richardson presented the Annual Financial Report for the 10 months ending September 30, 2019. NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Section 772.610 requires an annual report to include amount and source of receipts, expenditures, and the results of an audit prepared by an independent certified public accountant. The North Central Texas Council of Governments (NCTCOG), acting as fiscal and administrative agent of the District, procured financial audit services on behalf of the District.

NCT9-1-1’s Annual Financial Report, and the accompanying independent auditor’s report for the 10 months ending September 30, 2019, were presented for acknowledgment by the District’s Board of Managers. Representatives from NCTCOG’s independent auditing firm, Whitley Penn, were in attendance to answer any questions from the Board.

The report focused on internal controls and on compliance based on an audit of financial statements performed in accordance with government auditing standards. Whitley Penn issued an unmodified “clean” opinion.

Attachment A

Upon a motion by Councilmember Jeff Hodges (seconded by Sheriff N. Lane Akin) and by unanimous vote of all members present, the Board acknowledged receipt of the annual financial report.

Item 3 Approval of September 5, 2019, Minutes

President Stephen Terrell stated that the minutes to be approved were from the September 5, 2019, Board meeting.

Attachment B

Upon a motion by Sheriff N. Lane Akin (seconded by Sheriff Jim Skinner) and by unanimous vote of all members present, the Board approved the minutes of the September 5, 2019, Board of Managers meeting.

Item 4 Resolution Endorsing an Interlocal Agreement with North Texas SHARE for Access to Cooperative Purchasing Contracts

In September, the Board of Managers authorized NCT9-1-1 to enter into contracts with Federal Engineering, Inc. and Mission Critical Partners, LLC for public safety consulting services (Item #2019-09-04). These contracts were accessed using North Texas SHARE. North Texas SHARE is the North Central Texas Council of Governments' (NCTCOG) cooperative purchasing program designed to deliver a customer-focused marketplace and meet the needs of public sector entities. Although NCTCOG acts as the fiscal and administrative agent for NCT9-1-1, it is a separate legal entity. Therefore, in order to access the cooperative contracts, the Executive Director of NCT9-1-1 executed an (ILA) with NCTCOG joining the North Texas SHARE program.

The execution of the North Texas SHARE ILA provides access not only to the public safety consulting services, but other contract opportunities for goods and services available through the cooperative purchasing program. Individual contracts accessed via the SHARE program will be presented to the Board for approval consistent with the annual budget resolution.

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

Item 5 Resolution Adopting the NCT9-1-1 Policy for Public Safety Answering Point (PSAP) Logging Reimbursement

NCT9-1-1's PSAPs may be eligible for reimbursement following the upgrade or purchase of a new logging function. A logging recorder is a device used by PSAPs to record, store, and is capable of playing back all communication media within the domain to which it is assigned. Media can include, but is not limited to: voice, radio, text, and network elements involved with routing a 9-1-1 call. Logging recorders should have the capability to simultaneously record from several sources. An established five-year schedule identifies PSAPs who are eligible for reimbursement based on the age of the current logging function, reimbursement amount, and availability of funds. This current schedule is attached for reference. The number of current 9-1-1 positions within a PSAP determines the reimbursement amount and ranges from \$15,000 to \$25,000. A PSAP may submit for reimbursement regardless of purchase year, as long as the purchase was made during the period since its last scheduled reimbursement year.

The Strategic Advisory Committee reviewed the policy at its November 2019 meeting and recommends it for adoption.

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

Attachment C

Discussion

Councilmember Jeff Hodges pointed out that based on the attached schedule, some PSAPs declined and asked if all PSAPs knew they were eligible and to take part. Jessie Shadowens-James answered, that the Operations Team communicates extensively with the PSAPs and documents their communications regarding logging reimbursement opportunities.

Councilmember La'Shadion Shemwell asked how often they are allowed to request reimbursement. Jessie Shadowens-James and Brittney Burross answered that it is every five years.

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

Item 6 Resolution Adopting the NCT9-1-1 Policy for Public Safety Answering Point (PSAP) Monitoring and Compliance

NCT9-1-1 requires its PSAPs to meet and maintain certain standards as part of the NCT9-1-1 PSAP Interlocal Agreement for 9-1-1 Service. NCT9-1-1 conducts quarterly monitoring site visits for each of its more than forty (40) PSAPs to ensure compliance, as well as address PSAP questions, issues, and/or onsite training needs. The NCT9-1-1 Quality Assurance Coordinator serves as the primary point of contact for the PSAPs and is generally responsible for conducting monitoring. Site visits are documented using a monitoring checklist and will be provided as part of the quarterly reporting to the Board of Managers.

The Strategic Advisory Committee reviewed the policy at its November 2019 meeting and recommends it for adoption.

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

Attachment D

Upon a motion by Sheriff N. Lane Akin (seconded by Sheriff Jim Skinner) and by unanimous vote of all members present, the Board approved the resolution as presented.

INFORMATIONAL ITEMS

Item 7 Unmanned Aircraft Systems (UAS) Flying Consent Process

David Dean, NCT9-1-1 GIS Project Coordinator, presented a brief history of the unmanned aircraft system program and the need to address new developments early in the process to limit the number of consent forms require. Each owner is required to sign consent forms for UAS flyovers and as each lot sells that becomes more complicated and extends the time to address new developments. The best way to alleviate this is to build the consent form to fly new developments into a county's/city's permitting process.

Current County Participation:

Collin County
Ellis County
Hood County
Kaufman County
Navarro County

Current City Participation:

City of Seagoville
City of Terrell
City of Midlothian
City of Corsicana

David Dean asked the Board for assistance in placing the consent form in the permitting stage so NCT9-1-1 can fly the new subdivisions as early in the development process as possible.

Item 8 Quarterly Financial Report

Norman Marquart presented the quarterly financial report through the month of January 2020 which covered four months of activity.

Attachment E

Item 9 Director's Report

Christy Williams led a discussion with the Board concerning for lack of quorum at the December 2019 meeting. At the initial District Board meeting held December 2018, staff presented a one-third quorum in the bylaws for consideration; however, the initial Board settled on a simple majority. In addition to quorum, the ability to send alternates and teleconference were discussed. NCT9-1-1 staff committed to bringing additional information to the June meeting. Since changes to the bylaws require a two-thirds vote from the Board, the September 2020 Board meeting would likely be the most advantageous as it is also the meeting where other important items like budget and service fee are passed and generally has higher attendance.

Christy requested Board members to confirm their contact information on the sign-in sheet at each meeting.

The following were included in the Board packet for review: accomplishments from the previous two meetings, quarterly reporting, and Board attendance.

OTHER BUSINESS

Christy Williams informed Board members that all PSAPs have scripts from the CDC regarding COVID-19. Christy committed to sending the scripts from the CDC out to the Board members.

Upon a motion by Councilmember La'Shadion Shemwell (seconded by Sheriff N. Lane Akin) and by unanimous vote of all members present, the Board approved to end the meeting at 1:52 PM.



North Central Texas Emergency Communications District

Item # 2020-06-02

Meeting Date: June 4, 2020

Submitted By: James Powell
Assistant General Counsel

Item Title: Adoption of Rules for Public Comments at NCT9-1-1 Board of Managers Meetings

House Bill (HB) 2840 requires governmental bodies to allow members of the public to give input on agenda items during open meetings. Input must be given before or during the consideration of the agenda item and not after. HB 2840 also permits governmental bodies to adopt reasonable rules regarding the public's right to address the body, including rules regarding time limits. This bill took effect on September 1, 2019. Public comment has been allowed in accordance with HB 2840 at NCT9-1-1 Board meetings since its September 5, 2019 meeting. However, staff has developed and recommends the adoption of reasonable rules, provided in Attachment B, to govern future meetings.

A draft resolution adopting Rules for Public Comments at NCT9-1-1 Board meetings is attached for Board consideration.

I will provide a brief presentation and be available to answer any questions at the Board meeting.



North Central Texas Emergency Communications District Rules for Public Comment

The North Central Texas Emergency Communications District (NCT9-1-1) hereby establishes rules regarding the public's right to address the NCT9-1-1 Board of Managers (BOM) at open meetings consistent with the Texas Open Meetings Act. The intent of these rules is to hear the views of the public prior to the BOM considering items. These rules also promote an orderly and fair process through which public comments may be received by the BOM.

Public Comment

At every open meeting of the BOM, opportunity will be provided at the beginning of the meeting for members of the public to address the BOM regarding any item(s) on the agenda for consideration. Persons are permitted up to three (3) minutes to speak. A person addressing the BOM through a translator will be provided up to six (6) minutes. A timer will be visible to the speaker and indicate the amount of time remaining. Speakers shall conclude their comments prior to or upon expiration of the time. In the event a large number of speakers are present, the BOM may encourage large delegations to have one person speak for the group or impose reasonable time limits per individual that are more restrictive; if a delegation chooses to select a spokesperson to represent the entire delegation, the spokesperson will be provided up to five (5) minutes to speak or ten (10) minutes if the spokesperson is addressing the BOM through a translator.

Persons requesting translation services, to be provided by the BOM, must do so at least seventy-two (72) hours in advance of the posted meeting time.

Speaker Registration

Persons who wish to speak must complete and return to staff a registration card prior to the start of the BOM meeting. Registration cards are printed on yellow paper, available in the BOM meeting room and must, at a minimum, include the following information:

1. Speaker's name;
2. City of residence;
3. Zip code;
4. Agenda item(s) on which the speaker plans to speak;
5. Indication of whether speaking on/for/against agenda item(s); and
6. Any other information requested by BOM staff.

Speaker Warning and Removal

The BOM President will provide verbal notice to a speaker whose time has expired. The BOM reserves the right to have speakers removed from the meeting room in the event they become disruptive or make threatening, profane or otherwise inappropriate remarks.



North Central Texas Emergency Communications District Speaker Request Card

Instructions:

1. Please mark the box indicating whether you would like to make an oral comment (pursuant to HB 2840), a written comment, or both oral and written comments.
2. Speakers are permitted up to three (3) minutes to speak. A person addressing the BOM through a translator will be provided up to six (6) minutes.
3. Please fill in your name, affiliation, and agenda item you are providing comments on.
4. If you are submitting a written comment, please write your comment on this form.
5. Please return this form to an NCT9-1-1 employee.

- I wish to make an oral comment at the NCT9-1-1 Board of Managers meeting
 - I wish to submit a written comment at the NCT9-1-1 Board of Managers meeting
 - I wish to make both oral and written comments at the NCT9-1-1 Board of Managers meeting
-

Name

Organization, if any

City of Residence, Zip Code

BOM Agenda Item #

Please select one of the following:

- I wish to speak **on** this topic
- I wish to speak **for** this topic
- I wish to speak **against** this topic

Please provide written comments below:



North Central Texas Emergency Communications District

Item # 2020-06-03

Meeting Date: June 4, 2020

Submitted By: Rodger Mann
NCT9-1-1 GIS Manager

Item Title: Resolution Authorizing a Contract with RapidDeploy Inc. for Dispatch Mapping

The current NCT9-1-1 dispatch mapping software in the Public Safety Answering Points (PSAPs) is at its end of life and needs to be replaced in order to keep up with technology requirements and industry standards. The current version of the dispatch mapping software is built on legacy web-based technology which has been phased out by Microsoft.

NCT9-1-1 worked with North Central Texas Council of Governments' (NCTCOG) North Texas SHARE cooperative purchasing program to complete the procurement process. A Request for Proposals (RFP) #2020-052 Dispatch Mapping Services was prepared and advertised. Three proposals were received and opened on March 30, 2020. The proposals were reviewed by an evaluation committee comprised of members of NCT9-1-1 and the NCT9-1-1 PSAPs. Following evaluation, North Texas SHARE awarded contracts Geo-Comm, Inc. and RapidDeploy, Inc. NCT9-1-1 staff recommend contracting with RapidDeploy, Inc., to provide these services.

A draft resolution authorizing a contract with RapidDeploy, Inc., for dispatch mapping, for a maximum three (3) year term and in an amount not to exceed \$825,000, is attached for Board consideration.

I will provide a brief presentation and be available to answer any questions at the Board meeting.



Item # 2020-06-03

RESOLUTION AUTHORIZING A CONTRACT WITH RAPIDDEPLOY, INC. FOR DISPATCH MAPPING

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 (PSAPs) within its 9-1-1 service area; and,

WHEREAS, the North Central Texas Council of Governments entered into contract #2020-052 with RapidDeploy, Inc. through its North Texas SHARE cooperative purchasing program; and,

WHEREAS, NCT9-1-1 desires to enter into a contract with RapidDeploy, Inc. to provide PSAP dispatch mapping services; and,

WHEREAS, NCT9-1-1 has complied with State regulations regarding contract and procurement proceedings.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. A contract between NCT9-1-1 and RapidDeploy, Inc., for dispatch mapping services, for a maximum three (3) year term and in an amount not to exceed \$825,000, be and is hereby approved.

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

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 4, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



North Central Texas Emergency Communications District

Item # 2020-06-04

Meeting Date: June 4, 2020

Submitted By: LeAnna Russell
NCT9-1-1 Data Manager

Item Title: Resolution Authorizing an Agreement with the City of Sunnyvale for 9-1-1 Service

NCT9-1-1 was recently notified by the City of Sunnyvale that Dallas County would discontinue providing its 9-1-1 service effective October 1, 2020. As part of this transition, Sunnyvale plans to execute a contract with the City of Seagoville to provide dispatch services. Since Seagoville is part of NCT9-1-1, Sunnyvale wishes NCT9-1-1 to provide 9-1-1 service. Sunnyvale submitted an official request to NCT9-1-1 on April 27, 2020. Under the proposed agreement, Sunnyvale will have access to NCT9-1-1 services including, but not limited to: 9-1-1 call handling equipment, network, additional mapping data, data analytics program, text-to-911, public education supplies (upon request), industry blogs, and public relations support.

At the Commission on State Emergency Communications (CSEC) meeting held on May 19, 2020, the City of Sunnyvale was designated as a Municipal Emergency Communications District.

The terms of the proposed agreement require Sunnyvale to:

- Meet minimum GIS requirements which may include hiring a third-party to complete GIS data cleanup and maintenance
- Remit wireless service fees and .50 per customer of landline fees collected to NCT9-1-1 with documentation
- Execute service provider contracts with VOIP and landlines

A draft resolution authorizing an Agreement with the City of Sunnyvale for 9-1-1 Service is attached for Board consideration.

I will provide a brief presentation and be available to answer any questions at the Board meeting.



Item # 2020-06-04

RESOLUTION AUTHORIZING AN AGREEMENT WITH THE CITY OF SUNNYVALE FOR 9-1-1 SERVICE

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 City of Sunnyvale, as a Municipal Emergency Communications District, wishes to enter into an agreement with NCT9-1-1 for 9-1-1 service; and,

WHEREAS, the City of Sunnyvale must meet certain requirements before being eligible to receive 9-1-1 service from NCT9-1-1.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. An agreement between NCT9-1-1 and the City of Sunnyvale for 9-1-1 service be and is hereby approved.

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

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 4, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



North Central Texas Emergency Communications District

Item # 2020-06-05

Meeting Date: June 4, 2020

Submitted By: LeAnna Russell
NCT9-1-1 Data Manager

Item Title: Resolution Adopting the NCT9-1-1 Policy for Public Safety Answering Point (PSAP) Management

Adding a PSAP, closing a PSAP, consolidating PSAPs with another agency, adding call taking positions, or reducing the number of call taking positions impact the NCT9-1-1 operational budget. Therefore, a policy must be established outlining the criteria that must be met to make a change, as well as the information required for a request to be considered.

The Strategic Advisory Committee (SAC) worked extensively with staff to refine the policy including discussions at several quarterly meetings, creating a subcommittee, and a specially called meeting to finalize. The SAC has reviewed and recommends the policy for adoption.

A draft NCT9-1-1 Public Safety Answering Point (PSAP) Management policy is attached for Board 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 the details of program operation.

I will provide a brief presentation and be available to answer any questions at the Board meeting.



Item # 2020-06-05

RESOLUTION ADOPTING THE NCT9-1-1 POLICY FOR PUBLIC SAFETY ANSWERING POINT (PSAP) MANAGEMENT

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, adding a PSAP, closing a PSAP, consolidating PSAPs with another agency, adding call taking positions, or reducing the number of call taking positions impact NCT9-1-1 operational budget; and,

WHEREAS, staff recommends the adoption of a policy outlining the requirements that must be met before an agency can add a PSAP, close a PSAP, consolidate PSAPs with another agency, add call taking positions, or reduce the number of call taking positions; and,

WHEREAS, any subsequent changes to the approved policy 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 for Public Safety Answering Point (PSAP) Management contained in Attachment C.

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 4, 2020.

Hal Richards
North Central Texas Emergency Communications District
Judge, Kaufman County



600 Six Flags Drive, Suite 226
Arlington, Texas 76005-5888
Phone: 817-704-2525

E-mail: 911OpsTeam@NCT911.org
In Partnership with the North Central Texas Council of Governments

POLICY NUMBER:
ADM 2.7

Policy Name: Public Safety Answering Point (PSAP) Management	Description: This policy outlines PSAP management including adding a PSAP, closing a PSAP, consolidating PSAPs, adding and reducing 9-1-1 call taking positions.
Date of Approval:	Revision History: v.1.0 05/XX/2020
Effective Date:	Scheduled for Review:
Policy Topic: PSAPs	Administering Department: North Central Texas Emergency Communications District

POLICY STATEMENTS: Adding a PSAP, closing a PSAP, consolidating PSAPs with another agency, adding call taking positions, or reducing the number of call taking positions impact the NCT9-1-1 operational budget. Therefore, a policy must be established outlining the criteria that must be met to make a change, as well as the information required for a request to be considered.

DEFINITIONS AND AUTHORIZATIONS:

Public Safety Answering Point (PSAP) – An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.

Public Agency – A government entity, such as a county, city, town, or special district, with authority to administer public safety or health organizations.

Emergency requests for service – Any contact requesting emergency help through the 9-1-1 network.

ACTIONS REQUIRED:

The following criteria apply in all PSAP management circumstances:

- I. Counties shall have at least one PSAP.
- II. Public agencies shall provide adequate facilities and personnel to house and operate a PSAP with a minimum of two call taking positions.
- III. PSAPs shall have a published 10-digit emergency number that can accept emergency calls 24-hours a day, 7 days a week, 365 days a year answered by a Texas Commission on Law Enforcement licensed telecommunicator or a certified fire/medical telecommunicator.
- IV. The District shall have ownership of all PSAP equipment, regardless of funding source.
 - i) If funding is not available from the District's budget for the additional PSAP, or call taking position(s), the public agency must provide funding to the District or acquire the necessary equipment and software licenses, including support for a period of five years.

- V. PSAP requests and supporting documentation for adding, closing, or consolidating PSAPs, or adding or removing 9-1-1 call taking positions at a PSAP shall be submitted to the District one month prior to the March Board of Managers meeting.
- VI. District recommendations for adding, closing, or consolidation PSAPs, or adding or removing 9-1-1 call taking positions at a PSAP for the next fiscal year shall be submitted to Board of Managers at the March meeting.
- VII. NCT9-1-1 will verify call volume data to support recommendations/requests using data analytics; additional supporting documentation may be requested.
- VIII. PSAPs under consideration for recommended changes will be notified by the District prior to the recommendation being submitted to the Board of Managers.

Adding a PSAP

Public agencies can request to add a PSAP in their jurisdiction provided the following criteria are met:

- I. The requesting public agency will complete a 'Request to Add a PSAP' form and submit it to the District.
- II. The requesting public agency shall have a minimum population of 20,000 or constitute at least 25% of the total population of the county in the NCT9-1-1 program area in which it resides.
- III. The requesting public agency must have documented a minimum average of 10 emergency requests for service per day per position during the preceding 18-month period.
- IV. The requesting public agency must obtain a resolution from their governing body agreeing to provide the duties and responsibilities of 9-1-1 service for the area specified.
- V. The requesting public agency must obtain written authorization from the current agency to release the 9-1-1 calls to the proposed jurisdiction.
- VI. NCT9-1-1 microwave network connectivity will be considered when adding a PSAP.

Closing a PSAP

The District or the supporting public agency may recommend/request to close a PSAP provided the following criteria are met:

- I. The requesting public agency will submit written request to the District.
- II. The PSAP must have documented an average of fewer than 10 emergency requests for service per position per day during the preceding 18-month period.
 - i) Single county PSAPs and those operated by the five Dallas County entities of the District are not eligible for closing.
- III. The following factors are considered when the District recommends closing a PSAP:
 - i) District budget
 - ii) Average daily total call volume of emergency requests for service in the preceding 18-month period
 - iii) Proximity to another PSAP
 - iv) Number of 9-1-1 requests for service transferred to another PSAP for dispatch

Consolidating PSAPs

In lieu of closing a PSAP, the District may recommend, or public agencies may request, consolidating two or more PSAPs.

- I. The consolidating PSAPs' supporting public agencies must submit a notification letter to the

District, with resolutions from their governing bodies, 180 days prior to the requested consolidation date. The notification letter must include:

- i) Name of the consolidated PSAPs (if applicable)
 - ii) Address of the host of the proposed consolidated PSAP
 - iii) Management information for consolidated PSAP
 - iv) Number of call handling positions to be added and/or combined, if applicable
- II. If the number of emergency requests for service does not meet the qualifications for the number of 9-1-1 call taking positions, positions will be reduced at the consolidated PSAP.
 - III. The Board of Managers will be notified of the consolidation of PSAPs at the next meeting following the decision to consolidate.

Adding a call taking position to a PSAP

Public agencies can request to add a call taking position to a PSAP provided the following criteria are met:

- I. The requesting public agency will complete a 'Request to Add a 9-1-1 Call Taking Position' form and submit it to the District Administration office.
- II. The PSAP must have documented a minimum average of 25 emergency requests for service per position per day during the preceding 18-month.

Reduce call handling positions

There are times when operating a call taking position is no longer fiscally or operationally feasible for the District, or the supporting public agency. The District or the supporting public agency may recommend/request to reduce the number of call handling positions at a PSAP provided the following criteria are met:

- I. The requesting public agency will submit written request to the District or,
- II. The following factors are considered when District recommends reducing the number of a 9-1-1 call taking positions:
 - i) District operating budget
 - ii) Average of fewer than 15 emergency requests for service per position per day during in the preceding 18-month period

RELATED POLICIES/RESOURCES:

Request to Add a PSAP Form (Attachment A)

Request to Add a 9-1-1 Call Taking Position (Attachment B)

NCT9-1-1 PSAP Management Process

INQUIRIES: Direct questions regarding this policy to 911OpsTeam@NCT911.org.

Approved

Executive Director

North Central Texas Emergency Communications District

Attachment A (Example Only)



Request to Add a Public Safety Answering Point (PSAP) Form

Requesting Agency: Date:

#	Documentation Required	Response	Additional Information
1	Average daily total emergency requests for service for previous 18 mos.	<input type="text"/>	Minimum: 10 per day per position
2	Available existing budget for additional network expenses	<input type="checkbox"/> Yes <input type="checkbox"/> No	Additional expense*: \$ <input type="text"/>
3	Equipment & 5-year maintenance funding agreement	<input type="checkbox"/> ECD <input type="checkbox"/> Local Agency	Specific expense*: \$ <input type="text"/>
4	Written authorization from current agency	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5	Written authorization from requesting agency	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6	24/7 Dispatch availability	<input type="checkbox"/> Yes <input type="checkbox"/> No	In accordance with Interlocal Agreement, ability to staff 24/7 dispatch operations
7	Do you have an existing microwave tower? If yes, where?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>

*Provide further explanation and/or break down on separate page(s)

Attachment A Continued



Supplemental Information for adding a PSAP:

- 1 Population of requesting agency % of total county
- 2 Area of requesting agency in square miles
- 3 Proposed number of 9-1-1 call taking positions
- 4 Number of existing PSAPs in the county
- 5 Major transportation corridors
- 6 Special events and/or developments
- 7 Percentage of population growth of requesting agency over previous years
- 8 Jurisdictional changes in the region

Requester Name: _____

Requester Title: _____

Requester Signature: _____

Attachment B (Example Only)



Request to Add a Call Taking Position Form

Requesting Agency: Date:

#	Documentation Required	Additional Information
1	Average daily total emergency requests for service for previous 18 mos.	Minimum: 25 per day per position
2	Population of area served	% of total county <input type="text"/>
3	Number of PSAPs in county	<input type="text"/>
4	Square miles of area served	<input type="text"/>
5	Number of existing 9-1-1 call taking positions	<input type="text"/>
6	Number of 9-1-1 call taking positions requested	<input type="text"/>
7	Peak 9-1-1 call volume times and/or patterns	<input type="text"/>
8	Percentage of population growth of requesting agency	over previous 2 years
9	Major transportation corridors	<input type="text"/>

Requester Name: _____

Requester Title: _____

Requester Signature: _____



- NCT9-1-1 Bylaws, Section 6.1

The Board may amend these bylaws by a two-thirds (2/3) vote of the Board members in office at a duly called meeting.

Quorum

- NCT9-1-1 Bylaws, Section 2.7

A majority of the appointed Board members shall constitute a quorum for the transaction of business.

- Recommended change

One-third (1/3) of the appointed Board members shall constitute a quorum for the transaction of business.

Alternates/Delegates

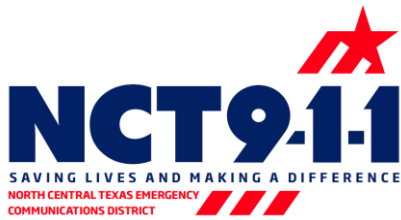
According to the Texas Open Meetings Act, Section 1c.

A board member may not delegate his or her authority to deliberate or vote to another person, absent express statutory authority to do so.

- Important to have continuity of attendance since meetings are only held quarterly.

Electronic Attendance

- Under normal circumstances, videoconference is permitted under Texas Government Code Chapter 551.127. This is permissible because the Board extends into three or more counties. The Board President would have to be physically present at COG offices and there are other technology requirements that must be met. Considerations for using videoconference include the following:
 - Videoconferencing has strict technology requirements including two-way communication must be in effect for the entirety of the meeting.
 - Allowing electronic attendance discourages in person attendance
- As of March 13, 2020, due to COVID-19, the Governor suspended certain requirements to allow for teleconference. The application requirement suspensions include:
 - Section 551.127(f), which requires each portion of a videoconference call meeting to be visible and audible to members of the public who are physically present at the specified location of the meeting.
 - Requirements that that faces be visible at all times, and that viewers be able to observe the demeanor of each participant in the open portion of the meeting.



- The provision under which a board member is considered absent from the meeting for any time in which communication with the board member was lost or disconnected.
- The Governor's order does require the dial-in number or videoconference link at a minimum to make the meeting audible to the public.
- Additional information on the Open Meetings requirements suspended by the Governor can be found here, <https://www.county.org/Legal/Legal-Resources-for-County-COVID-19-Response/Explanation-of-COVID-19-Suspension>.



FINANCIAL STATUS REPORT
FOR SEVEN MONTHS ENDING: APRIL 30, 2020

REVENUES: (1)					
Revenue Category	Revenue Budget	7 Mo. Target	Actual Revenue	Amount Remaining	% of Target Earned
Wireless	8,300,000	4,841,667	4,810,615	3,489,385	99.36%
Landline	2,200,000	1,283,333	1,115,961	1,084,039	86.96%
Total Revenue	10,500,000	6,125,000	5,926,576	4,573,424	96.76%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	7 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,192,700	1,279,075	1,149,957	1,042,743	89.91%
Fringe Benefits	1,034,954	603,723	540,337	494,617	89.50%
NCTCOG Indirect Costs	571,295	333,255	299,182	272,113	89.78%
Occupancy	394,867	230,339	227,219	167,648	98.65%
NCTCOG Information Technology	196,300	114,508	114,519	81,781	100.01%
Travel	73,000	42,583	20,773	52,227	48.78%
Other Staff Costs	333,540	194,565	120,646	212,894	62.01%
Total NCT9-1-1 Staff Costs	4,796,656	2,798,048	2,472,634	2,324,022	88.37%
FISCAL AGENT SUPPORT (3)					
Category	Budget	7 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	343,930	200,626	165,306	178,624	82.39%
COST OF OPERATIONS (4)					
Categories	Budget	7 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	1,988,790	1,160,128	1,380,174	608,616	118.97%
Equipment and Software Supp & Maint	802,970	468,399	579,722	223,248	123.77%
Contract Services	971,300	566,592	133,095	838,205	23.49%
Security	149,270	87,074	9,786	139,484	11.24%
Communications (Public Education)	65,000	37,917	8,420	56,580	22.21%
PSAP Training	40,950	23,888	6,090	34,860	25.50%
Telecom	655,400	382,317	355,723	299,677	93.04%
County Reimbursements	645,000	376,250	209,904	435,096	55.79%
Total Cost of Operations	5,318,680	3,102,565	2,682,915	2,635,765	86.47%
CAPITAL EXPENDITURES					
Category	Budget	7 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	0	0	0	0	100.00%
TOTAL EXPENDITURES					
Category	Budget	7 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	10,459,266	6,101,239	5,320,855	5,138,411	87.21%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 97% of 7 month target. Budget was completed in spring of 2019 with limited collection information.</p> <p>A. Wireless revenue -(99% of target)</p> <p>1. Wireless budget was developed based on a monthly average of \$692,000. Actual for FY2020 has averaged \$662,000.</p> <p>2. The District receives wireless fees from the Comptroller based on the District's area population percentage as compared to the entire state. Beginning in February, the District rate increased from 5.94% to 6.03% of all wireless fees collected by the State. This is an automatic increase and does not require Board action. This should increase the District's wireless receipts by approximately \$124,000 per year.</p> <p>B. Landline revenue - (89% of target)</p> <p>1. Landline budget was developed based on a monthly average totaling \$183,000 per month. Actual receipts have totaled between \$145,000 and \$160,000 per month.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 88% of 7 month budget target.</p> <p>A. Salaries, fringe benefits and indirect costs-(90% of target)- below budget primarily due to:</p> <p>1. 2 (two) FTE unfilled positions.</p> <p>B. Travel-(48% of target)- Due COVID, travel has been cancelled. This item will remain below target for remainder of fiscal year.</p> <p>C. Other staff costs-(72% of target)</p> <p>1. Less training and development than planned. Same as travel, out of town training is currently on hold. This will remain under target throughout the remainder of the year.</p>
3	Fiscal Agent Support	<p>Costs total 82% of 7 month target. Includes costs for NCTCOG administration support (accounting) and legal services.</p> <p>A. The budget included approximately 2.16 FTEs. Actual FTE charges have been 1.64.</p> <p>B. There are fewer legal hours charged than planned at this point in the fiscal year.</p> <p>C. The budget included approximately \$42,000 for marketing salaries for the fiscal year. It is not anticipated that this position will be filled during FY</p>

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 86% of target</p> <p>A.</p> <p>9-1-1 Network-(119% of target) - This is primarily due to two factors:</p> <ol style="list-style-type: none"> 1. Comtech cores services and MPLS are paid through June. This accounts for \$125,000 of the expenditure variance rate. This is paid quarterly and will be closer tor target at fiscal year end. 2. Completed GDT microwave tower project in fiscal year 2020. This was expected to be completed before the beginning of the fiscal year. Therefore this item was not included within the current fiscal year budget. This accounts for \$145,000 of the expenditure variance rate. <p>B.</p> <p>Equip & Software Maint-(124% of target)- This is primarily a timing issue. Large annual payments have been made, the target however, is based on 7 months of annual budget.</p> <ol style="list-style-type: none"> 1. 9-1-1 Data master accounts for \$85,000 of the expenditure variance rate. This annual subscription was paid during the 1st quarter of the year. 2. Soloacom accounts for \$53,000 of the expenditure variance rate. This annual subscription was paid during the 3rd quarter. <p>C.</p> <p>Contract Services-(23% of target) - Primarily due to two factors:</p> <ol style="list-style-type: none"> 1. Utilizing in-house expertise has reduced the need to utilize consultants. <ol style="list-style-type: none"> a. Strategic consulting accounts for \$228,000 of the expenditure variance b. MCP Smart Project accounts for \$48,000 of the expenditure variance 2. GIS pay as you go accounts for \$53,000 of the expenditure variance rate. This is for support when needed. <p>D.</p> <p>County reimbursements- (56% of target)</p> <ol style="list-style-type: none"> 1. There have not been any recorder reimbursements to date this fiscal year. Expenditures are expected to approach closer to target as reimbursements are made during the remainder of the fiscal year.



Training

Number of Agencies: 0

Total Number of Attendees:

0

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>	
Quality Assurance / Monitoring					
Number of Monitoring Visits		32	Number of Findings:	0	
<u>Date</u>	<u>PSAP</u>	<u>Findings</u>	<u>Date</u>	<u>PSAP</u>	<u>Findings</u>
2/6/2020	Allen Police Department	No	3/23/2020	Dublin Police Department	No
2/6/2020	Collin County Sheriff's Office	No	3/23/2020	Erath County Sheriff's Office	No
2/6/2020	Frisco Police Department	No	3/23/2020	Somervell County Sheriff's Office	No
2/6/2020	McKinney Police Department	No	3/23/2020	Stephenville Police Department	No
2/6/2020	Murphy Police Department	No	3/24/2020	Cleburne Police Department	No
2/6/2020	Prosper Police Department	No	3/24/2020	Johnson County Emergency Service District	No
2/11/2020	Bridgeport Police Department	No	3/24/2020	Johnson County Sheriff's Department	No
2/11/2020	Decatur Police Department	No	3/25/2020	Corsicana Police Department	No
2/11/2020	LifeCare EMS	No	3/25/2020	Hood County Sheriff's Office	No
2/11/2020	Mineral Wells Police Department	No	3/25/2020	Mineral Wells Police Department	No
2/11/2020	Palo Pinto County Sheriff's Office	No	3/25/2020	Navarro County Sheriff's Office	No
2/11/2020	Parker County Sheriff's Office	No	3/25/2020	Palo Pinto County Sheriff's Office	No
2/11/2020	Springtown Police Department	No	3/26/2020	Ellis County Sheriff's Office	No
2/11/2020	Weathford Police Department	No	3/26/2020	North Ellis Emergency Dispatch	No
2/11/2020	Wise County Sheriff's Office	No	3/26/2020	Wilmer Police Department	No
2/13/2020	Dublin Police Department	No	3/27/2020	Balch Springs Police Department	No
2/13/2020	Erath County Sheriff's Office	No	3/27/2020	Cockrell Hill Police Department	No
2/13/2020	Hood County Sheriff's Office	No	3/27/2020	Sachse Police Department	No
2/13/2020	Stephenville Police Department	No	3/27/2020	Seagoville Police Department	No
2/20/2020	Commerce Police Department	No	3/27/2020	Waxahachie Police Department	No
2/20/2020	Greenville Police Department	No	3/30/2020	Forney Police Department	No
2/20/2020	Hunt County Sheriff's Office	No	3/30/2020	Kaufman County Regional Communications Center	No
2/20/2020	Rockwall County Sheriff's Office	No	3/30/2020	Murphy Police Department	No
2/20/2020	Rockwall Police Department	No	3/30/2020	Terrell Police Department	No
2/25/2020	Balch Springs Police Department	No	3/30/2020	Weathford Police Department	No
2/25/2020	Cockrell Hill Police Department	No	3/31/2020	Allen Police Department	No
2/25/2020	Forney Police Department	No	3/31/2020	Collin County Sheriff's Office	No
2/25/2020	Kaufman County Regional Communications Center	No	3/31/2020	Frisco Police Department	No
2/25/2020	Sachse Police Department	No	3/31/2020	McKinney Police Department	No
2/25/2020	Seagoville Police Department	No	4/1/2020	Commerce Police Department	No
2/25/2020	Terrell Police Department	No	4/1/2020	Greenville Police Department	No
2/25/2020	Wilmer Police Department	No	4/1/2020	Hunt County Sheriff's Office	No
3/19/2020	Bridgeport Police Department	No	4/1/2020	Rockwall County Sheriff's Office	No
3/19/2020	Decatur Police Department	No	4/1/2020	Rockwall Police Department	No
3/19/2020	Wise County Sheriff's Office	No			
3/20/2020	LifeCare EMS	No			
3/20/2020	Parker County Sheriff's Office	No			
3/20/2020	Prosper Police Department	No			

Communication

Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Feb-20	15691	15944	1264	29
Mar-20	21513	23877	3200	39
Apr-20	39158	45753	2694	39

Twitter

<u>Date</u>	<u>Impressions</u>	<u>Engagements</u>	<u>Retweets</u>	<u>Likes</u>	<u>Clicks</u>	<u>Expands</u>	<u>Followers</u>
Feb-20	13088	186	41	49	61	16	0
Mar-20	24583	361	34	30	69	77	6
Apr-20	21552	279	33	67	44	23	9

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Feb-20	4400	3900	1	0:34
Mar-20	7445	6269	1	1:28
Apr-20	7000	6200	1	0:32

Sources Overview

<u>Date</u>	<u>Direct Traffic</u>	<u>Referrals</u>	<u>Social Media</u>	<u>Search</u>	<u>Email</u>	<u>Paid</u>
Feb-20	721	129	895	2148	63	0
Mar-20	698	106	1091	2851	50	0
Apr-20	699	171	1322	3976	74	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Feb-20	3,976
Mar-20	500
Apr-20	0



Public Education Events

<u>Date</u>	<u>Name of Event</u>	<u>Agency</u>
2/1/2020	General	Terrell Police Department
2/6/2020	General	Scurry-Rosser ISD Police Department
2/16/2020	First Responder Appreciation Day	Hood County Sheriff's Office
2/20/2020	Ennis ISD Showcase	Ennis ISD Police Department
2/20/2020	Corsicana Middle School Career Fair & all County Schools	Navarro County Sheriff's Department
2/26/2020	Career Fair, Festival of Colors, Law Enforcement Career Fair, Citizens Police and Fire Academies	Frisco Police Department
2/27/2020	Kaufman County Fair	Kaufman County Sheriff's Office
3/22/2020	Public Safety Presentation to Elementary School	Seagoville Police Department

Service Interruptions

Number of Outages: 1

GIS Errors

<u>County</u>	<u>Mar-20</u>	<u>Apr-20</u>
Collin	4,848	2,284
Dallas	1,028	478
Ellis	60	35
Erath	27	14
Hood	15	34
Hunt	102	6
Johnson	394	268
Kaufman	645	274
Navarro	93	15
Palo Pinto	19	14
Parker	311	386
Rockwall	162	113
Somervell	0	2
Wise	136	136

Database

ALI Bids with Location

	<u>Total ALI Bids</u>	<u>Total No Record Found</u>	<u>% of Calls without Location Information</u>	<u>% of Calls with Location Information</u>
Feb-20	36,321	652	1.80%	98.20%
Mar-20	86,883	1,671	1.92%	98.08%
Apr-20	80,465	1,117	1.39%	98.61%

PSAP Call Volume Statistics

Feb-20

COUNTY	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDONED
COLLIN	ALLEN POLICE DEPARTMENT	138	94	2,530	35	3	2,800	149	290
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	86	54	2,158	5	1	2,304	153	148
WISE	BRIDGEPORT POLICE DEPARTMENT	81	8	99	0	0	188	3	3
JOHNSON	CLEBURNE POLICE DEPARTMENT	150	58	1,054	11	2	1,275	112	79
DALLAS	COCKRELL HILL POLICE DEPARTMENT	4	10	38	0	0	52	0	2
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	218	60	4,253	19	20	4,570	319	464
HUNT	COMMERCE POLICE DEPARTMENT	23	25	227	3	0	278	23	25
NAVARRO	CORSICANA POLICE DEPARTMENT	144	58	1,038	9	3	1,252	91	108
WISE	DECATUR POLICE DEPARTMENT	60	31	296	8	0	395	13	41
ERATH	DUBLIN POLICE DEPARTMENT	14	0	37	0	0	51	0	3
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	74	31	2,664	3	4	2,776	192	276
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	30	2	668	3	4	707	88	83
KAUFMAN	FORNEY POLICE DEPARTMENT	57	26	810	6	2	901	46	69
COLLIN	FRISCO POLICE DEPARTMENT	295	184	5,255	18	22	5,774	310	809
HUNT	GREENVILLE POLICE DEPARTMENT	220	77	1,386	8	1	1,692	103	157
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	421	36	1,565	2	6	2,030	92	182
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	130	29	2,163	6	3	2,331	212	246
JOHNSON	JOHNSON COUNTY ESD	141	46	751	0	0	938	19	5
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	209	59	3,405	8	0	3,681	272	346
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	207	53	3,713	18	2	3,993	300	394
PARKER	LIFECARE EMS	71	14	497	0	3	585	9	0
COLLIN	MCKINNEY POLICE DEPARTMENT	312	185	4,366	42	18	4,923	298	565
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	61	59	566	10	0	696	45	83
COLLIN	MURPHY POLICE DEPARTMENT	36	11	207	1	0	255	3	20
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	70	9	1,549	4	2	1,634	85	138
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	70	9	1,549	10	2	1,640	222	164
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	34	11	608	5	1	659	85	59
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	106	32	2,925	6	9	3,078	227	319
COLLIN	PROSPER POLICE DEPARTMENT	20	8	539	6	2	575	62	61
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	35	9	1,244	22	1	1,311	71	134
ROCKWALL	ROCKWALL POLICE DEPARTMENT	164	59	1,700	17	9	1,949	71	173
DALLAS	SACHSE POLICE DEPARTMENT	24	48	438	2	1	513	12	49
DALLAS	SEAGOVILLE POLICE DEPARTMENT	34	25	874	7	0	940	74	101
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	60	5	253	11	0	329	15	36
PARKER	SPRINGTOWN POLICE DEPARTMENT	64	28	524	3	2	621	0	62
ERATH	STEPHENVILLE POLICE DEPARTMENT	34	4	90	0	3	131	2	12
KAUFMAN	TERRELL POLICE DEPARTMENT	192	58	938	7	2	1,197	53	162
ELLIS	WAXAHACHIE POLICE DEPARTMENT	132	54	1,573	4	2	1,765	68	165
PARKER	WEATHERFORD POLICE DEPARTMENT	122	68	993	6	3	1,192	46	100
DALLAS	WILMER POLICE DEPARTMENT	13	16	320	1	0	350	32	47
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	44	14	1,611	5	3	1,677	108	111

Mar-19

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	127	80	2,363	38	6	2,614	144	251
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	66	53	2,156	6	2	2,283	178	176
WISE	BRIDGEPORT POLICE DEPARTMENT	86	1	97	0	0	184	1	7
JOHNSON	CLEBURNE POLICE DEPARTMENT	123	39	1,178	1	0	1,341	133	97
DALLAS	COCKRELL HILL POLICE DEPARTMENT	4	13	36	0	0	53	0	3
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	162	65	4,577	23	5	4,832	278	451
HUNT	COMMERCE POLICE DEPARTMENT	22	21	238	4	1	286	8	16
NAVARRO	CORSICANA POLICE DEPARTMENT	115	35	1,088	23	0	1,261	83	90
WISE	DECATUR POLICE DEPARTMENT	72	31	283	21	0	407	9	40
ERATH	DUBLIN POLICE DEPARTMENT	15	2	11	0	0	28	2	1
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	121	25	2,648	2	3	2,799	189	250
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	24	5	729	4	2	764	100	76
KAUFMAN	FORNEY POLICE DEPARTMENT	62	16	845	4	0	927	55	77
COLLIN	FRISCO POLICE DEPARTMENT	283	200	4,745	23	13	5,264	336	693
HUNT	GREENVILLE POLICE DEPARTMENT	148	84	1,497	6	3	1,738	107	174
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	306	39	1,622	11	3	1,981	95	160
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	117	15	2,347	12	4	2,495	169	259
JOHNSON	JOHNSON COUNTY ESD	138	51	779	0	0	968	12	3
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	185	50	3,455	13	0	3,703	224	323
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	188	62	3,734	18	3	4,005	269	392
PARKER	LIFECARE EMS	69	50	553	0	0	672	4	0
COLLIN	MCKINNEY POLICE DEPARTMENT	312	185	4,366	42	18	4,923	298	565
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	60	71	568	5	0	704	51	57
COLLIN	MURPHY POLICE DEPARTMENT	33	18	211	1	1	264	6	19
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	113	9	1,626	5	2	1,755	81	138
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	113	9	1,626	15	2	1,765	174	168
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	39	6	620	5	0	670	64	78
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	128	24	3,155	1	0	3,308	209	321
COLLIN	PROSPER POLICE DEPARTMENT	21	11	580	5	3	620	106	80
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	21	13	1,341	30	4	1,409	78	120
ROCKWALL	ROCKWALL POLICE DEPARTMENT	217	43	1,643	7	7	1,917	78	173
DALLAS	SACHSE POLICE DEPARTMENT	16	94	453	6	0	569	30	61
DALLAS	SEAGOVILLE POLICE DEPARTMENT	38	22	968	12	0	1,040	95	134
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	114	4	264	13	3	398	9	51
PARKER	SPRINGTOWN POLICE DEPARTMENT	44	32	501	0	2	579	12	51
ERATH	STEPHENVILLE POLICE DEPARTMENT	21	0	91	0	2	114	1	8
KAUFMAN	TERRELL POLICE DEPARTMENT	231	84	958	4	1	1,278	67	202
ELLIS	WAXAHACHIE POLICE DEPARTMENT	157	43	1,598	5	8	1,811	75	134
PARKER	WEATHERFORD POLICE DEPARTMENT	104	52	974	4	4	1,138	50	75
DALLAS	WILMER POLICE DEPARTMENT	4	24	419	0	0	447	106	51
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	63	15	1,722	6	9	1,815	140	146

Apr-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	91	84	1,923	45	3	2,146	121	198
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	51	57	1,932	6	0	2,046	179	119
WISE	BRIDGEPORT POLICE DEPARTMENT	82	5	88	0	0	175	4	9
JOHNSON	CLEBURNE POLICE DEPARTMENT	118	23	1,112	7	1	1,261	90	107
DALLAS	COCKRELL HILL POLICE DEPARTMENT	39	6	30	0	0	75	0	1
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	133	61	4,356	34	5	4,589	359	513
HUNT	COMMERCE POLICE DEPARTMENT	20	9	211	3	0	243	9	17
NAVARRO	CORSICANA POLICE DEPARTMENT	89	26	1,060	18	1	1,194	109	69
WISE	DECATUR POLICE DEPARTMENT	58	19	242	18	0	337	14	31
ERATH	DUBLIN POLICE DEPARTMENT	5	0	51	0	0	56	2	0
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	77	22	2,459	3	5	2,566	179	252
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	41	4	677	2	0	724	114	72
KAUFMAN	FORNEY POLICE DEPARTMENT	60	14	611	7	0	692	27	54
COLLIN	FRISCO POLICE DEPARTMENT	217	135	4,048	17	5	4,422	319	579
HUNT	GREENVILLE POLICE DEPARTMENT	128	116	1,540	10	0	1,794	155	153
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	221	25	1,602	3	5	1,856	132	176
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	105	23	2,141	5	0	2,274	173	248
JOHNSON	JOHNSON COUNTY ESD	113	30	762	0	0	905	16	2
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	144	46	3,349	13	0	3,552	244	295
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	190	32	3,512	18	0	3,752	265	335
PARKER	LIFECARE EMS	83	48	488	0	0	619	5	0
COLLIN	MCKINNEY POLICE DEPARTMENT	227	218	4,046	0	8	4,499	200	501
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	44	68	559	1	0	672	62	78
COLLIN	MURPHY POLICE DEPARTMENT	23	6	136	1	1	167	5	10
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	83	3	1,454	10	3	1,553	77	122
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	83	3	1,454	20	3	1,563	141	144
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	37	4	658	7	0	706	58	80
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	112	25	3,215	7	2	3,361	258	328
COLLIN	PROSPER POLICE DEPARTMENT	36	5	447	6	1	495	34	46
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	25	6	1,182	22	0	1,235	110	119
ROCKWALL	ROCKWALL POLICE DEPARTMENT	178	34	1,361	10	4	1,587	110	160
DALLAS	SACHSE POLICE DEPARTMENT	20	39	411	1	0	471	26	52
DALLAS	SEAGOVILLE POLICE DEPARTMENT	31	22	982	9	0	1,044	80	114
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	40	1	238	15	0	294	16	45
PARKER	SPRINGTOWN POLICE DEPARTMENT	45	18	420	2	0	485	11	35
ERATH	STEPHENVILLE POLICE DEPARTMENT	11	1	81	0	1	94	4	2
KAUFMAN	TERRELL POLICE DEPARTMENT	129	66	821	1	5	1,022	60	147
ELLIS	WAXAHACHIE POLICE DEPARTMENT	151	28	1,548	2	3	1,732	88	132
PARKER	WEATHERFORD POLICE DEPARTMENT	84	49	772	4	4	913	56	50
DALLAS	WILMER POLICE DEPARTMENT	6	6	346	0	0	358	26	45
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	101	7	1,643	3	1	1,755	121	125



North Central Texas Emergency Communications District
March/April/May 2020
Accomplishments

1. Implemented RapidSOS Portal
2. Operations Team completed on the IPAWS RFQ
3. Completed the annual survey for the Feds through the Alliance
4. Created master calendar for District to include all important meetings, reporting, etc.
5. Transitioned fleet to alternate locations
6. Remotely recognized Telecommunicators for TC week including appreciation video
7. Launched COVID-19 resources including: website resource page, social media campaigns (211, general information, CDC requirements, etc.)
8. Technology Team configured Cisco Collector to receive alerts of security vulnerabilities from the vendor
9. Technology Team created a FTP site for GIS to use with external users including DPS
10. Technology Team deployed Liberty Launcher 2.0 for enhanced features including improved workflow and access
11. Technology Team deployed the internet proxy and moved away from Cisco product resulting in cost savings
12. Data Team completed AT&T migration from Comtech to Intrado
13. GIS Team coordinated with Ellis County, Johnson County, and Tarrant County on updating misaligned county boundaries along Ellis/Johnson line, Ellis/Tarrant line, and Ellis/Dallas line.
14. GIS Team completed enterprise database schema project and transition
15. GIS Team completed several additional UAS flights for five ISDs
16. Staff completed the AAR and RCA for the partial service interruption on 3/11/2020. The RCA was released to the PSAPs.
17. Danette (GIS) worked with the City of Corsicana on a GIS cleanup initiative.
18. Sunnyvale was recognized by CSEC as the 77th 9-1-1 entity in Texas at the CSEC May 19th Commission meeting. This means they can receive their wireless funds and remit them to us if ILA is approved by BoM beginning in October.
19. Negotiations with Comtech were completed successfully for an amendment to their existing contract which provides us an upgrade in services without additional funding. The amendment will extend our contract three years.
20. The PSAP dispatch mapping RFP proposals have been reviewed and a SHARE contract is being considered by the Executive Board for two vendors. 9-1-1 staff is currently negotiating with one vendor for a contract and will take that recommendation to the 9-1-1 BOM in June.
21. NCT9-1-1 held its first all staff meeting virtually on 5/21/20 with a good deal of engagement and education.
22. Conducted virtual Strategic Advisory Committee special meeting on 5/19/20. This was a successful meeting where they accomplished their goals of finalizing the PSAP management policy to recommend to the Board of Managers and it was a good dry run for the BoM virtual meeting.
23. Jessie and Hilaria served on the agency return to work committee.
24. The Technology Team configured virtualized switches in EVE lab to be used in further development of overall network design
25. The Technology Team installed NCS-520 in DAL5 and RDSN.
26. The Technology Team set up EVE lab to test multiple paths for eMedia access to media eMedia interruption on 5/15.
27. The Technology Team initiated Pseudowire connection in DAL5.
28. The Technology Team upgraded NCT9-1-1 Data Centers from Windows Server 2012 R2 to 2019.
29. The Technology team upgraded Cisco Secure ACS Operating System.

Board of Managers' Attendance 2020

Attachment H

	Last Name	Fist Name	Entity	Appointee Title	3/7/2019	6/6/2019	9/5/2019	12/8/2019	3/5/2020
President	Deeds	Roger	Hood County	Sheriff	P	P	P	A	P
VP	Hodges	Jeff	City of Prosper	Councilmember	P	P	P	P	P
Secretary	Richards	Hal	Kaufman County	Judge	A	P	A	P	A
	Akin	N. Lane	Wise County	Sheriff	A	P	A	A	P
	Berthiaume	Jennifer	City of Murphy	Mayor Pro Tem	P	P	P	A	Vacant
	Caplinger	Gary	City of Allen	Mayor Pro Tem	n/a	n/a	n/a	n/a	n/a
	Chambers	Danny	Somervell County	Judge	P	P	A	P	A
	Coates	Matt	Erath County	Sheriff	A	A	P	A	A
	Crews	Kerry	Hunt County	Judge (JOP)	P	P	A	P	Vacant
	Eavenson	Harold	Rockwall County	Sheriff	P	P	P	A	A
	Long	Shane	Palo Pinto County	Judge	P	P	A	A	A
	Perry	Eddie	Navarro County	Commissioner	n/a	n/a	n/a	n/a	A
	Shemwell	La'Shadion	City of McKinney	Councilmember	P	P	P	P	P
	Skinner	Jim	Collin County	Sheriff	A	P	P	A	P
	Sowell	Will	City of Frisco	Councilmember	A	P	A	A	A
	Stinson	Randy	Ellis County	Commissioner	P	P	P	P	P
	Stringer	Jerry	Johnson County	Commissioner	P	P	P	P	P