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

INFORMATIONAL ITEMS
7. NCT9-1-1 2019 Award Winners – Jason Smith
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).
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 – Sheriff, 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
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 are 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.
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.
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
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.
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
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

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>Fiscal Year 2019</th>
<th>Fiscal Year 2020</th>
<th>Proposed FY 2021</th>
<th>Comparison FY 2020 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10 month</td>
<td>Actual</td>
<td>Budget</td>
<td>Amount</td>
</tr>
<tr>
<td>Wireless Funding CSEC</td>
<td>$ 6,771,651</td>
<td>$ 8,300,000</td>
<td>$ 8,500,000</td>
<td>$ 200,000</td>
</tr>
<tr>
<td>Landline Receipts from Providers</td>
<td>1,318,752</td>
<td>2,200,000</td>
<td>1,800,000</td>
<td>(400,000)</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$ 8,090,403</strong></td>
<td><strong>$ 10,500,000</strong></td>
<td><strong>$ 10,300,000</strong></td>
<td><strong>$ (200,000)</strong></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Largest Landline Providers:</th>
<th>Avg Monthly Receipts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southwestern Bell</td>
<td>48,000</td>
</tr>
<tr>
<td>Spectrum Advanced Services</td>
<td>27,000</td>
</tr>
<tr>
<td>CenturyLink</td>
<td>11,000</td>
</tr>
<tr>
<td>AT&amp;T Corp</td>
<td>10,000</td>
</tr>
<tr>
<td><strong>Total of largest providers</strong></td>
<td><strong>$ 96,000</strong></td>
</tr>
<tr>
<td><strong>Annual amount from largest providers</strong></td>
<td><strong>$ 1,152,000</strong></td>
</tr>
</tbody>
</table>
## Proposed Fiscal Year 2021 Operating Expenses

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

### Schedule B

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>Fiscal Year 2019 10 month Actual</th>
<th>Fiscal Year 2020 Budget</th>
<th>Proposed FY 2021 Amount</th>
<th>Comparison FY 2020 Budget Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NCT9-1-1 Staff Costs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FTE Authorized</td>
<td>28</td>
<td>33</td>
<td>33</td>
<td>- 0.00%</td>
</tr>
<tr>
<td>FTE Funded</td>
<td>30</td>
<td>30</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>PTE</td>
<td>1</td>
<td>3</td>
<td>(3)</td>
<td>-100.00%</td>
</tr>
<tr>
<td>Salaries (1)</td>
<td>1,619,530</td>
<td>2,192,700</td>
<td>2,147,340</td>
<td>(45,360) -2.07%</td>
</tr>
<tr>
<td>Fringe Benefits (2)</td>
<td>714,754</td>
<td>1,034,954</td>
<td>1,058,640</td>
<td>23,686 2.29%</td>
</tr>
<tr>
<td>Indirect Costs (3)</td>
<td>410,295</td>
<td>571,295</td>
<td>567,460</td>
<td>(3,835) -0.67%</td>
</tr>
<tr>
<td>Occupancy (4)</td>
<td>300,074</td>
<td>394,867</td>
<td>410,510</td>
<td>15,643 3.96%</td>
</tr>
<tr>
<td>NCTCOG IT Costs</td>
<td>150,516</td>
<td>196,300</td>
<td>196,600</td>
<td>300 0.15%</td>
</tr>
<tr>
<td>Travel (5)</td>
<td>53,588</td>
<td>73,000</td>
<td>65,710</td>
<td>(7,290) -9.99%</td>
</tr>
<tr>
<td>Other Staff Costs</td>
<td>589,798</td>
<td>335,880</td>
<td>336,840</td>
<td>960 0.29%</td>
</tr>
<tr>
<td><strong>Total NCT9-1-1 Staff Costs</strong></td>
<td>$3,838,557</td>
<td>$4,798,996</td>
<td>$4,783,100</td>
<td>$(15,896) -0.33%</td>
</tr>
<tr>
<td><strong>Cost of Operations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network (6)</td>
<td>$1,418,057</td>
<td>$2,499,860</td>
<td>$2,599,240</td>
<td>$99,380 3.98%</td>
</tr>
<tr>
<td>Equipment &amp; Software Support &amp; Maintenance (7)</td>
<td>16,991</td>
<td>438,830</td>
<td>886,830</td>
<td>448,000</td>
</tr>
<tr>
<td>Contract Services (8)</td>
<td>189,899</td>
<td>971,300</td>
<td>381,950</td>
<td>(589,350) -60.68%</td>
</tr>
<tr>
<td>Public Education</td>
<td>63,302</td>
<td>65,000</td>
<td>64,000</td>
<td>(1,000) -1.54%</td>
</tr>
<tr>
<td>PSAP Training</td>
<td>13,864</td>
<td>40,950</td>
<td>46,250</td>
<td>5,300 12.94%</td>
</tr>
<tr>
<td>County Reimbursements (9)</td>
<td>334,011</td>
<td>645,000</td>
<td>590,000</td>
<td>(55,000) -8.53%</td>
</tr>
<tr>
<td>Telecom (10)</td>
<td>262,309</td>
<td>655,400</td>
<td>532,450</td>
<td>(122,950) -18.76%</td>
</tr>
<tr>
<td><strong>Total Cost of Operations</strong></td>
<td>$2,298,434</td>
<td>$5,316,340</td>
<td>$5,100,720</td>
<td>$(215,620) -4.06%</td>
</tr>
<tr>
<td><strong>Capital Expenditures</strong></td>
<td>$873,569</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>NCTCOG Admin / Legal (Schedule C)</strong></td>
<td>$267,157</td>
<td>$343,930</td>
<td>$315,550</td>
<td>$(28,380) -8.25%</td>
</tr>
<tr>
<td><strong>Total Costs</strong></td>
<td>$7,277,718</td>
<td>$10,459,266</td>
<td>$10,199,370</td>
<td>$(259,896) -2.48%</td>
</tr>
</tbody>
</table>
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 FY020 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 GeoLyns 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

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>Fiscal Year 2020 Budget</th>
<th>Proposed FY 2021 Budget</th>
<th>Comparison FY 2020 Budget</th>
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<tr>
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<td>FTE</td>
<td>Accounting</td>
<td>Marketing (1)</td>
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<td>FTE</td>
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<td>Salaries</td>
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<td>Indirect Costs</td>
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<td>Facilities Allocation</td>
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<td>Network Services Allocation</td>
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<td>Travel</td>
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<td>Audit Services</td>
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<td>Staff Support</td>
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<tr>
<td>Training / Professional Development</td>
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<td>$2,400</td>
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<tr>
<td><strong>Total NCTCOG ADMIN / LEGAL</strong></td>
<td><strong>$343,930</strong></td>
<td><strong>$272,690</strong></td>
<td><strong>$42,860</strong></td>
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</table>

(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

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Grade</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
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<tbody>
<tr>
<td>9-1-1 Program Director</td>
<td>B-32</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>9-1-1 Technology Manager</td>
<td>B-28</td>
<td>1</td>
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<td>1</td>
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<tr>
<td>9-1-1 GIS Manager</td>
<td>B-28</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>9-1-1 Solutions Architect</td>
<td>B-27</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<tr>
<td>9-1-1 Data Manager (a)</td>
<td>B-26</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>9-1-1 Operations Manager (d)</td>
<td>B-26</td>
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<tr>
<td>9-1-1 System Administrator II</td>
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<td>9-1-1 Network Engineer</td>
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<td>9-1-1 Strategic Services Manager</td>
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<tr>
<td>9-1-1 Field Support Supervisor</td>
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<tr>
<td>9-1-1 System Administrator I</td>
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<tr>
<td>9-1-1 GIS Data Administrator</td>
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<td>9-1-1 GIS Solutions Analyst II (f)</td>
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<tr>
<td>9-1-1 Database Supervisor (a)</td>
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<tr>
<td>9-1-1 GIS Data Supervisor (b)</td>
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<tr>
<td>9-1-1 Operations Supervisor</td>
<td>B-23</td>
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<td>1</td>
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<tr>
<td>9-1-1 GIS Project Coordinator (b)</td>
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<tr>
<td>9-1-1 Technical Specialist IV (c)</td>
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<td>9-1-1 GIS Specialist III (e) (f)</td>
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<tr>
<td>9-1-1 Training Coordinator</td>
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<tr>
<td>9-1-1 Digital Training Coordinator (g)</td>
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<tr>
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<tr>
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<td>Sr Administrative Assistant</td>
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<tr>
<td>Administrative Assistant II (d)</td>
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<table>
<thead>
<tr>
<th>Position Title</th>
<th>Grade</th>
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<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
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<td>Intern</td>
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<tr>
<td><strong>Totals</strong></td>
<td></td>
<td>3</td>
<td>3</td>
<td>-</td>
</tr>
</tbody>
</table>

### Notes:

- (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
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 to 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.
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
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.
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.
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.

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.

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

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


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.
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.

### REVENUES: (1)

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<th>10 Mo. Target</th>
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<th>% of Target Earned</th>
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<td>7,026,170</td>
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<td>Landline</td>
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<td>1,493,551</td>
<td>706,449</td>
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<td>Other Revenue</td>
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<td><strong>Total Revenue</strong></td>
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<td><strong>8,750,000</strong></td>
<td><strong>8,519,767</strong></td>
<td><strong>1,980,233</strong></td>
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### EXPENDITURES:

#### NCT9-1-1 STAFF COSTS (2)

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<tr>
<th>Category</th>
<th>Budget</th>
<th>10 Mo. Target</th>
<th>Actual Expenditures</th>
<th>Amount Remaining</th>
<th>% of Target Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>2,192,700</td>
<td>1,827,250</td>
<td>1,696,476</td>
<td>496,224</td>
<td>92.84%</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>1,034,954</td>
<td>862,462</td>
<td>797,111</td>
<td>237,843</td>
<td>92.42%</td>
</tr>
<tr>
<td>NCTCOG Indirect Costs</td>
<td>571,295</td>
<td>476,079</td>
<td>441,365</td>
<td>129,930</td>
<td>92.71%</td>
</tr>
<tr>
<td>Occupancy</td>
<td>394,867</td>
<td>329,056</td>
<td>324,505</td>
<td>70,362</td>
<td>98.62%</td>
</tr>
<tr>
<td>NCTCOG Information Technology</td>
<td>196,300</td>
<td>163,583</td>
<td>163,593</td>
<td>32,707</td>
<td>100.01%</td>
</tr>
<tr>
<td>Travel</td>
<td>73,000</td>
<td>60,833</td>
<td>52,726</td>
<td>33.33%</td>
<td></td>
</tr>
<tr>
<td>Other Staff Costs</td>
<td>333,540</td>
<td>277,850</td>
<td>193,295</td>
<td>50.46%</td>
<td></td>
</tr>
<tr>
<td><strong>Total NCT9-1-1 Staff Costs</strong></td>
<td><strong>4,796,656</strong></td>
<td><strong>3,997,213</strong></td>
<td><strong>3,583,569</strong></td>
<td><strong>1,213,857</strong></td>
<td><strong>89.65%</strong></td>
</tr>
</tbody>
</table>

#### COST OF OPERATIONS (4)

<table>
<thead>
<tr>
<th>Categories</th>
<th>Budget</th>
<th>10 Mo. Target</th>
<th>Actual Expenditures</th>
<th>Amount Remaining</th>
<th>% of Target Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-1-1 Network</td>
<td>1,988,790</td>
<td>1,657,324</td>
<td>1,820,808</td>
<td>167,982</td>
<td>109.86%</td>
</tr>
<tr>
<td>Equipment and Software Supp &amp; Maint</td>
<td>802,970</td>
<td>669,142</td>
<td>615,317</td>
<td>187,653</td>
<td>91.96%</td>
</tr>
<tr>
<td>Contract Services</td>
<td>971,300</td>
<td>809,417</td>
<td>162,588</td>
<td>808,712</td>
<td>20.09%</td>
</tr>
<tr>
<td>Security</td>
<td>149,270</td>
<td>124,392</td>
<td>127,114</td>
<td>17.33%</td>
<td></td>
</tr>
<tr>
<td>Communications (Public Education)</td>
<td>60,080</td>
<td>54,167</td>
<td>16,923</td>
<td>48,077</td>
<td>31.24%</td>
</tr>
<tr>
<td>PSAP Training</td>
<td>40,950</td>
<td>34,125</td>
<td>34,860</td>
<td>17.85%</td>
<td></td>
</tr>
<tr>
<td>Telecom</td>
<td>655,400</td>
<td>546,167</td>
<td>147,319</td>
<td>93.03%</td>
<td></td>
</tr>
<tr>
<td>County Reimbursements</td>
<td>645,000</td>
<td>537,500</td>
<td>266,419</td>
<td>70.43%</td>
<td></td>
</tr>
<tr>
<td><strong>Total Cost of Operations</strong></td>
<td><strong>5,318,680</strong></td>
<td><strong>4,432,234</strong></td>
<td><strong>3,528,944</strong></td>
<td><strong>1,788,736</strong></td>
<td><strong>79.64%</strong></td>
</tr>
</tbody>
</table>

### CAPITAL EXPENDITURES

<table>
<thead>
<tr>
<th>Category</th>
<th>Budget</th>
<th>10 Mo. Target</th>
<th>Actual Expenditures</th>
<th>Amount Remaining</th>
<th>% of Target Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Expenditures</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100.00%</td>
</tr>
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</table>

### TOTAL EXPENDITURES

<table>
<thead>
<tr>
<th>Category</th>
<th>Budget</th>
<th>10 Mo. Target</th>
<th>Actual Expenditures</th>
<th>Amount Remaining</th>
<th>% of Target Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Totals</strong></td>
<td><strong>10,459,266</strong></td>
<td><strong>8,716,055</strong></td>
<td><strong>7,348,470</strong></td>
<td><strong>3,109,796</strong></td>
<td><strong>84.32%</strong></td>
</tr>
</tbody>
</table>
## NOTES

<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1             | Wireless / Landline Revenue | Total Revenues are 97% of 10 month target. Budget was completed in spring of 2019 with limited collection information.  
A. Wireless revenue -(102% of target)  
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.  
B. Landline revenue - (81% of target)  
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      | Costs total 90% of 10 month budget target.  
A. Salaries, fringe benefits and indirect costs-(93% of target)- below budget primarily due to:  
1. 2 (two) FTE unfilled positions.  
B. Travel-( 33% of target)- Due COVID, travel has been cancelled. This item will remain below target for remainder of fiscal year.  
C. Other staff costs-( 50% of target)  
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      | Costs total 82% of 10 month target. Includes costs for NCTCOG administration support (accounting) and legal services.  
A. The budget included approximately 2.16 FTEs. Actual FTE charges have been 1.70.  
B. There are fewer legal hours charged than planned at this point in the fiscal year.  
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. |
<table>
<thead>
<tr>
<th>Reference No.</th>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Cost of Operations</td>
<td>Costs total 80% of target</td>
</tr>
<tr>
<td></td>
<td>A.</td>
<td>9-1-1 Network-(110% of target) - This is primarily due to two factors:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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 to target at fiscal year end.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>B.</td>
<td>Contract Services-(20% of target) - Primarily due to two factors:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Less projects than projected for strategic consulting.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Strategic consulting with MCP and Federal Engineering accounts for $332,000 of the expenditure variance rate.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. MCP Smart Project accounts for $73,000 of the expenditure variance rate.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>c. Fiber buildout research project accounts for $83,000 of the expenditure variance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>C.</td>
<td>Security - (17% of target) - primarily due to the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. System security assessment not completed accounts for $62,500 of the expenditure variance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. No border sessions controls purchased to date accounts for $42,000 of the expenditure variance. Projected to be purchased in final quarter.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Expenses expected to be closer to target by end of fiscal year.</td>
</tr>
<tr>
<td></td>
<td>D.</td>
<td>County reimbursements- (70% of target)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>
## Training

Number of Agencies: 0

<table>
<thead>
<tr>
<th>Date</th>
<th>Course Name</th>
<th>Course Description</th>
<th>Number of Attendees</th>
<th>Agencies</th>
</tr>
</thead>
</table>

## Quality Assurance / Monitoring

Number of Monitoring Visits: 0

Number of Findings: 0

## Communication

### Facebook

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

### Twitter

<table>
<thead>
<tr>
<th>Dates</th>
<th>Impressions</th>
<th>Engagements</th>
<th>Retweets</th>
<th>Likes</th>
<th>Clicks</th>
<th>Expands</th>
<th>Followers</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-20</td>
<td>18796</td>
<td>323</td>
<td>45</td>
<td>62</td>
<td>64</td>
<td>45</td>
<td>0</td>
</tr>
<tr>
<td>Jun-20</td>
<td>21301</td>
<td>371</td>
<td>56</td>
<td>62</td>
<td>72</td>
<td>62</td>
<td>0</td>
</tr>
<tr>
<td>Jul-20</td>
<td>14283</td>
<td>293</td>
<td>26</td>
<td>36</td>
<td>16</td>
<td>36</td>
<td>2</td>
</tr>
</tbody>
</table>

## Website

### Home Page Views

<table>
<thead>
<tr>
<th>Dates</th>
<th>Unique View</th>
<th>Users</th>
<th>Bounce Rate</th>
<th>Time on Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-20</td>
<td>7000</td>
<td>6400</td>
<td>88%</td>
<td>0:32</td>
</tr>
<tr>
<td>Jun-20</td>
<td>7100</td>
<td>6500</td>
<td>89%</td>
<td>0:33</td>
</tr>
<tr>
<td>Jul-20</td>
<td>7300</td>
<td>8200</td>
<td>90%</td>
<td>0:28</td>
</tr>
</tbody>
</table>

## Sources Overview

<table>
<thead>
<tr>
<th>Dates</th>
<th>Direct Traffic</th>
<th>Referrals</th>
<th>Social Media</th>
<th>Search</th>
<th>Email</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-20</td>
<td>736</td>
<td>142</td>
<td>278</td>
<td>5168</td>
<td>69</td>
<td>0</td>
</tr>
<tr>
<td>Jun-20</td>
<td>731</td>
<td>113</td>
<td>215</td>
<td>5038</td>
<td>38</td>
<td>0</td>
</tr>
<tr>
<td>Jul-20</td>
<td>926</td>
<td>103</td>
<td>290</td>
<td>3660</td>
<td>70</td>
<td>0</td>
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</table>

## Public Education Supplies

<table>
<thead>
<tr>
<th>Dates</th>
<th>Total Supplies Disbursed</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-20</td>
<td>0</td>
</tr>
<tr>
<td>Jun-20</td>
<td>0</td>
</tr>
<tr>
<td>Jul-20</td>
<td>5,000</td>
</tr>
</tbody>
</table>
## Public Education Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Name of Event</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/3/2020</td>
<td>Sunnyvale Police Department Public Exposure</td>
<td>Sunnyvale Police Department</td>
</tr>
<tr>
<td>7/4/2020</td>
<td>Fourth of July Parade</td>
<td>Stephenville Police Department</td>
</tr>
</tbody>
</table>

## Service Interruptions

<table>
<thead>
<tr>
<th>County</th>
<th>Number of Outages:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

## GIS Errors

### County

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

## Database

### ALI Bids with Location

<table>
<thead>
<tr>
<th>Period</th>
<th>Total ALI Bids</th>
<th>Total No Record Found</th>
<th>% of Calls without Location Information</th>
<th>% of Calls with Location Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-20</td>
<td>112,139</td>
<td>1,006</td>
<td>0.90%</td>
<td>99.10%</td>
</tr>
<tr>
<td>Jun-20</td>
<td>123,948</td>
<td>1,007</td>
<td>0.81%</td>
<td>99.19%</td>
</tr>
<tr>
<td>Jul-20</td>
<td>126,908</td>
<td>1,310</td>
<td>1.03%</td>
<td>98.97%</td>
</tr>
<tr>
<td>COUNTY</td>
<td>PSAP</td>
<td>WIRELINE</td>
<td>VOIP</td>
<td>WIRELESS</td>
</tr>
<tr>
<td>---------</td>
<td>-------------------------------------------</td>
<td>----------</td>
<td>------</td>
<td>----------</td>
</tr>
<tr>
<td>COLLIN</td>
<td>ALLEN POLICE DEPARTMENT</td>
<td>142</td>
<td>77</td>
<td>2,358</td>
</tr>
<tr>
<td>DALLAS</td>
<td>BARCH SPRINGS POLICE DEPARTMENT</td>
<td>74</td>
<td>41</td>
<td>2,681</td>
</tr>
<tr>
<td>WISE</td>
<td>BRIDGEPORT POLICE DEPARTMENT</td>
<td>80</td>
<td>1</td>
<td>131</td>
</tr>
<tr>
<td>JOHNSON</td>
<td>CLEBURNE POLICE DEPARTMENT</td>
<td>150</td>
<td>47</td>
<td>1,301</td>
</tr>
<tr>
<td>COLLIN</td>
<td>COLLIN COUNTY SHERIFF'S DEPARTMENT</td>
<td>133</td>
<td>61</td>
<td>4,356</td>
</tr>
<tr>
<td>HUNT</td>
<td>COMMERCIAL POLICE DEPARTMENT</td>
<td>24</td>
<td>18</td>
<td>272</td>
</tr>
<tr>
<td>NAVARRO</td>
<td>CORSICANA POLICE DEPARTMENT</td>
<td>147</td>
<td>40</td>
<td>1,225</td>
</tr>
<tr>
<td>WISE</td>
<td>DECURIT POLICE DEPARTMENT</td>
<td>51</td>
<td>38</td>
<td>298</td>
</tr>
<tr>
<td>ERATH</td>
<td>DUBLIN POLICE DEPARTMENT</td>
<td>84</td>
<td>22</td>
<td>3,073</td>
</tr>
<tr>
<td>ERATH</td>
<td>ERATH COUNTY SHERIFF'S DEPARTMENT</td>
<td>36</td>
<td>5</td>
<td>848</td>
</tr>
<tr>
<td>KAUFMAN</td>
<td>FORNEY POLICE DEPARTMENT</td>
<td>61</td>
<td>12</td>
<td>131</td>
</tr>
<tr>
<td>COLLIN</td>
<td>FRISCO POLICE DEPARTMENT</td>
<td>238</td>
<td>172</td>
<td>4,996</td>
</tr>
<tr>
<td>HUNT</td>
<td>GREENVILLE POLICE DEPARTMENT</td>
<td>157</td>
<td>97</td>
<td>1,792</td>
</tr>
<tr>
<td>HUNT</td>
<td>HUNTSVILLE COUNTY SHERIFF'S DEPARTMENT</td>
<td>251</td>
<td>26</td>
<td>2,112</td>
</tr>
<tr>
<td>JOHNSON</td>
<td>JOHNSON COUNTY SHERIFF'S DEPARTMENT</td>
<td>141</td>
<td>20</td>
<td>2,821</td>
</tr>
<tr>
<td>JOHNSON</td>
<td>JOHNSON COUNTY SHERIFF'S OFFICE</td>
<td>146</td>
<td>29</td>
<td>798</td>
</tr>
<tr>
<td>JOHNSON</td>
<td>JOHNSON COUNTY SHERIFF'S DIFFICULT</td>
<td>172</td>
<td>36</td>
<td>3,879</td>
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<tr>
<td>KAUFMAN</td>
<td>KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER</td>
<td>196</td>
<td>39</td>
<td>4,261</td>
</tr>
<tr>
<td>PARKER</td>
<td>LIFEISME SRS</td>
<td>80</td>
<td>47</td>
<td>614</td>
</tr>
<tr>
<td>COLLIN</td>
<td>MCKINNEY POLICE DEPARTMENT</td>
<td>302</td>
<td>228</td>
<td>4,725</td>
</tr>
<tr>
<td>PALO PINTO</td>
<td>MINERAL WELLS POLICE DEPARTMENT</td>
<td>60</td>
<td>40</td>
<td>682</td>
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<tr>
<td>COLLIN</td>
<td>MURPHY POLICE DEPARTMENT</td>
<td>21</td>
<td>10</td>
<td>209</td>
</tr>
<tr>
<td>NAVARRO</td>
<td>NAVARRO COUNTY SHERIFF'S DEPARTMENT</td>
<td>121</td>
<td>4</td>
<td>1,809</td>
</tr>
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Attendance Code: P= Present; A=Absent; NM= No Meeting