



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

September 3, 2020
12:30 PM

Zoom Videoconference Link: <https://nctcog.zoom.us/j/96894480392>

Public Toll-Free Call-In Number: 1-855-965-2480
Meeting ID: 968 9448 0392#

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 June 4, 2020, Minutes – President, Roger Deeds
2. Resolution Approving the Fiscal Year 2021 Strategic Plan – Christy Williams
3. Resolution Approving the Fiscal Year 2021 Budget and Setting the 9-1-1 Emergency Service Fee – Norman Marquart
4. Resolution Adopting Revised NCT9-1-1 Bylaws – James Powell
5. Resolution Authorizing a Contract with Mission Critical Partners, LLC. for Public Safety Strategic Consulting – Jessie Shadowens-James
6. Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licenses Renewals and Additional Licenses – Clay Dilday

INFORMATIONAL ITEMS

7. NCT9-1-1 2019 Award Winners – Jason Smith
8. Quarterly Financial Report – Norman Marquart
9. Director’s Report – Christy Williams

Next Meeting: December 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 – June 4, 2020

Audio-only Meeting

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

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on June 4, 2020.

Members of the Board Present:

1. Roger Deeds – President, Sheriff, Hood County
2. Jeff Hodges – Vice-President, Councilmember, City of Prosper
3. Hal Richards – Secretary, County Judge, Kaufman County
4. N. Lane Akin – Sherriff, Wise County
5. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
6. Gary Caplinger – Mayor Pro Tem
7. Danny Chambers – County Judge, Somervell County
8. Kerry Crews – Justice of the Peace #2, Hunt County
9. Eddie Perry – Commissioner, Navarro County
10. Jim Skinner – Sheriff, Collin County
11. Randy Stinson – Commissioner, Ellis County
12. Jerry Stringer – Commissioner, Johnson County

Members of the Board Absent:

13. Matt Coates – Sheriff, Erath County
14. Harold Eavenson – Sheriff, Rockwall County
15. Shane Long – County Judge, Palo Pinto County
16. La’Shadion Shemwell – Councilmember, City of McKinney
17. Will Sowell – Councilmember, City of Frisco

Members of the Staff Present:

18. Mike Eastland – Executive Director of NCT9-1-1
19. Christy Williams – Director of NCT9-1-1
20. Bret Batchelor – 9-1-1 Training Coordinator
21. Brittney Burross – 9-1-1 Quality Assurance Coordinator
22. Clay Dilday – 9-1-1 Technology Manager
23. Kari Gamez – 9-1-1 Sr. Administrative Assistant
24. Ken Kirkpatrick – NCTCOG Counsel for Transportation
25. Rodger Mann – 9-1-1 GIS Manager
26. Norman Marquart – NCTCOG Fiscal Manager
27. Monte Mercer – NCTCOG Deputy Executive Director
28. Amelia Mueller – 9-1-1 Communications Coordinator

- 29. Hilaria Perez – 9-1-1 Administrative Program Coordinator
- 30. James Powell – Deputy Counsel for NCT9-1-1
- 31. Joshua Rawls – 9-1-1 Strategic Services Coordinator
- 32. LeAnna Russell – 9-1-1 Data Manager
- 33. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
- 34. Jason Smith – 9-1-1 Operations Supervisor

REGULAR SESSION

Action:

Item 1 Approval of March 5, 2020, Minutes

President Roger Deeds stated that the minutes to be approved were from the March 5, 2020, Board meeting.

A request was made prior to the meeting to edit the minutes to reflect Danny Chambers as present at the March meeting. The minutes were modified as such.

Attachment A

Upon a motion by Sheriff Jim Skinner (seconded by Judge Danny Chambers) and by unanimous vote of all members present, the Board approved the minutes of the March 5, 2020, Board of Managers meeting.

Item 2 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.

Attachment B

Councilmember Jeff Hodges asked if the public can make comments on a previous meeting. Deputy Counsel for NCT9-1-1, James Powell, stated that there are other forums in which the public can comment about previous meetings.

Upon a motion by Judge Hal Richards (seconded by Mayor Pro Tem Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the rules as presented.

Item 3 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.

Upon a motion by Mayor Pro Tem Jennifer Berthiaume (seconded by Judge Hal Richards) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 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-9-1-1, 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

Upon a motion by Judge Danny Chambers (seconded by Sheriff Jim Skinner) 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) 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.

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

Upon a motion by Commissioner Jerry Stringer (seconded by Judge Hal Richards) and by unanimous vote of all members present, the Board approved the resolution as presented.

INFORMATIONAL ITEMS

Item 6 National Telecommunicators Week

National Telecommunicators Week, which honors and acknowledges the work of 9-1-1 telecommunicators, was the second week of April. NCT9-1-1 usually celebrates the week by presenting a special gift to each telecommunicator and hosting a special event. However, this year due to COVID-19, staff were not able to share the gift within the celebrated week. Instead, NCT9-1-1 staff recorded a special video and sent it to the telecommunicators. With shelter in place being lifted, the Operations Team is working with the PSAPs to deliver the gifts within the boundaries of social distancing.

Item 7 Bylaw Discussion (quorum, alternates, and virtual meetings)

James Powell presented additional information as a follow up from the March Board of Managers' meeting regarding quorum, alternatives, and virtual meetings. Alternates for members are not allowed, nor are virtual meetings with audio only (outside of the current exception allowable under emergency orders). As a Board with members across several counties, video meetings area allowable; however, certain technology requirements must be met that are difficult to consistently guarantee.

After further review, staff continues to recommend a change to the bylaws to address the quorum issue. Staff plans to present an item for consideration at the September meeting that will change quorum from a majority to one-third.

Attachment D

Item 8 Quarterly Financial Report

Norman Marquart presented the quarterly financial report through the month of April 2020, which covered seven months of activity.

Attachment E

Item 9 FY2021 Budget Process Overview

Christy Williams reviewed the budget process. The budgeting process for fiscal year 2021 has begun, with over eight months of historical data being utilized. Other than any network or mitigation projects there will be no new projects. A budget workshop will be offered prior to the September meeting for interested Board members.

Item 10 Director's Report

Christy Williams provided an overview of COVID-19 activities. On March 16, 2020, the NCT9-1-1 Continuity of Operations Plan (COOP) was activated. NCT9-1-1 utilizes Microsoft Teams to remain in contact and manage projects, as well as daily team calls including a daily Management Team call. In parallel, staff is in the process of making major updates to NCT9-1-1's COOP plan.

In addition, Christy provided an update on the legislative fee increase initiative. The Texas 9-1-1 Alliance is coordinating a proposal for a legislative fee increase from \$0.50 to \$0.90 on all wireless

communications. Greater Harris County is seeking to opt out of the fee increase due to its size, as it feel the increase would result in an unnecessary surplus of funding for its agency. The Board had no comments or questions regarding the item.

Attachment G

OTHER BUSINESS

The meeting was called to an end by President Roger Deeds at 1:22 PM.



North Central Texas Emergency Communications District

Item # 2020-09-02

Meeting Date: September 3, 2020

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

Item Title: Resolution Approving the Fiscal Year 2021 Strategic Plan

The North Central Texas Emergency Communications District (NCT9-1-1) develops a strategic plan annually to outline the proposed projects for the upcoming fiscal year, as well as forecast what projects are anticipated in the proceeding four (4) fiscal years. The strategic plan provides high-level direction for the funding of projects and reflects each of the District's six teams' areas of focus for the five-year period. The District's annual budget is crafted based on the projects supplied in the plan. In accordance with the District's bylaws, the Board of Managers is required to approve an annual strategic plan.

NCT9-1-1 staff has prepared the FY 2021 Strategic Plan as contained in Attachment B.

A draft resolution approving the FY 2021 North Central Texas Emergency Communications District Strategic Plan is attached for Board consideration.

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



Item # 2020-09-02

RESOLUTION APPROVING THE FISCAL YEAR 2021 STRATEGIC PLAN

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 creates an annual strategic plan outlining the program’s primary projects for the upcoming fiscal year; and

WHEREAS, staff has prepared the Fiscal Year 2021 NCT9-1-1 Strategic Plan and recommends its approval.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the Fiscal Year 2021 North Central Texas Emergency Communications District Strategic Plan.

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 September 3, 2020.

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



North Central Texas Emergency Communications District

Item # 2020-09-03

Meeting Date: September 3, 2020

Submitted By: Norman Marquart
NCTCOG Fiscal Manager

Item Title: Resolution Approving the Fiscal Year 2021 Budget and Setting the 9-1-1 Emergency Service Fee

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. Per the District’s bylaws, the Board of Managers is required to approve an annual budget, which includes setting the amount of the 9-1-1 emergency service fee. The statute provides the following related to the fee:

1. The amount of the fee may not exceed 50 cents per month for each line.
2. The fee must have uniform application throughout the District and be imposed in each participating county or municipality in the District.
3. The fee may be imposed only on the base rate charge or the charge’s equivalent, excluding charges for coin-operated telephone equipment.
4. The Board shall set the fee each fiscal year and notify each supplier in the District of any change to the fee by the 91st day after the effective date of the change.

Staff has prepared the FY 2021 budget as contained in Attachment C and recommends the fee amount formerly imposed by CSEC and for FY 2019 and FY 2020 of 50 cents per local exchange access line remain unchanged to meet forecasted expenditures of the District.

A draft resolution approving the FY 2021 North Central Texas Emergency Communications District budget, including setting the 9-1-1 emergency service fee at 50 cents, is attached for Board consideration.

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



Item # 2020-09-03

RESOLUTION APPROVING THE FISCAL YEAR 2021 BUDGET AND SETTING THE 9-1-1 EMERGENCY SERVICE FEE

WHEREAS, the North Central Texas Emergency Communications District (NCT9-1-1) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through the passage of resolutions by County Commissioners Courts and City Councils within the NCT9-1-1 service area; and,

WHEREAS, the NCT9-1-1 service area consists of Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer; and,

WHEREAS, NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provisioning of emergency communications services; and,

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Public Safety Answering Points within its 9-1-1 service area; and,

WHEREAS, staff has prepared the FY 2021 NCT9-1-1 Budget and recommends its approval, including setting the 9-1-1 emergency service fee at 50 cents per local exchange access line.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the FY 2021 North Central Texas Emergency Communications District Budget in the amount of \$10,199,370, including setting the 9-1-1 emergency service fee at 50 cents.

Section 2. The Executive Director and designees are authorized to receive federal, state, and local funding for FY 2021.

Section 3. The Executive Director and designees are authorized to transfer funds between programs and line items as necessary as allowed by applicable state and federal laws, regulations, and grant requirements.

Section 4. The Executive Director and designees are authorized to execute contracts for goods and services up to \$100,000 and to equip and provide facilities as allowed by applicable state and federal laws, regulations, and grant requirements.

Section 5. This resolution shall be in effect as of October 1, 2020.

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 September 3, 2020.

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



**NORTH CENTRAL TEXAS
EMERGENCY COMMUNICATIONS DISTRICT
PROPOSED BUDGET**

Fiscal Year 2021



NCT9-1-1
SAVING LIVES AND MAKING A DIFFERENCE

BUDGET EXECUTIVE SUMMARY
FISCAL YEAR 2021

MISSION AND GOALS STATEMENT

The North Central Texas Emergency Communications District (NCT9-1-1) is a 9-1-1 district with the responsibility to research, plan, implement, maintain, and coordinate a regional 9-1-1 system which serves as an integral part of public safety emergency communications in the region. NCT9-1-1 receives its funding from a 50-cent charge on all wireless and wireline telephone lines per Health and Safety code 772 Subchapter H.

A priority for the upcoming year is to focus on efficiency while maintaining the current level of 9-1-1 services. This must be done within current budgetary constraints by not entering into new projects with significant budget implications. When the program transitioned to a district in December 2018, it left funding with the Commission on State Emergency Communications (CSEC) as part of the transition negotiations. In addition, as a new district, the program must build up initial contingency and capital replacement funds. This requires disciplined planning and cooperation from the entire staff as they work to provide an exceptional 9-1-1 program for the region. Although challenging, these temporary budget implications were not unexpected. NCT9-1-1 will remain committed to our mission of *Saving Lives and Making a Difference!*

9-1-1 SERVICES

The NCT9-1-1 service area includes 14 counties and five municipalities in Dallas County: Balch Springs, Cockrell Hill, Sachse, Seagoville and Wilmer. The District provides 9-1-1 services to over 40 Public Safety Answering Points (PSAPs). The Board of Managers, represented by elected officials in each county in the service area, provides policy oversight of the District. In addition, the Strategic Advisory Committee fosters cooperation, collaboration, planning, and engagement regarding regional plans. NCT9-1-1 continues to administer the regional 9-1-1 system by managing and improving existing services and planning for the future of 9-1-1.

NCT9-1-1's budget for FY2021 is \$10,198,370.00. Primary areas of focus for the upcoming year include:

Network

The District has allocated approximately \$2.6 million to network costs in FY2021. This includes \$880,000 in Next Generation 9-1-1 (NG9-1-1) core services which remains a focus for the district. NCT9-1-1 began implementation of NG9-1-1 in 2008 by building an IP infrastructure consisting of 9-1-1 equipment and systems, as well as a network that would act as the backbone for future applications. The network and systems have been implemented and updated in a phased approach. Today the network transport layer and core services serve as the infrastructure of the NCT9-1-1 system. That platform will allow work on some "no cost" applications and services that sit on the infrastructure and can enhance the overall services 9-1-1 can provide to protect our first responders and enhance the response for the public.

In addition, the network costs include \$783,000 in telecommunications transfer costs, \$420,000 in hardware maintenance, and \$203,000 in a network security.

Equipment/Software Support and Maintenance

Approximately \$890,000 of the FY2021 budget is for equipment/software support and maintenance. This includes several large software maintenance agreements and digital mapping services.

County Reimbursements

Approximately \$600,000 of the FY2021 budget is set aside for county reimbursements including \$420,000 for county addressing reimbursement and \$170,000 for recorder reimbursements.



Contract Services

NCT9-1-1 utilizes the expertise of consultants at various times throughout the year. The budget for contract services is \$382,000. This is a reduction from the FY2020 budget of \$590,000. The program continues to reduce the budget required for external contractors as it builds its in-house expertise, which saves the program significant dollars.

Proposed Fiscal Year 2021 Revenue Budget
Budget Period: 10/01/2020-09/30/2021
Schedule A

Budget Category	Fiscal Year 2019 10 month Actual	Fiscal Year 2020 Budget	Proposed FY 2021	Comparison FY 2020 Budget	
				Amount	Percentage
				Change	Change
Wireless Funding CSEC	\$ 6,771,651	\$ 8,300,000	\$ 8,500,000	\$ 200,000	2.41%
Landline Receipts from Providers	1,318,752	2,200,000	1,800,000	(400,000)	-18.18%
Total Revenues	\$ 8,090,403	\$ 10,500,000	\$ 10,300,000	\$ (200,000)	-1.90%

Revenues are based on receipts from May 2019 - April 2020.

Wireless estimate includes NCT9-1-1 increase in State collections since January 2020.

Landline revenues are based on \$150,000 per month average.

Largest Landline Providers:	Avg Monthly Receipts
Southwestern Bell	48,000
Spectrum Advanced Services	27,000
CenturyLink	11,000
AT&T Corp	10,000
Total of largest providers	\$ 96,000
Annual amount from largest providers	\$ 1,152,000



Proposed Fiscal Year 2021 Operating Expenses
Budget Period: 10/01/2020-09/30/2021
Schedule B

Budget Category	Fiscal Year	Fiscal Year	Proposed	Comparison FY 2020 Budget	
	2019 10 month Actual	2020 Budget		Amount Change	Percentage Change
NCT9-1-1 Staff Costs					
FTE Authorized	28	33	33	-	0.00%
FTE Funded		30	30	-	0.00%
PTE	1	3	-	(3)	-100.00%
Salaries (1)	\$ 1,619,530	\$ 2,192,700	\$ 2,147,340	\$ (45,360)	-2.07%
Fringe Benefits (2)	714,754	1,034,954	1,058,640	23,686	2.29%
Indirect Costs (3)	410,295	571,295	567,460	(3,835)	-0.67%
Occupancy (4)	300,074	394,867	410,510	15,643	3.96%
NCTCOG IT Costs	150,516	196,300	196,600	300	0.15%
Travel (5)	53,588	73,000	65,710	(7,290)	-9.99%
Other Staff Costs	589,798	335,880	336,840	960	0.29%
Total NCT9-1-1 Staff Costs	\$ 3,838,557	\$ 4,798,996	\$ 4,783,100	\$ (15,896)	-0.33%
Cost of Operations					
Network (6)	\$ 1,418,057	\$ 2,499,860	\$ 2,599,240	\$ 99,380	3.98%
Equipment & Software Support & Maintenance (7)	16,991	438,830	886,830	448,000	102.09%
Contract Services (8)	189,899	971,300	381,950	(589,350)	-60.68%
Public Education	63,302	65,000	64,000	(1,000)	-1.54%
PSAP Training	13,864	40,950	46,250	5,300	12.94%
County Reimbursements (9)	334,011	645,000	590,000	(55,000)	-8.53%
Telecom (10)	262,309	655,400	532,450	(122,950)	-18.76%
Total Cost of Operations	\$ 2,298,434	\$ 5,316,340	\$ 5,100,720	\$ (215,620)	-4.06%
Capital Expenditures	\$ 873,569			\$ -	0.00%
NCTCOG Admin / Legal (Schedule C)	\$ 267,157	\$ 343,930	\$ 315,550	\$ (28,380)	-8.25%
Total Costs	\$ 7,277,718	\$ 10,459,266	\$ 10,199,370	\$ (259,896)	-2.48%



Proposed Fiscal Year 2020 Operating Expenses

Budget Period: 10/01/2020-09/30/2021

Schedule B Notes

1. **Salaries-** Temporary reduction of three FTEs is based on reduced budget. Positions will remain authorized but unfilled until funding is available. No change in funded FTEs as compared to the FY2020 budget.
2. **Fringe Benefits-** Fringe benefits are 49.3% of salaries. This is an increase from FY2020 (47.2%) primarily due to an increase in health insurance costs.
3. **Indirect Costs-** Indirect costs remain unchanged from FY2020, totaling 17.7% of salaries plus fringe benefits.
4. **Occupancy-** Rent totals \$21.61 per square foot. NCT9-1-1 currently rents 19,000 square feet. This is a \$0.82 per square foot increase as compared to FY2020 budget primarily due to the 2% annual adjustment plus increase in building operational expenses.
5. **Travel-** Travel is reduced due to COVID travel restrictions and aligns with actual costs from prior years.
6. **Network-** Network costs are primarily for 9-1-1 technical infrastructure. The major costs include:
 - NextGen core services - \$750,000
 - Professional services in connection with the core services - \$130,000
 - Telecommunication transport costs - \$783,000
 - System security - \$203,000
 - Software license renewals - \$267,000
 - Microwave Towers maintenance agreement - \$150,000
7. **Equipment and Software Support & Maintenance-** Increase as compared to the FY2020 budget is primarily due to:
 - Geocomm maintenance was prepaid in FY2019 for FY2020. This resulted in \$0 budget for FY2020. The FY2021 charge will total \$190,000. This includes MSAG Delta Processing, GeoLynx ECRF and LVF Spatial Router, 3 GeoLynx Data Manager licenses.
 - GIS team procured a new dispatch mapping system in FY2020. The purchase should be finalized in early FY2021 resulting in an annual cost of \$270,000.
8. **Contract Services-** Changes in contracts for FY2021 include:
 - Strategic Consulting Services with Mission Critical Partners and Federal Engineering reduced \$250,000 as compared to the FY2020 budget. There are less projects planned in FY2021 than in FY2020.
 - GIS pay as you go support block reduced \$70,000. Development of in-house expertise has reduced the need for this service.
 - Regional Fiber Research project reduced \$200,000. This project is scheduled to be completed in FY2020.
9. **County Reimbursements-** Reduction is due to:
 - Recorder reimbursements reduced by \$30,000. This matches the scheduled replacements for FY2021.
 - Costs associated with PSAP equipment moves reduced \$25,000 for FY2021.
10. **Telecom-** The decrease is primarily due to the wireless cost recovery for Sprint, which will be fully paid at the end of FY2020.



**Proposed Fiscal Year 2020 NCTCOG Fiscal Agent Support
Budget Period: 10/01/2020-09/30/2021**

Schedule C

Budget Category	Fiscal Year 2020 Budget	Proposed FY 2021 Budget				Comparison FY 2020 Budget	
		Accounting	Marketing (1)	Legal	Total	Amount Change	Percentage Change
FTE	2.16	1.60		0.17	1.77	(0.39)	-18.06%
PTE							0.00%
Salaries	\$ 163,110	\$ 131,330		\$ 22,910	\$ 154,240	\$ (8,870)	-5.44%
Fringe Benefits	84,540	65,010		11,340	76,350	(8,190)	-9.69%
Indirect Costs	46,670	34,750		6,060	40,810	(5,860)	-12.56%
Facilities Allocation	8,250	5,790		1,050	6,840	(1,410)	-17.09%
Network Services Allocation	19,060	14,480		1,500	15,980	(3,080)	-16.16%
Travel	1,200	1,600			1,600	400	33.33%
Audit Services	16,000	16,000			16,000	-	0.00%
Staff Support	2,700	1,330			1,330	(1,370)	-50.74%
Training / Professional Development	2,400	2,400			2,400	-	0.00%
Total NCTCOG ADMIN / LEGAL	\$ 343,930	\$ 272,690	\$ -	\$ 42,860	\$ 315,550	\$ (28,380)	-8.25%

(1) Primary decrease is due to Marketing position removed from FY2021 budget. This was budgeted at 0.16 staff in FY2020 for a total budget of \$41,960.



Proposed Fiscal Year 2020 Authorized Staffing Summary

Budget Period: 10/01/2020-09/30/2021

Schedule D

Position Title	Grade	Full Time		
		2019	2020	2021
9-1-1 Program Director	B-32	1	1	1
9-1-1 Technology Manager	B-28	1	1	1
9-1-1 GIS Manager	B-28	1	1	1
9-1-1 Solutions Architect	B-27	1	1	1
9-1-1 Data Manager (a)	B-26			1
9-1-1 Operations Manager (d)	B-26	1	0.5	1.0
9-1-1 System Administrator II	B-26	1	1	1
9-1-1 Network Engineer	B-26	2	2	2
9-1-1 Strategic Services Manager	B-26	1	1	1
9-1-1 Field Support Supervisor	B-25	1	1	1
9-1-1 System Administrator I	B-24	1	1	1
9-1-1 GIS Data Administrator	B-24	1	1	1
9-1-1 GIS Solutions Analyst II (f)	B-24			1
9-1-1 Database Supervisor (a)	B-23	1	1	
9-1-1 GIS Data Supervisor (b)	B-23	1	1	
9-1-1 Operations Supervisor	B-23	1	1	1
9-1-1 GIS Project Coordinator (b)	B-23			1
9-1-1 Technical Specialist IV (c)	B-22	1	1	3
9-1-1 Database Analyst II	B-22	1	1	1
9-1-1 GIS Specialist III (e) (f)	B-22	4	4	4
9-1-1 Training Coordinator	B-21	1	1	1
9-1-1 Digital Training Coordinator (g)	B-21	-	0.5	
9-1-1 Visual Media Coordinator (g)	B-21			1
9-1-1 Quality Assurance Coordinator	B-21	1	1	1
9-1-1 Communications Coordinator	B-21	1	1	1
9-1-1 Operations Specialist	B-21	1	1	
9-1-1 Administrative Program Coordinator	B-21	1	1	1
9-1-1 Technical Specialist III (c) (e)	B-20	3	3	-
9-1-1 Project Specialist (d)	B-18	2	2	2
Sr Administrative Assistant	A-17	1	1	1
Administrative Assistant II (d)	A-15	1	1	1
Totals		33	33	33

Position Title	Grade	Temporary / Part Time		
		2019	2020	2021
Intern	A-09	3	3	-
Totals		3	3	-

- (a) Position promoted to Data Manager (B26) from Database Supervisor (B23)
- (b) Title change from GIS Data Supervisor to GIS Project Coordinator (B23)
- (c) 2 Technical Specialists promoted to Technical Specialist IV
- (d) Four total positions. One position - Project Specialist is funded, remaining 3 positions are unfunded.
- (e) Vacant Technical Specialist III position moved to GIS Specialist III
- (f) GIS Specialist III promotion to GIS Solutions Analyst II
- (g) Title change from Digital Training Coordinator to Visual Media Coordinator. Same pay grade



North Central Texas Emergency Communications District

Item # 2020-09-04

Meeting Date: September 3, 2020

Submitted By: James Powell
Assistant General Counsel

Item Title: Resolution Adopting Revised NCT9-1-1 Bylaws

The North Central Texas Emergency Communications District (NCT9-1-1) Bylaws currently require a majority of the appointed Board members be present to conduct regular business meetings. This quorum requirement is contained in Section 2.7 of the Bylaws. The Board and staff have reviewed and discussed several potential options to address the issue of not meeting quorum and determined amending the Bylaws was the preferred approach. A copy of the revision was transmitted to the Board and reflects the quorum change in Section 2.7 from a majority of the appointed Board members to one-third of the appointed Board members. The revised text is also shown below:

Section 2.7. ~~A majority~~ **One-third (1/3)** of the appointed Board members shall constitute a quorum for the transaction of business.

A draft resolution adopting the revised NCT9-1-1 Bylaws is attached for Board consideration.

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



Item # 2020-09-04

RESOLUTION ADOPTING REVISED NCT9-1-1 BYLAWS

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 NCT9-1-1 Board of Managers desires to amend the current quorum requirement of Section 2.7 of the NCT9-1-1 Bylaws from a majority of the appointed members to one-third of the appointed members in office.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers adopts the revised NCT9-1-1 Bylaws consistent with Attachment D.

Section 2. This resolution shall be in effect immediately upon 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 September 3, 2020.

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



**BYLAWS
OF THE
NORTH CENTRAL TEXAS
EMERGENCY COMMUNICATIONS DISTRICT (NCT9-1-1)**

ARTICLE I: CREATION AND AUTHORITY

- 1.1. The North Central Texas Emergency Communications District (hereinafter “NCT9-1-1” or “District”) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code through the passage of resolutions by County Commissioners Courts and City Councils within the District's service area.
- 1.2. The service area of the District consists of all cities within Collin, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Wise counties not served by another emergency communications district, as well as the cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer in Dallas County.
- 1.3. NCT9-1-1 is a political subdivision of the State and carries out essential governmental functions related to the provision of 9-1-1 emergency communications services to all jurisdictions served by the District.

ARTICLE II: BOARD OF MANAGERS

- 2.1. NCT9-1-1 shall be governed by a Board of Managers (hereinafter the “Board”), consisting of elected officials. Each member county may have one Board member, with the exception of the largest county by population, which may have up to six Board members. In addition, one Board member will represent all member cities located in Dallas County. Each Board member shall represent an entity that serves as a Public Safety Answering Point (PSAP). The Board shall be comprised of a maximum of 19 members.
- 2.2. The County Judge of each member county has responsibility to notify NCT9-1-1 of their Board member appointment, except that each member city in Collin County with a Public Safety Answering Point (PSAP) shall be responsible for notifying of its Board member's appointment and the member cities in Dallas County shall be responsible for mutually agreeing to and notifying of their Board member's appointment. Each Board member's term of office shall be two years. Terms will be staggered with half of the initial Board serving a one-year initial term. The length of a Board member's initial term will be determined by a lottery process at the first regularly scheduled meeting. Board members may serve multiple terms.
- 2.3. Regular meeting attendance is expected of Board Members. It is the responsibility of each jurisdiction with a serving Board member(s) to encourage and ensure attendance.
- 2.4. Vacancies occurring during the regular term of a Board Member will be filled for the remainder of the term through appointment consistent with Article 2.2. herein.
- 2.5. The Board shall meet at least quarterly and may meet more frequently as it determines necessary. Meetings will be held at NCT9-1-1 offices. Additional meetings may be called by the President, the Executive Director, or by written request of at least three Board members.
- 2.6. The officers of the Board shall be President, Vice-President and a Secretary, who shall be members



of the Board, and who shall be elected by the Board at its 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 as a replacement has been duly elected. If both the President and Vice-President are absent at any meeting, Board Members in attendance shall designate a presiding officer pro tem. The President or other presiding Board Member shall vote only in case of a tie.

- 2.7. One-third (1/3) of the appointed Board members shall constitute a quorum for the transaction of business.
- 2.8. The Board shall appoint a technical advisory committee comprised of staff members from the public safety community within the District. Management level experience is preferred. The Board shall be empowered to appoint additional committees as deemed necessary to carry out Board business.
- 2.9. NCT9-1-1 is subject to, and shall operate in accordance with, the Texas Public Information Act and the Texas Open Meetings Act.
- 2.10.A Board member may be removed from his/her position on the Board for cause by a two-thirds majority vote by the total Board members.

ARTICLE III: BOARD OF MANAGERS RESPONSIBILITIES

- 3.1. The Board shall be the governing body of NCT9-1-1 and its duties shall include to name, control, and manage the district.
- 3.2. The Board shall annually adopt NCT9-1-1's strategic plan, budget, and service fee providing for current operation of the District.
- 3.3. The Board may adopt, alter or amend the policies of the District.

ARTICLE IV: ADMINISTRATION

- 4.1. In accordance with Sec. 772.609 of the Health and Safety Code, the Executive Director of the North Central Texas Council of Governments shall serve as the Executive Director of the District and be empowered to employ and compensate professional staff to perform NCT9-1-1 duties, which shall remain employees of the North Central Texas Council of Governments for all purposes
- 4.2. The North Central Texas Council of Governments shall function as the fiscal and administrative agent for the District, in accordance with Sec. 772.609 of the Health and Safety Code.

ARTICLE V: DISSOLUTION

- 5.1. The District may be dissolved by majority approval of a dissolution resolution by the Board (in accordance with Chapter 772.621 Health and Safety Code) and its duties will revert back to the North Central Texas Council of Governments.

ARTICLE VI: AMENDMENTS

- 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.
- 6.2. The proposed text of any amendment shall be furnished to all Board Members at least 10 calendar days prior to the meeting at which the amendment is to be considered by the Board.



North Central Texas Emergency Communications District

Item # 2020-09-05

Meeting Date: September 3, 2020

Submitted By: Jessie Shadowens-James
9-1-1 Strategic Services Manager

Item Title: Resolution Authorizing a Contract with Mission Critical Partners, LLC, for Public Safety Strategic Consulting

The North Central Texas Emergency Communications District (NCT9-1-1) utilizes public safety consultants to complete a variety of projects for the program. Examples include, but are not limited to: network design, contingency planning, equipment installation, contract negotiation, technical requirement writing, and pre-procurement research. These consultants are utilized to supplement in-house expertise and third-party contractors.

In previous years, these consultants have been procured utilizing cooperative purchasing mechanisms such as the Department of Information Resources contracts.

In coordination with NCT9-1-1 Program staff, last year the North Central Texas Council of Governments (NCTCOG) SHARE cooperative purchasing program conducted a procurement for public safety strategic consulting services. In August 2019, NCTCOG entered into contract #2019-074 with Mission Critical Partners, LLC, as part of its SHARE cooperative purchasing program. NCT9-1-1 is able to utilize this cooperative contract which satisfies local procurement requirements.

A draft resolution authorizing a FY 2021 contract with Mission Critical Partners, LLC, in an amount not to exceed \$250,000, is attached for Board consideration.

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



Item # 2020-09-05

**RESOLUTION AUTHORIZING A CONTRACT WITH MISSION CRITICAL PARTNERS, LLC, FOR
PUBLIC SAFETY STRATEGIC CONSULTING**

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 desires to enter into a contract with Mission Critical Partners, LLC, to provide various public safety related consulting services utilizing NCTCOG SHARE contract #2019-074; 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 Mission Critical Partners, LLC, for public safety strategic consulting, in an amount not to exceed \$250,000, be and is hereby approved.

Section 2. The Executive Director or designee is authorized 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 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 September 3, 2020.

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



North Central Texas Emergency Communications District

Item # 2020-09-06

Meeting Date: September 3, 2020

Submitted By: Clay Dilday
NCT9-1-1 Technology Manager

Item Title: Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licenses
Renewals and Additional Licenses

The core hardware components of the NCT9-1-1 infrastructure rely heavily on several Microsoft licenses components, such as SQL Server Enterprise Edition, Windows Server Datacenter Edition, Windows Server Standard Edition, Windows Remote Desktop Services, Software Assurance, etc.

NCT9-1-1 initially purchased these Microsoft licenses, which are up for renewal, from SHI Government Solutions via DIR cooperative contract #DIR-TSO-4092. Due to an increase in hardware infrastructure it is also necessary to purchase additional licenses to maintain compliance with Microsoft licensing requirements.

A draft resolution authorizing renewals of existing licenses, as well as the purchase of additional licenses and three-year renewals from SHI Government Solutions in a not to exceed amount of \$500,000, is attached for Board consideration.

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



Item # 2020-09-06

RESOLUTION AUTHORIZING A CONTRACT WITH SHI GOVERNMENT SOLUTIONS FOR MICROSOFT LICENSES RENEWALS AND ADDITIONAL LICENSES

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, NCT9-1-1 desires to renew existing Microsoft licenses and procure additional required licenses from SHI Government Solutions via cooperative contract #DIR-TSO-4092; 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 SHI Government Solution, for Microsoft licenses, for a maximum three (3) year term and in an amount not to exceed \$500,000, 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 September 3, 2020.

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



2019 NCT9-1-1 Award Winners

2019 Agency of the Year – Somervell County Sheriff’s Office

2019 Telecommunicator of the Year – Katie Gregory-Tims, Wise County Sheriff’s Office

2019 Telecommunications Team of the Year – Frisco Police Department

2019 Supervisor of the Year – Andrew Silva, McKinney Police Department

2019 Public Education Professional of the Year – Amber McQuitty, Frisco Police Department

2019 Training Professional of the Year – Tiffany McDorman, Prosper Police Department

2019 TDD/TTY Above and Beyond – Rockwall County Sheriff’s Office with 697, which was a 250% increase from the previous year.

- PSAP overall TDD results for FY 2018-2019 – 33533

145 Telecommunications (including Supervisors/Managers/Support staff) from across the region selected the following winners participating in an online survey:

- Telecommunicator of the Year
- Telecommunications Team of the Year
- Public Education Professional of the Year
- Training Professional of the Year
- Supervisor of the Year

NCT9-1-1 staff based on set criteria select agency of the Year.

The 9-1-1 Quality Assurance Coordinator, based on set criteria, selects TDD /TTY Above and Beyond.

Website - <https://www.nct911.org/2019-annual-911-awards/>



FINANCIAL STATUS REPORT
FOR TEN MONTHS ENDING: JULY 31, 2020

REVENUES: (1)					
Revenue Category	Revenue Budget	10 Mo. Target	Actual Revenue	Amount Remaining	% of Target Earned
Wireless	8,300,000	6,916,667	7,026,170	1,273,830	101.58%
Landline	2,200,000	1,833,333	1,493,551	706,449	81.47%
Other Revenue	0	0	46	(46)	100.00%
Total Revenue	10,500,000	8,750,000	8,519,767	1,980,233	97.37%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	10 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,192,700	1,827,250	1,696,476	496,224	92.84%
Fringe Benefits	1,034,954	862,462	797,111	237,843	92.42%
NCTCOG Indirect Costs	571,295	476,079	441,365	129,930	92.71%
Occupancy	394,867	329,056	324,505	70,362	98.62%
NCTCOG Information Technology	196,300	163,583	163,593	32,707	100.01%
Travel	73,000	60,833	20,274	52,726	33.33%
Other Staff Costs	333,540	277,950	140,245	193,295	50.46%
Total NCT9-1-1 Staff Costs	4,796,656	3,997,213	3,583,569	1,213,087	89.65%
FISCAL AGENT SUPPORT (3)					
Category	Budget	10 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	343,930	286,608	235,957	107,973	82.33%
COST OF OPERATIONS (4)					
Categories	Budget	10 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	1,988,790	1,657,324	1,820,808	167,982	109.86%
Equipment and Software Supp & Maint	802,970	669,142	615,317	187,653	91.96%
Contract Services	971,300	809,417	162,588	808,712	20.09%
Security	149,270	124,392	21,556	127,714	17.33%
Communications (Public Education)	65,000	54,167	16,923	48,077	31.24%
PSAP Training	40,950	34,125	6,090	34,860	17.85%
Telecom	655,400	546,167	508,081	147,319	93.03%
County Reimbursements	645,000	537,500	378,581	266,419	70.43%
Total Cost of Operations	5,318,680	4,432,234	3,529,944	1,788,736	79.64%
CAPITAL EXPENDITURES					
Category	Budget	10 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	0	0	0	0	100.00%
TOTAL EXPENDITURES					
Category	Budget	10 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	10,459,266	8,716,055	7,349,470	3,109,796	84.32%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 97% of 10 month target. Budget was completed in spring of 2019 with limited collection information.</p> <p>A. Wireless revenue -(102% of target)</p> <ol style="list-style-type: none"> 1. Wireless budget was developed based on a monthly average of \$692,000. Actual for FY2020 has averaged \$702,000. 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>B. Landline revenue - (81% of target)</p> <ol style="list-style-type: none"> 1. Landline budget was developed based on a monthly average totaling \$183,000 per month. Actual receipts have averaged \$149,000 for Fiscal Year 2020.
2	NCT9-1-1 Staff Costs	<p>Costs total 90% of 10 month budget target.</p> <p>A. Salaries, fringe benefits and indirect costs-(93% of target)- below budget primarily due to:</p> <ol style="list-style-type: none"> 1. 2 (two) FTE unfilled positions. <p>B. Travel-(33% 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-(50% of target)</p> <ol style="list-style-type: none"> 1. Texas 9-1-1 Alliance annual payment to be made in September. 2. Supplies below target due to COVID, staff working remotely 3. 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.
3	Fiscal Agent Support	<p>Costs total 82% of 10 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 1.70.</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 2020.</p>

NOTES (Continued)

Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 80% of target</p> <p>A.</p> <p>9-1-1 Network-(110% 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 September. This accounts for \$95,000 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. Contract Services-(20% of target) - Primarily due to two factors:</p> <ol style="list-style-type: none"> 1. Less projects than projected for strategic consulting. <ol style="list-style-type: none"> a. Strategic consulting with MCP and Federal Engineering accounts for \$332,000 of the expenditure variance rate. b. MCP Smart Project accounts for \$73,000 of the expenditure variance rate. c. Fiber buildout research project accounts for \$83,000 of the expenditure variance. 2. GIS pay as you go accounts for \$82,000 of the expenditure variance rate. This is for support when needed. Development of in-house expertise has reduced the need for this service. <p>C. Security - (17% of target) - primarily due to the following:</p> <ol style="list-style-type: none"> 1. System security assessment not completed accounts for \$62,500 of the expenditure variance. 2. No border sessions controls purchased to date accounts for \$42,000 of the expenditure variance. Projected to be purchased in final quarter. <p>Expenses expected to be closer to target by end of fiscal year.</p> <p>D. County reimbursements- (70% of target)</p> <ol style="list-style-type: none"> 1. Only \$63,000 of the \$170,000 reimbursed for recorders in Fiscal Year 2020. Due to COVID, fewer PSAPs have been able to replace recorders.

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>
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Quality Assurance / Monitoring

Number of Monitoring Visits

0

Number of Findings: 0

Communication

Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
May-20	16138	18340	1299	36
Jun-20	7264	8160	329	24
Jul-20	11567	12098	1066	23

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>
May-20	18766	323	45	62	64	45	0
Jun-20	21301	371	56	62	72	62	0
Jul-20	14283	293	26	36	16	36	2

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
May-20	7000	6400	88%	0:32
Jun-20	7100	6500	89%	0:33
Jul-20	7300	8200	90%	0:28

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>
May-20	736	142	278	5168	69	0
Jun-20	731	113	215	5038	38	0
Jul-20	926	103	290	3660	70	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
May-20	0
Jun-20	0
Jul-20	5,000



Public Education Events

<u>Date</u>	<u>Name of Event</u>	<u>Agency</u>
7/3/2020	Sunnyvale Police Department Public Exposure	Sunnyvale Police Department
7/4/2020	Fourth of July Parade	Stephenville Police Department

Service Interruptions

Number of Outages: 0

GIS Errors

<u>County</u>	<u>May-20</u>	<u>Jun-20</u>	<u>Jul-20</u>
Collin	1,369	1,123	1,167
Dallas	909	377	286
Ellis	56	91	36
Erath	14	7	14
Hood	2	5	8
Hunt	6	31	2
Johnson	93	36	410
Kaufman	150	263	215
Navarro	20	22	23
Palo Pinto	14	19	47
Parker	110	220	143
Rockwall	75	8	4
Somervell	8	10	11
Wise	127	126	120

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>
May-20	112,119	1,006	0.90%	99.10%
Jun-20	123,948	1,007	0.81%	99.19%
Jul-20	126,908	1,310	1.03%	98.97%

**PSAP Call Volume Statistics
May-20**

COUNTY	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDONED
COLLIN	ALLEN POLICE DEPARTMENT	142	77	2,358	49	7	2,633	138	227
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	74	41	2,681	8	1	2,805	207	157
WISE	BRIDGEPORT POLICE DEPARTMENT	80	1	131	0	0	212	5	9
JOHNSON	CLEBURNE POLICE DEPARTMENT	150	47	1,301	6	5	1,509	95	119
DALLAS	COCKRELL HILL POLICE DEPARTMENT	61	7	48	0	0	116	0	3
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	133	61	4,356	34	5	4,589	359	513
HUNT	COMMERCE POLICE DEPARTMENT	24	18	272	2	0	316	15	28
NAVARRO	CORSICANA POLICE DEPARTMENT	147	40	1,225	22	2	1,436	58	87
WISE	DECATUR POLICE DEPARTMENT	51	38	298	5	0	392	6	45
ERATH	DUBLIN POLICE DEPARTMENT	24	0	81	0	1	106	3	5
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	84	22	3,073	3	8	3,190	187	282
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	36	5	848	1	3	893	103	88
KAUFMAN	FORNEY POLICE DEPARTMENT	61	12	880	8	3	964	59	78
COLLIN	FRISCO POLICE DEPARTMENT	238	172	4,996	22	9	5,437	382	667
HUNT	GREENVILLE POLICE DEPARTMENT	157	97	1,792	9	3	2,058	163	170
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	251	26	2,112	17	1	2,407	114	189
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	141	20	2,823	8	4	2,996	276	324
JOHNSON	JOHNSON COUNTY ESD	146	29	798	0	0	973	26	4
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	172	36	3,879	11	1	4,099	287	350
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	196	39	4,261	22	6	4,524	334	366
PARKER	LIFECARE EMS	80	47	614	0	0	741	14	0
COLLIN	MCKINNEY POLICE DEPARTMENT	302	228	4,725	45	12	5,312	250	568
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	60	40	682	2	1	785	50	73
COLLIN	MURPHY POLICE DEPARTMENT	21	10	209	0	2	242	2	14
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	121	4	1,809	8	4	1,946	73	140
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	121	4	1,809	15	4	1,953	177	151
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	44	12	938	7	2	1,003	65	92
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	169	27	3,848	5	5	4,054	248	343
COLLIN	PROSPER POLICE DEPARTMENT	31	3	570	8	2	614	21	47
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	39	12	1,449	61	0	1,561	61	142
ROCKWALL	ROCKWALL POLICE DEPARTMENT	181	34	1,921	23	9	2,168	62	199
DALLAS	SACHSE POLICE DEPARTMENT	24	55	498	0	1	578	17	45
DALLAS	SEAGOVILLE POLICE DEPARTMENT	49	23	1,100	15	0	1,187	96	93
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	46	5	433	12	0	496	35	57
PARKER	SPRINGTOWN POLICE DEPARTMENT	45	21	560	0	1	627	14	55
ERATH	STEPHENVILLE POLICE DEPARTMENT	17	6	122	0	0	145	2	8
KAUFMAN	TERRELL POLICE DEPARTMENT	122	52	1,071	1	1	1,247	63	160
ELLIS	WAXAHACHIE POLICE DEPARTMENT	118	28	1,876	4	9	2,035	51	129
PARKER	WEATHERFORD POLICE DEPARTMENT	90	42	1,163	4	1	1,300	74	67
DALLAS	WILMER POLICE DEPARTMENT	2	16	459	0	0	477	20	54
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	51	14	1,895	9	2	1,971	103	135

Jun-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	115	80	2,481	5	6	2,687	128	227
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	84	49	2,560	2	4	2,699	135	175
WISE	BRIDGEPORT POLICE DEPARTMENT	85	3	142	0	0	230	4	15
JOHNSON	CLEBURNE POLICE DEPARTMENT	144	46	1,260	2	1	1,453	76	107
DALLAS	COCKRELL HILL POLICE DEPARTMENT	76	9	56	0	0	141	0	1
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	147	76	5,251	14	8	5,496	213	531
HUNT	COMMERCE POLICE DEPARTMENT	28	9	249	1	0	287	7	22
NAVARRO	CORSICANA POLICE DEPARTMENT	118	56	1,150	6	1	1,331	53	73
WISE	DECATUR POLICE DEPARTMENT	64	36	316	1	0	417	13	34
ERATH	DUBLIN POLICE DEPARTMENT	18	1	74	0	0	93	2	1
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	84	33	3,288	3	7	3,415	183	272
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	31	4	839	1	0	875	67	80
KAUFMAN	FORNEY POLICE DEPARTMENT	46	19	860	0	1	926	42	63
COLLIN	FRISCO POLICE DEPARTMENT	276	168	5,395	12	13	5,864	218	683
HUNT	GREENVILLE POLICE DEPARTMENT	138	106	1,856	12	2	2,114	112	170
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	719	45	2,176	2	1	2,943	136	257
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	112	45	2,799	8	3	2,967	221	309
JOHNSON	JOHNSON COUNTY ESD	153	35	875	0	0	1,063	18	4
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	151	35	4,045	4	0	4,235	224	285
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	174	49	4,313	17	4	4,557	250	329
PARKER	LIFECARE EMS	77	40	584	0	0	701	10	0
COLLIN	MCKINNEY POLICE DEPARTMENT	228	243	5,076	7	21	5,575	243	543
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	46	26	689	3	0	764	47	68
COLLIN	MURPHY POLICE DEPARTMENT	25	16	398	1	3	443	12	24
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	69	5	1,851	1	5	1,931	71	166
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	69	5	1,851	3	5	1,933	138	136
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	30	11	855	1	0	897	38	95
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	112	31	3,876	3	5	4,027	164	308
COLLIN	PROSPER POLICE DEPARTMENT	10	11	577	1	1	600	18	50
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	40	8	1,510	3	2	1,563	50	134
ROCKWALL	ROCKWALL POLICE DEPARTMENT	123	59	1,959	2	3	2,146	52	200
DALLAS	SACHSE POLICE DEPARTMENT	13	74	450	0	0	537	6	53
DALLAS	SEAGOVILLE POLICE DEPARTMENT	44	20	1,218	9	1	1,292	83	122
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	47	3	350	0	0	400	18	53
PARKER	SPRINGTOWN POLICE DEPARTMENT	55	25	559	0	0	639	12	57
ERATH	STEPHENVILLE POLICE DEPARTMENT	10	2	135	0	0	147	0	8
KAUFMAN	TERRELL POLICE DEPARTMENT	152	55	1,079	2	3	1,291	46	166
ELLIS	WAXAHACHIE POLICE DEPARTMENT	138	33	1,988	1	5	2,165	39	153
PARKER	WEATHERFORD POLICE DEPARTMENT	125	50	1,131	2	2	1,310	51	75
DALLAS	WILMER POLICE DEPARTMENT	13	9	408	0	2	432	16	45
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	48	12	2,009	3	5	2,077	119	139

Jul-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	129	88	2,537	50	6	2,810	158	207
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	63	54	2,552	11	1	2,681	158	151
WISE	BRIDGEPORT POLICE DEPARTMENT	82	1	131	0	0	214	6	9
JOHNSON	CLEBURNE POLICE DEPARTMENT	178	30	1,383	0	0	1,591	110	105
DALLAS	COCKRELL HILL POLICE DEPARTMENT	32	10	8	0	0	50	0	1
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	157	109	5,608	27	6	5,907	376	567
HUNT	COMMERCE POLICE DEPARTMENT	30	18	200	6	0	254	12	15
NAVARRO	CORSICANA POLICE DEPARTMENT	104	38	1,251	11	1	1,405	105	67
WISE	DECATUR POLICE DEPARTMENT	53	34	268	0	0	355	11	32
ERATH	DUBLIN POLICE DEPARTMENT	17	1	73	0	0	91	6	4
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	69	21	3,326	3	13	3,432	219	280
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	20	3	864	3	2	892	119	89
KAUFMAN	FORNEY POLICE DEPARTMENT	62	25	935	11	1	1,034	38	58
COLLIN	FRISCO POLICE DEPARTMENT	276	198	5,381	19	21	5,895	361	699
HUNT	GREENVILLE POLICE DEPARTMENT	108	113	1,892	11	3	2,127	138	163
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	258	52	2,366	4	4	2,684	181	257
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	120	27	2,747	3	3	2,900	216	320
JOHNSON	JOHNSON COUNTY ESD	168	30	1,015	0	0	1,213	18	5
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	165	38	4,374	6	0	4,583	326	325
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	167	46	4,770	19	4	5,006	415	385
PARKER	LIFECARE EMS	85	41	599	0	0	725	8	0
COLLIN	MCKINNEY POLICE DEPARTMENT	281	273	5,211	39	8	5,812	313	571
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	65	36	771	2	2	876	59	71
COLLIN	MURPHY POLICE DEPARTMENT	18	31	295	0	2	346	24	25
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	144	3	2,062	5	3	2,217	50	182
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	144	3	2,062	22	3	2,234	225	163
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	35	13	1,033	1	2	1,084	77	119
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	112	25	4,128	9	3	4,277	232	357
COLLIN	PROSPER POLICE DEPARTMENT	15	8	614	6	3	646	31	51
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	30	14	1,611	32	0	1,687	68	135
ROCKWALL	ROCKWALL POLICE DEPARTMENT	158	0	2,082	15	4	2,259	61	208
DALLAS	SACHSE POLICE DEPARTMENT	25	43	518	1	0	587	30	52
DALLAS	SEAGOVILLE POLICE DEPARTMENT	40	21	1,267	7	1	1,336	98	149
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	55	4	381	12	1	453	29	54
PARKER	SPRINGTOWN POLICE DEPARTMENT	63	25	269	0	2	359	14	37
ERATH	STEPHENVILLE POLICE DEPARTMENT	17	5	172	0	0	194	5	5
KAUFMAN	TERRELL POLICE DEPARTMENT	131	85	1,237	5	0	1,458	67	161
ELLIS	WAXAHACHIE POLICE DEPARTMENT	162	37	2,056	3	5	2,263	55	156
PARKER	WEATHERFORD POLICE DEPARTMENT	106	50	1,133	1	2	1,292	38	62
DALLAS	WILMER POLICE DEPARTMENT	7	9	424	0	0	440	27	58
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	93	15	2,023	2	4	2,137	121	129

**Board of Managers' Attendance
2020**

	Last Name	Fist Name	Entity	Appointee Title	1/24/2019	3/7/2019	6/6/2019	9/5/2019	12/8/2019	3/5/2020	6/4/2021
President	Deeds	Roger	Hood County	Sheriff	P	P	P	P	A	P	P
VP	Hodges	Jeff	City of Prosper	Councilmember	P	P	P	P	P	P	P
Secretary	Richards	Hal	Kaufman County	Judge	A	A	P	A	P	A	P
	Akin	N. Lane	Wise County	Sheriff	P	A	P	A	A	P	P
	Berthiaume	Jennifer	City of Murphy	Mayor Pro Tem	P	P	P	P	A	Vacant	P
	Caplinger	Gary	City of Allen	Mayor Pro Tem		n/a	n/a	n/a	n/a	n/a	P
	Chambers	Danny	Somervell County	Judge	P	P	P	A	P	P	P
	Coates	Matt	Erath County	Sheriff	P	A	A	P	A	A	A
	Crews	Kerry	Hunt County	Judge (JOP)		P	P	A	P	Vacant	P
	Eavenson	Harold	Rockwall County	Sheriff	P	P	P	P	A	A	A
	Long	Shane	Palo Pinto County	Judge	P	P	P	A	A	A	A
	Perry	Eddie	Navarro County	Commissioner	n/a	n/a	n/a	n/a	n/a	A	P
	Shemwell	La'Shadiion	City of McKinney	Councilmember	P	P	P	P	P	P	A
	Skinner	Jim	Collin County	Sheriff	A	A	P	P	A	P	P
	Sowell	Will	City of Frisco	Councilmember	A	A	P	A	A	A	A
	Stinson	Randy	Ellis County	Commissioner	P	P	P	P	P	P	P
	Stringer	Jerry	Johnson County	Commissioner	P	P	P	P	P	P	P
	Vacant	Vacant	Parker County								
	Vacant	Vacant	Dallas Co. Cities								
Attendance Code: P= Present; A=Absent; NM= No Meeting											