



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

March 4, 2021

12:30 PM

Zoom Videoconference Link:

<https://nctcog.zoom.us/j/81282423553?pwd=UGV0ZXJmZGFzUlcxU2lwZFVkdGF5UT09>

Public Toll-Free Call-In Number: 1-855-965-2480

Meeting ID: 812 8242 3553#

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. Election of NCT9-1-1 Board of Managers Officers – President, Roger Deeds
2. Approval of December 3, 2020, Minutes – President, Roger Deeds
3. Resolution Accepting and Acknowledging Receipt of the Annual Financial Report for the Fiscal Year Ending September 30, 2020 – Randy Richardson
4. Resolution Approving FY2022 PSAP Operational and Staffing Recommendations – Christy Williams

INFORMATIONAL ITEMS

5. Dispatch Mapping Implementation Update – Rodger Mann
6. IPAWS Update – Jason Smith
7. Quarterly Financial Report – Norman Marquart
8. Director's Report – Christy Williams

Next Meeting: June 3, 2021

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

Item # 2021-03-01

Meeting Date: March 4, 2021

Submitted By: Roger Deeds
NCT9-1-1 President

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

In accordance with Section 2.6 of the North Central Texas Emergency Communications District (NCT9-1-1) Bylaws, the officers of the Board shall be President, Vice-President, and Secretary, who shall be elected by the Board at the first meeting of each calendar year. Elected officers shall hold office for one (1) year, said term to begin immediately following the aforementioned meeting and continuing until the next election or until such time a replacement has been elected. If both President and Vice-President are absent at any meeting, Board members in attendance shall designate a presiding officer pro tem. A summary of officer duties includes:

President

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

Vice-President

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

Secretary

- Attend all Board of Managers meetings
- Perform roll call and confirm the presence of a quorum at meetings
- Review Board of Managers minutes

The following individuals have expressed interest in being considered for election to serve as officers for the June 2021- March 2022 year.

President- Sheriff Roger Deeds, Hood County

Vice-President- Councilmember Jeff Hodges, City of Prosper

Secretary- Judge Hal Richards, Kaufman County



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

Minutes - December 3, 2020

Zoom Videoconference Link: <https://nctcog.zoom.us/j/81891875934>

Public Toll-Free Call-In Number: 1-855-965-2480

Meeting ID: 818 9187 5934#

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:32 PM on December 3, 2020.

Members of the Board Present:

1. Roger Deeds – President, Sheriff, Hood County
2. Jeff Hodges – Vice-President - Councilmember, City of Prosper
3. N. Lane Akin – Sheriff, Wise County
4. Jennifer Berthiaume – Mayor Pro Tem, City of Murphy
5. Gary Caplinger – Mayor Pro Tem, City of Allen
6. Danny Chambers – County Judge, Somervell County
7. Kerry Crews – Judge (JOP), Hunt County
8. Harold Eavenson – Sheriff, Rockwall County
9. Jeff Hodges – Councilmember, City of Prosper
10. Shane Long – County Judge, Palo Pinto County
11. Jim Skinner – Sheriff, Collin County
12. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

1. Hal Richards – Secretary, County Judge, Kaufman County
2. Matt Coates – Sheriff, Erath County
3. Eddie Perry – Commissioner, Navarro County
4. Will Sowell – Councilmember, City of Frisco
5. Jerry Stringer – Commissioner, Johnson County

Members of the Staff Present:

1. Mike Eastland – NCTCOG Executive Director
2. Christy Williams – Director of NCT9-1-1
3. Clay Dilday – 9-1-1 Technology Manager
4. Kari Gamez – 9-1-1 Sr. Administrative Assistant
5. Ken Kirkpatrick – NCTCOG Counsel for Transportation
6. Rodger Mann – 9-1-1 GIS Manager
7. Norman Marquart – NCTCOG Fiscal Manager
8. Monte Mercer – NCTCOG Deputy Executive Director
9. Hilaria Perez – 9-1-1 Administrative Program Coordinator
10. James Powell – Deputy Counsel for NCT9-1-1

11. Molly Rendon – NCTCOG Director of Administration
12. Randy Richardson – NCTCOG Fiscal Manager
13. LeAnna Russell – 9-1-1 Data Manager
14. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
15. Jason Smith – 9-1-1 Operations Supervisor

REGULAR SESSION

Action:

Item 1 Approval of September 3, 2020, Minutes

President Roger Deeds stated that the minutes to be approved were from the September 3, 2020, Board meeting.

Attachment A

Upon a motion by Councilmember Jeff Hodges (seconded by Sheriff N. Lane Akin) and by unanimous vote of all members present, the Board approved the minutes of the September 3, 2020, Board of Managers meeting.

Item 2 Resolution Authorizing an Interlocal Agreement with Greater Harris County 9-1-1 Emergency Network (GHC) for Next Generation 9-1-1 Shared Information Technology and Support

In September 2015, the North Central Texas Council of Governments 9-1-1 Program (now NCT9-1-1) deployed a self-provisioned 9-1-1 database management and Automatic Location Identification (ALI) system. This system is where all customer records are housed and allows for the location to be presented to the 9-1-1 Telecommunicator when a 9-1-1 call is received. Greater Harris County 9-1-1 Network has a robust and redundant infrastructure that allows for other 9-1-1 entities to connect. The sharing of the GHC 9-1-1 network allows other 9-1-1 entities to access the information using the shared infrastructure at a reasonable cost. At that time, an interlocal agreement was executed between NCTCOG and GHC. With the creation of the district and a new technology implementation by GHC, an updated agreement for the use and sharing of hosted infrastructure must be executed.

The proposed agreement is for a term of one year and renews annually until otherwise terminated or an updated version of the agreement is required. Annual cost is based on population and is currently estimated at \$24,272.85; however, this could change based on updated census data.

Upon a motion by Councilmember Jeff Hodges (seconded by County Judge Danny Chambers) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 3 Resolution Endorsing NCT9-1-1's Integrated Public Alert and Warning System (IPAWS) Application

To enhance public awareness of 9-1-1 service interruptions, NCT9-1-1 evaluated how an Integrated Public Alert and Warning System (IPAWS) can be a valuable notification tool. IPAWS is the Federal Emergency Management Agency's (FEMA) national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts (WEA).

IPAWS allows alerting authorities to write their own message using commercially available software that is Common Alerting Protocol (CAP) compliant.

Earlier this year, NCT9-1-1 initiated a procurement process and issued a Request for Quotes (RFQ) #2020-070 for IPAWS Compatible Alert Origination Software. Thirteen quotes were received and opened on March 3, 2020 and were reviewed by the NCT9-1-1 staff. Following evaluation, NCT9-1-1 entered into a service agreement with a vendor to provide these services.

NCT9-1-1 subsequently submitted the executed service agreement, along with the required FEMA application, for approval from the Texas Department of Emergency Management (TDEM). Upon final approval, NCT9-1-1 will be recognized as an alerting authority with TDEM and FEMA. Under this program, NCT9-1-1 will be able to send notifications to the affected NCT9-1-1 service area which could cover several counties and cities. As notifications are usually sent by and within one jurisdiction, TDEM wanted to ensure that the emergency management personnel affected approved of NCT9-1-1's designation as an alerting authority. NCT9-1-1 staff first reached out to emergency management personnel in our service area and provided them background, as well as offering them an opportunity to ask questions or voice concerns. Staff responded to all questions and no additional concerns were voiced. TDEM then recommended the additional step of requesting NCT9-1-1 Board endorsement.

Upon a motion by County Judge Danny Chambers (seconded by Judge (JOP) Kerry Crews) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 4 Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software Support and Maintenance Renewal

NCT9-1-1 is requesting authorization to contract with GeoComm, Inc. for software support and maintenance for mission critical public safety Geographic Information Systems (GIS) software, for a period of twelve months concluding November 30, 2021. NCT9-1-1 renews software services with GeoComm on an annual recurring basis and GeoComm included software and services on the 2020 North Texas SHARE contract, which is the preferred purchasing vehicle for the agency.

Upon a motion by Councilmember Jeff Hodges (seconded by Mayor Pro Tem Gary Caplinger) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 5 Resolution Authorizing a Contract with Mythics, Inc. for SD-WAN Hardware and Software Refresh

The Software-Defined Wide Area Network (SD-WAN) hardware currently being utilized at our Public Safety Answering Points (PSAPs) will reach end of life in February 2021 and will no longer be supported by the current vendor.

NCT9-1-1 initially purchased these devices as part of the overall microwave project in 2015. The SD-WAN solution was implemented to seamlessly route 9-1-1 call traffic between the multiple microwave, terrestrial PSAP, microwave backhaul, and Long-Term Evolution (LTE) network connections that make up the NCT9-1-1 Emergency Services IP Network (ESINet).

Discussion:

Sheriff Jim Skinner asked the age of the current equipment and Clay Dilday answered that it is five years old.

Councilmember Jeff Hodges asked if we have an option for renewal and do we have the option to opt out if we found a product that we liked better? Clay Dilday let him know that we do have the option to opt out and that the verbiage that is in the contract lists our option.

Councilmember Jeff Hodges and Sheriff Jim Skinner requested information regarding the pricing. Clay Dilday informed the Board that the price is not evenly broken up between the five years and the initial purchase is larger due to it being the purchase of the equipment. The remaining years are maintenance and licenses.

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

Item 6 Resolution Amending the Use of Funds Policy Number FIN 3.1

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. At the time, the 9-1-1 District was initiated, the Board of Managers approved the current Use of Funds Policy (policy number Fin 3.1) on January 24, 2019, which reflected the priority use of any cumulated fund balance as follows:

- 1) Ongoing operating expenses of the District, including any NCTCOG reimbursements
- 2) Accumulating a 90 day or 25% "reserve" in operating or unrestricted fund balance
- 3) Contributions designated for capital funding and replacement
- 4) Contributions designated for special projects
- 5) Contributions designated for Local Government reimbursements

NCTCOG management staff are requesting to amend the policy for item No. 2 above for the operating funds requirement. Current policy states "a 90 day or 25% 'reserve' in operating or unrestricted fund balance". Management is requesting to amend the policy to state "a 10% of annual revenue budget 'reserve' in operating or unrestricted fund balance".

Emergency communication fees are received from telephone providers monthly, subsequent to the month under review. Currently, the majority of fees are received within 35-40 days after the end of each month.

Staff has reviewed current collections of emergency communications fees and determined the proposed change for the operating funds requirement reflected above would go towards the 9-1-1 District reserves necessary for continued operations.

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

INFORMATIONAL ITEMS

Item 7 Service Awards Recognition

Christy Williams recognized NCT9-1-1 staff who have reached service milestones:

- Chris Woodruff and Melissa Tutton - five years with NCT9-1-1
- Jessie Shadowens-James - 10 years with NCT9-1-1

Item 8 NCT9-1-1 Board of Managers 2021 Meeting Dates

Christy Williams presented the following tentative meeting dates in 2021 to the Board for review and no scheduling conflicts were presented: March 4th, June 3rd, September 2nd, and December 2nd.

Item 9 NCT9-1-1 Board of Managers Expiring Terms

James Powell reviewed the appointments whose terms were expiring following the Board meeting. Notifications will be sent to the County Judges/Mayors regarding the expiring terms requesting an appointment/reappointment.

Item 10 Quarterly Financial Report

Norman Marquart presented the quarterly financial report, the report that was presented was a draft due to the audit currently being done on the year end budget.

Attachment B

Item 11 Director's Report

Christy Williams provided an update on the Dispatch Mapping implementation. Implementation was slated to be complete Fall 2020; however, issues discovered during testing have to be remedied and NCT9-1-1 decided to delay the deployment until the issues have been resolved.

In addition, the City of Sunnyvale contracted with Seagoville to take their 9-1-1 calls and are officially part of the NCT9-1-1 program as of September 28, 2020.

The Dublin PSAP closed October 28, 2020, and 9-1-1 calls are now answered by Erath Sheriff's Office.

The Quarterly Performance Report, Accomplishments, and Attendance are included for review.

Attachment C, Attachment D, Attachment E (respectively)

OTHER BUSINESS

The meeting was called to an end by President, Sheriff Roger Deeds at 1:14 PM.



North Central Texas Emergency Communications District

Item # 2021-03-03

Meeting Date: March 4, 2021

Submitted By: Randy Richardson
Sr. Fiscal Manager

Item Title: Resolution Accepting and Acknowledging Receipt of the Annual Financial Report for the Fiscal Year Ending September 30, 2020

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Section 772.610 requires an annual report to include amount and source of receipts, expenditures and the results of an audit prepared by an independent certified public accountant. The North Central Texas Council of Governments (NCTCOG), acting as fiscal and administrative agent of the District, procured financial audit services to be completed regarding the District's FY 2020 fiscal transactions.

NCT9-1-1's Annual Financial Report, and the accompanying independent auditor's report for the fiscal year ending September 30, 2020, are presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Whitley Penn, will be available to review the reports with Board members.

A draft resolution accepting and acknowledging receipt of the NCT9-1-1 Annual Financial Report for the fiscal year ending September 30, 2020, is attached for consideration.

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



Item # 2021-03-03

RESOLUTION ACCEPTING AND ACKNOWLEDGING RECEIPT OF THE ANNUAL FINANCIAL REPORT FOR THE FISCAL YEAR ENDING SEPTEMBER 30, 2020

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 North Central Texas Council of Governments (NCTCOG), in its capacity as fiscal and administrative agent of NCT9-1-1, prepared an annual report in accordance with Texas Health and Safety Code Chapter 772.610 and procured financial audit services; and,

WHEREAS, the NCT9-1-1 Annual Financial Report for fiscal year ended September 30, 2020, is hereby submitted as audited by independent auditing firm Whitley Penn.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

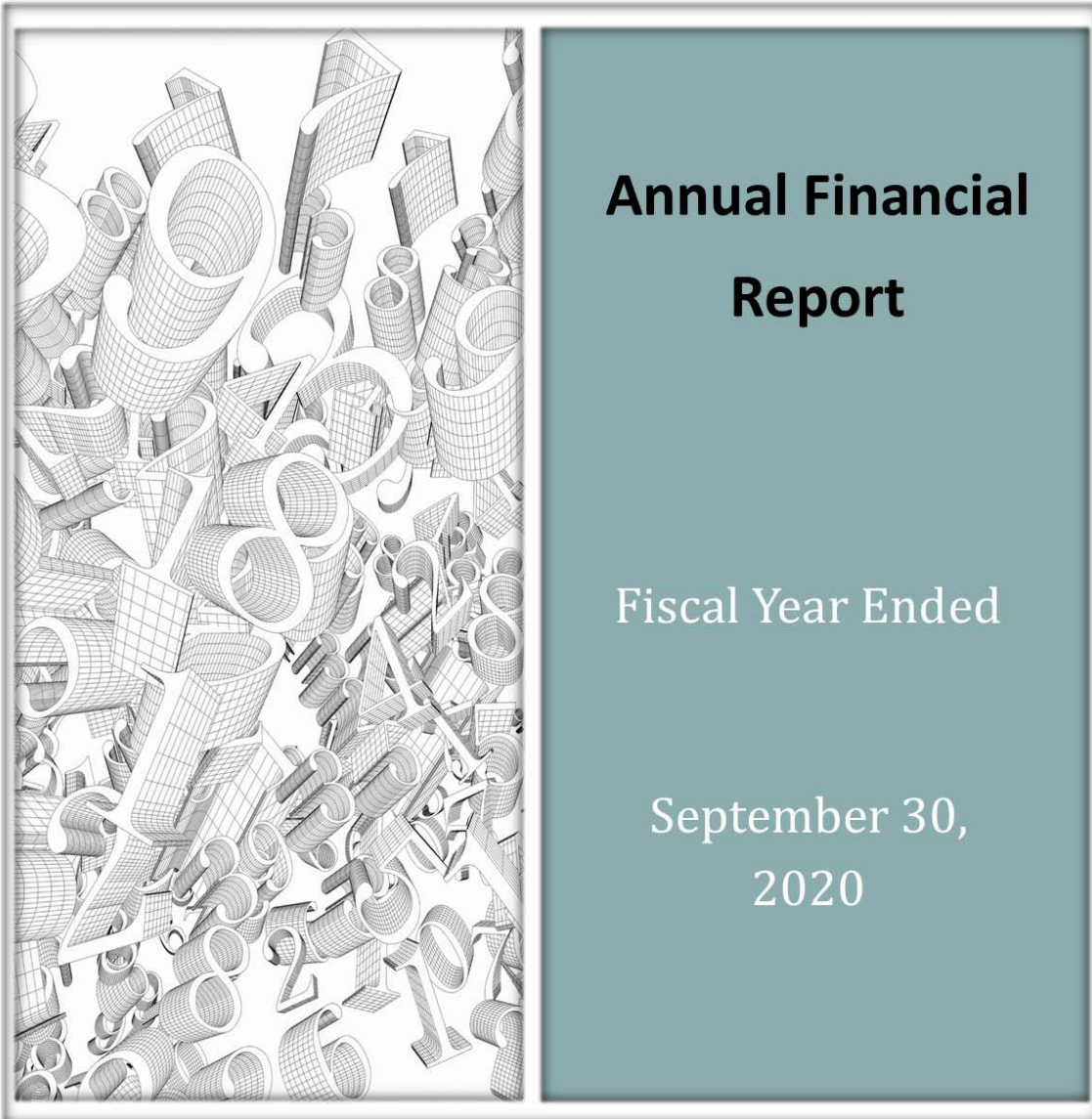
Section 1. The NCT9-1-1 Board of Managers accepts and acknowledges receipt of the Annual Financial Report for the fiscal year ending September 30, 2020.

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 March 4, 2021.

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



North Central Texas Emergency Communications District





**NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS
DISTRICT
ANNUAL FINANCIAL REPORT
FOR THE FISCAL YEAR ENDING SEPTEMBER 30, 2020**

Executive Director
Mike Eastland



Deputy Executive Director
Monte Mercer, CPA
9-1-1 Program Director
Christy Williams

***PREPARED BY
NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS
DEPARTMENT OF ADMINISTRATION***

Molly Rendon, Director of Administration
Randy Richardson, CPA, Sr. Fiscal Manager
Norman Marquart, Fiscal Manager



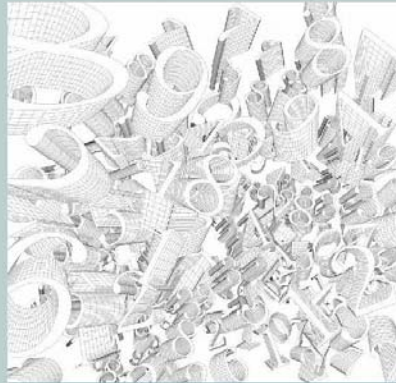
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT

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INTRODUCTORY

SECTION





The Board of Managers
North Central Texas Emergency Communications District
Arlington, Texas

March 4, 2021

Members of the Board of Managers:

The Annual Financial Report of the North Central Texas Emergency Communications District (NCT9-1-1, 'the District') for the fiscal year ended September 30, 2020, is hereby submitted. This report was prepared for the District by the North Central Texas Council of Governments (the NCTCOG) Department of Administration as Fiscal Agent for the District. The District is presented as a discrete component unit of the NCTCOG Consolidated Annual Financial Report (CAFR). Responsibility for both the accuracy of the data and the completeness and fairness of the presentation, including all disclosures, rests with the NCTCOG's Administration management. To the best of our knowledge and belief, the enclosed data is accurate in all material respects and is organized in a manner designed to fairly present the financial position and results of operations of the District as measured by the financial activity of its General Fund. We believe that all disclosures necessary to enable the reader to gain the maximum understanding of the District's financial affairs have been included.

The Annual Financial Report includes the Management Discussion and Analysis (MD&A) within the financial section immediately following the independent auditor's report. The MD&A is a narrative introduction, overview, and analysis to accompany the basic financial statements. This letter of transmittal is designed to complement the MD&A and should be read in conjunction with it.

The Financial Section described above is prepared in accordance with Generally Accepted Accounting Principles (GAAP) for governments as prescribed by the Governmental Accounting Standards Board (GASB) and other professional associations as applicable.

Organizational Profile

The District was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through passage of resolutions by County Commissioners Courts and City Councils within the District service area. The District began operations on December 3, 2018.

Texas Health and Safety Code Sec. 772.609 established that the North Central Texas Council of Governments (NCTCOG, COG or Agency) shall be the fiscal and administrative agent on behalf of the District. District bylaws Article IV Administration 4.1 states the Executive Director of the North Central Texas Council of Governments (NCTCOG) shall serve as the Executive Director of the District and be

empowered to employ and compensate professional staff to perform duties of the District, which shall remain employees of the North Central Texas Council of Governments for all purposes.

The District is a political subdivision of the State of Texas. Its purpose is to carry out essential governmental functions related to the provisioning of emergency communications services. The District 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.

The District 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.

The District is governed by a Board of Managers (Board), consisting of elected officials. Each member county may have one Board member, with the exception of the largest county by population. The Board may be comprised of a maximum of 19 members.

The County Judge of each member county has responsibility to notify the District of their Board member appointment, except that each member city in Collin County with a 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 is two years. Terms are staggered with half of the initial Board serving a one-year initial term.

Economic Condition and Outlook

The District's regional population increased by approximately 76,6700 persons during 2020 (4.61%) for a July 24, 2020 total estimated population of 1.75 million.

The overall State population increased by 1.32%.

District Current Year Accomplishments and Next Year's Outlook

The primary focus for the North Central Texas Emergency Communications District (NCT9-1-1 or the District) during 2020 was maintaining a consistent level of service for our customers while transitioning to entirely remote work. The District activated its Continuity of Operations Plan (COOP) in March. Fortunately, as part of COOP planning, the District had made a previous investment in technology which allowed staff to work almost anywhere and resulted in a nearly seamless shift working remotely.

NCT9-1-1 added the Town of Sunnyvale to the 9-1-1 program in 2020. Town of Sunnyvale was recognized by the Commission of State Emergency Communications (CSEC) and NCT9-1-1 now receives landline and wireless funds totaling approximately \$33,000 each year from the city to equal the .50 per line that the remainder of our region pays. Town of Sunnyvale executed a contract with City of Seagoville to dispatch its calls and will be using NCT9-1-1 infrastructure and network. In addition, NCT9-1-1 consolidated City of Dublin PD's PSAP with Erath County Sheriff's Office PSAP. Erath County Sheriff's Office now takes City of Dublin's calls while City of Dublin emergency services continues to respond to emergency calls.

Staff hosted Regional Telecommunicator Academy (RTA) 009 which graduated 16 new 9-1-1 telecommunicators. RTA 010 was postponed to 2021 due to COVID-19. NCT9-1-1 also hosted a 9-1-1 First Responder Ceremony in celebration of HB1090 which recognized Texas telecommunicators as first responders.

The Data Team completed Phase I of the data analytics project which provides PSAPs and NCT9-1-1 with a cloud-based call reporting foundation that will be expanding with additional data in the future. This project was paid for in a previous fiscal year so there were no additional funds spent in fiscal year 2020. The team also completed the Real Time Text (RTT) pilot with service providers in preparation for national adoption.

The GIS Team completed several Unmanned Aircraft System (UAS) pilot flights of subdivisions which resulted in streamlined addressing and allowed the city and county addressing coordinators to process the information much more quickly than previous methods. In addition, the UAS program worked with five Independent School Districts (ISDs) to capture 3D data to improve emergency response capabilities. The Team successfully completed the Emergency Call Routing Function (ECRF) upgrade at no additional cost to the program. A new dispatch mapping procurement was completed and a contract with RapidDeploy was executed at a cost not to exceed \$825,000. Staff also looked for creative ways to save the program money. GIS staff created an automation tool for analyzing database transactions and GIS edits which saved NCT9-1-1 several thousand contractor dollars by creating a solution in-house.

The Operations Team completed several projects this year, some of which were unplanned and had to be prioritized due to COVID-19. Public COVID-19 resources were created including a website resource page and social media campaigns. In addition to these impromptu projects, the Operations Team also completed a public education application for both Apple and Android devices at a cost of \$7,200. A digital public education strategy pilot was developed which included both organic and paid campaigns which increased online followers and engagement on social media, search engines, and the NCT9-1-1 website at a cost of \$40,000. Staff completed the Integrated Public Alert and Warning System (IPAWS) procurement costing \$6,300 which would allow NCT9-1-1 to provide citizens a notification of service interruptions affecting a given area.

The Technology Team completed negotiations with the Next Generation Core Services provider and an amendment to their existing contract was executed at no additional cost which provides an upgrade to services and extends the current contract three years. The Bridgeport PD and Weatherford PD microwave towers were completed at a total cost of approximately \$180,000. The Team also implemented a service to provide critical additional data through a national clearinghouse.

The goal to maintain a consistent level of service has been met and, in some instances, exceeded, with enhancements to service. The entire NCT9-1-1 Team has utilized the tools and technology that has made remote work possible. In fact, communications have improved, and we have some lessons learned that will take us into the “new normal”. We were able to meet our goal for contingency funding this year and have begun setting aside for a capital replacement fund. NCT9-1-1 continues to follow a strategic plan and has a roadmap to take us into the future.

Factors Affecting Financial Condition

NCTCOG is the fiscal and administrative agent for the District, in accordance with Sec. 772.609 of the Health and Safety Code. As the Fiscal Agent, the District utilizes NCTCOG financial systems. As a recipient of federal, state, and local government financial assistance, NCTCOG is responsible for ensuring that adequate internal controls are in place to ensure compliance with applicable laws and regulations related to those programs. Internal controls are subject to periodic evaluation by management. NCTCOG staff continues to evaluate internal controls and implement recommendations to strengthen controls and minimize risk.

In developing and evaluating the Council's accounting system, consideration is given to the adequacy of internal control. Internal control is designed to provide reasonable, but not absolute, assurance regarding: (1) the safeguarding of assets against loss from unauthorized use or disposition; and (2) the reliability of financial records for preparing financial statements and maintaining accountability of assets. The concept of reasonable assurance recognized that (1) the cost of a control should not exceed the benefits likely to be derived; and (2) the evaluation of costs and benefits requires estimates and judgments by management. All internal control evaluations occur within the above framework. It is believed that NCTCOG's internal controls adequately safeguard assets and provide reasonable assurance of proper recording of financial transactions.

The District's annual budget is a management tool that assists in analyzing financial activities during the fiscal year. The annual budget is reviewed and adopted by the Board of Managers prior to the beginning of the fiscal year. The approved annual budget is used as a control device for the General Fund. The District's fiscal year 2020 budget is funded with expected collections from Wireless and Landline emergency communications fees collected from telephone providers in the District's operating area. Opportunities for any new funding will be presented to the Board of Managers for consideration.

Other Information

Independent Audit

NCTCOG, as fiscal and administrative agent for the District, is responsible for the arrangement of an independent audit of the District's financial records as part of the NCTCOG audit in accordance with generally accepted auditing standards. NCTCOG is required by its bylaws to have an annual audit comprised of the fiscal records, and all transactions by a certified public accountant selected by and responsible to NCTCOG's Executive Board. In conjunction with the NCTCOG annual independent audit, a separate and distinct audit report is completed by the selected NCTCOG audit firm for the District financial transactions. Whitley Penn, LLP was selected and awarded a five (5) year contract to perform the NCTCOG financial audits beginning in Fiscal Year 2018.

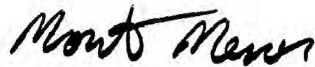
Acknowledgments

The preparation of this report could not have been accomplished without the efficient and dedicated services of the District staff. Appreciation is expressed to those who assisted and contributed to its preparation. The Board of Managers is also commended for their interest and support in planning and conducting the financial operations of the District in a responsible and progressive manner.

Acknowledgment is also given to the representatives of Whitley Penn, LLP for their invaluable assistance in producing the final document.



Mike Eastland
Executive Director



Monte Mercer, CPA
Deputy Executive Director

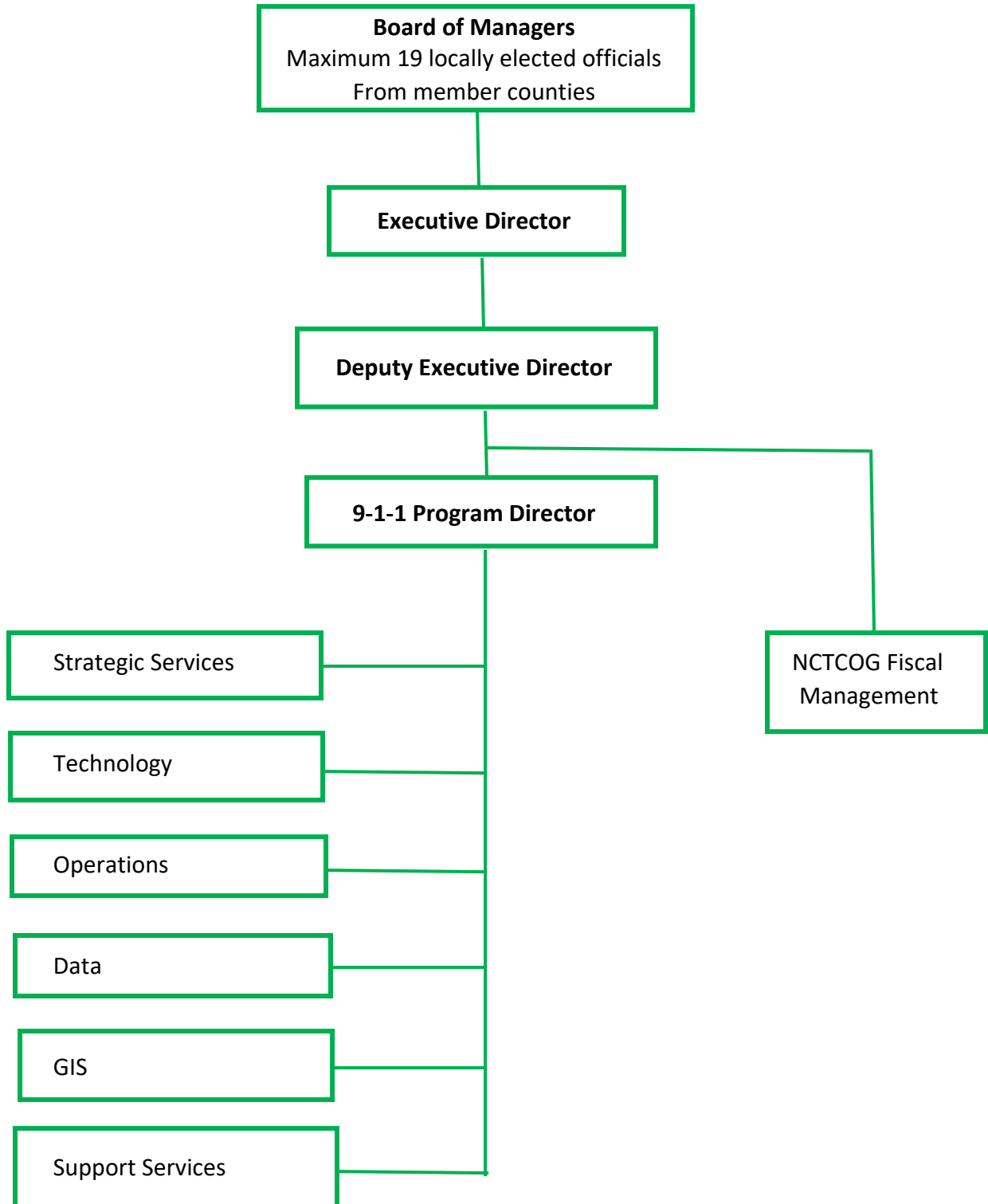


Christy Williams
9-1-1 Program Director



Molly Rendon
NCTCOG Director of Administration

Organizational Chart North Central Texas Emergency Communications District



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT

2020 – 2021 BOARD OF MANAGERS

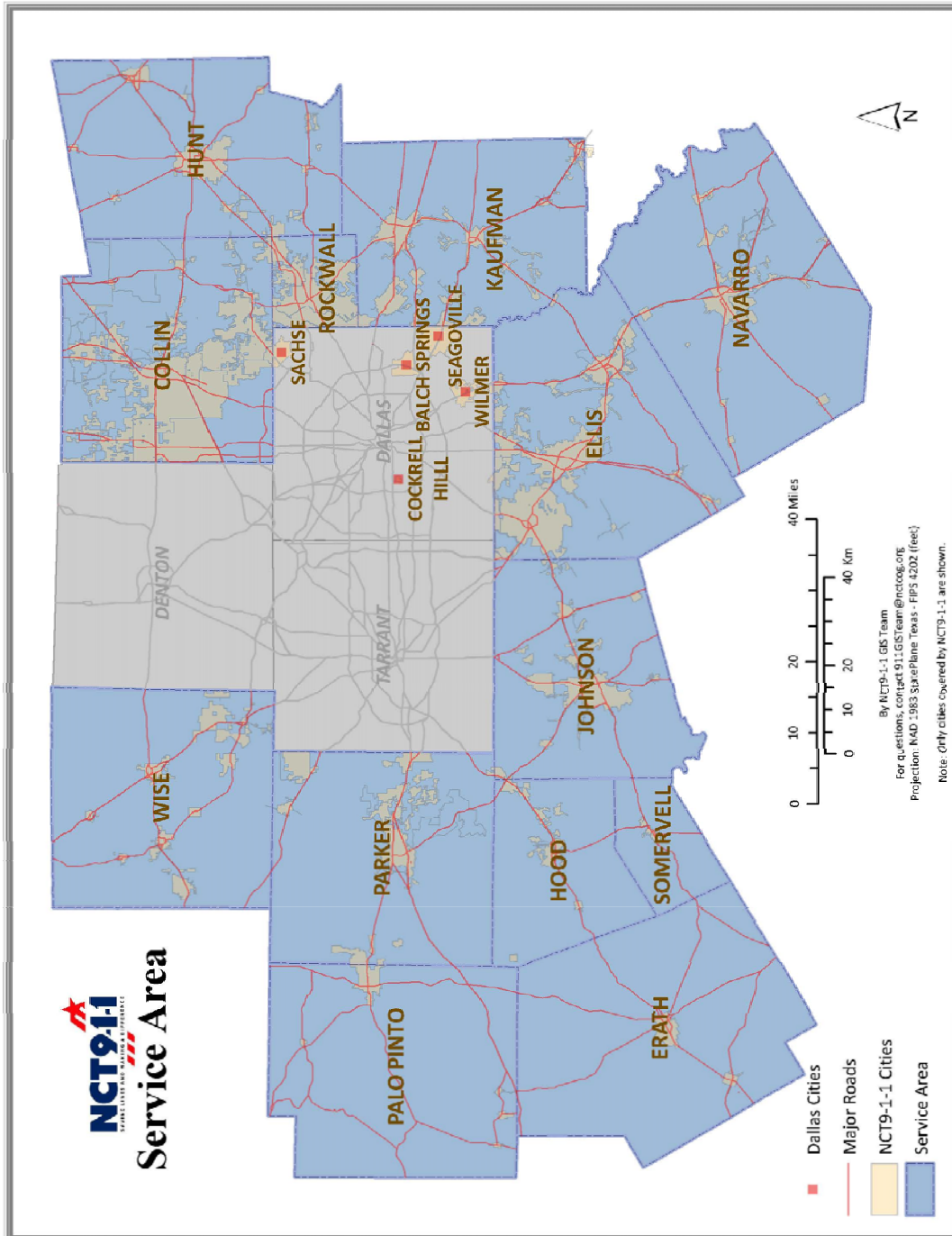
<u>Board President</u> Sheriff Roger Deeds Hood County	
<u>Board Vice-President</u> Councilmember Jeff Hodges City of Prosper	<u>Board Secretary</u> Judge Hal Richards Kaufman County

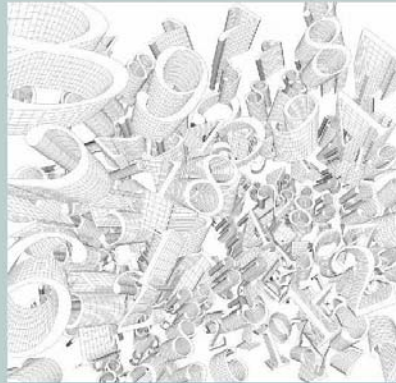
Members

Sheriff N. Lane Akin Wise County	Mayor Pro Tem Jennfer Berthiaume City of Murphy
Mayor Pro Tem Gary Caplinger City of Allen	Judge Danny Chambers Somervell County
Sheriff Matt Coates Erath County	Judge Kerry Crews Hunt County
Sheriff Harold Eavenson Rockwall County	Judge Shane Long Palo Pinto County
Commissioner Eddie Perry Navarro County	City of McKinney
Sheriff Jim Skinner Collin County	Councilmember Will Sowell City of Frisco
Commissioner Randy Stinson Ellis County	Commissioner Jerry Stringer Johnson County

District Management Staff

Executive Director R. Michael Eastland	Deputy Executive Director Monte Mercer	9-1-1 Program Director Christy Williams
Strategic Services Jessie Shadowens-James	Technology Clay Dilday	Operations Jason Smith
Data LeAnna Russell	GIS Rodger Mann	Support Services Hilaria Perez
NCTCOG Director of Administration Molly Rendon	NCTCOG Fiscal Management Norman Marquart	





FINANCIAL

SECTION



REPORT OF INDEPENDENT AUDITORS

To the Board of Managers
North Central Texas Emergency Communications District
Arlington, Texas

Report on the Financial Statements

We have audited the accompanying financial statements of the governmental activities and the major fund information of North Central Texas Emergency Communications District (the “District”), a component unit of North Central Texas Council of Governments (the “Council”) as of and for the year ended September 30, 2020, and the related notes to the financial statements, which collectively comprise the District’s basic financial statements as listed in the table of contents.

Management’s Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor’s Responsibility

Our responsibility is to express opinions on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor’s judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the District’s preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the District’s internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

To the Board of Managers
North Central Texas Emergency Communications District

Opinions

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the governmental activities and the major fund information of the District, as of September 30, 2020, and the respective changes in financial position and cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the Management's Discussion and Analysis on pages 4 to 10 and budgetary comparison information on pages 36 to 38 be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Other Information

The introductory section has not been subjected to the auditing procedures applied in the audit of the basic financial statements, and accordingly, we do not express an opinion or provide any assurance on them.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated February 25, 2021 on our consideration of the District's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering District's internal control over financial reporting and compliance.

Whitley Penn LLP

Fort Worth, Texas
February 25, 2021



MANAGEMENT'S DISCUSSION AND ANALYSIS



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
MANAGEMENT'S DISCUSSION AND ANALYSIS (continued)

As management of the North Central Texas Emergency Communications District (District), we offer readers of the District's financial statements this narrative overview and analysis of the financial activities of the District for the fiscal year ended September 30, 2020. This is the 2nd year of operations for the District. Fiscal year 2019 comprised of only ten (10) months instead of twelve (12) in fiscal year 2020 due to the District being formed in December 2018. We encourage readers to consider the information presented here in conjunction with additional information that we have furnished in our letter of transmittal, which can be found on pages i - v of this report.

Financial Highlights

- District's assets exceeded liabilities at the close of the most recent fiscal year by \$5,141,175 (*net position*). Of this amount \$2,382,337 unrestricted net assets may be used to meet the District's ongoing obligations to creditors and service implementation.
- The District's total net position decreased \$1,370,087 primarily due to depreciation expense on assets transferred from the North Central Texas Council of Governments (NCTCOG) in fiscal year 2019. Total depreciation expense of \$3,007,970 was reported for the current fiscal year.
- The portion of net position invested in capital assets total \$2,758,838 and is primarily due to transfer of assets from NCTCOG to the District at creation in accordance with Texas Health and Safety Code 772.622. (See note F).
- The District's General Fund reported an ending fund balance of \$2,382,337, an increase of \$1,569,652 in comparison with the prior year. A portion of these funds totaling \$2,001,720 are available for spending at the District's discretion. The remaining \$380,617 of fund balance is committed for current obligations. (See note J)

Overview of the Financial Statements

This discussion and analysis are intended to serve as an introduction to the District's basic financial statements. The District's basic financial statements include two components: 1) government-wide financial statements, which include the fund financial statements, and 2) notes to the financial statements. This report also contains other supplementary information in addition to the basic financial statements themselves.

Government-wide Financial Statements. *The government-wide financial statements* are designed to provide readers with a broad overview of the District's finances, in a manner similar to a private-sector business.

The *statement of net position* presents information on all the District's assets and liabilities, with the difference between the two reported as net position. Over time, increases or decreases in net position may serve as a useful indicator regarding whether the financial position of the District is improving or deteriorating.

The *statement of activities* presents information showing how the government's net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying event giving rise to the change occurs, *regardless of the timing of related cash flows*. Thus, revenues and expenses are reported in this statement for some items that will only result in cash flows in future fiscal periods (e.g., earned but unused vacation leave).

Fund Financial Statements. A *fund* is a grouping of related accounts that is used to maintain control over resources that have been segregated for specific activities or objectives. The District, like other state and local governments, uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements. The District currently only utilize a General Fund.

Governmental Funds. *Governmental funds* are used to account for essentially the same functions reported as *governmental activities* in the government-wide financial statements. However, unlike the government-wide financial statements, governmental fund financial statements focus on *near-term inflows and outflows of spendable resources*, as well as on *balances of spendable resources* available at the end of the fiscal year. Such information may be useful in evaluating a government's near-term financing requirements.

Because the focus of governmental funds is narrower than that of the government-wide financial statements, it is useful to compare the information presented for *governmental funds* with similar information presented for *governmental activities* in the government-wide financial statements. By doing so, readers may better understand the long-term impact of the government's near-term financing decisions. Both the governmental fund balance sheet and the fund statement of revenues, expenditures and changes in fund balances provide a reconciliation to facilitate this comparison between *governmental funds* and *governmental activities*.

The District maintains one governmental fund (General Fund). Information is presented as one fund in the governmental fund balance sheet and in the statement of revenues, expenditures and changes in fund balances.

The District adopts an annual appropriated budget for its General Fund. A budgetary comparison schedule has been provided for the General Fund to demonstrate compliance with this budget.

The basic governmental fund financial statements can be found on pages 12 and 13 of this report.

Notes to the Financial Statements. The notes provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements. The notes to the financial statements can be found on pages 14-32 of this report.

Other Information. In addition to the basic financial statements and accompanying notes, this report also presents certain *required supplemental information*. Required supplemental information can be found on pages 33-38 of this report.

Government-wide Overall Financial Analysis

As noted earlier, net position may serve over time as a useful indicator of a government's financial position. In the case of the District, total assets exceeded liabilities by \$5,141,175 at the close of the most recent fiscal year. This is the second year of operations for the District. The previous fiscal year only contained ten (10) months therefore the financial comparisons are twelve months in fiscal year 2020 to ten (10) months in fiscal year 2019. Following is a summary of the Government-wide Statement of Net Position:

COMPARATIVE SCHEDULE OF NET POSITION

Governmental Activities

September 30, 2020 and 2019

	2020	2019
Current and other assets	\$ 3,775,337	\$ 1,984,127
Capital assets	2,758,838	5,698,577
Total Assets	6,534,175	7,682,704
Other liabilities	1,393,000	1,171,442
Total Liabilities	1,393,000	1,171,442
Net Position		
Special Item		
Transfer of assets from NCTCOG	4,922,874	4,922,874
Net investment in capital assets	(2,164,036)	775,703
Unrestricted		
Committed	380,617	102,111
Assigned - capital replacement	951,720	-
Unassigned	1,050,000	710,574
Total Unrestricted	2,382,337	812,685
Total Net Position	\$ 5,141,175	\$ 6,511,262

Most of the District's net position, \$2,758,838, (54%), reflects its investment in capital assets (e.g., equipment).

Unrestricted net position of \$2,382,337 (46%) may be used to meet the District's ongoing obligations to creditors and for service implementation. Unrestricted net position increased \$1,569,652 (193%) from prior year. This unrestricted net position will provide the District operating and capital replacement reserves.

COMPARATIVE SCHEDULE OF CHANGES IN NET POSITION

Governmental Activities

For the Years Ended September 30, 2020 and 2019

	2020	2019
Revenues		
9-1-1 Service Fees	\$ 10,424,891	\$ 8,090,403
Local Contributions & Other Income	29,286	8,145
Total Revenue	10,454,177	8,098,548
Expenses		
Staff Costs	4,329,247	3,502,005
NCTCOG Fiscal Agent Costs	277,132	267,157
Cost of Operations	3,664,384	2,309,121
Local Government Reimbursements	545,531	334,011
Depreciation	3,007,970	3,320,421
Total Expenses	11,824,264	9,732,715
 Increase (decrease) in net position	 (1,370,087)	 (1,634,167)
Special Items		
Transfer of Assets from NCTCOG	-	8,145,429
Net position - beginning	6,511,262	-
Net position - ending	\$ 5,141,175	\$ 6,511,262

Significant components of the net position activity are as follows:

Governmental activities total revenues are comprised of the following components:

- Emergency communication service fees are collected from fees imposed on telephone service providers. Service fee revenue increased \$2,334,488 from fiscal year 2019. This is primarily due to fiscal year 2019 containing only ten (10) months compared to twelve (12) months in fiscal year 2020. This is the primary revenue for the District's operation. There are two (2) separate type of fees collected:
 - Wireless – These are collected on wireless phones and prepaid phones. The telephone providers submit the fees to the Texas Comptroller. The fees are distributed to the separate 9-1-1 districts within Texas based on the relative percentage of the population of each District compared to the entire state. The District's percentage of total State population increased in fiscal year 2020. State population increased 1.32% in fiscal year 2020. Current year revenue totaled \$8,571,521 or 82% of total service fees collected. This is an increase of \$1,799,870 from fiscal year 2019. The change is due to fiscal year 2020 comprising of twelve (12) months compared to ten (10) months in fiscal year 2019 and increase in total population relative to rest of the State.

- Landline – These fees are sent directly to the District by the telephone providers located within our region. The current year revenue totaled \$1,853,370 or 18% of total service fees collected. This is an increase of \$534,618 from fiscal year 2019. This increase is primarily due to fiscal year 2020 containing twelve (12) months instead of ten (10) in fiscal year 2019. There was \$150,033 of fiscal year 2019 assessments collected in fiscal year 2020. These receipts were from the first months of operation for the District. The telephone providers originally remitted the funds to the Comptroller.
- Local contributions are funds collected by various sources for special events or projects. This is not a significant portion of the District's revenue.

Governmental activities total expenses include operating expenses totaling \$8,816,294 and depreciation expense totaling \$3,007,970. Operating expenses increased \$2,404,000 from fiscal year 2019. Key elements of the operating expenses are as follows:

- Staff costs which primarily include salaries and fringe benefits and other costs to provide programmatic support totaled \$4,329,247 in fiscal year 2020. This was an increase of \$827,242 or 24% as compared to fiscal year 2019 primarily due to fiscal year 2020 consisting of twelve (12) months instead of ten (10) (FY 2019 only consisted of ten (10) months due to the District initiating operations two (2) months after the beginning of the fiscal year).
- NCTCOG was established as the fiscal agent for the District in December 2018 (See Note E on pages 27-29 of this report). These costs include accounting, legal and marketing costs for the District. NCTCOG fiscal agent costs for the year totaled \$277,132. This is an increase of \$9,975 or 4% as compared to fiscal year 2019.
- Cost of operations are direct operating costs for the District totaling \$3,664,384. These costs primarily include data network, equipment and software support and maintenance, contract services and county reimbursements. This is an increase of \$1,355,263 or 59% as compared to fiscal year 2019. Key elements of this category include:
 - Fiscal year 2019 consists of only ten (10) months instead of twelve (12).
 - A portion of the expense paid in fiscal year 2019, after the District was formed, utilized state funds remaining from prior to District formation.

Financial Analysis of the Government's Funds

As noted earlier, the District uses fund accounting to ensure and demonstrate compliance with finance-related legal requirements.

Governmental funds. The focus of the District's *governmental funds* is to provide information on near-term inflows, outflows, and balances of *spendable* resources. Such information is useful in assessing the District's financial requirements. In particular, *unassigned fund balance* may serve as a useful measure of a District's net resources available for spending at the end of the fiscal year. As of the end of the current fiscal year, the District's governmental funds reported combined ending fund balances of \$2,382,337, an increase of \$1,569,652 or 193% as compared with the prior year. Approximately 84% of this total (\$2,001,720) is available for spending at the District's discretion. The General Fund is the chief operating fund of the District. As a measure of the General Fund's liquidity, it may be useful to compare both the unassigned fund balance and the total fund balance to total fund expenditures. Assigned and unassigned fund balance (\$2,001,720) represents approximately 23% of total governmental fund expenditures of \$8,884,525. The remainder of fund balance (\$380,617) is reserved to indicate that it is not available for use

because it has already been committed to liquidate contracts and purchase orders of the prior period along with future project obligations.

General Fund Budgetary Highlights

During the year there was no need for any amendments to increase either the original estimated revenues or original budgeted expenditures. The District budget provided for a small fund balance totaling \$40,734, actual fund balance for the year totaled \$1,569,652 (see supplementary information). This increase is due to lower expenditures than planned primarily due to the following:

- Total staff costs were below end of year targets by \$495,557 or 10% due to the District opted to leave three (3) positions unfilled and training and travel restrictions due the COVID pandemic.
- Cost of operations expenditures were below end of year targets by \$940,996 or 20%. This was primarily due to lower contract services costs. The District made a concerted effort to keep these costs low to develop a fund balance for operating and capital expenditure reserves.

Capital Asset and Long-Term Liability Administration

Capital assets. The District's investment in capital assets as of September 30, 2020 totaled \$2,758,838 (net of accumulated depreciation). This investment in capital assets includes equipment and leasehold improvements. This investment also includes capital assets transferred from NCTCOG at District formation. Detailed information on the District's capital assets can be found in Note F.

Economic Factors and Next Year's Budgets and Rates

The District is primarily funded with emergency service fees collected by telephone providers in our region. Revenues for fiscal year 2021 are projected to total \$10,500,000 as follows:

- \$8,500,000 or (83%) projected from wireless providers. These revenues are first sent to the Texas Comptroller then distributed to the regions according to the relative percentage of their individual populations compared to the State total population.
- \$1,800,000 or (17%) projected from landline providers. Landline revenue is sent directly to the District from the telephone providers.

The District continues to ensure that the telephone provider fees are collected as accurately and timely as possible.

Service fee rates for wireless providers is set by the Texas Legislature. The current rate is \$.50 per line. Landline rates are set by each District with a State legislative maximum of \$.50 per line. The District's rate has been approved by the Board at the maximum of \$.50 per line.

District expenses are projected to total \$10,199,370 for Fiscal Year 2021 resulting in a projected increase to fund balance of \$100,630. Salaries and fringe benefits totaling \$3,205,980 (31%) account for the largest portion of the operating budget followed by network cost totaling \$2,599,240 (25%).

Requests for Information

This financial report is designed to provide a general overview of the District's finances. Questions concerning any of the information provided in this report or requests for additional financial information should be addressed to the Department of Administration, North Central Texas Council of Government, P.O. Box 5888, Arlington, Texas, 76005-5888. This report is also available on the District website, <https://www.nct911.org> and NCTCOG website, <https://www.nctcog.org>.

BASIC FINANCIAL STATEMENTS

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
 STATEMENT OF NET POSITION AND GOVERNMENTAL FUND BALANCE SHEET
 SEPTEMBER 30, 2020

Item # 2021-03-03
 Attachment B
 Continued

	General Fund	Adjustments	Government- Wide Net Position
Assets:			
Cash and Cash Equivalents	\$ 1,932,372	\$ -	\$ 1,932,372
Receivables	1,462,348	-	1,462,348
Prepays and Other Assets	380,617	-	380,617
Capital Assets, net of accumulated depreciation	-	2,758,838	2,758,838
Total Assets	<u>3,775,337</u>	<u>2,758,838</u>	<u>6,534,175</u>
Liabilities:			
Payable to NCTCOG	1,181,850	-	1,181,850
Accrued Expenses	22,050	-	22,050
Unearned Revenue	189,100	-	189,100
Total Liabilities	<u>1,393,000</u>	<u>-</u>	<u>1,393,000</u>
Fund Balance / Net Position:			
Fund Balance			
Unrestricted			
Committed	380,617	(380,617)	-
Assigned - Capital Replacement	951,720	(951,720)	-
Unassigned	1,050,000	(1,050,000)	-
Total Unrestricted	<u>2,382,337</u>	<u>(2,382,337)</u>	<u>-</u>
Subtotal Fund Balance	<u>2,382,337</u>	<u>(2,382,337)</u>	<u>-</u>
Net Position			
Net Investment in Capital Assets	-	2,758,838	2,758,838
Unrestricted	-	2,382,337	2,382,337
Subtotal Net Position	<u>-</u>	<u>5,141,175</u>	<u>5,141,175</u>
Total Fund Balance / Net Position	<u>\$ 2,382,337</u>	<u>\$ 2,758,838</u>	<u>\$ 5,141,175</u>

Adjustments are for capital assets. Capital assets used in governmental activities are not financial resources and therefore, are not reported in the General Fund.

See accompanying notes to the basic financial statements.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
STATEMENT OF ACTIVITIES AND GOVERNMENTAL FUND
REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE
FOR THE TWELVE (12) MONTHS ENDING SEPTEMBER 30, 2020

	General Fund	Adjustments	Statement of Activities
Revenues			
Wireless Service Fees	\$ 8,571,521	\$ -	\$ 8,571,521
Landline Service Fees	1,853,370	\$ -	1,853,370
Local Contributions & Other Income	29,286	\$ -	29,286
Total Revenues	<u>10,454,176</u>	-	<u>10,454,176</u>
Expenditures / Expenses			
Staff Costs	4,329,247	-	4,329,247
NCTCOG Fiscal Agent Costs	277,132	-	277,132
Cost of Operations	3,664,384	-	3,664,384
Capital Outlay	68,231	(68,231)	-
Local Government Reimbursements	545,531	-	545,531
Depreciation	-	3,007,970	3,007,970
Total Expenditures / Expenses	<u>8,884,525</u>	<u>2,939,739</u>	<u>11,824,264</u>
Change in Net Position	1,569,652	(2,939,739)	(1,370,087)
Fund Balance / Net Position			
Beginning	<u>812,685</u>	<u>5,698,577</u>	<u>6,511,262</u>
Ending	<u>\$ 2,382,337</u>	<u>\$ 2,758,838</u>	<u>\$ 5,141,175</u>

Adjustments:

General Fund reports capital outlays as expenditures. However, in the statement of activities, the cost of these assets is allocated over their estimated useful lives and reported as depreciation expense.

See accompanying notes to the basic financial statements.

NOTES TO BASIC FINANCIAL STATEMENTS

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NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General Statement

The North Central Texas Emergency Communications District (District) was created pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code as amended by the 84th Legislature, through passage of resolutions by County Commissioners Courts and City Councils within the District's service area. The District began operations on December 3, 2018. The District is a political subdivision of the State of Texas.

Summary of Significant Accounting Policies

Texas Health and Safety Code Sec. 772.609 established that the North Central Texas Council of Governments (NCTCOG) shall be the fiscal and administrative agent on behalf of the District. District bylaws Article IV Administration 4.1 states the Executive Director of the NCTCOG 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 NCTCOG for all purposes. The accounting and reporting policies of NCTCOG relating to the funds included within the accompanying basic financial statements conform in all material respects to accounting principles generally accepted in the United States of America and applicable to state and local governments.

The following significant accounting policies were applied in the preparation of the accompanying basic financial statements:

Reporting Entity

Primary Government

The District is a political subdivision of the State of Texas. Its purpose is to carry out essential governmental functions related to the provisioning of emergency communications services. The District is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than forty (40) Public Safety Answering Points (PSAPs) within its 9-1-1 service area. The District service area consists of Collin, Ellis, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somerville, and Wise Counties, as well as the Dallas County cities of Balch Springs, Cockrell Hill, Sachse, Seagoville, and Wilmer.

The District is governed by a Board of Managers (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 (6) Board members. In addition, one Board member represents an entity that serves as a PSAP. The Board is comprised of a maximum of nineteen (19) members.

The County Judge of each member county has responsibility to notify the District of their Board member appointment. An exception to this is regarding Collin and Dallas counties. Regarding Collin County, each member city in Collin County with a PSAP is responsible for notifying the District its Board members appointment. Regarding Dallas County, the member cities in Dallas County will be responsible for mutually agreeing to and notifying their Board members appointment to the District. Each Board member's term of office is two years. Terms are staggered with half of the initial Board serving a one-year initial term.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Reporting Entity (continued)

The financial reporting entity is determined in accordance with GASB No. 14 "The Financial Reporting Entity", as amended by GASB No. 39, "Determining Whether Certain Organizations are Component Units".

The District is a discreet component unit of the NCTCOG. As a discreet component unit, the accompanying financial statements are presented as a stand-alone entity from the NCTCOG.

Basis of Presentation

The government-wide financial statements (the statement of net position and the statement of activities) are reported using the economic resources measurement focus and the accrual basis of accounting. Revenue is recorded when earned and expenses are recorded when a liability is incurred, regardless of the timing of the related cash flows. Emergency communication fees are recognized as revenue in the year for which they are billed.

Fund Financial Statements:

The District has opted to combine its government-wide and fund financial statements in a columnar format showing a final column for reconciling items between the two. All funds are considered major funds under financial reporting guidelines. Fund financial statements display information at the individual fund level. A fund is considered to be a separate accounting entity. The District segregates transactions related to certain functions or activities in separate funds in order to aid financial management and to demonstrate legal compliance. The District currently reports only one major fund (General Fund) which is used to account for the operations of the District and all other financial transactions.

Governmental funds are those funds through which most governmental functions typically are financed. The measurement focus of governmental funds is on the sources, uses and balances of current financial resources. The District has presented the following major governmental funds:

General Fund

The General Fund is the main operating fund of the District. This fund is used to account for all financial resources not accounted for in other funds. All general revenues and other receipts that are not restricted by law or contractual agreement to some other fund are accounted for in this fund. General operating expenditures, fixed charges and capital improvement costs that are not paid through other funds are paid from the General Fund.

Measurement Focus and Basis of Accounting

Measurement focus refers to what is being measured; basis of accounting refers to when revenues and expenditures are recognized in the accounts and reported in the financial statements. Basis of accounting relates to the timing of the measurement made, regardless of the measurement focus applied.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Measurement Focus and Basis of Accounting (continued)

The government-wide statements are reported using the economic resources measurement focus and the accrual basis of accounting. The economic resources measurement focus means all assets and liabilities (whether current or non-current) are included on the statement of net position and the operating statements present increases (revenues) and decreases (expenses) in net total assets. Under the accrual basis of accounting, revenues are recognized when earned. Expenses are recognized at the time the liability is incurred. Prepaid items are accounted for under the consumption method.

The governmental fund type (General Fund) uses a current financial resources measurement focus and are accounted for using the modified accrual basis of accounting. Their revenues are recognized when susceptible to accrual, i.e., when they become measurable and available. "Measurable" means the amount of the transactions can be determined and "available" means collectible within the current period or soon enough thereafter to be used to pay liabilities of the current period. For this purpose, revenues are considered available if they are collected within 60 days of the end of the current fiscal period. Expenditures are generally recognized under the modified accrual basis of accounting when the related fund liability is incurred, if measurable.

The major sources of revenue are emergency 9-1-1 fees collected from telephone providers in the District's service area according to Texas Health and Safety Code.

9-1-1 Service Fees Collected

Service fee revenue is recognized in the year for which they are billed. Service fee rates for wireless providers are determined according to the State of Texas Health and Safety Code Sec 771.0711. The current rate is \$0.50 per line. Local exchange access line (landline) rates are set by the District. Texas Health and Safety Code Sec. 772.615.(d) sets the maximum fee at \$.50 per line. The District Board of Managers have set the District landline rate at \$0.50 per line.

Unearned revenue arises when potential revenue does not meet both the "measurable" and "available" criteria for recognition in the current period. Unearned revenue also arises when resources are received by the District, before it has a legal claim to them, as when donations for specific activities are received before the qualifying event. In subsequent periods, when both revenue recognition criteria are met or when the District has a legal claim to the resources, the liability for the unearned revenue is removed from the balance sheet and revenue is recognized.

Local Contributed Cash

Contributions to special event programs from local participants and contributors are recognized as revenue when the event occurs, or expenditures are recognized for the event.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Fiscal Agent Support

Texas Health and Safety Code Sec. 772.609 established that the NCTCOG shall be the fiscal and administrative agent on behalf of the District. NCTCOG, acting as fiscal and administrative agent, provides the following services: accounting and reporting, procurement, accounts payable/receivable, human resources, payroll functions, coordination of annual independent audit, facilities coordination, provision of a depository, and investment functions.

NCTCOG policies and procedures are followed by the District for the fiscal and administrative agent functions provided by NCTCOG.

District bylaws Article IV Administration 4.1 states the Executive Director of the North Central Texas Council of Governments (NCTCOG) will serve as the Executive Director of the District and be empowered to employ and compensate professional staff to perform NCT9-1-1 duties, which will remain employees of the North Central Texas Council of Governments for all purposes. District staff are employees of the NCTCOG and are subject to NCTCOG employee policies.

Leave Policies

Employees eligible for leave include (1) full-time employees and (2) part-time employees that work a minimum of 20 hours per week.

Based on full time or part time accrual rates employees may accrue, during the first five years of employment, up to ten (10) days of vacation leave per year. During the second five years of employment, an employee accrues up to fifteen (15) days per year, and after ten years of employment, up to twenty (20) days per year. The maximum of unused vacation leave a full-time and eligible part-time employee may accumulate is the number of days, which the employee would accumulate in three (3) years at their current accrual rate. Upon termination of employment from the NCTCOG, an employee will be paid for unused vacation leave not to exceed the maximum amount normally accrued based on hire date. Specific information related to vacation accrual is available for reviewing the NCTCOG personnel manual. No provision has been made in the financial statements for accrued vacation. The vacation liability is reflected the NCTCOG Consolidated Annual Financial Report.

NCTCOG's sick leave policy permits the accumulation of ten (10) sick days per year up to a maximum of ninety (90) days. Employees are not paid for unused sick days upon termination of employment. Accordingly, sick pay is charged to expenditures when taken. No provision has been made in the financial statements for unused sick leave. NCTCOG's General Fund is typically used to liquidate the liability for governmental activities' compensated absences. Long-term accrued compensated absences are not expected to be liquidated with expendable available financial resources and are not reported in the governmental fund financial statements.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Cash and Cash Equivalents

Cash of all funds is pooled into a common bank account in order to maximize investment opportunities. The external investment pools satisfy the definition of cash equivalents; however, it is the NCTCOG's policy to treat these as investments rather than cash equivalents. NCTCOG elects to exclude investments with an original maturity of one year or less from the date of purchase from fair value reporting. These investments are reported at amortized cost.

Investments

During fiscal year 2019, the Board authorized NCTCOG to invest available District funds on behalf of the District according to the NCTCOG's investment policies and procedures.

See note B for details of the District investments. The District fund balance goals as reflected within District policy FIN3.1 (Use of Funds).

NCTCOG invests in authorized investment pools and funds according to the Public Funds Investment Act as follows:

The Public Funds Investment Act (Government Code Chapter 2256) contains specific provisions in the areas of investment practices, management reports and establishment of appropriate policies. Among other things, it requires NCTCOG to adopt, implement and publicize an investment policy. That policy must address the following areas: (1) safety of principal and liquidity, (2) portfolio diversification, (3) allowable investments, (4) acceptable risk levels, (5) expected rates of return, (6) maximum allowable stated maturity of portfolio investments, (7) maximum average dollar-weighted maturity allowed based on the stated maturity date for the portfolio, (8) investment staff quality and capabilities, and (9) bid solicitation preferences for certificates of deposit. Statutes authorize NCTCOG to invest in (1) obligations of the U. S. Treasury, certain U. S. agencies and the State of Texas, (2) certificates of deposit, (3) certain municipal securities, (4) money market savings accounts, (5) repurchase agreements, (6) bankers acceptances, (7) Mutual Funds, (8) investment pools, (9) guaranteed investment contracts and (10) common trust funds. The Act also requires NCTCOG to have independent auditors perform test procedures related to investment practices as provided by the Act. NCTCOG is in substantial compliance with the requirements of the Act and with local policies.

In accordance with GASB Statement No. 79, Certain External Investment Pools and Pool Participants, the Local Government Investment Pools do not have any limitations and restrictions on withdrawals such as notice periods or maximum transaction amounts. These pools do not impose any liquidity fees or redemption gates reporting under GASB Statement No. 72.

Prepaid Items

Prepaid balances are for payments made by the District for which benefits extend beyond September 30, 2020. The cost of the General Fund prepaid balances is recorded as an expenditure when consumed rather than when purchased.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Allocation of Employee Benefits and Indirect Costs

NCTCOG Employee Benefits and Indirect Costs are allocated based upon actual expenditures to all grants and programs in accordance with Title 2 U.S. Code of Federal Regulations Part 200 (2CFR200). NCTCOG employee benefits are allocated to projects based on a relative percentage of the direct labor costs charged to the individual project as compared to the total NCTCOG direct labor costs. Indirect costs necessary to sustain overall operations are allocated to individual projects based on the relative percentage of total direct labor costs and employee benefits charged to the particular project compared to the NCTCOG total direct labor and employee benefits. Contributions to Indirect Costs represent revenues that offset certain costs included in the Indirect Cost Pool. As employees of NCTCOG and as NCTCOG functioning as fiscal agent, the District participates in the same allocations as other NCTCOG activities.

General and administrative costs are recorded in the NCTCOG General Fund as indirect costs in the accounting system and allocated to programs based upon a negotiated indirect cost rate. Indirect costs are defined by Title 2 U.S. Code of Federal Regulations Part 200 (2CFR200) as costs “(a) incurred for a common or joint purpose benefiting more than one cost objective, and (b) not readily assignable to the cost objective specifically benefited, without effort disproportionate to the results achieved.” NCTCOG’s indirect cost rate is based upon prior cost experience, documented by a cost allocation plan, and is approved by its cognizant agency. It is NCTCOG’s policy to negotiate with the cognizant agency a provisional rate which is used for billing purposes during NCTCOG’s fiscal year. Upon the completion of an independent audit at the end of each fiscal year, the indirect cost rate is finalized by the cognizant agency.

Capital Assets

Capital assets, which include equipment, furniture and leasehold improvements, are reported in the General Fund column in the government-wide financial statements. All capital assets are valued at historical cost or estimated historical cost if actual historical cost is not available. Donated assets are reported at their acquisition value on the date donated. Repairs and maintenance are recorded as expenses. Renewals and betterments are capitalized. See Note F for details on capital assets.

Risk Management

The District is exposed to various risks of loss related to torts; theft of, damage to and destruction of assets; errors and omissions; injuries to employees; and natural disasters. NCTCOG maintains workers' compensation insurance for staff, The District maintains insurance for other risks of loss coverage through commercial insurance carriers. NCTCOG’s and the District’s management believes such coverage is sufficient to preclude any significant uninsured losses. There were no significant reductions in insurance coverage from coverage in the prior year. There were no insurance settlements which exceeded insurance coverage in any of the past three years.

The District and NCTCOG participates in the Texas Municipal League Intergovernmental Risk Pool (TML-IRP) to provide workers' compensation coverage and general liability and property insurance. The District, along with other participating entities, contributes annual amounts determined by TML-IRP management.

As claims arise they are submitted to and paid by TML-IRP. There were no significant reductions in insurance coverage from the prior year. Settlement amounts have not exceeded insurance coverage for the

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Risk Management (Continued)

year ended September 30, 2020.

Nature and Purpose of Restrictions and Assignment of Fund Equity

In the government-wide financial statements, net position is reported in three categories: net position invested in capital assets; restricted net position; and unrestricted net position. Net position invested in capital assets represent capital assets less accumulated depreciation. Restricted net position represents net position restricted by parties outside of the District. All other net positions are considered unrestricted.

In accordance with Governmental Accounting Standards Board Statement 54, Fund Balance Reporting and Governmental Fund Type Definitions, the District classifies governmental fund balances as follows.

Restricted fund balance – includes amounts that can be spent only for the specific purposes stipulated by external resource providers either through laws and regulations, constitutionally or through enabling legislation.

Committed fund balance – includes fund balance amounts that are constrained for specific purposes that are internally imposed by the District through formal action of the highest level of decision-making authority. Committed fund balance is reported pursuant to resolution passed by the District’s Board of Managers. It also includes amounts that can be used only for the specific purposes determined by the Board of Managers. Commitments may be changed or lifted only by the Board of Managers.

Assigned fund balance – includes fund balance amounts that are self-imposed by the District to be used for a particular purpose and comprises amounts intended to be used by the District for specific purposes and is authorized by the Board of Managers or by the Executive Director. In governmental funds other than the general fund, assigned fund balance represents the amount that is not restricted or committed.

Unrestricted fund balance - total of committed fund balance, assigned fund balance, and unassigned fund balance. In an effort to ensure the continuance of sound financial management of public resources, the District’s unrestricted fund balance will be maintained in the General Fund. This will provide the District with sufficient funds to address emergencies, sudden loss of revenue or operating needs, and unexpected downturns without borrowing.

This policy establishes the amounts the District will strive to maintain in its General Fund balance, the conditions under which fund balance may be spent, and the method by which fund balances will be restored. These amounts are expressed as goals, recognizing that fund balance levels can fluctuate from year to year in the normal course of operations for any government.

Minimum Unassigned/Unrestricted Fund Balance - It is the intent of the District to limit use of unassigned/unrestricted fund balances to address unanticipated, non-recurring needs or known and planned

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE A - GENERAL STATEMENT AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Nature and Purpose of Restrictions and Assignment of Fund Equity (continued)

future obligations. Fund balances shall not normally be applied to recurring annual operating expenditures. Unassigned fund balances may, however, be used to allow time for the District to restructure its operations in a deliberate manner, but such use will only take place in the context of long-term financial planning.

The District's unassigned/unrestricted fund balance in the General Fund should represent no less than ten (10) percent of the annual revenue budget at the end of the fiscal year. The District considers a fund balance of less than ten percent of budgeted revenues to be cause for concern, barring unusual or deliberate circumstances.

If unassigned fund balance falls below the targeted minimum level or has a deficiency, the District will evaluate the shortage and a plan of action will be created to re-establish the target levels.

Regarding expenditures for which more than one category of fund balance could be utilized, it is the policy of the District that the order of use is: Restricted Fund Balance, Committed Fund Balance, Assigned Fund Balance, and Unassigned Fund Balance. A schedule of NCT9-1-1 fund balances is provided in Note J.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE B - CASH AND INVESTMENTS

Legal and Contractual Provisions Governing Deposits and Investments

The Public Funds Act contains specific provisions in the areas of investment practices, management reports, and establishment of appropriate policies. Among other things it requires the NCTCOG, as fiscal agent for the District, to adopt, implement and publicize an investment policy. That policy must address the following areas:

(1) safety of principal and liquidity, (2) portfolio diversification, (3) allowable investments, (4) acceptable risk levels, (5) expected rates of return, (6) maximum allowable stated maturity of portfolio investments, (7) maximum average dollar weighted maturity, allowed based on the stated maturity date for the portfolio, (8) investment staff quality and capabilities, (9) and bid solicitation preferences for certificates of deposit. Statutes and the NCTCOG’s investment policy authorized the NCTCOG to invest in the following investments as summarized in the table below:

<u>Authorized Investment Type</u>	<u>Maximum Maturity</u>	<u>Maximum Percentage of Portfolio</u>	<u>Maximum Investment in One Issuer</u>
US Treasury Securities	< 2 years	100%	none
US Agencies and Instrumentalities	< 2 years	85%	none
Certificates of Deposit	< 2 years	100%	none
Repurchase Agreements	< 120 days	20%	none
Money Market Mutual Funds	< 2 years	50%	none
Local Government Investment Pools	< 2 years	100%	none

The Act also requires the NCTCOG to have independent auditors perform test procedures related to investment practices as provided by the Act. The NCTCOG is in substantial compliance with the requirements of the Act and with local policies.

The District’s cash and investments as of September 30, 2020 are classified in the accompanying financial statements as follows:

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE B - CASH AND INVESTMENTS (continued)
Legal and Contractual Provisions Governing Deposits and Investments (continued)

Statement of net position:

Primary Government:	
Total Cash and Investments	<u>1,932,372</u>

Cash and investments as of September 30, 2019 consist of the following:

Deposits with financial institutions	1,832,295
TxPool Governmental Investment Fund	<u>100,077</u>
Total Cash and Investments	<u>1,932,372</u>

Disclosures Relating to Interest Rate Risk

Interest rate risk is the risk that changes in market interest rates will adversely affect the fair value of an investment. Generally, the longer the maturity of an investment the greater the sensitivity of its fair value to changes in market interest rates. One of the ways that the NCTCOG manages its exposure to risk is to invest in local government investment pools because all invested funds are intended to cover expenditures that are expected to occur within the next twelve months.

As of September 30, 2020, all the District’s investments of \$100,077 was invested in the TexPool Local Government Investment Funds. NCTCOG did not invest in any securities on behalf of the District which are highly sensitive to interest rate fluctuations.

Disclosures Relating to Credit Risk

Generally, credit risk is the risk that an issuer of an investment will not fulfill its obligation to the holder of the investment. This is measured by the assignment of a rating by a nationally recognized statistical rating organization.

Custodial Credit Risk

Custodial credit risk for deposits is the risk that, in the event of the failure of a depository financial institution a government will not be able to recover its deposits or will not be able to recover collateral securities that are in the possession of an outside party. The custodial credit risk for investments is the risk that, in the event of the failure of the counterparty to a transaction, a government will not be able to recover the value of its investment or collateral securities that are in the possession of another party. The Public Funds Investment Act and NCTCOG’s investment policy do not contain legal policy requirements that would limit the exposure to custodial credit risk for deposits or investment other than the following provision for deposits:

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE B - CASH AND INVESTMENTS (continued)
Custodial Credit Risk (continued)

The Public Funds Investment Act requires that a financial institution secure deposits made by state or local governmental units by pledging securities in an undivided collateral pool held by a depository regulated under state law (unless so waived by the governmental unit). The market value of the pledged securities in the collateral pool must always equal at least the bank balance less the FDIC insurance.

At September 30, 2020, the District's deposits were entirely covered by collateral and FDIC insurance.

Interest Rate Risk. In accordance with its investment policy, NCTCOG manages its exposure to declines in fair values by limiting the maximum allowable stated maturity of any individual investment to one year, unless otherwise provided in a specific investment strategy that complies with current law.

Credit Risk. It is NCTCOG's policy to limit its investments to investment types with an investment quality rating not less than A or its equivalent by a nationally recognized statistical rating organization. NCTCOG's investment pool was rated AAAM by Standard and Poor's Investors Service.

Concentration of Credit Risk. NCTCOG's policy is to diversify its portfolio to eliminate the risk of loss resulting from overconcentration of assets in a specific maturity, a specific issuer or a specific class of investments.

NCTCOG, as fiscal agent for the District, is a voluntary participant in various investment pools organized in conformity with the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code, and the Public Funds Investment Act, Chapter 2256 of the Texas Government Code. The Public Funds Investment Act allows eligible entities of the State of Texas to jointly invest their funds in permitted investments. The District has authorized NCTCOG to invest District funds in the following funds:

Investment in Local Government Pools

TexPool: The Texas Comptroller of Public Accounts (the Comptroller) is the sole officer, director and shareholder of the Texas Treasury Safekeeping Trust Company, which is authorized to operate TexPool. Administrative and investment services to TexPool are provided by Federated Investors, Inc., under an agreement with the Comptroller, acting on behalf of the Texas Treasury Safekeeping Trust Company. The Comptroller maintains oversight of the services provided to TexPool by Federated Investors, Inc. In addition, the TexPool Advisory Board advises on the Investment Policies for TexPool and approves any fee increases. As required by the Public Funds Investment Act, the Advisory Board is composed equally of participants in TexPool and other persons who do not have a business relationship with TexPool who are qualified to advise TexPool.

NOTE C – DEFERRED COMPENSATION PLAN

NCTCOG offers its employees (District staff are employees of NCTCOG) a deferred compensation plan created in accordance with Internal Revenue Code Section 457. The International City Management Association Retirement Corporation (ICMARC) administers the plan. The plan, available to all NCTCOG employees, permits them to defer a portion of their salary until future years. All amounts of compensation deferred, all property and rights purchased, and all income, property, or rights are (until paid or made available to the employee or other beneficiary) held in trust for the exclusive benefit of the participants and

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE C – DEFERRED COMPENSATION PLAN (continued)

their beneficiaries. NCTCOG has no fiduciary responsibility for the plan and the amounts are not accessible by the NCTCOG or its creditors. Therefore, the plan assets are not reported in the financial statements.

The NCTCOG also contributes to a Section 457 deferred compensation plan for part-time employees. This plan is also administered by ICMARC. Part-time employees working less than 30 hours per week participate in the 457-retirement plan offered through ICMA. The employee contributes 3.75% of tax deferred gross pay and NCTCOG contributes 3.75%. All contributions are vested 100% immediately.

NOTE D – RECEIVABLES

The District is primarily funded by emergency communications fees collected from telephone providers per the Texas Health and Safety Code. The fees are due from the telephone providers 30 days after the month end in which the fees are collected.

Before the creation of the District, telephone providers submitted all fees to the Texas Comptroller. The Comptroller ceased accepting fees for the District at the end of the February 2019 collections. The District has been working with the telephone providers in an effort to collect the fees that were originally sent to the Texas Comptroller for the months of December 2018 through February 2019. Most of these submissions have been redirected to the District. As of September 30, 2020, there are still approximately \$66,033 of fees from these months remaining to be collect by the District.

9-1-1 Service Fees Dus as of September 30, 2020:	
Wireless Fees	\$ 1,054,250
Landline Fees	<u>342,065</u>
Total Service Fees Due September 30, 2020	1,396,315
Landline Receivables outstanding / Deferred Inflows	<u>66,033</u>
Total Receivables as of September 30, 2020	<u><u>\$ 1,462,348</u></u>

NOTE E – PRIMARY GOVERNMENT TRANSACTIONS

Texas Health and Safety Code Sec. 772.609 established that the NCTCOG shall be the fiscal and administrative agent on behalf of the District. NCTCOG, acting as fiscal and administrative agent, provides the following services: accounting and reporting, procurement, accounts payable\receivable, human resources, payroll functions, coordination of annual independent audit, facilities coordination, information technology support, provision of a depository, and investment functions.

As of September 30, 2020, there were payables due from the District to the NCTCOG (as fiscal agent for the District) totaling \$1,181,850.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE E – PRIMARY GOVERNMENT TRANSACTIONS (Continued)

The outstanding balances between the District and the NCTCOG result primarily from the time lag between dates that goods and services are provided, or reimbursable expenditures occur and/or payments are made. As Fiscal Agent for the District, the NCTCOG receives and makes payments on behalf of the District.

Allocation of Employee Benefits and Indirect Costs

NCTCOG Employee Benefits and Indirect Costs are allocated based upon actual expenditures to all grants and programs in accordance with Title 2 U.S. Code of Federal Regulations Part 200 (2CFR200). NCTCOG employee benefits are allocated to projects as a percentage of NCTCOG direct labor costs. Indirect costs necessary to sustain overall operations are allocated as a percentage of total direct labor costs and employee benefits charged to projects. Contributions to Indirect Costs represent revenues that offset certain costs included in the Indirect Cost Pool. As employees of NCTCOG and as NCTCOG functioning as fiscal agent, the District participates in the same allocations as other NCTCOG activities.

General and administrative costs are recorded in the NCTCOG General Fund as indirect costs in the accounting system and allocated to programs based upon a negotiated indirect cost rate. Indirect costs are defined by Title 2 U.S. Code of Federal Regulations Part 200 (2CFR200) as costs “(a) incurred for a common or joint purpose benefiting more than one cost objective, and (b) not readily assignable to the cost objective specifically benefited, without effort disproportionate to the results achieved.” NCTCOG’s indirect cost rate is based upon prior cost experience, documented by a cost allocation plan, and is approved by its cognizant agency. It is NCTCOG’s policy to negotiate with the cognizant agency a provisional rate which is used for billing purposes during NCTCOG’s fiscal year. Upon the completion of an independent audit at the end of each fiscal year, the indirect cost rate is finalized with the cognizant agency.

The NCTCOG provides the following benefits to employees:

- Medical Insurance
- Medicare Insurance
- Workers Compensation
- Flexible Benefit Plan
- Life & Disability Insurance
- Unemployment Insurance
- Retirement
- Vacation
- Sick Leave
- Holiday Leave
- Other Leave

The District allocated costs for NCTCOG indirect costs totaled \$504,604 for District staff and \$34,997 for NCTCOG staff charged to the District resulting in an overall indirect cost of \$539,601 for Fiscal Year 2020. The District allocated costs for NCTCOG benefits were \$907,730 for District staff and \$63,147 for NCTCOG staff charged to the District resulting in an overall benefit cost of \$970,877 for Fiscal Year 2020.

NCTCOG Schedule of Indirect Costs, Indirect Cost Limitations Test, and Schedule of Employee Benefits can be found on the NCTCOG website at <https://www.nctcog.org>.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE E – PRIMARY GOVERNMENT TRANSACTIONS (Continued)

Information Technology Support

The NCTCOG provides information technology support to the District. As employees of the NCTCOG, District staff are provided with computers and other technologies available to all NCTCOG staff. NCTCOG technology support costs are allocated to departments primarily on type of equipment supported and services provided.

Fiscal Year 2020 network service costs totaled \$196,296 for the District. The District reimbursed NCTCOG an additional \$13,801 of network service cost for NCTCOG staff providing fiscal agent support resulting in an overall cost of \$210,097 for fiscal year 2020.

NOTE F – CAPITAL ASSETS

A summary of changes in the General Funds' capital assets for the fiscal year ended September 30, 2020 follows:

	Balance at September 30 2019	Increases	Decreases	Balance at September 30 2020
Capital Assets				
<u>Assets transferred from NCTCOG</u>				
Capital Assets being Depreciated				
Equipment and Furniture	\$ 14,766,883	-	-	\$ 14,766,883
Leasehold Improvements	854,251	-	-	854,251
Total Assets Transferred	15,621,134	-	-	15,621,134
Accumulated Depreciation				
Equipment and Furniture	10,231,966	2,676,541	-	12,908,507
Leasehold Improvements	449,057	54,097	-	503,154
Total Accumulated Depreciation	10,681,023	2,730,638	-	13,411,661
Total Assets Transferred from NCTCOG, net	4,940,111	(2,730,638)	-	2,209,473
<u>Assets acquired by the District</u>				
Equipment and Furniture	873,569	68,231	-	941,800
Total Assets Acquired	873,569	68,231	-	941,800
Accumulated Depreciation				
Equipment and Furniture	115,103	277,332	-	392,435
Total Accumulated Depreciation	115,103	277,332	-	392,435
Total Assets Acquired, net	758,466	(209,101)	-	549,365
Capital assets, net	\$ 5,698,577	\$ (2,939,739)	\$ -	\$ 2,758,838

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE F – CAPITAL ASSETS (Continued)

Assets capitalized have an original cost of \$5,000 or more per unit and over three (3) years of useful life. Depreciation has been calculated on each class of depreciable property using the straight-line method. Estimated useful lives are as follows:

Equipment	3 years
Furniture	5 years
Leasehold Improvements	Length of remaining lease

Depreciation expense was charged as direct expense to programs of the primary government as follows:

Equipment	\$	2,953,872
Leasehold Improvements		54,098
Total depreciation expense	\$	<u>3,007,970</u>

NOTE G – RETIREMENT PLAN

District staff are employees of the NCTCOG and participates in the NCTCOG’s retirement plan. International City Management Association Retirement Corporation (ICMARC) administers the NCTCOG’s 401(a) retirement plan. It is a defined contribution retirement plan, which provides retirement benefits for all full-time permanent employees. The NCTCOG contributed an amount of \$242,369 during fiscal year 2020 equal to twelve percent (12%) of the permanent full-time employees' gross salaries for District staff. District full-time employees also contributed an amount of \$121,185 during 2020 equal to six percent (6%) of gross salaries. Total District payroll for the year totaled \$2,029,932 including \$2,019,745 payroll covered by the plan. Employees become forty percent (40%) vested in the NCTCOG's contributions after three (3) full years of employment. An additional fifteen percent (15%) vesting occurs for each additional full year of employment over the next four (4) years. An employee becomes fully vested after seven (7) years of employment. The NCTCOG’s retirement plan was formed under the authority of the NCTCOG’s Executive Board and the Executive Board has the authority to amend/or terminate the retirement plan and/or contribution requirements at any time.

NOTE H – COMMITMENTS

The NCTCOG entered into an agreement with Flexential during Fiscal Year 2015 for the lease of two (2) commercial data centers. The contract was amended on April 1, 2020 for thirty-six (36) months. The maximum amount authorized for the amended contract is an amount not to exceed \$2,935,977. The District’s rental expenditures under this service agreement totaled \$331,532 for Fiscal Year 2020.

Future minimum rental payments required under this lease are as follows:

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

NOTE H – COMMITMENTS (Continued)

Year Ending September 30	Amount
2021	\$ 282,410
2022	282,410
2023	141,205
	\$ 706,025

The NCTCOG leases office space for the NCTCOG in its entirety. The District staff utilizes a portion of that space and reimburses NCTCOG for the facilities costs based on square footage used by the District. Fiscal Year 2020 facilities costs totaled \$389,397 for the District. The District reimbursed NCTCOG an additional \$6,794 of facilities cost for NCTCOG staff providing fiscal agent support for a total facilities cost of \$396,191.

NOTE I – UNEARNED REVENUE

The General Fund uses a current financial resources measurement focus and are accounted for using the modified accrual basis of accounting. Their revenues are recognized when susceptible to accrual, i.e., when they become measurable and available. "Measurable" means the amount of the transactions can be determined and "available" means collectible within the current period or soon enough thereafter to be used to pay liabilities of the current period. For this purpose, revenues are considered available if they are collected within 60 days of the end of the current fiscal period. Expenditures are generally recognized under the modified accrual basis of accounting when the related fund liability is incurred, if measurable (See Note A). Uncollected revenue from the start of the operations for the District total \$66,033 as of September 30, 2020 (See Note D).

Contributions to special event programs from local participants and contributors are recognized as revenue when the event occurs, or expenditures are recognized for the event. The District had unearned revenue from special event contributions totaling \$123,067 as of September 30, 2020.

NOTE J – FUND BALANCE

Since becoming an independent District, an accumulation of a fund balance (greater revenue than expenditures) is a foreseen occurrence. District policy allows for the establishment of multiple funds for tracking and management of long-term planning. The District will use the General Fund to account for routine business of the District including reimbursements to NCTCOG. The fund balance goal for the General Fund is to accumulate a "reserve" totaling ten percent (10%) of annual revenue budget. The priority use of Fund Balance after the reserve is met is as follows:

1. Contributions designated for capital funding and replacement

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
NOTES TO FINANCIAL STATEMENTS (continued)
For the Fiscal Year Ending September 30, 2020

2. Contributions designated for special projects
3. Contributions designated for local government reimbursements.

NOTE J – FUND BALANCE (Continued)

In accordance with GASB 54 the District classifies governmental fund balances as follows:

	General Fund
FUND BALANCES:	
Restricted	
Unrestricted:	
Committed *	\$ 380,617
Assigned - Capital Replacement	\$ 951,720
Unassigned	1,050,000
Total Assigned / Unassigned	2,001,720
Total Unrestricted	2,382,337
Total Fund Balances	\$ 2,382,337

*Committed fund balance represents amounts in prepaid. See note A on page 20.

NOTE K – SPECIAL ITEM

Texas Health and Safety Code 772.622 allows the NCTCOG to transfer to the District assets related to the provision of 9-1-1 service. The NCTCOG executive board authorized this transfer in January 2019.

The NCTCOG transferred \$15,621,134 of equipment and leasehold improvements. At the end of fiscal year 2020 the assets accumulated depreciation totaled \$13,411,662 resulting in a net transfer totaling \$2,209,473.

REQUIRED SUPPLEMENTAL SCHEDULES



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
 NOTES TO REQUIRED SUPPLEMENTAL INFORMATION
 SEPTEMBER 30, 2020

BUDGETARY COMPARISON

	Budgeted Amount		Budget Basis Actual	Variance With Final Budget Positive (Negative)
	Original	Final		
REVENUES				
Wireless	\$ 8,300,000	\$ 8,300,000	\$ 8,571,521	\$ 271,521
Landline	2,200,000	2,200,000	1,853,370	(346,630)
Other Revenue	-	-	1,138	1,138
Total Revenues	10,500,000	10,500,000	10,426,028	(73,972)
EXPENDITURES				
Staff Costs	4,796,656	4,796,656	4,301,099	(495,557)
Fiscal Agent Support	343,930	343,930	277,132	(66,798)
Cost of Operations	4,673,680	4,605,380	3,664,384	(940,996)
Local Government Reimbursements	645,000	645,000	545,531	(99,470)
Capital Expenditures		68,300	68,231	(69)
Total Expenditures	10,459,266	10,459,266	8,856,377	(1,602,889)
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES	<u>40,734</u>	<u>40,734</u>	<u>1,569,652</u>	<u>1,528,918</u>
Fund Balance - Beginning	-	-	812,685	-
Fund Balance - Ending	<u>\$ 40,734</u>	<u>\$ 40,734</u>	<u>\$ 2,382,337</u>	<u>\$ 1,528,918</u>

Note A: Financial Statement Presentation – Budget Basis

It is the District's policy to prepare the annual budget on a near-term governmental fund basis. This basis includes current year purchase costs of capitalized items. The budget basis does not include depreciation of capital expenses or long-term liabilities. Accordingly, the Budgetary Comparison Schedule - General Fund is prepared on the basis utilized in preparing the budget.

General Fund

Total Net Expenditures	\$ 8,884,525
Less Cost of Designated Funds	<u>(28,148)</u>
Total Budgetary Expenses	<u>\$ 8,856,377</u>

Note B: Budgetary Controls

The District follows these procedures in establishing the General Fund budgetary data reflected in the basic financial statements:

- a. Prior to October 1, the Executive Director submits to the Board of Managers a proposed operating budget for the fiscal year commencing October 1. The operating budget includes proposed expenditures and the means of financing them.
- b. Prior to October 1, the Board of Managers formally approves the budget document following a public hearing.
- c. The approved annual budget is used as a control device for the General Fund.
- d. The budget for the General Fund is adopted on a basis consistent with generally accepted accounting principles (GAAP). Budgetary comparisons presented for the General Fund in this report are on this GAAP budgetary basis.
- e. Appropriations for the General Fund lapse at the end of the fiscal year.
- f. Expenditures cannot legally exceed appropriations at the fund level. Expenditures are monitored by the NCTCOG's Administration Department. When expenditures are required for functions that have not been budgeted, authorization to incur the expenditures is requested from the Districts's Board of Managers by resolution during its regular quarterly meetings.
- g. The Executive Director is authorized to transfer budgeted amounts between programs; however, the District's Board of Managers would approve any revisions, which would increase total expenditures.



North Central Texas Emergency Communications District

Item # 2021-03-04

Meeting Date: March 4, 2021

Submitted By: Christy Williams
Director of NCT9-1-1

Item Title: Resolution Approving FY2022 PSAP Operational and Staffing Recommendations

In June 2020, the NCT9-1-1 Board adopted the Public Safety Answering Point (PSAP) Management Policy (Policy 2.7) at the recommendation of staff and the Strategic Advisory Committee (SAC). The policy establishes the parameters for adding, closing, and consolidating PSAPs, as well as adding or removing PSAP positions. PSAPs may request staffing changes by submitting a request with supporting documentation at least one month prior to the March NCT9-1-1 Board meeting. Any request(s) are then considered in March by the Board to be incorporated into the next year's budget in accordance with the stated call volume requirements. If the request is denied, a PSAP can still implement the change but must "provide funding to the District or acquire the necessary equipment and software licenses, including support for a period of five years" as stated in Section IV.

According to the policy, to add a call taking position to a PSAP, the following criteria must be met:

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

NCT9-1-1 received one (1) 'Request to Add a 9-1-1 Call Taking Position' for FY2022 from the Forney Police Department. Following review by staff and the SAC, it has been determined Forney does not meet the minimum requirements established in the policy and it is recommended the request be denied. Forney's PSAP currently has two (2) positions and received 16 average calls per position per day for the period from 7/1/2019 until 12/31/20. Due to NCT9-1-1 budgetary constraints and a moratorium on new projects, staff further recommends no exception to the policy be considered.

A draft resolution approving FY2022 PSAP Operational and Staffing Recommendations, with no additional call taking positions, is attached for Board consideration.

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



RESOLUTION APPROVING FY2022 PSAP OPERATIONAL AND STAFFING RECOMMENDATIONS

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, in June 2020, the NCT9-1-1 Board adopted the Public Safety Answering Point (PSAP) Management Policy (Policy 2.7) which establishes the parameters for adding, closing, and consolidating PSAPs, as well as adding or removing PSAP positions; and,

WHEREAS, NCT9-1-1 received one (1) 'Request to Add a 9-1-1 Call Taking Position' for FY2022 from the Forney Police Department; and,

WHEREAS, following review by staff and the Strategic Advisory Committee (SAC), it has been determined Forney does not meet the minimum requirements established in the policy and it is recommended the request be denied.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the FY2022 PSAP Operational and Staffing Recommendations, with no additional call taking positions.

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 March 4, 2021.

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



600 Six Flags Drive, Suite 226

Arlington, Texas 76005-5888

Phone: 817-704-2525

E-mail: 911OpsTeam@NCT911.org

In Partnership with the North Central Texas Council of Governments

POLICY NUMBER:
ADM 2.7

Policy Name: Public Safety Answering Point (PSAP) Management	Description: This policy outlines PSAP management including adding a PSAP, closing a PSAP, consolidating PSAPs, adding and reducing 9-1-1 call taking positions.
Date of Approval: 06/04/2020	Revision History: v.1.0 06/04/2020
Effective Date: 06/04/2020	Scheduled for Review:
Policy Topic: PSAPs	Administering Department: North Central Texas Emergency Communications District

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

DEFINITIONS AND AUTHORIZATIONS:

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

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

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

ACTIONS REQUIRED:

The following criteria apply in all PSAP management circumstances:

- I. Counties shall have at least one PSAP.
- II. Public agencies shall provide adequate facilities and personnel to house and operate a PSAP with a minimum of two call taking positions.
- III. PSAPs shall have a published 10-digit emergency number that can accept emergency calls 24-hours a day, 7 days a week, 365 days a year answered by a Texas Commission on Law Enforcement licensed telecommunicator or a certified fire/medical telecommunicator.
- IV. The District shall have ownership of all PSAP equipment, regardless of funding source.
 - i) If funding is not available from the District's budget for the additional PSAP, or call taking position(s), the public agency must provide funding to the District or acquire the necessary equipment and software licenses, including support for a period of five years.
- V. PSAP requests and supporting documentation for adding, closing, or consolidating PSAPs, or adding or removing 9-1-1 call taking positions at a PSAP shall be submitted to the District one

month prior to the March Board of Managers meeting.

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

Adding a PSAP

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

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

Closing a PSAP

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

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

Consolidating PSAPs

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

- I. The consolidating PSAPs' supporting public agencies must submit a notification letter to the District, with resolutions from their governing bodies, 180 days prior to the requested consolidation date. The notification letter must include:

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

Adding a call taking position to a PSAP

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

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

Reduce call handling positions

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

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

RELATED POLICIES/RESOURCES:

Request to Add a PSAP Form (Attachment A)

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

NCT9-1-1 PSAP Management Process

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



Approved

Executive Director

North Central Texas Emergency Communications District

Attachment A (Example Only)



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

Requesting Agency: Date:

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

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

Attachment A Continued



Supplemental Information for adding a PSAP:

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

Requester Name: _____

Requester Title: _____

Requester Signature: _____

Attachment B (Example Only)



Request to Add a Call Taking Position Form

Requesting Agency: Date:

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

Requester Name: _____

Requester Title: _____

Requester Signature: _____

Minimum Average Call Volume for Requesting
Additional Call Handling Equipment Position
Average of 25 calls per position per day for 18 Months

*Call volume is averaged over previous 18 months from the date of request

Total Number of Workstation Positions **	Minimum Daily Call Volume
3	75
4	100
5	125
6	150
7	175
8	200
9	225
10	250
15	375

(**Includes Current + Requested Positions)

Minimum Average Call Volume for Requesting a New PSAP*
Average of 10 calls per position per day for 18 Months

*Call volume is averaged over previous 18 months from the date of request

Number of Workstation Positions	Minimum Daily Call Volume
2	20
3	30
4	40
5	50



Request to Add a Call Taking Position Form

Requesting Agency: Forney PD

Date: 10/20/2020

#	Documentation Required		Additional Information
1	Average daily total emergency requests for service for previous 18 mos.	31.20	Minimum: 25 per day per position
2	Population of area served	25,030.00	% of total county 19.47
3	Number of PSAPs in county	3.00	
4	Square miles of area served	14.93	
5	Number of existing 9-1-1 call taking positions	2.00	
6	Number of 9-1-1 call taking positions requested	1.00	
7	Peak 9-1-1 call volume times and/or patterns		Peaks between 1500-2000 during rush hour
8	Percentage of population growth of requesting agency	23.42	over previous 2 years
9	Major transportation corridors		US Hwy 80

Requester Name: Lisa Harrell

Requester Title: Communications Supervisor

Requester Signature: Lisa Harrell



City of Forney, Texas
Forney Police Department

110 Justice Center Drive, Forney, Texas 75126
972-564-7600 Fax 972-564-7620

October 21, 2020

Dear Board of Directors for NCT 9-1-1,

The Forney Police Department requests your consideration for granting a third 9-1-1 call taking position for our Communications Center. Although we do not meet the minimum criteria for average daily total emergency requests, we believe that there are strong reasons for considering our request.

Forney PD was offered a third 9-1-1 position in 2017 by NCT911. Unfortunately, the previous supervisor did not take advantage of the opportunity when it was presented. However, our call volume and population growth require us to move in the direction of having three people on duty at all times. As you can see from our application, we serve approximately 20% of our county and our growth rate over the last two years was 23.42%. Our actual numbers are likely higher, because our fire district serves a large part of Kaufman County in addition to strictly the city of Forney. We already have three people on duty 4 days per week and we are actively hiring so that we can expand this capability. However, without a third console, our call-taker functionality and ability to serve our community is severely inhibited.

Forney PD is in receipt of CARES ACT funding which we hope to use, among other things, to improve social distancing within the dispatch center. Having a third position improves our overall health and safety by decreasing sharing of work stations, allowing for proper disinfecting of stations since three people will not be sharing two stations, and increasing social distancing. An added benefit is that it improves our capability to answer 9-1-1 calls now, rather than some distant time in the future.

We request that the Board of Directors grant us a third 9-1-1 position now even though we do not yet meet the minimum 9-1-1 call volume. However, if you are unable to grant us the third position outright, we request you consider allowing us to use a portion of our CARES ACT funding to purchase the third position. However, we would need details on initial cost as well as annual maintenance/licensing fees.

Thank you for your consideration.

A handwritten signature in black ink that reads "Lisa Harrell". The signature is written in a cursive style and is positioned above a horizontal line.

Lisa Harrell
Communications Supervisor, Forney PD



Request to Add a Call Taking Position Form

Requesting Agency: Forney Police Department Date: 12/17/2020

#	Documentation Required		Additional Information
1	Average daily total emergency requests for service for previous 18 mos.	32.00	Minimum: 25 per day per position
2	Population of area served	25,030.00	% of total county 19.47
3	Number of PSAPs in county	3.00	
4	Square miles of area served	14.93	
5	Number of existing 9-1-1 call taking positions	2.00	
6	Number of 9-1-1 call taking positions requested	1.00	
7	Peak 9-1-1 call volume times and/or patterns		Volume increases 0700-2300 Mon-Fri
8	Percentage of population growth of requesting agency	23.42	over previous 2 years
9	Major transportation corridors	US HWY 80	

Requester Name: Lisa Harrell

Requester Title: Communications Supervisor

Requester Signature: Lisa Harrell



City of Forney, Texas
Forney Police Department

Item # 2021-03-04
Attachment C
Continued

110 Justice Center Drive, Forney, Texas 75126
972-564-7600 Fax 972-564-7620

December 21, 2020

Dear Board of Directors for NCT 9-1-1,

In October, 2020, the Forney Police Department requested a third 9-1-1 call taking position. After the request was denied, we decided not to pursue an appeal. However, after the topic of adding a new 9-1-1 call taking position was brought up at the December NCT 9-1-1 PSAP Supervisor meeting and again as a separate PSAP Management Policy Meeting, we have decided to reapply for a third position and are prepared to take this request through the appeals process.

Although the Forney Police department does not meet the minimum criteria for average daily total emergency requests, we believe that there are strong reasons for considering our request. According to NCT 9-1-1 statistics provided by LeAnne Russell, our current 9-1-1 call volume is 16 calls per position per day. However, this is not an accurate reflection of our 9-1-1 call volume. Due to misroutes and the size of our fire emergency response district which includes Kaufman County Emergency Services District #6, many of our medical calls route to Kaufman County Dispatch. In order to improve patient care, these calls are transferred directly to our medical provider, CareFlite, and then Forney PD is notified of the emergency call via an administrative phone call to the dispatch center so that the Fire Department can be dispatched. Many of these calls originate as 911 calls, and they are handled as 911 calls when we receive them even on our administrative line, but we do not get 9-1-1 "credit" for these calls. To date, we have received 1807 calls in this manner, which averages to an additional 5.14 calls per day. Additionally, we have received 1458 alarm calls via administrative phone lines to date. These calls are also essentially "emergency" calls for which we do not get "credit." These alarm calls represent an additional 4.15 calls per day.

Forney's call volume and population growth require us to move in the direction of having three people on duty at all times. As you can see from our application, we serve approximately 20% of our county and our growth rate over the last two years was 23.42%. Our actual numbers are likely higher, because our fire district serves a large part of Kaufman County in addition to strictly the city limits of Forney. We already have three people on duty four days per week, and we are actively hiring so that we can expand this capability. However, without a third console, our call-taker functionality and ability to serve our community is severely inhibited.

In order to assist with our call volume, the third person sits very close to our position one console so that the additional dispatcher can answer 9-1-1 during busy times and assist with any other necessary tasks. At times, this leads to sharing of a handset, keyboard, and mouse. The Forney police department can rearrange our dispatch layout and provide appropriate social distancing for

City of Forney, Texas

Forney Police Department



110 Justice Center Drive, Forney, Texas 75126
972-564-7600 Fax 972-564-7620

this third position if it were granted. Having a third 9-1-1 position would allow not only better and more efficient service for our citizens, but also provide a safer environment for our communications officers. In our previous application, part of the rationale for the denial was that the third position would lessen social distancing, not improve it. In fact, the opposite is true.

As part of the PSAP Management policy meeting, we have requested a review of the PSAP management policy at the next meeting of the Strategic Advisory Committee in February, 2021. We, along with several other PSAPs represented in the meeting, see the current policy as inequitable. Public agencies requesting the addition of a PSAP to their jurisdiction are only required to document a minimum daily average of 10 emergency calls per position per day in order to qualify. This is a threshold Forney currently meets. However, existing PSAPs must have a documented minimum average of 25 emergency requests per position per day for 18-months in order to qualify. This significantly higher standard to add a position is practically unattainable for a small PSAP without significant negative impact to the existing staff to handle that larger call volume. In an industry that continually trains for wellness and stress reduction, asking two people to handle the necessary call volume to attain a third position is not only unreasonable but also unhealthy both physically and mentally.

Knowing that we have requested a review of the PSAP Management policy and in light of the need to social distance our positions, we request that the Board of Directors grant us a third 9-1-1 position now even though we do not yet meet the minimum 9-1-1 call volume as stated in the PSAP Management Agreement. We believe that our current rate of population growth, as well as the number of requests for emergency service that are not accurately reflected in our statistics, warrant consideration of this request now. Thank you for your time and attention to this request.

A handwritten signature in black ink, appearing to read "Lisa Harrell", written over a horizontal line.

Lisa Harrell
Communications Supervisor, Forney PD



FINANCIAL STATUS REPORT
FOR FOUR MONTHS ENDING: JANUARY 31, 2021

REVENUES: (1)					
Revenue Category	Revenue Budget	4 Mo. Target	Actual Revenue	Amount Remaining	% of Target Earned
Wireless	8,500,000	2,833,333	2,838,318	5,661,682	100.18%
Landline	1,800,000	600,000	606,457	1,193,543	101.08%
Other Revenue	0	0	6,033	(6,033)	100.00%
Total Revenue	10,300,000	3,433,333	3,450,807	6,849,193	100.51%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	4 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,147,340	715,780	633,642	1,513,698	88.52%
Fringe Benefits	1,058,640	352,880	306,679	751,961	86.91%
NCTCOG Indirect Costs	567,460	189,153	166,437	401,023	87.99%
Occupancy	410,510	136,837	135,186	275,324	98.79%
NCTCOG Information Technology	196,600	65,533	65,524	131,076	99.99%
Travel	65,710	21,903	578	65,132	2.64%
Other Staff Costs	336,840	112,280	47,850	288,990	42.62%
Total NCT9-1-1 Staff Costs	4,783,100	1,594,366	1,355,895	3,427,205	85.04%
FISCAL AGENT SUPPORT (3)					
Category	Budget	4 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	315,550	105,183	86,036	229,514	81.80%
COST OF OPERATIONS (4)					
Categories	Budget	4 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	2,599,240	866,413	1,109,241	1,489,999	128.03%
Equipment and Software Supp & Maint	886,830	295,610	388,922	497,908	131.57%
Contract Services	381,950	127,317	22,118	359,832	17.37%
Communications (Public Education)	64,000	21,333	269	63,731	1.26%
PSAP Training	46,250	15,417	2,100	44,150	13.62%
Telecom	532,450	177,483	176,621	355,829	99.51%
County Reimbursements	590,000	196,667	127,701	462,300	64.93%
Total Cost of Operations	5,100,720	1,700,240	1,826,971	3,273,749	107.45%
CAPITAL EXPENDITURES					
Category	Budget	4 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	0	0	0	0	100.00%
TOTAL EXPENDITURES					
Category	Budget	4 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	10,199,370	3,399,789	3,268,903	6,930,467	96.15%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 101% of the 4 month target.</p> <p>A. Wireless revenue -(100% of target)</p> <p>B. Landline revenue - (101% of target)</p> <p>- Received \$52,000 from fiscal year 2019. \$24,000 is due to collections and \$28,000 is due to provider submitting amended returns.</p> <p>Local revenue was not included in the fiscal year 2021 budget. Amounts include \$6,000 microwave tower rental space and remainder is for interest earned on investments.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 85% of the 4 month target.</p> <p>Salaries, fringe benefits and indirect costs-(88% of target)- below target</p> <p>A. primarily due to equivalent of two (2) unfilled positions. One (1) staff hired during the 1st quarter of the year.</p> <p>B. Travel-(3% of target)- Due COVID, travel has been restricted.</p> <p>C. Other staff costs-(43% of target)</p> <p>1. Less training and development than planned. Same as travel, out of town training is currently on hold.</p> <p>2. Texas 9-1-1 Alliance annual fees are paid annually at the end of the year. This accounts for \$30,000 of the straight-line target variance.</p> <p>3. As of January, there have not been any purchases of laptops and other non-capitalized equipment accounting for \$12,000 of the straight-line target variance.</p> <p>4. Fleet operating costs were below plan for the fiscal year. This was primarily due to COVID travel restrictions. Maintenance and fuel costs were primary categories below plan.</p>
3	Fiscal Agent Support	<p>Costs total 82% of the four (4) month target. Includes costs for NCTCOG administration support (accounting) and legal services.</p> <p>A. The legal team has utilized approximately half of the hours budgeted through January.</p> <p>B. Audit fees will be charged in the 2nd quarter. This accounts for \$5,000 of the straight-line target variance.</p> <p>C. There has not been any travel or employee development through January due to COVID restrictions.</p>

NOTES (Continued)

Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 107% of the 4 month target</p> <p>A. Network-(128% of target)</p> <p>Primarily due to annual (one-time) payments occurring during the first part of the year. Expenditures should approach closer to targets for the balance of the year. The following are the largest payments:</p> <ul style="list-style-type: none"> - AT&T annual wireless tariff - \$40,000 - Solacom annual maintenance for call handling equipment- \$130,000 - Microsoft licenses - \$105,000 - Solarwinds network annual maintenance - \$27,000 - Comtech quarterly payment for core services and MPLS connections - \$205,000 (this item is paid quarterly) <p>B. Equipment and Software Support and Maintenance-(132% of target)</p> <p>Primarily over target due to annual (one time) maintenance agreements paid in the first part of the fiscal year. Expenditures are expected to approach targets for the balance of the fiscal year. Primary one time payments were as follows:</p> <ul style="list-style-type: none"> -911 Datamaster automatic location software - \$170,000 - GeoCom dispatch mapping service - \$108,000 -ESRI GIS software renewal - \$82,000 - Power DMS software - \$14,000 <p>C. Contract Services-(17% of target) - Primarily due to two factors:</p> <ol style="list-style-type: none"> 1. Less projects than projected for strategic consulting. <ul style="list-style-type: none"> - Strategic consulting with MCP accounts for \$80,000 of the target variance. 2. Annual recurring payments not paid as of January. <ul style="list-style-type: none"> - ESRI Enterprise Advantage Program (EEAP) - \$25,000 - Greater Harris County infrastructure costs - \$25,000 <p>D. County reimbursements- (65% of target)</p> <p>Under target primarily due to the following:</p> <ol style="list-style-type: none"> 1. Recorder reimbursements - \$33,000. There has only been one (1) recorder reimbursed this fiscal year. This is expected to be closer to target by the end of the fiscal year as the remainder are purchased. 2. Addressing reimbursements - \$36,000. There was one (1) quarter payment, but the target is for four months. This is a timing issue.



Training

Number of Agencies: 19

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
12/8/2020	911 Recovers: Training on PTSD, Resilience, and Stress Management	Learning about current research on the health and wellness of 9-1-1 telecommunicators, followed by instruction on the symptoms of PTSD, ways to enhance resilience, and methods of managing stress	1/4/1900	Erath County Sheriff's Office Corsicana Police Department Terrell Police Department Collin County Sheriff's Office
12/28/2020-12/30/2020	RapidDeploy RadiusPlus Mapping Solution End-User Refresher Training	Live Taught Virtual End-User Training provided as a refresher prior to the implementation of the region to the Rapid Deploy RadiusPlus Mapping Solution.	1/9/1900	Palo Pinto County Sheriff's Office Forney Police Department Sachse Police Department Mckinney Police Department



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>
Nov-20	16873	1906	894	20
Dec-20	10750	11988	630	30
Jan-21	5242	5771	329	9

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>
Nov-20	8988	188	32	47	12	42	0
Dec-20	10554	215	25	50	9	73	2
Jan-21	15684	383	32	82	13	92	0

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Nov-20	4300	3900	1	0:34
Dec-20	5100	4700	1	0:33
Jan-21	9835	10864	1	0:37

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>
Nov-20	770	78	93	2897	101	0
Dec-20	1134	100	132	3316	48	0
Jan-21	5974	107	142	3573	11	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Nov-20	0
Dec-20	0
Jan-21	0

Public Education Events

<u>Date</u>	<u>Name of Event</u>	<u>Agency</u>
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Service Interruptions

Number of Outages:

2

Date	Agency	Hours	Reason	How were calls handled
12/28/2020	Terrell PD	26	Network Issue	Calls re-routed to Forney PD

GIS Errors

County	Nov-20	Dec-20	Jan-21
Collin	1,643	767	434
Dallas	395	177	97
Ellis	27	42	33
Erath	2,058	63	4
Hood	5	3	10
Hunt	11	0	55
Johnson	18	111	16
Kaufman	419	303	141
Navarro	17	37	24
Palo Pinto	6	43	1
Parker	2,419	75	99
Rockwall	24	5	18
Somervell	15	0	0
Wise	2,410	138	24

Database

ALI Bids with Location

	Total ALI Bids	Total No Record Found	% of Calls without Location Information	% of Calls with Location Information
Nov-20	139,652	932	0.67%	99.33%
Dec-20	148,888	1,001	0.67%	99.33%
Jan-21	144,514	991	0.69%	99.31%

PSAP Call Volume Statistics
Aug-19

COUNTY	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDONED
COLLIN	ALLEN POLICE DEPARTMENT	162	90	2,314	39	8	2,613	0	186
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	101	109	2,257	9	4	2,480	0	185
WISE	BRIDGEPORT POLICE DEPARTMENT	36	8	116	0	0	160	0	5
JOHNSON	CLEBURNE POLICE DEPARTMENT	120	73	1,036	3	5	1,237	0	89
DALLAS	COCKRELL HILL POLICE DEPARTMENT	57	10	38	0	0	105	0	5
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	182	133	4,338	27	11	4,691	0	530
HUNT	COMMERCE POLICE DEPARTMENT	37	16	250	5	1	309	0	24
NAVARRO	CORSICANA POLICE DEPARTMENT	93	77	959	2	2	1,133	0	78
WISE	DECATUR POLICE DEPARTMENT	74	19	300	5	1	399	0	31
ERATH	DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	73	72	2,541	10	5	2,701	0	239
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	34	8	742	0	2	786	0	73
KAUFMAN	FORNEY POLICE DEPARTMENT	70	28	884	12	1	995	0	63
COLLIN	FRISCO POLICE DEPARTMENT	361	137	4,666	25	13	5,202	0	684
HUNT	GREENVILLE POLICE DEPARTMENT	170	91	1,297	8	0	1,566	0	161
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	226	35	1,823	8	7	2,099	0	186
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	121	67	2,337	11	6	2,542	0	241
JOHNSON	JOHNSON COUNTY ESD	139	125	831	0	0	1,095	0	3
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	150	211	3,449	9	0	3,819	0	272
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	200	113	4,019	20	0	4,352	0	403
PARKER	LIFECARE EMS	89	39	550	0	0	678	0	0
COLLIN	MCKINNEY POLICE DEPARTMENT	425	223	4,396	46	16	5,106	0	644
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	94	21	621	3	2	741	0	78
COLLIN	MURPHY POLICE DEPARTMENT	37	8	228	0	0	273	0	17
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	155	60	1,613	5	3	1,836	0	159
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	94	40	1,547	8	6	1,695	0	148
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	43	10	548	7	0	608	0	63
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	121	68	3,342	2	7	3,540	0	361
COLLIN	PROSPER POLICE DEPARTMENT	31	11	617	4	1	664	0	76
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	36	16	1,273	67	5	1,397	0	126
ROCKWALL	ROCKWALL POLICE DEPARTMENT	159	66	1,876	9	5	2,115	0	258
DALLAS	SACHSE POLICE DEPARTMENT	81	26	517	9	1	634	0	49
DALLAS	SEAGOVILLE POLICE DEPARTMENT	82	55	1,196	7	1	1,341	0	145
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	55	3	249	14	1	322	0	44
PARKER	SPRINGTOWN POLICE DEPARTMENT	68	16	570	0	2	656	0	45
ERATH	STEPHENVILLE POLICE DEPARTMENT	13	5	178	0	0	196	0	10
KAUFMAN	TERRELL POLICE DEPARTMENT	179	57	1,002	1	0	1,239	0	211
ELLIS	WAXAHACHIE POLICE DEPARTMENT	154	85	1,537	6	2	1,784	0	129
PARKER	WEATHERFORD POLICE DEPARTMENT	107	37	1,081	0	5	1,230	0	75
DALLAS	WILMER POLICE DEPARTMENT	12	18	308	3	0	341	0	34
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	64	53	1,748	1	11	1,877	0	117



Sep-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	205	71	2,607	34	9	2,926	0	270
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	102	118	2,379	13	10	2,622	0	181
WISE	BRIDGEPORT POLICE DEPARTMENT	39	4	132	0	0	175	0	10
JOHNSON	CLEBURNE POLICE DEPARTMENT	167	117	1,194	4	2	1,484	0	104
DALLAS	COCKRELL HILL POLICE DEPARTMENT	55	14	28	0	0	97	0	3
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	232	146	4,576	26	6	4,986	0	568
HUNT	COMMERCE POLICE DEPARTMENT	42	16	227	4	0	289	0	36
NAVARRO	CORSICANA POLICE DEPARTMENT	126	109	999	5	0	1,239	0	80
WISE	DECATUR POLICE DEPARTMENT	67	27	325	6	1	426	0	42
ERATH	DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	115	74	2,893	3	11	3,096	0	255
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	28	8	785	1	3	825	0	75
KAUFMAN	FORNEY POLICE DEPARTMENT	71	44	1,039	9	2	1,165	0	88
COLLIN	FRISCO POLICE DEPARTMENT	397	170	5,138	14	8	5,727	0	755
HUNT	GREENVILLE POLICE DEPARTMENT	199	85	1,528	3	3	1,818	0	147
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	351	43	1,937	1	5	2,337	0	210
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	166	67	2,513	9	1	2,756	0	271
JOHNSON	JOHNSON COUNTY ESD	173	151	1,005	0	0	1,329	0	2
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	227	169	3,502	2	1	3,901	0	273
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	208	122	4,091	12	2	4,435	0	411
PARKER	LIFECARE EMS	107	56	602	0	0	765	0	0
COLLIN	MCKINNEY POLICE DEPARTMENT	452	276	4,661	43	14	5,446	0	624
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	114	28	640	5	2	789	0	81
COLLIN	MURPHY POLICE DEPARTMENT	47	9	265	0	0	321	0	28
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	149	82	1,776	2	9	2,018	0	155
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	97	47	1,654	17	5	1,820	0	141
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	44	9	652	7	7	719	0	67
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	138	94	3,395	5	9	3,641	0	353
COLLIN	PROSPER POLICE DEPARTMENT	47	15	660	2	2	726	0	71
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	42	23	1,352	62	3	1,482	0	117
ROCKWALL	ROCKWALL POLICE DEPARTMENT	200	71	2,101	8	13	2,393	0	211
DALLAS	SACHSE POLICE DEPARTMENT	109	29	634	3	1	776	0	51
DALLAS	SEAGOVILLE POLICE DEPARTMENT	65	96	1,280	7	0	1,448	0	171
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	80	7	267	26	0	380	0	31
PARKER	SPRINGTOWN POLICE DEPARTMENT	76	17	517	2	1	613	0	39
ERATH	STEPHENVILLE POLICE DEPARTMENT	10	6	114	0	2	132	0	10
KAUFMAN	TERRELL POLICE DEPARTMENT	190	115	970	3	4	1,282	0	193
ELLIS	WAXAHACHIE POLICE DEPARTMENT	178	81	1,723	2	8	1,992	0	116
PARKER	WEATHERFORD POLICE DEPARTMENT	112	59	1,154	1	4	1,330	0	109
DALLAS	WILMER POLICE DEPARTMENT	18	29	341	3	1	392	0	42
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	78	57	1,844	7	2	1,988	0	129

Oct-20

County	PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
COLLIN	ALLEN POLICE DEPARTMENT	137	99	2,442	41	5	2,724	0	252
DALLAS	BALCH SPRINGS POLICE DEPARTMENT	93	94	2,262	8	0	2,457	0	165
WISE	BRIDGEPORT POLICE DEPARTMENT	34	3	114	0	0	151	0	9
JOHNSON	CLEBURNE POLICE DEPARTMENT	135	48	1,183	14	4	1,384	0	104
DALLAS	COCKRELL HILL POLICE DEPARTMENT	57	13	39	0	1	110	0	2
COLLIN	COLLIN COUNTY SHERIFF'S DEPARTMENT	176	96	4,463	27	6	4,768	0	506
HUNT	COMMERCE POLICE DEPARTMENT	28	23	255	3	0	309	0	27
NAVARRO	CORSICANA POLICE DEPARTMENT	126	78	1,016	3	0	1,223	0	61
WISE	DECATUR POLICE DEPARTMENT	78	45	280	21	1	425	0	32
ERATH	DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS	ELLIS COUNTY SHERIFF'S DEPARTMENT	72	33	2,640	2	2	2,749	0	242
ERATH	ERATH COUNTY SHERIFF'S DEPARTMENT	35	19	759	0	5	818	0	72
KAUFMAN	FORNEY POLICE DEPARTMENT	71	42	874	11	1	999	0	88
COLLIN	FRISCO POLICE DEPARTMENT	280	199	5,014	31	17	5,541	0	734
HUNT	GREENVILLE POLICE DEPARTMENT	141	107	1,545	7	1	1,801	0	150
HOOD	HOOD COUNTY SHERIFF'S DEPARTMENT	323	34	1,868	5	1	2,231	0	206
HUNT	HUNT COUNTY SHERIFF'S DEPARTMENT	136	51	2,392	8	7	2,594	0	300
JOHNSON	JOHNSON COUNTY ESD	159	69	1,055	0	0	1,283	0	3
JOHNSON	JOHNSON COUNTY SHERIFF'S OFFICE	244	107	3,402	14	1	3,768	0	245
KAUFMAN	KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	170	65	3,881	18	2	4,136	0	371
PARKER	LIFECARE EMS	107	47	657	0	1	812	0	0
COLLIN	MCKINNEY POLICE DEPARTMENT	372	255	4,770	56	7	5,460	0	613
PALO PINTO	MINERAL WELLS POLICE DEPARTMENT	77	52	579	9	1	718	0	68
COLLIN	MURPHY POLICE DEPARTMENT	26	15	257	2	0	300	0	17
NAVARRO	NAVARRO COUNTY SHERIFF'S DEPARTMENT	138	58	1,784	3	3	1,986	0	165
ELLIS	NORTH ELLIS EMERGENCY DISPATCH	86	14	1,564	21	2	1,687	0	131
PALO PINTO	PALO PINTO COUNTY SHERIFFS DEPARTMENT	28	9	599	2	1	639	0	66
PARKER	PARKER COUNTY SHERIFF'S DEPARTMENT	128	56	3,319	12	10	3,525	0	305
COLLIN	PROSPER POLICE DEPARTMENT	35	12	604	6	5	662	0	68
ROCKWALL	ROCKWALL COUNTY SHERIFF'S DEPARTMENT	40	16	1,284	59	1	1,400	0	101
ROCKWALL	ROCKWALL POLICE DEPARTMENT	193	110	1,864	16	1	2,184	0	220
DALLAS	SACHSE POLICE DEPARTMENT	53	70	592	1	0	716	0	43
DALLAS	SEAGOVILLE POLICE DEPARTMENT	45	56	1,270	14	0	1,385	0	165
SOMERVELL	SOMERVELL COUNTY SHERIFF'S DEPARTMENT	104	2	346	16	2	470	0	34
PARKER	SPRINGTOWN POLICE DEPARTMENT	67	40	502	2	0	611	0	27
ERATH	STEPHENVILLE POLICE DEPARTMENT	14	6	172	0	1	193	0	16
KAUFMAN	TERRELL POLICE DEPARTMENT	200	123	1,056	4	0	1,383	0	172
ELLIS	WAXAHACHIE POLICE DEPARTMENT	159	55	1,669	4	1	1,888	0	130
PARKER	WEATHERFORD POLICE DEPARTMENT	122	62	1,159	2	5	1,350	0	89
DALLAS	WILMER POLICE DEPARTMENT	9	22	362	4	0	397	0	57
WISE	WISE COUNTY SHERIFF'S DEPARTMENT	52	30	1,755	7	1	1,845	0	114



Accomplishments

December 2020/January 2021/February 2021

1. The Operations Team hired a new Visual Media Coordinator.
2. Staff completed the implementation of the new dispatch mapping product in the PSAPs. The implementation was unique as it was done almost entirely virtually.
3. The GIS Team had 100% uptime for all GIS service streaming to the new GIS mapping application.
4. The Data Team submitted the Public Utility Commission (PUC) Certified Telecommunication Utility (CTU) annual report.
5. The Data Team completed the Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) revalidation.
6. The Operations Team's application was approved to become an Integrated Public Alert and Warning System (IPAWS) member.
7. The Operations Team and Support Team hosted a "Communications 101" lunch and learn for staff.
8. The Operations Team helped the Wylie PSAP rehome five consoles.
9. Amelia Mueller (Operations Team) presented on the topic of NENA's mentorship program hosted by the Women in 9-1-1 (WIN) and discussed working with a mentor.
10. Rodger Mann (GIS Team) is representing NCT9-1-1 as a subject matter expert on the Emergency Communications Advisory Committee (ECAC). The role includes collaborating with other state entities and revising the current GIS data standard before it is taken to the State Commission for final approval.
11. Several staff received NCTCOG P.R.I.D.E. awards: Bret Batchelor (Regionalism), Amelia Mueller (Service), David Lindsey (Ethics), NCT9-1-1 UAS/Drone Team (Innovation).
12. The Technology Team worked with Hood County to install equipment on the microwave tower located in Somervell County.
13. The Data Team worked with CSEC to review the split city wireless information for wireless fee distribution.
14. The Technology Team completed multiple forensic checks to ensure NCT9-1-1 was not part of the recent Solarwinds breach which affected several governmental agencies.
15. Staff virtually attended the APCO Emerging Technology Summit.
16. Staff virtually attended the annual Strategic Government Resources (SGR) conference.
17. Staff held PSAP Supervisors and Strategic Advisory Committee meetings virtually.
18. The Operations Team coordinated a virtual mental health training for telecommunicators.
19. The Operations Team hosted two virtual refresher trainings for the new dispatch mapping product.
20. The Operations Team successfully kicked off the Regional Telecommunicator Academy (RTA-010) with 15 students from eight agencies. For the first time, the academy has virtual and in-person components and the attendance was capped to ensure social distancing.
21. The Unmanned Aircraft System (UAS) group flew the COVID-19 vaccination event held at Texas Motor Speedway, and tested a new drone application at Mike's Lake.
22. The UAS group adopted Public Safety Unmanned Response Team (PSURT) procedures into NCT9-1-1 UAS Program.

Officer	Last Name	Fist Name	Entity	Appointee Title	9/5/2019	12/8/2019	3/5/2020	6/4/2020	9/3/2020	12/3/2020
President	Deeds	Roger	Hood County	Sheriff	P	A	P	P	P	P
VP	Hodges	Jeff	City of Prosper	Councilmember	P	P	P	P	P	P
Secretary	Richards	Hal	Kaufman County	Judge	A	P	A	P	P	A
	Akin	N. Lane	Wise County	Sheriff	A	A	P	P	P	P
	Berthiaume	Jennifer	City of Murphy	Mayor Pro Tem	P	A	Vacant	P	P	P
	Chambers	Danny	Somervell County	Judge	A	P	P	P	P	P
	Coates	Matt	Erath County	Sheriff	P	A	A	A	A	A
	Crews	Kerry	Hunt County	Judge (JOP)	A	P	Vacant	P	P	P
	Deen	Pat	Parker County	Judge	A	A	n/a	n/a	n/a	n/a
	Felix	Mike	Dallas Co. Cities	Mayor	n/a	n/a	n/a	n/a	n/a	n/a
	Frazier	Frederick	City of McKinney	Councilmember	n/a	n/a	n/a	n/a	n/a	n/a
	Garrett	Terry	Rockwall County	Sheriff	n/a	n/a	n/a	n/a	n/a	n/a
	Hale	Darrell	Collin County	Commissioner	n/a	n/a	n/a	n/a	n/a	n/a
	Long	Shane	Palo Pinto County	Judge	A	A	A	A	P	P
	Perry	Eddie	Navarro County	Commissioner	n/a	n/a	A	P	A	A
	Schulmeister	Chris	City of Allen	Councilmember	n/a	n/a	n/a	n/a	n/a	n/a
	Stinson	Randy	Ellis County	Commissioner	P	P	P	P	P	P
	White	Mike	Johnson County	Commissioner						

Total Present
Attendance Code: P= Present; A=Absent; NM= No Meeting