



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

June 3, 2021

12:30 PM

Zoom Videoconference Link:

<https://nctcog.zoom.us/j/86739242744?pwd=OFpILOxBRcUyUkNLNE03QkhIQT09>

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

Meeting ID: 867 3924 2744 #

REGULAR SESSION

- Call to order time: _____
- Welcome and Introductions

PUBLIC COMMENT

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

ACTION ITEMS

1. Approval of March 4, 2021, Minutes – President, Roger Deeds
2. Resolution Authorizing Agreements with Public Safety Answering Points (PSAPs) for 9-1-1 Service and Counties for Local Addressing and GIS Services – Christy Williams

INFORMATIONAL ITEMS

3. The 9-1-1 Program Celebrates 30 Years – Jason Smith
4. National Telecommunicators' Week – Jason Smith
5. Quarterly Financial Report – Norman Marquart
6. FY2022 Budget Process Overview – Christy Williams
7. Director's Report – Christy Williams

Next Meeting: September 2, 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

9-1-1 BOARD OF MANAGERS MEETING

Minutes – March 4, 2021

Zoom Videoconference Link:

<https://nctcog.zoom.us/j/81282423553?pwd=UGV0ZXMZGFZUlcxU2lwZFEydGF5UT09>

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

Meeting ID: 812 8242 3553#

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:32 PM on March 4, 2021.

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. Danny Chambers – County Judge, Somervell County
6. Matt Coates – Sheriff, Erath County
7. Terry Garrett – Sheriff, Rockwall County
8. Darrell Hale – Commissioner, Collin County
9. Cullen King – Councilmember, City of Sachse
10. Shane Long – County Judge, Palo Pinto County
11. Chris Schulmeister – Councilmember, City of Allen
12. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Hal Richards – Secretary, County Judge, Kaufman County
2. Kerry Crews – Judge (JOP), Hunt County
3. Pat Deen – County Judge, Parker County
4. Frederick Frazier – Councilmember, City of McKinney
5. Eddie Perry – Commissioner, Navarro County
6. Randy Stinson – Commissioner, Ellis County

Members of the Staff Present:

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

10. Hilaria Perez – 9-1-1 Administrative Program Coordinator
11. James Powell – Deputy Counsel for NCT9-1-1
12. Molly Rendon – NCTCOG Director of Administration
13. Randy Richardson – NCTCOG Sr. Fiscal Manager
14. LeAnna Russell – 9-1-1 Data Manager
15. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
16. Jason Smith – 9-1-1 Operations Supervisor

Guests Present:

1. Christopher Breaux – Whitley Penn
2. Lisa Harrell – City of Forney
3. Sheryl Messer – Whitley Penn
4. Chief Carl Smith – City of Midlothian

REGULAR SESSION

Action:

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

In accordance with Section 2.6 of the North Central Texas Emergency Communications District (NCT9-1-1) Bylaws, the officers of the Board shall be President, Vice-President, and Secretary, who shall be elected by the Board at the first meeting of each calendar year. Elected officers shall hold office for one 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

Due to the unusual circumstances during the previous year, NCT9-1-1 staff recommends maintaining the current officers for an additional year. Going forward, officers will rotate. Staff recommends the following slate:

President- Sheriff Roger Deeds, Hood County

Vice-President- Councilmember Jeff Hodges, City of Prosper

Secretary- Judge Hal Richards, Kaufman County

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

Item 2 Approval of December 3, 2020, Minutes

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

Item 3 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 FY2020 fiscal transactions.

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

Attachment B

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

Item 4 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 additional positions by submitting a request with supporting documentation at least one month prior to the March 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 period.

NCT9-1-1 received one '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 was recommended the request be denied. Forney's PSAP currently has two positions and received 16 average calls per position per day for the period from 7/1/2019 until 12/31/20. As Forney does not meet the minimum requirements, as well as NCT9-1-1 budgetary constraints with a moratorium on new projects, staff further recommended no exception to the policy be considered.

Attachment C

Discussion

Lisa Harrel, Communications Supervisor, presented an appeal on behalf Forney Police Department PSAP. Chief Carl Smith, SAC Chair, spoke on behalf of the SAC. He informed the Board that while the SAC agreed the appeal should be brought to the Board, the committee agrees with the NCT9-1-1 staff recommendations.

Upon a motion by Sheriff N. Lane Akin (seconded by Commissioner Darrell Hale) the Board approved the resolution as presented with 11 votes for and one vote against (by Mayor Pro Tem Jennifer Berthiaume).

INFORMATIONAL ITEMS

Item 5 Dispatch Mapping Implementation Update

Rodger Mann with NCT9-1-1 presented the recently deployed dispatch mapping system details, including differences between the old system and the new system. Rodger went over the cloud features and the remote login options of the new system. He informed the Board that third-party software integration does not cost, so staff are able to integrate some additional data at no charge in the future. The system also has multiple redundancies and has a language translation feature as well. Rodger also reviewed future features that NCT9-1-1 is looking to implement in the next 12 months.

Item 6 IPAWS Update

Jason Smith with NCT9-1-1 informed the Board that NCT9-1-1 is an official alerting authority for Integrated Public Alert and Warning System (IPAWS).

Item 7 Quarterly Financial Report

Norman Marquart with NCTCOG presented the quarterly financial report, his report was for the first four months of FY2021.

Attachment D

Item 8 Director's Report

Legislative update – A bill to raise the 9-1-1 wireless fee on a per subscriber basis has been drafted and presented to the House and a verbal agreement from a member of the House has been made to carry the Bill. There are three fee tiers that will available, .75 cents, \$1.00, or \$1.25.

Public Education App – *Learn 9-1-1*, it is available on Google Play and the iTunes store.

Winter Storms – Four PSAPs lost power during the February snow/ice storms. They transitioned to generators and eventually lost those generators. Once generators were lost the calls were rerouted. The city of Sachse lost 9-1-1 service for one hour due to a provider outage.

OTHER BUSINESS

Upon a motion by Mayor Pro Tem Jennifer Berthiaume (seconded by Councilmember Jeff Hodges) and by unanimous vote of all members present, the meeting was adjourned at 1:48 PM.



North Central Texas Emergency Communications District

Item # 2021-06-02

Meeting Date: June 3, 2021

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

Item Title: Resolution Authorizing Agreements with Public Safety Answering Points (PSAPs) for 9-1-1 Service and Counties for Local Addressing and GIS Services

The North Central Texas Emergency Communications District (NCT9-1-1) provides regional 9-1-1 service utilizing a network of 40+ member PSAPs. In order to provide such services, NCT9-1-1 requires each PSAP to enter into an agreement outlining the responsibilities of both parties to ensure proper operation and maintenance of the systems utilized for the provision of 9-1-1 emergency communications services.

NCT9-1-1 also provides GIS services to its member counties. In addition to these services and when funding allows, NCT9-1-1 provides member counties disbursements in exchange for maintaining accurate addressing data. To manage these services and maintenance disbursements, NCT9-1-1 requires each county to enter into an agreement outlining the responsibilities of each party.

In an effort to ensure transparency and work in partnership with the affected jurisdictions, NCT9-1-1 invited programmatic staff from the PSAPs and counties to participate in the review process. In addition, NCT9-1-1 worked with the Strategic Advisory Committee to review and approve the agreements as written.

Agreement Timeline	
March 20, 2021	Draft agreements, which included staff's recommended changes were sent to PSAPs, counties, and Strategic Advisory Committee (SAC) members for feedback and questions.
April 9, 2021	Deadline for PSAPs/counties/SAC to submit feedback on the agreements.
April 26, 2021	Come-and-go GIS ILA workshop held which allowed counties and SAC members to join and ask any outstanding questions.
April 27, 2021 and April 29, 2021	Come-and-go PSAP ILA workshops held which allowed PSAP supervisors and SAC members to join and ask any outstanding questions.
May 2021	Agreements finalized. Where possible, edits were made to the agreement to accommodate requests.
May 18, 2021	Agreements taken to the SAC for endorsement.
June 3, 2021	NCT9-1-1 seeks Board approval for the agreements.
July-September 2021	NCT9-1-1 staff will work with PSAPs and counties to gather signatures using DocuSign.
October 1, 2021	The new agreements will take effect.

The term of the agreements will be October 1, 2021, through September 30, 2023.

A draft resolution authorizing agreements with NCT9-1-1 PSAPs and County Addressing Authorities, in the form of Attachment B, is attached for Board consideration.

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



Item # 2021-06-02

RESOLUTION AUTHORIZING AGREEMENTS WITH PUBLIC SAFETY ANSWERING POINTS (PSAPS) FOR 9-1-1 SERVICE AND COUNTIES FOR LOCAL ADDRESSING AND GIS SERVICES

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, an agreement is required between NCT9-1-1 and member PSAPs to govern the provisioning of 9-1-1 emergency communications services; and,

WHEREAS, an agreement is required between NCT9-1-1 and member counties to govern the provisioning of GIS services and govern the disbursement of funds for GIS county addressing; and,

WHEREAS, the Strategic Advisory Committee has reviewed and approved the agreements as written; and,

WHEREAS, the term of the agreements will be October 1, 2021, through September 30, 2023.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers authorizes agreements with member PSAPs and counties to manage the respective 9-1-1 and related services in substantially the same form as Attachments B.

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

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 3, 2021.

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



**INTERLOCAL AGREEMENT BETWEEN THE
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT AND
[Company]
FOR REGIONAL 9-1-1 SERVICE**

Section 1: Parties and Purpose

- 1.1.** The North Central Texas Emergency Communications District (hereinafter “NCT9-1-1”) is a regional emergency communications district and a political subdivision of the State of Texas organized under the Texas Health and Safety Code, Subchapter H, Chapter 772, as amended. NCT9-1-1 develops an annual budget to operate and maintain 9-1-1 service within the district.
- 1.2.** [Company] (hereinafter “Public Agency”) is a local government that operates a Public Safety Answering Point (“PSAP”) that participates in NCT9-1-1 as authorized by Texas Health and Safety Code Chapter 772.
- 1.3.** This Interlocal Agreement is entered into between NCT9-1-1 and Public Agency pursuant to Texas Government Code Chapter 791 so that NCT9-1-1 can operate and maintain the systems utilized for the provision of 9-1-1 emergency communications services. For purposes of carrying out NCT9-1-1’s duties and obligations under this agreement, the parties understand and agree that references to NCT9-1-1 includes its employees, officers, directors, volunteers, agents (including North Central Texas Council of Governments, hereinafter “NCTCOG”), and their representatives individually, officially, and collectively.

Section 2: Rights and Duties of the Public Agency

The Public Agency will:

2.1 Financial/Insurance

- 2.1.1.** Return or reimburse NCT9-1-1 any 9-1-1 funds used in noncompliance with applicable laws and/or rules within 60 days after the discovery of noncompliance and notice to the Public Agency of such noncompliance, unless an alternative repayment plan is approved, in writing, by both parties.
- 2.1.2.** (May be required to) reimburse NCT9-1-1 for damage to 9-1-1 equipment caused by intentional misconduct, abuse, misuse, or negligence by Public Agency employees or other persons granted access to the PSAP, as well as acts of force majeure. This provision does not include ordinary wear and tear or day-to-day use of the equipment.
- 2.1.3.** Maintain accurate fiscal records and supporting documentation of all 9-1-1 funds distributed to Public Agency and all 9-1-1 funds spent by such Public Agency for 9-1-1 service, with specific detail for 9-1-1 funds received.
- 2.1.4.** Purchase and maintain adequate insurance policies on all 9-1-1 equipment in amounts enough to provide for the full replacement of such equipment in cases of loss due to anything other than daily use and normal wear and tear. Public Agency shall name NCT9-1-1 and NCTCOG, including their representatives and agents,

as an additional insured or equivalent under the Public Agency's general liability insurance policy or membership agreement in any governmental risk pool or other similar entity with a duty to provide a defense, and which is provided by policy or membership agreement so that NCT9-1-1 and/or NCTCOG may seek coverage upon demand by NCT9-1-1 and/or NCTCOG in the event of a covered claim. Public Agency shall provide proof of coverage at the request of NCT9-1-1.

2.2. Equipment and Inventory

2.2.1 Report any lost, stolen, or nonfunctioning equipment in writing to NCT9-1-1 immediately upon discovery.

2.2.2 Notify NCT9-1-1 in writing 30 days in advance of disposition of equipment due to obsolescence, failure, or other planned replacement.

2.3. Security

2.3.1. To obtain login credentials for NCT9-1-1 equipment, PSAPs are required to adhere to the Texas CJIS Systems Access Policy (Attachment A).

2.3.2. Protect all NCT9-1-1 provided equipment by implementing measures that secure the premises (including equipment room) of its PSAP against unauthorized entrance or use.

2.3.3. Operate within local standard operating procedures and take appropriate security measures as may be necessary to ensure that non-approved third-party software applications cannot be integrated into the PSAP's Call Handling Equipment (CHE) or workstations.

2.3.4. Refrain from touching or relocating NCT9-1-1 equipment within the rack/cabinet without written consent from NCT9-1-1.

2.3.5. Refrain from attaching or integrating any hardware device (i.e. external storage devices and cell phones to USB for charging purposes) or software application without prior written approval of NCT9-1-1. Further, no unauthorized person shall configure, manipulate, or modify any hardware device or software application. Such authority can only be granted by NCT9-1-1.

2.3.6. Adhere to Health and Safety Code, Section 772.002(C), Confidentiality of Information.

2.3.7. Ensure each person who is authorized to receive, store, process, and/or transmit CHE information has a unique identification login and be logged into such equipment identifying their legitimacy for use.

2.4. Maintenance

2.4.1. Ensure areas where NCT9-1-1 equipment is installed are clean and allows for unobstructed access by the NCT9-1-1 Technology Team.

2.4.2. (Whenever possible) Provide at least a two-week notice in writing to NCT9-1-1's Technology Team regarding any maintenance that could adversely affect 9-1-1 operations.

2.4.3. Provide at least a 48-hour notice in writing to NCT9-1-1's Technology Team prior to work commencing on any scheduled maintenance on commercial power backup generators.

- 2.4.4. Notify NCT9-1-1's Technology Team immediately of any power or generator outages greater than 15 minutes. If the outage affects the 9-1-1 system, trouble reporting procedures should be followed.
- 2.4.5. Notify NCT9-1-1's Technology Team of technical issues immediately upon discovery. The Public Agency will utilize one of the following methods:
- a. Via telephone by calling (888) 311-3911
 - b. Via email to Support@NCT911.org
 - c. Via the Trouble Ticket System (accessed by Self-Service Center located on the browser tabs)
 - d. Via the website at <https://SSC.NCT911.org> (only works with issued credentials)
- 2.4.6. (Strongly recommend) Complete at minimum one preventive maintenance (PM) on generators, one automatic transfer switch (ATS), and one generator and load test per year. Report generator maintenance to NCT9-1-1. Test generators at least monthly to ensure that all NCT9-1-1 equipment remains functional.

2.5. Training

- 2.5.1 Schedule telecommunicators to receive 9-1-1 equipment training within 120 days of his/her hire date.
- 2.5.2 Ensure that 9-1-1 PSAP Supervisors/Managers (or designee) attend the PSAP Supervisors' Meeting. NCT9-1-1 offers at least three PSAP Supervisors' meetings per year and a minimum attendance of two meetings per year is required for each PSAP.
- 2.5.3 Ensure PSAP Telecommunicators, Training Coordinators, Supervisors/Managers, and other essential personnel identified by the Supervisor/Manager attend mandatory training associated with the implementation of new technology. This training is generally scheduled for specific dates and times. Make up sessions can be scheduled if PSAP scheduling does not allow personnel to attend their designated time slot.
- 2.5.4 May request the use of training facilities by sending an email to 911OpsTeam@NCT911.org specifying the date of request, time of request and type of resources needed.
- 2.5.5 Ensure that all telecommunicators attend a 9-1-1 equipment and technology training refresher course every two years.

2.6. Facilities

- 2.6.1. Meet prescribed equipment room requirements (Attachment B). Any expenses associated with this requirement are the responsibility of the Public Agency.
- 2.6.2. Ensure areas with 9-1-1 equipment maintain a temperature between 65-85 degrees Fahrenheit.
- 2.6.3. Ensure area around NCT9-1-1 equipment remains clean. Do not stack equipment or store items on top of NCT9-1-1 equipment.
- 2.6.4. Ensure 9-1-1 equipment room and communications area complies with the Americans with Disabilities Act of 1990.
- 2.6.5. Provide access to NCT9-1-1 staff and contracted vendors that meet CJIS requirements on a 24/7/365 basis without prior notice.

2.7. Supplies

2.7.1. Purchase supplies such as printer paper, printer ink, cleaning materials, and other expendable items necessary for the continuous operations of its PSAPs.

2.8. Monitoring/Reporting/Compliance

2.8.1. Maintain financial, statistical, and ANI/ALI records adequate to document performance, costs, and receipts under this contract in accordance with applicable records retention schedules. Public Agency agrees to maintain these records at Public Agency's offices and provide or make available for inspection upon request by NCT9-1-1.

2.8.2. Provide NCT9-1-1 staff access to all 9-1-1 equipment located in the equipment room and the 9-1-1 communications area within fifteen (15) minutes of access being requested.

2.8.3. Participate in quarterly monitoring PSAP site visits conducted by NCT9-1-1. Site visits are unannounced due to staff's continuous travel throughout the 9-1-1 service area and to ensure compliance with this document.

2.9. Media Relations

2.9.1. Make every effort to communicate complete and accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. Public Agency should first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding 9-1-1 technology and service or issues with the 9-1-1 service providers.

2.9.2. Not disclose PSAP correspondence that NCT9-1-1 has clearly noted as proprietary or confidential, unless required to do so by law.

2.9.3. Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 service or program specific questions.

2.10. Operations

2.10.1. Sign the contingent PSAP agreement provided by NCT9-1-1 and provide at NCT9-1-1's request. Changes to contingent PSAPs must be approved by NCT9-1-1.

2.10.2. Receive and process 9-1-1 calls within an identified service area, defined as the geographic area within which a 9-1-1 placed is answered at the associated PSAP. As part of the contingency plan, if a PSAP requests another PSAP to receive their 9-1-1 calls, NCT9-1-1 requires an official notification on department letterhead from both the requesting and participating PSAP indicating the agreement to handle 9-1-1 calls during an established time period. The official notification must be signed by both PSAP's administration (i.e. police chief or sheriff). This does not apply to ad-hoc routing.

2.10.3. Delegate PSAP supervisory personnel or a designee and provide related contact information (to include after hour contact information) as a single point of contact for NCT9-1-1. A PSAP's primary point of contact or designee must be a licensed public safety official (i.e. police, fire, EMS, or 9-1-1 communications).

- 2.10.4. Provide a minimum of 180 days' prior notice of any facility moves, adds, or changes that affect the 9-1-1 system.
- 2.10.5. Test all 9-1-1 CHE for proper operation and user familiarity at least once per week, including tests for wireless calls, wireline calls, texts to 9-1-1 (if applicable), TDD, and TTYs (i.e. 9-1-1 transfers to 10-digit telephone number).
- 2.10.6. NCT9-1-1 recommends power cycles (reboot not shutdown) each 9-1-1 position at least once week.
- 2.10.7. (If applicable) Test Text-to-911 with a minimum of 10 text tests per PSAP per month.
- 2.10.8. NCT9-1-1 recommends logging all TDD/TTY calls and test calls.
- 2.10.9. Complete surveys distributed by NCT9-1-1 in a timely manner.
- 2.10.10. Ensure training bulletins and change management notifications provided by NCT9-1-1 are disseminated to all PSAP personnel.
- 2.10.11. Admin lines supplied by NCT9-1-1 are to be used solely for ANI callback and should not be disseminated.
- 2.10.12. In the event of a service provider failure, must maintain at least one 10-digit telephone number for emergency use that is not part of the Public Agency's interactive voice response (IVR) systems to be used for receiving 9-1-1 transfer calls and default routing. These numbers shall be answered by a telecommunicator 24/7/365 and should have the ability to be call forwarded. Any change in the 10-digit telephone number must be reported to NCT9-1-1 in writing. The number shall be provided to the public during 9-1-1 service interruptions (via notification system, website, social media and/or emergency management).
- 2.10.13. In the event of a CHE failure, NCT9-1-1 strongly recommends that the 10-digit telephone number for emergency use should not appear on the 9-1-1 CHE as it could become unusable during CHE maintenance or service interruptions. If the 10-digit telephone line is integrated with the 9-1-1 CHE, a contingency plan identifying the back-up solution for the 10-digit telephone number for emergency use and any other integrated 10-digit administrative telephone lines should be maintained. If a contingency plan is not provided to NCT9-1-1 within 30 days of contract execution, NCT9-1-1 reserves the right to remove the administrative phone lines from the 9-1-1 equipment.
- 2.10.14. Notify NCT9-1-1 in writing at least 90 days prior to changing emergency services providers including medical, law enforcement, and fire.
- 2.10.15. Submit a signed Manual ALI Request form (Attachment C) to NCT9-1-1 annually and agree to use ALI lookup feature only in the handling and processing of an emergency telephone call.
- 2.10.16. Public Agency utilizing Text to 9-1-1 services must complete Text to 9-1-1 Service Agreement (Attachment D).
- 2.10.17. Have an emergency plan for 9-1-1 communications that includes, at a minimum,
 - a. Emergency generator information and how to operate said generator.
 - b. Documented procedures for the transfer of administrative lines when the call center is evacuated.

- 2.10.18. Comply with NCT9-1-1 policy and procedures for PSAP moves and changes.
- 2.10.19. Report discrepancies to NCT9-1-1 utilizing the tools in the dispatch mapping solution within 72 hours.
- 2.10.20. Ensure that all telecommunicators log into the 9-1-1 software at the beginning of his/her shift and logs out at the end of his/her shift.
- 2.10.21. In accordance with Texas Health and Safety Code 772.619 (c), the 9-1-1 database information is not available for public inspection and cannot be released to the public. If a Public Information Act request specified 9-1-1 database information, NCT9-1-1 must be notified within three (3) business days of the Public Agency receiving the request.
- 2.10.22. In accordance with Texas Health and Safety Code 771.061, do not disseminate data specific to the caller including ALI subscriber information other than during the active incident.
- 2.10.23. Be responsible for all furniture, administrative telephones, copier machines, and administrative desktop computers located within the Public Agency's operating area.
- 2.10.24. Work with the electrical transmission company to be designated as a critical load public safety/critical load industrial designation per PUC Rule 25.497. This is for the protection of the PSAP from voluntary rolling electrical outages.

2.11. Implementations

- 2.11.1. Request to reschedule a planned implementation as soon as possible should an unforeseen event occur that could inhibit the PSAP's operations if the implementation were to continue as planned.
- 2.11.2. Assign a contact to complete implementation checklists with NCT9-1-1. This allows the PSAP and NCT9-1-1 to test the product and serves as a refresher training.
- 2.11.3. Report problems to NCT9-1-1 as soon as they occur. This allows NCT9-1-1 to fix the problem quickly and confirm errors are remedied prior to completing implementations with additional PSAPs.

Section 3: Rights and Duties of NCT9-1-1

NCT9-1-1 will:

3.1. Financial

- 3.1.1. Develop a budget and strategic plan to meet Public Agency needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established and approved by the NCT9-1-1 Board of Managers.
- 3.1.2. Provide 9-1-1 service to include 9-1-1 equipment, software, services, and other items described in the current NCT9-1-1 Strategic Plan, throughout the region as funded by emergency services fees.
- 3.1.3. Maintain accurate fiscal records and supporting documentation of all 9-1-1 activities including specific details of funds distributed to Public Agency.

3.2. Equipment and Inventory

- 3.2.1. Allow Public Agency the opportunity to participate in the planning, implementation, and operation of 9-1-1 equipment.
- 3.2.2. Conduct a physical inventory of critical hardware annually and reconcile inventory periodically.

3.3. Training

- 3.3.1. Ensure telecommunicators have access to the NCT9-1-1 Training webpage.
- 3.3.2. Offer CHE training to all new telecommunicators and refresher training every two years.
- 3.3.3. Offer licensing training through the Regional Telecommunicator Academy that meets or exceeds Texas Commission on Law Enforcement (TCOLE) rules and regulations.
- 3.3.4. Offer continuing education training for Intermediate, Advanced, and Master Telecommunicator Certification as budget allows.

3.4. Maintenance

- 3.4.1. Practice preventative maintenance on all NCT9-1-1 owned or leased CHE, software, and databases including, at a minimum, backing up data as necessary. NCT9-1-1 shall be responsible for any maintenance costs on NCT9-1-1 owned or leased equipment.

3.5. Operations

- 3.5.1. Register as an alerting authority through the Texas Department of Emergency Management and Federal Emergency Management Agency. NCT9-1-1 uses an approved Integrated Public Alert and Warning System (IPAWS) to alert the 9-1-1 service area of 9-1-1 service interruptions and other critical updates.
- 3.5.2. Inspect contingent PSAP agreements periodically.
- 3.5.3. Implement upgrades of its PSAP equipment and software, as authorized in the current annual budget, through the appropriate NCT9-1-1 processes for the purchase of new equipment and software.

3.6. Geographic Information Systems (GIS) / Data

- 3.6.1. Share public-safety specific spatial data layers via the dispatch mapping environment that do not contain health-related information or any information that is protected under HIPAA. Above and beyond the required spatial data layers, NCT9-1-1 will coordinate with the respective 9-1-1 Addressing Authorities and relevant NCT9-1-1 committees to share approved data layers that will be of benefit to public safety.

3.7. Crisis Communications

- 3.7.1. NCT9-1-1 will make every effort to communicate complete and accurate information to the Public Agency in a timely manner about 9-1-1 technology and services during 9-1-1 service interruptions.

3.7.2.NCT9-1-1 will post updates on its websites and social media sites. NCT9-1-1 recommends the Public Agency use the wording provided through those avenues when providing updates to the public.

Section 4: Effective Date and Term of Agreement

4.1. This Agreement shall take effect October 1, 2021 and shall continue until September 30, 2023, unless earlier terminated under 8.1 Early Termination of Contract.

Section 5: Ownership, Transference and Disposition of Equipment

5.1. NCT9-1-1 may purchase, lease, or otherwise procure, on Public Agency's behalf, the 9-1-1 equipment, software, services, and other items as described in the NCT9-1-1 Strategic Plan.

5.2. NCT9-1-1 shall establish ownership of all 9-1-1 equipment procured with 9-1-1 funds as defined herein and located within the Public Agency's jurisdiction. NCT9-1-1 may maintain ownership, or it may transfer ownership to Public Agency. Before any such transfer of ownership, NCT9-1-1 will evaluate the adequacy of controls of Public Agency to ensure that sufficient controls and security exist by which to protect and safeguard the equipment procured with 9-1-1 funds for the purpose of delivery of 9-1-1 calls. It is understood that the ancillary equipment may or may not be procured by NCT9-1-1 on behalf of Public Agency, according to NCT9-1-1's Strategic Plan.

5.3. The basic equipment categories are:

- Call Handling Equipment (CHE) – telephone equipment located at the PSAPs which may include telephones, integrated workstations, servers, ANI controllers, software, monitors, gateways, routers, and any other equipment necessary for 9-1-1 call delivery to the PSAP
- Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)
- Uninterruptable Power Supply (UPS)

5.4. Transfer-of-ownership documents shall be prepared by NCT9-1-1 and signed by both parties upon transference of ownership of any 9-1-1 provided equipment. NCT9-1-1 shall maintain ownership of 9-1-1 CHE.

Section 6: Relationship between the Parties, Assignment, and Subcontracting

6.1. It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties.

6.2. This Agreement may not be assigned to either Party without the prior written consent of the other Party. An attempted assignment in violation of this agreement is void.

6.3. Public Agency may not subcontract its duties under this Agreement without the prior written consent of NCT9-1-1. Any subcontract shall be subject to all terms and conditions contained in this Agreement and Public Agency agrees to furnish a copy of this Agreement to its subcontractor(s).

Section 7: Records and Monitoring

7.1. NCT9-1-1 is entitled to inspect and copy, on a 24/7/365 basis, at Public Agency's office, the records maintained under this Agreement for as long as they are maintained.

7.2. NCT9-1-1 is entitled to visit Public Agency's offices, talk to its personnel, and audit its applicable 9-1-1 records during normal business hours to assist in evaluating its performance under the Agreement.

Section 8: Early Termination of Contract

8.1 NCT9-1-1 reserves the right to terminate this Agreement in whole or in part upon default by Public Agency. Notice of termination shall be provided to Public Agency in writing, shall set forth the reason(s) for termination, and provide for a minimum of thirty (30) days to cure the defect(s). Termination is effective only in the event Public Agency fails to cure the defect(s) within the period stated in the notice subject to any written extensions. If the Agreement is terminated, Public Agency shall cooperate with NCT9-1-1 to ensure an orderly transition of services. Further, all equipment shall be returned to NCT9-1-1 in working condition and NCT9-1-1 shall only be liable for payment for services rendered before the effective date of termination. Either Party may terminate this Agreement for convenience upon 180 days written notice to the other Party. Certain reporting requirements in the Agreement shall survive termination.

Section 9: Notice to Parties

9.1. Notice under this contract must be in writing and received by the party or his/her representative or replacement, to which the notice is addressed. Notice is considered received by a party when it is:

- Delivered to the party personally;
- On the date shown on the return receipt if mailed by registered or certified mail, return receipt requested, to the party's address as specified in paragraph 9.2 and signed on behalf of the party; or
- Three business days after its deposit in the United States Mail, with first-class postage affixed, addressed to the party's address specified in paragraph 9.2.

9.2. Notices shall be sent to the following address for each party:

If to NCT9-1-1: PO Box 5888
Arlington, Texas 76005
Attn: Mike Eastland

If to Public Agency: [Company Address]

Section 10: General Provisions

10.1. **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.

10.2. **Liability.** The Parties agree and acknowledge that each Party is not an agent of the other Party and that each Party is responsible for its acts, forbearances, negligence, and deeds; and for those of its agents, contractors, officers and employees in conjunction with each Party's performance under this Agreement.

10.3. **Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages, or expenses were reasonably foreseeable.

- 10.4. Procurement.** Both parties agree to comply with all applicable federal, State and local laws, rules and regulations for purchases under this Agreement. Failure to do so may result in ineligibility and denial of reimbursement by NCT9-1-1.
- 10.5. Force Majeure.** It is expressly understood and agreed by the Parties to this Agreement that if either party hereto is prevented from or delayed in the performance of any of its obligations hereunder by reason of force majeure, defined as acts of God, war, riots, storms, fires or any other cause whatsoever beyond the reasonable control of the party, the party so prevented or delayed shall be excused from the performance of any such obligation to the extent and during the period of such prevention or delay. The period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each Party must inform the other in writing within reasonable time the existence of such force majeure.
- 10.6. Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitute the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof.
- 10.7. Availability of Funding.** Public Agency acknowledges that NCT9-1-1's sole source of funding for this Agreement is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay Public Agency under this contract are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after Public Agency's receipt of notice. Upon suspension of payment, Public Agency's obligations under this contract are also suspended until NCT9-1-1 resumes receipt of funding.
- 10.8. Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation. In the event of such occurrence, written notice of alterations, additions, or deletions to the terms of this Agreement will be provided to Public Agency.
- 10.9. Nondiscrimination and Equal Opportunity.** Public Agency shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.
- 10.10. Immunity.** It is expressly understood and agreed that, in the execution of this Agreement, no party waives, nor shall be deemed hereby to waive, any immunity or defense that would otherwise be available to it against claims arising in the exercise of governmental powers and functions, including but not limited to sovereign and governmental immunity.
- 10.11. Attorney Fees.** If any action is necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney fees and costs in addition to any other relief which that party is entitled.
- 10.12. Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation or any other local dispute mediation process before resorting to litigation.

The parties agree to continue performing their duties under this contract, which are unaffected by the dispute during the negotiation and mediation process.

[Company]	NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
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By: _____	By: _____
Name: _____	Name: Mike Eastland
Title: _____	Title: Executive Director
Date: _____	Date: _____

Date of governing body approval: _____

Attachments:

- Attachment A: Texas CJIS Systems Access Policy**
- Attachment B: Equipment Room and Electrical Requirements**
- Attachment C: Manual ALI Request Form**
- Attachment D: Text to 9-1-1 Service Agreement**

Attachment A
Texas CJIS Systems Access Policy

TEXAS CJIS SYSTEMS ACCESS POLICY

**APPLICANT'S, EMPLOYEE'S, AND CONTRACTOR'S
CRIMINAL HISTORY RECORD INFORMATION**

<u>ORIGINAL APPLICATION FOR ACCESS</u>	<u>PERSON WHO ALREADY HAS ACCESS</u>
FELONY CONVICTION Permanent Disqualifier	Permanent Revocation of Access
FELONY DEFERRED ADJUDICATION Permanent Disqualifier	Suspension of Access for 20 years
CLASS A MISDEMEANOR CONVICTION Permanent Disqualifier	Suspension of Access for 10 years
CLASS A MISDEMEANOR DEFERRED ADJUDICATION Permanent Disqualifier	Suspension of Access for term of deferral
CLASS B MISDEMEANOR CONVICTION Disqualifier for 10 years	Suspension of Access for 10 years
CLASS B MISDEMEANOR DEFERRED ADJUDICATION Disqualifier for 10 years	Suspension of Access for term of deferral
OPEN ARREST FOR ANY CRIMINAL OFFENSE (FELONY OR MISDEMEANOR) Disqualifier until disposition	Maintain Access pending court disposition
FAMILY VIOLENCE CONVICTION OR DEFERRED ADJUDICATION Permanent Disqualifier	Permanent revocation of Access

This System Access Policy applies to commissioned peace officers, terminal operators and others with network access to CJIS systems, as well as, an employee who may have access to an area where this information is received, maintained or stored either manually or electronically if having access is not part of their job. (i.e. custodian, maintenance). Agencies are required to adjudicate applicants to the policy every time an individual/contractor is to be employed/contracted by an agency. Agencies should not assume an individual that had access at one Agency will automatically have access at the new Agency.

Both Class A and Class B convictions/deferred adjudications can receive an agency sponsored waiver after 5 years from final disposition. If approved, agency sponsored waivers are only valid at that agency and cannot transfer with the individual.

Waivers submitted where the individual has multiple convictions/deferred adjudications for class A misdemeanors or above will NOT be considered unless the individual holds an active valid license from the Texas Commission on Law Enforcement (TCOLE). The Department will not revoke a peace officer's access as long as the TCOLE license remains valid and active regardless of any criminal history background.

Offenses that were committed while the individual was a juvenile will receive the same consideration and will be held to the same standard as adult offenses.

Deferred Adjudications where the subject's conviction has been set aside resulting in the proceedings being dismissed and the individual discharged are not considered a permanent disqualifier. The criminal history will display a disposition coding of PROCEED DISM/DEF DISCHARGED. Please note a subject being solely discharged from deferred adjudication is a permanent disqualifier.

Revised 12/18/2019



Attachment B Equipment Room and Electrical Requirements

Equipment:

- There should be enough space to remove equipment from the equipment room in the event of an upgrade or replacement of faulty equipment ie. removal of the Uninterruptible Power Supply (UPS) battery system, or large rack mounted servers.
- Do not attach any equipment that is not provided by NCT9-1-1 into rack being utilized for 9-1-1 call delivery. Equipment racks should remain segregated to allow NCT9-1-1 the ability to add/remove/change any of their equipment when necessary.
- Do not stack anything on or around NCT9-1-1 equipment or UPS, UPS bypass switch, or electrical distribution panel.
- There should be elevator access to the equipment room, or 9-1-1 demarcation closet located upstairs.

Fire Protection:

- Dry pipe high temperature type systems are recommended if sprinkler heads are to be located in the 9-1-1 equipment room.
- If possible, non-combustible material should be used for the room construction.

Security Precautions:

- Public Agency may need to extend and improve existing building security to provide adequate protection for the 9-1-1 equipment.
- Electric locks or push button access code or card readers are not recommended unless you provide a battery backup system.

Temperature and Humidity Control:

- A stable ambient operating temperature of 72 degrees Fahrenheit is recommended. Maximum tolerances are from 65 to 85 degrees non-condensing.
- Air conditioning units must be able to handle the heat produced by the 9-1-1 equipment.
- For estimates on BTU output of the equipment, please consult with onsite installation personnel.

Static Electricity:

Static can damage circuitry permanently, interrupt system operation and cause lost data. To prevent static:

- The equipment room humidity must be constant.
- The room floor should not be carpeted unless carpet is static free and grounded.
- The room floor should be sealed, (preferably tiled), but not waxed.

Lighting:

- Lighting must not be powered from the switch room service panel.
- Lighting should provide 50-75-foot candles measured 30" above the equipment room floor.

Grounding:

- A single point, isolated ground is required unless superseded by local code. The source should be XO of the transformer that feeds the phase conductors to the equipment room electrical service panel.

- Terminations must be accessible for inspection during the life of the installation.
- Conductors must be continuous with no splices or junctions.
- Conductors must be no load, non-current carrying.

Electrical:

- Voltage required is 208/120 V three phase; four wire “wye” service of 240/120 single phase 4 wire “delta” service.
- A dedicated transformer is preferred; however, a shared transformer or distribution is acceptable.
- IGL6-15, 20 or 30 receptacles are required, and the ground must terminate the IG buss.
- All circuit breakers must be clearly labeled.
- Terminal devices located in the equipment room will require local power. These outlets must be wired and fused independently from all other receptacles. They must also be IG type receptacles.
- NCT9-1-1 equipment should be plugged into independent circuits, and segregated from other non-9-1-1 equipment, such as floor heaters, radio equipment, etc. This will ensure that a failure of non-9-1-1 equipment will not adversely affect the performance of 9-1-1 CHE.



Attachment C
Manual ALI Request Form

For reference only. To be sent as a separate agreement to Chief/Sheriff and Communications Manager/Supervisor.

Updated: June 6, 2019

PSAP Name: _____

Date: ____/____/____

This letter is to request that the “Manual ALI Query” feature be enabled at _____.
(PSAP NAME)

The 9-1-1 call handling equipment (CHE) provided by NCT9-1-1 has been configured to allow manual queries and is compatible with the manual ALI query protocol of NCT9-1-1. MANUAL ALI QUERY SERVICES WILL ONLY BE USED IN THE HANDLING OF EMERGENCY CALLS. All manual ALI queries must also be documented using the reason feature.

This PSAP and the Telecommunicators with access to 9-1-1 fully understand and agree to comply with the terms and conditions set forth under which this feature may be provided.

The NCT9-1-1 operations staff has access to a statistical report of Manual ALI Query per PSAP. Misuse of the proprietary ALI information may be cause for the termination of this feature for the PSAP.

Acknowledgement signatures by authorized representatives of contracting 9-1-1 agency:

Chief / Sheriff

Date

Communications Supervisor / Manager

Date



**Attachment D
Text to 9-1-1 Service Agreement**

For reference only. To be sent as a separate agreement to Chief/Sheriff and Communications Manager/Supervisor and signed only by those with Text to 9-1-1.

North Central Texas Emergency Communications District
Regional 9-1-1 Program
Text to 9-1-1 Service Agreement

Updated: June 6, 2019

PSAP Name: _____

Date: ____/____/____

The 9-1-1 call handling equipment (CHE) provided by NCT9-1-1 has been configured to allow Text to 9-1-1 service. The PSAP is required to conduct at least ten (10) test requests for help via text per month.

NCT9-1-1 shall provide training, best practice and implementation of this service. NCT9-1-1 shall also assist testing and public education when requested.

The PSAP has been advised that this is an interim solution with limitations and feature will evolve as the service does.

This PSAP and the Telecommunicators with access to 9-1-1 fully understand and agree to comply with the terms and conditions set forth under which this service provided.

North Central Texas Emergency Communications District
PO Box 5888
Arlington, Texas 76005-5888

or
Email: 911Projects@NCT911.org , Subject: Text to 9-1-1 Service Agreement

Acknowledgement signatures by authorized representatives of contracting 9-1-1 agency:

Chief / Sheriff

Date

Communications Supervisor / Manager

Date



**INTERLOCAL AGREEMENT BETWEEN THE
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
AND
[Company]
FOR
LOCAL ADDRESSING AND GIS SERVICES**

Section 1: Parties and Purpose

1.1 The North Central Texas Emergency Communications District (hereinafter “NCT9-1-1”) is a regional emergency communications district and a political subdivision of the State of Texas organized under the Texas Health and Safety Code, Subchapter H, Chapter 772, as amended. NCT9-1-1 develops an annual budget to operate and maintain 9-1-1 service within the district.

1.2 [Company] (hereinafter “9-1-1 Addressing Authority”) is a local government entity in charge of 9-1-1 addressing and related Geographic Information Systems (GIS) services in their respective jurisdiction, and that participates in NCT9-1-1 as authorized by Texas Health and Safety Code Chapter 772.

1.3 This Interlocal Agreement is entered into between NCT9-1-1 and 9-1-1 Addressing Authority pursuant to Texas Government Code Chapter 791 so that NCT9-1-1 can operate and maintain the systems utilized for the provision of 9-1-1 emergency communications services. For purposes of carrying out NCT9-1-1’s duties and obligations under this agreement, the parties understand and agree that references to NCT9-1-1 includes its employees, officers, directors, volunteers, agents (including North Central Texas Council of Governments – hereinafter “NCTCOG”), and their representatives individually, officially, and collectively.

Section 2: Rights and Duties of the 9-1-1 Addressing Authority

The 9-1-1 Addressing Authority will:

2.1 Security. Adhere to Health and Safety Code, Section 772.002(C), Confidentiality of Information.

2.2 Geographic Information Systems (GIS) / Data

2.2.1 If the 9-1-1 Addressing Authority cannot meet the requirements outlined in this agreement, the planned funds shall be used by NCT9-1-1 to procure/provide those services for the 9-1-1 Addressing Authority.

2.2.2 The 9-1-1 Addressing Authority shall coordinate 9-1-1 GIS activities within the county’s jurisdictional boundaries including all municipalities or other addressing entities (where applicable) to develop and enhance the 9-1-1 GIS coverage. The 9-1-1 Addressing Authority is responsible for coordinating GIS operations whenever possible, sharing all county policies and procedures with the municipalities in their county, as well as incorporating GIS data into the county datasets, when possible.



2.2.3 The 9-1-1 Addressing Authority shall provide and maintain GIS maintenance functions within its jurisdictional boundary in return for funding through NCT9-1-1 and within the guidelines of the GIS Data Maintenance Model (Attachment B). At a minimum, the 9-1-1 Addressing Authority agrees to:

- a. Select a 9-1-1 Addressing Coordinator to serve as a single point of contact for NCT9-1-1.
- b. Funds shall only be used for GIS and Addressing services specific to 9-1-1.
- c. Assign street addresses and ranges, name streets, and resolve addressing conflicts and problems. The 9-1-1 Addressing Authority shall make every effort to not allow for duplication of community names anywhere in the county, and not allow for duplicate street names wherever possible.
- d. The Addressing Authority shall comply with the Quality Control requirements set by NCT9-1-1 and industry standards (Attachment A).
- e. Provide a physical address to any citizen requesting it if doing so complies with local policies/procedures/ordinances.
- f. Establish efficient procedures for updating and maintaining all addressing data through review and revisions due to changes in the 9-1-1 Addressing Authority ordinances and/or subdivision regulations.
- g. Maintain addressing/database equipment (where applicable), and data.
- h. Adhere to Health and Safety Codes, Section 772.002 (C), Number and location identification in maintaining 9-1-1 and addressing databases. In accordance with Texas Health and Safety Code 772.619 (c), the 9-1-1 database information is not available for public inspection. The 9-1-1 database information cannot be released and cannot be released to the public. If a Public Information Act request specifies 9-1-1 database information, NCT 9-1-1 must be notified within three (3) business days of the 9-1-1 Addressing Authority receiving the request.
- i. Notify NCT9-1-1 in writing at least 30 days prior to a 9-1-1 Addressing office move.
- j. Notify NCT9-1-1 upon receipt of notice for changes concerning emergency service provider information including medical, law enforcement, and fire.
- k. Per industry standards as outlined in Attachment A, respond to any GIS/database errors within 72 hours of receipt, unless there is a valid exception. Valid exceptions include existing errors or errors that cannot be corrected due to circumstances not within the control of the 9-1-1 Addressing Authority.
- l. Updates and changes to GIS data to be provisioned to NCT9-1-1 within 48 hours.
- m. Notify NCT9-1-1 upon receipt of notice from cities concerning annexation-related 9-1-1 boundary changes. Process the associated GIS changes as soon as possible.

2.3 Spatial Data Layers

2.3.1 The 9-1-1 Addressing Authority must develop, compile, and maintain a current comprehensive data set per NCT9-1-1 GIS Data Quality Control Standards and Guidelines (Attachment A):

- | | |
|----------------------------------|--------------------------------|
| a. Road Centerlines | k. Exchange |
| b. Site Structure Address Points | l. Fire Hydrants |
| c. Incorporated Municipality | m. Mile Markers |
| d. County | n. Neighborhood Boundary |
| e. Fire | o. Storm Shelters |
| f. Law | p. Hazmat Location |
| g. EMS | q. Low Water Crossings |
| h. Emergency Service Zone | r. Unincorporated Municipality |
| i. PSAP (Where applicable) | s. QC Reports |
| j. MSAG Community | |



2.3.2 The 9-1-1 Addressing Authority shall provide to the NCT9-1-1 GIS Department with 100% complete attribution for all data features containing the following information:

- **Mandatory** – Describes a REQUIRED Feature Class or a MANDATORY attribute.
- **Conditional** – Describes a CONDITIONAL Feature Class or a CONDITIONAL attribute. These attributes may not apply to all features; however, if the information does apply to the feature, it **MUST** be populated.
- **Recommended** – Describes a STRONGLY RECOMMENDED Feature Class. These may not apply to all; however, if the information does apply, it **SHOULD** be populated.
- **Optional** – Describes an OPTIONAL Feature Class or an OPTIONAL attribute. These layers and attributes are helpful to first responders. If the information is available, it may be included.

* **Bold** text in tables signifies that the attribute is not nullable. Edits cannot be saved until these fields are populated.

**Italicized* text in tables signifies fields populated or maintained by NCT9-1-1

- Road Centerlines – REQUIRED: Road Centerlines represent the estimated centerline of a real world roadway. GIS road centerlines are associated with attribute data containing information on street names, address ranges, jurisdictional boundaries, and other useful information. They are typically digitized over orthorectified satellite or aerial imagery. Road centerlines are to be spatially accurate within 10 feet, and drawn in the correct direction for the corresponding address range. At a minimum, the following fields must be filled in:

Mandatory		
Source	ESN_L	County_L
FromAddr_L	ESN_R	County_R
ToAddr_L	Exchange_L	State_L
FromAddr_R	Exchange_R	State_R
ToAddr_R	Tandem_L	Country_L
NCT_Class	Tandem_R	Country_R
RoadClass	MSAGComm_L	
Parity_L	MSAGComm_R	
Parity_R		

Conditional		
GC Exception Code	St_Name	IncMuni_L
AdNumPre_L	St_PosTyp	IncMuni_R
AdNumPre_R	St_PosDir	St_FullName
St_PreMod	St_PosMod	RangeLow
St_PreDir	Hwy_Shield	RangeHigh
St_PreTyp	NbrhdCom_L	UnincComm_L
St_PreSep	NbrhdCom_R	UnincComm_R

Optional		
SpeedLimit	LSt_PreTyp	From_Elev
OneWay	LSt_Name	To_Elev
St_Notes1	LSt_Type	Surface
St_Notes2	LSt_PosDir	Cost
PostComm_L	Maint_Auth	Effective
PostComm_R	CollectionMethod	
PostCode_L	Expire	
PostCode_R	Valid_L	
LSt_PreDir	Valid_R	

- b. Site/Structure Address Points (SSAP) - REQUIRED: Site/Structure Address Points provide an accurate representation of the true location of a civic address. Address points located on a structure can fall in a different ESN or Community than the interpolated location off the address ranged road centerline for the address. Points are placed above the structure, with a goal of spatial accuracy to within 25 feet of the structure. The following fields, at a minimum, need to be attributed:

Mandatory		
Source	County	
Add_Number	State	
NCT_Type	Country	
Place_Type	Exchange	
MSAGComm	Tandem	
ESN		

Conditional		
Address	St_Name	Unit
AddNum_Pre	St_PosTyp	Room
AddNum_Suf	St_PosDir	LandmkName
St_PreMod	St_PosMod	Nbrhd_Comm
St_PreDir	Building	Inc_Muni
St_PreTyp	Wing	Uninc_Comm
St_PreSep	Floor	

Optional		
Mile_Post	LSt_PreDir	Elev
Stru_Priority	LSt_PreTyp	Effective
Addtl_Loc1	LSt_Name	Expire
Addtl_Loc2	LSt_Type	
Placement	LSt_PosDir	
Post_Comm	Parcel_ID	
Post_Code	Asset_ID	
Post_Code4	Long	
GC Exception Code	Lat	



- c. Incorporated Municipality - RECOMMENDED: Defined boundary of a city, town, village, borough, or similar entity that has local governmental powers. Polygons are to be spatially accurate to within 50 feet of their true location, determined by the best data source or combination thereof (annexations, metes and bounds, parcels, aerial imagery, etc.). The following fields at minimum need to be attributed:

Mandatory		
Source		
Inc_Muni		
County		
State		
Country		

Optional		
Effective	GC Exception Code	
Expire		

- d. County - REQUIRED: A county or its equivalent boundary is the primary legal division of a state, province, or territory.

Mandatory		
Source		
County		
State		
Country		

Optional		
Effective	GC Exception Code	
Expire		

*Emergency Service Boundary (ESB) polygons (Fire, Law, EMS, ESZ, and PSAP)

- i. Based on the NG9-1-1 Requirements and industry standards, accuracy is paramount when editing the spatial properties of the ESB boundaries and attributing the fields.
 - ii. NCT9-1-1 will need to work with each county on a case-by-case basis to resolve any spatial and attribute changes to the ESB boundaries and tables.
- e. Fire - REQUIRED: Defines the geographic area for primary fire department providers of response services. This layer may be used by the ECRF to determine which emergency service provider is responsible for a location, and by the PSAP staff to identify the appropriate entities/first responders to dispatch.

Mandatory		
Source		
DisplayName		
County		
State		
Country		

Optional		
Effective	GC Exception Code	
Expire		

- f. Law - REQUIRED: Defines the geographic area for primary law providers of response services. This layer may be used by the ECRF to determine which emergency service provider is responsible for a location, and by the PSAP staff to identify the appropriate entities/first responders to dispatch.

Mandatory		
Source	<i>ServiceURI</i>	
DisplayName	<i>ServiceURN</i>	
County	<i>AVcard_URI</i>	
State		
Country		

Optional		
Effective	GC Exception Code	
Expire		

- g. EMS - REQUIRED: Defines the geographic area for primary Emergency Medical Service (EMS) providers of response services. This layer may be used by the ECRF to determine which emergency service provider is responsible for a location, and by the PSAP staff to identify the appropriate entities/first responders to dispatch.

Mandatory		
Source		
DisplayName		
County		
State		
Country		

Conditional		
<i>ServiceURI</i>	<i>AVcard_URI</i>	
<i>ServiceURN</i>		

Optional		
Effective	GC Exception Code	Expire

- h. Emergency Service Zone (ESZ) REQUIRED: The MSAG and ALI databases use Emergency Service Numbers (ESN) to specify a set of first responders based on the location of the record. Emergency Service Zones (ESZ) are geographic representations of these ESNs. Polygons are to be spatially accurate to within 50 feet of their true location whenever possible; the following fields at a minimum will be attributed:

Mandatory		
Source	<i>ESZ_Jurisdiction</i>	
ESZ_Num		
Law		
Fire		
Medical		
PSAP		
County		
State		
Country		

Conditional		
<i>GC Exception Code</i>		
Inc_Muni		

Optional		
GC Exception Code		

- i. PSAP - REQUIRED: Depicts the geographic area of a Public Safety Answering Point (PSAP) which is primarily responsible for an emergency request. No overlaps can exist in this layer. This layer can be used by an ECRF to determine which PSAP to route an emergency request to.

Mandatory		
Source	<i>The ServiceURI</i>	
DisplayName	<i>ServiceURN</i>	
County	<i>AVcard_URI</i>	
State		
Country		

Optional		
Effective	GC Exception Code	
Expire		

- j. MSAG Community - REQUIRED: Polygons depicting the geographical boundaries of community names used in the Master Street Address Guide (MSAG). Polygons are to be spatially accurate to within 50 feet of their true location whenever possible.



Mandatory		
Source		
MSAG_CommName		
County		
State		
Country		

Optional		
GC Exception Code		

- k. Exchange - REQUIRED: The polygons in this layer represent the geographic boundaries of legacy telephone companies' exchanges used in E9-1-1 call routing. Attributes include tandem information. Polygons are spatially accurate to within 50 feet of their true location whenever possible.

Mandatory		
Source		
Exchange_ShortName		
Tandem_ShortName		
State		
Country		

Optional		
GC Exception Code	Exchange_FullName	Tandem_FullName

- l. Fire Hydrants - OPTIONAL: Points representing the locations of known fire hydrants as reported by the County Addressing Coordinator.

Mandatory		
Source		
County		
State		
Country		

Optional		
Status		
PSI		
Asset_ID		
Notes		
Long		
Lat		

- m. Mile Markers - OPTIONAL: Points representing the locations of known mile markers as reported by the County Addressing Coordinator.

Mandatory		
Source		
MM_Number		
Road_Name		

Optional		
Long		
Lat		

- n. NeighborhoodBoundaries - RECOMMENDED: The boundary of a neighborhood, subdivision, or commercial area. The most intuitive way to refer to a place is often by the neighborhood name. Locations of similar sounding street names may be resolved when the neighborhood name is known. This layer is often beneficial to telecommunicators.

Mandatory		
Source		
Nbrhd_Comm		
County		
State		
Country		

Conditional		
Uninc_Comm		
Inc_Muni		

Optional		
Effective		
Expire		

- o. Storm Shelters - OPTIONAL: Known locations of Storm Shelters.

Mandatory		
Source		
Number		
Street		
Community		

Optional		
Long	Notes	
Lat	Name	
Asset_ID	Phone	

- p. Hazmat Locations - OPTIONAL: Known locations of hazardous materials.

Mandatory		
Source		
Facility		
Address		
Contact_In		
Substances		
Hazards		
City		

Optional		
Asset_ID		

- q. Low Water Crossings - OPTIONAL: Locations known to flood in a heavy rain event.

Mandatory		
Source		

Conditional		
Name		

Optional		
Long		
Lat		

- r. Unincorporated Municipality - RECOMMENDED: The boundary of an unincorporated community, either within an incorporated municipality or in an unincorporated part of the county, or both, may be useful in determining jurisdictional authority for addressing and emergency response.

Mandatory		
Source	State	
Uninc_Muni	Country	
County		

Optional		
Effective	GC Exception Code	
Expire		

- s. QC_Reports - RECOMMENDED: Point representing probable GIS data errors identified by the Regional GIS Data Quality Control (RGDQC) process. This layer can be used to track the progress while working on the errors, and to share information between the NCT9-1-1 GIS Team and the County Addressing Coordinator.



Mandatory		
<i>Source</i>	<i>Extended_Information</i>	
QC_Status		
<i>QC_Check_Name</i>		
<i>Feature_Class</i>		
<i>Description</i>		

Optional		
Notes		

2.4 Operations/Documentation

- 2.4.1 The 9-1-1 Addressing Authority shall be responsible for documenting and updating applicable county processes for 9-1-1 addressing and GIS in the County Addressing and 9-1-1 Processes document.
- 2.4.2 The 9-1-1 Addressing Authority shall make their processes available at NCT9-1-1’s request.

2.5 Training

- 2.5.1 The 9-1-1 Addressing Authority is required to send new 9-1-1 Addressing Coordinators to a one-day orientation at NCT9-1-1 offices.
- 2.5.2 The 9-1-1 Addressing Authority is required to provide necessary software training, as well as training on local addressing policies, to 9-1-1 Addressing Coordinators.

2.6 Media Relations

- 2.6.1 Make every effort to communicate complete and accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. Addressing Authority should first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding 9-1-1 technology and service or issues with the 9-1-1 service providers.
- 2.6.2 Situations change quickly in the middle of service issues. Exercise caution in sharing information with the public and do not share PSAP correspondence that NCT9-1-1 has noted as proprietary.
- 2.6.3 Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 service or program specific questions.



2.7 GIS Data Update Process

- 2.7.1 The 9-1-1 Addressing Authority shall ensure that the 9-1-1 Child Replica Database is synchronized with the NCT9-1-1 Parent Database on a daily basis¹ using Web / Geodata Services hosted by NCT9-1-1. The 9-1-1 Addressing Authority shall be responsible for updating all GIS data in the county including municipalities within their jurisdiction as frequently as possible.

2.8 Quality Control

- 2.8.1 The 9-1-1 Addressing Authority shall perform Quality Control on their data prior to synchronizing the 9-1-1 Child Replica Database with the NCT9-1-1 Parent Database. The County shall resolve conflicts and problems related to the 9-1-1 GIS data maintained by the County daily, and communicate issues with each of the municipalities within its jurisdiction as often as possible. If any matter arises in the GIS data which the County cannot resolve, the County must contact NCT9-1-1 within three business days to determine the best course of action to resolve the issue². The 9-1-1 Addressing Authority shall adhere to the requirements outlined in the Regional GIS Data Quality Control (RGDQC) and all other NCT9-1-1 termed QA/QC methodology.

2.9 Data Backup

- 2.9.1 At a minimum, the County shall: Maintain weekly backup copies of critical 9-1-1 GIS data, stored within a secure location and not within the same media where the original data resides³.

2.10 Communication and Meetings

- 2.10.1 The 9-1-1 Addressing Authority shall attend regularly scheduled meetings at NCT9-1-1. NCT9-1-1 will aim to host biannual 9-1-1 GIS / Addressing meetings, either at NCT9-1-1's location or via virtual web technology.
- 2.10.2 The 9-1-1 Addressing Coordinator shall track County Commissioner's Court and City Council meetings that relate to development and improvement of GIS implementation for emergency services delivery. If an issue arises where either the County commissioner's court or City Council takes a course of action that would interfere with or be inconsistent with the data development and maintenance procedures followed by the County, the County needs to notify NCT9-1-1 personnel within two business days.

Section 3: Rights and Duties of NCT9-1-1

¹ NCT9-1-1 provides automated processes to ensure synchronization. In certain instances, the tools may not function as intended and a manual sync may need to be executed.

² NCT9-1-1 supplies QA/QC scripts, tools, or services to assist the County.

³ NCT9-1-1 will coordinate with each County Addressing Office to automate this backup process.



3.1 Financial

- 3.1.1. Develop a budget and strategic plan to meet the 9-1-1 Addressing Authority needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established and approved by the NCT9-1-1 Board of Managers.
- 3.1.2. Provide 9-1-1 service throughout the region as funded by emergency service fees.
- 3.1.3. Procure/provide services to the 9-1-1 Addressing Authority using planned funds in the event the 9-1-1 Addressing Authority is unable to meet the requirements outlined in the agreement.

3.2 Training

- 3.2.1. NCT9-1-1 will offer a one-day orientation to all new 9-1-1 Addressing Coordinators.
- 3.2.2. NCT9-1-1 will provide access to additional GIS software training as budget allows.

3.3 GIS/Data

- 3.3.1. NCT9-1-1 will provide an informational portal with addressing resources.
- 3.3.2. NCT9-1-1 will notify the 9-1-1 Addressing Authority within 24 hours of PSAP boundary changes.

Section 4: Effective Date and Term of Agreement

4.1 This Agreement shall take effect October 1, 2021, and shall continue until September 30, 2023, unless earlier terminated under 8.1 Early Termination of Agreement.

Section 5: GIS Data Maintenance Model

See Attachment B (GIS Data Maintenance Model) for further explanation of the model.

5.1. Responsibilities

- 5.1.1. The 9-1-1 Addressing Authority is responsible for providing accurate locational data used by NCT9-1-1 to route emergency service request calls to the proper Public Safety Answering Point (PSAP) based on the location of the caller.
- 5.1.2. NCT9-1-1 has a budgeted line item to disburse to Addressing Authorities who meet basic requirements of the agreement and maintain a level of accuracy of the data provided to NCT9-1-1.



5.2. 9-1-1 GIS Data Maintenance Model

5.2.1. Disbursements are made based on the 9-1-1 GIS Maintenance Model which calculates disbursement based on critical errors during each NCT9-1-1 fiscal quarter.

5.2.2. Performance incentive amounts are calculated using the following method:

- Incentive Tier 1 = (# of critical errors / # SSAPs) \leq .2% or .002 – Receive $\frac{1}{4}$ of full annual incentive amount
- Incentive Tier 2 = (# of critical errors / # SSAPs) \leq .4% or .004 – Receive $\frac{1}{4}$ of 90% of annual incentive amount
- Incentive Tier 3 = (# of critical errors / # SSAPs) \leq .6% or .006 – Receive $\frac{1}{4}$ of 80% of annual incentive amount
- Incentive Tier 4 = (# of critical errors / # SSAPs) \leq .8% or .008 – Receive $\frac{1}{4}$ of 70% of annual incentive amount
- Incentive Tier 5 = (# of critical errors / # SSAPs) $>$.8% or .008 – Receive no incentive amount

5.3. Critical Errors. Critical Errors are defined as errors that cause, or have a potential to cause, a critical fault in the routing of a 9-1-1 emergency service request call to the correct PSAP. Examples of critical errors include:

- SSAP Duplicates
- SSAP No Value
- SSAP Parsing
- RCL Range Overlaps
- RCL No Value
- RCL Parsing
- Boundary Topology Gap (Fire, Law, EMS, ESZ, County, Municipal, MSAG Community, PSAP⁴)
- Boundary Topology Overlap (Fire, Law, EMS, ESZ, County, Municipal, MSAG Community, PSAP¹)

5.4. Remedy Period. A remedy period or “grace period” is available to 9-1-1 Addressing Authorities to accommodate unforeseen circumstances that can lead to temporarily inflated critical error rates. NCT9-1-1 will grant a remedy period of one quarter immediately following the quarter where the 9-1-1 Addressing Authority had a critical error rate sufficient to drop to a lower incentive tier. In such an instance, the tier status will drop but the performance incentive will remain congruent with the 9-1-1 Addressing Authority’s prior tier amount. If the 9-1-1 Addressing Authority’s error rate continues to remain in the lower tier or drops further, a reduction in the tier incentive amount will immediately take effect for that quarter.

Section 6: Relationship between the Parties, Assignment, and Subcontracting

6.1 It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties.

6.2 This Agreement may not be assigned by either Party without the prior written consent of the other Party. An attempted assignment in violation of this agreement is void.

⁴ Where applicable, NCT9-1-1 ensures spatial integrity of PSAP boundaries



6.3 9-1-1 Addressing Authority may not subcontract its duties under this Agreement without the prior written consent of NCT9-1-1. Any subcontract shall be subject to all terms and conditions contained in this Agreement and the 9-1-1 Addressing Authority agrees to furnish a copy of this Agreement to its subcontractor(s).

Section 7: Records and Monitoring

7.1 NCT9-1-1 is entitled to visit the 9-1-1 Addressing Authority’s offices, talk to its personnel, and audit its applicable 9-1-1 records during normal business hours to assist in evaluating its performance under the Agreement.

Section 8: Early Termination of Agreement

8.1 NCT9-1-1 reserves the right to terminate this Agreement in whole or in part upon a default by 9-1-1 Addressing Authority. Notice of termination shall be provided to the 9-1-1 Addressing Authority in writing, shall set forth the reason(s) for termination, and provide for a minimum of thirty (30) days to cure the defect(s). Termination is effective only in the event the 9-1-1 Addressing Authority fails to cure the defect(s) within the period stated in the notice subject to any written extensions. If the Agreement is terminated, the 9-1-1 Addressing Authority shall cooperate with NCT9-1-1 to ensure an orderly transition of services. Further, all equipment shall be returned to NCT9-1-1 in working condition and NCT9-1-1 shall only be liable for payment for services rendered before the effective date of termination. Either Party may terminate this Agreement for convenience upon 180 days written notice to the other Party. Certain reporting requirements in the Agreement shall survive termination.

Section 9: Notice to Parties

9.1 Notice under this contract must be in writing and received by the party or his/her representative or replacement, to which the notice is addressed. Notice is considered received by a party when it is:

- Delivered to the party personally;
- On the date shown on the return receipt if mailed by registered or certified mail, return receipt requested, to the party’s address as specified in paragraph 10.2 and signed on behalf of the party; or
- Three business days after its deposit in the United States Mail, with first-class postage affixed, addressed to the party’s address specified in paragraph 9.2.

9.2 Notices shall be sent to the following address for each party:

If to NCT9-1-1:	PO Box 5888 Arlington, Texas 76005 Attn: Mike Eastland
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If to 9-1-1 Addressing Authority:	[Company Address]
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Section 10: General Provisions

- 10.1. Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.
- 10.2. Liability.** The Parties agree and acknowledge that each Party is not an agent of the other Party and that each Party is responsible for its acts, forbearances, negligence and deeds, and for those of its agents, contractors, officers and employees in conjunction with each Party's performance under this Agreement.
- 10.3. Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages, or expenses were reasonably foreseeable.
- 10.4. Force Majeure.** It is expressly understood and agreed by the Parties to this Agreement that if either party hereto is prevented from or delayed in the performance of any of its obligations hereunder by reason of force majeure, defined as acts of God, war, riots, storms, fires or any other cause whatsoever beyond the reasonable control of the party, the party so prevented or delayed shall be excused from the performance of any such obligation to the extent and during the period of such prevention or delay. The period of time applicable to such requirement shall be extended for a period of time equal to the period of time such Party was delayed. Each Party must inform the other in writing within reasonable time of the existence of such force majeure.
- 10.5. Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitute the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof.
- 10.6. Availability of Funding.** The 9-1-1 Addressing Authority acknowledges that NCT9-1-1's sole source of funding for this Agreement is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay the 9-1-1 Addressing Authority under this Agreement are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after the 9-1-1 Addressing Authority's receipt of notice. Upon suspension of payment, the 9-1-1 Addressing Authority's obligations under this Agreement are also suspended until NCT9-1-1 resumes receipt of funding.
- 10.7. Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation. In the event of such occurrence, written notice of alterations, additions or deletions to the terms of this Agreement will be provided to 9-1-1 Addressing Authority.



10.8. Nondiscrimination and Equal Opportunity. The 9-1-1 Addressing Authority shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.

10.9. Immunity. It is expressly understood and agreed that, in the execution of this Agreement, no party waives, nor shall be deemed hereby to waive, any immunity or defense that would otherwise be available to it against claims arising in the exercise of governmental powers and functions, including but not limited to sovereign and governmental immunity.

10.10. Attorney Fees. If any action is necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney fees and costs in addition to any other relief to which that party may be entitled.

10.11. Dispute Resolution. The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation or any other local dispute mediation process before resorting to litigation.

The parties agree to continue performing their duties under this contract, which are unaffected by the dispute during the negotiation and mediation process.

[Company]	NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
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By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: Mike Eastland
Title: Executive Director
Date: _____

Date of governing body approval: _____

Attachment A: GIS Data Quality Control Standards and Guidelines
Attachment B: GIS Disbursement Maintenance Model



Attachment A

NCT9-1-1 GIS Data Quality Control Standards and Guidelines

Overview

Purpose

NCT9-1-1's GIS Team is the Quality Control hub for regional GIS data specific to 9-1-1. NCT9-1-1 serves as the direct technical and GIS data-related contact to the County 9-1-1 Addressing Authorities and promotes 9-1-1 industry standards to ensure GIS data is ready for mission-critical 9-1-1 systems. To ensure GIS data accuracy, NCT9-1-1 employs specialized industry-specific software to perform Quality Control on the GIS Data.

Requirements

County Addressing Coordinators will need access to GIS Desktop software supplied by NCT9-1-1 or the county, an internet connection to receive the Quality Control data and reports from NCT9-1-1, and relevant training by NCT9-1-1 personnel. Furthermore, County Addressing Coordinators will need a thorough understanding of the Quality Control standards built into the software supplied by NCT9-1-1, and 9-1-1/GIS industry-specific standards to ensure data integrity for 9-1-1 applications.

Resources

GIS Quality Control Software

NCT9-1-1 will supply the relevant documentation and instruction for adhering to the Quality Control Software including the exception code data sheet. The information will be made available via a web portal or other electronic standard.

Industry Specific Standards

The NCT9-1-1 GIS Team follows the industry-set standards developed by the National Emergency Number Association (NENA). NCT9-1-1 recommends the following standards and stresses the importance of these standards to ensure data accuracy and efficient 9-1-1 service.

Data Structure Documents:

1. [NENA Standard Data Formats for E9 1 1 Data Exchange & GIS Mapping](#)
2. [NENA Standard for NG9-1-1 GIS Data Model](#)
3. [NG9-1-1 Additional Data Standard](#)
4. [NENA Next Generation United States Civic Location Data Exchange Format \(CLDXF\)](#)

Data Management Documents:

1. [GIS Data Collection and Maintenance Standards](#)
2. [Standard for Reporting and Resolving ANI/ALI Discrepancies and No Records Found for Wireline, Wireless and VoIP Technologies](#)
3. [NENA Next Generation 9-1-1 Data Management Requirements](#)
4. [NENA Standards for the Provisioning and Maintenance of GIS data to ECRF and LVFs](#)



Attachment B

GIS Disbursement Maintenance Model

Overview

9-1-1 Addressing Authorities are responsible for providing the accurate geospatial data that is used by NCT9-1-1 to route⁵ emergency calls to the correct Public Safety Answering Point (PSAP), and to aid First Responders in locating callers in an emergency. Misrouted calls can extend the service call time by several minutes or delay locating callers and therefore potentially lead to loss of life or property.

It is imperative to the NCT9-1-1 mission that the Geographic Information Systems (GIS) data used to route emergency service calls be as reliable and accurate as possible at any given time. The mission-critical properties of the GIS data are the premise for the generation of the GIS Disbursement Maintenance Model. NCT9-1-1 has set aside annually a target amount that each 9-1-1 Addressing Authority is capable of receiving based on the level of accuracy of the data they provide to NCT9-1-1. This amount is the maximum annual performance incentive amount.

The Model

Each County is allotted a maximum annual performance incentive amount of \$30,770, except for Collin County which is allotted a maximum annual performance amount of \$50,770.

Performance incentives amounts are calculated quarterly based on the percent of critical* errors of all site/structure addressing points (SSAPs) in the 9-1-1 Addressing Authority's area of responsibility.

*Critical errors are defined as errors that cause, or have a potential of causing, a critical fault in the routing of an 9-1-1 emergency service request call to the correct PSAP.

The following GIS features are considered "critical":

- Duplicate SSAP (Site Structure Address Point)
- SSAP No Value (no attribution in feature)
- SSAP Parsing
- Road Centerline (RCL) Range Overlaps
- RCL Parsing
- RCL No Value (no attribution in feature)
- Boundary Topology Overlaps (Emergency Service Boundaries and jurisdictional boundaries)
- Boundary Topology Gaps (Emergency service boundaries and jurisdictional boundaries)

There are five performance tiers that allow for different levels of performance equating to different amounts of incentive the 9-1-1 Addressing Authority will receive for that quarter. A formula is used to determine the "workload" of Addressing Authorities and is defined as the total number of critical errors divided by the total number of Site Structure Address Points. The outcome of the formula places the Addressing Authority in the respective tier.

⁵ NCT9-1-1 routes landline and VoIP calls using geospatial data. Future standards require all calls, including wireless, to use geospatial data to route emergency calls.



Performance incentive amounts are calculated each quarter using the following method:

Tier 1 = (# of critical errors / # SSAPs) \leq .2% or .002 – Receive full annual incentive amount

Tier 2 = (# of critical errors / # SSAPs) \leq .4% or .004 – Receive 90% of annual incentive amount

Tier 3 = (# of critical errors / # SSAPs) \leq .6% or .006 – Receive 80% of annual incentive amount

Tier 4 = (# of critical errors / # SSAPs) \leq .8% or .008 – Receive 70% of annual incentive amount

Tier 5 = (# of critical errors / # SSAPs) $>$.8% or .008 – Receive no incentive amount

The aggregate of the incentive is divided by four to equate to a quarterly distribution.

Remedy Period

A remedy period or “grace period” is available to 9-1-1 Addressing Authorities to accommodate unforeseen circumstances that can lead to temporarily inflated critical error rates. NCT9-1-1 will grant a remedy period of one quarter immediately following the quarter where the 9-1-1 Addressing Authority had a critical error rate sufficient to drop to a lower incentive tier. In such an instance, the tier status will drop but the performance incentive will remain congruent with the 9-1-1 Addressing Authority’s prior tier amount. If the 9-1-1 Addressing Authority’s error rate continues to remain in the lower tier or drops further, a reduction in the tier incentive amount will immediately take effect for that quarter.

Reporting

- May - July period: Errors to be reported on or before August 31st representing FY2021 1st Quarter disbursements.
- August - October period: Errors to be reported on or before November 30th representing FY2021 2nd Quarter disbursements.
- November - January period: Errors to be reported on or before February 28th representing FY2021 3rd Quarter disbursements.
- February - April period: Errors to be reported on or before May 31st representing FY2021 4th Quarter disbursements.



FINANCIAL STATUS REPORT
FOR SIX MONTHS ENDING: MARCH 31, 2021

REVENUES: (1)					
Revenue Category	Revenue Budget	6 Mo. Target	Actual Revenue	Amount Remaining	% of Target Earned
Wireless	8,500,000	4,250,000	4,452,494	4,047,506	104.76%
Landline	1,800,000	900,000	868,584	931,416	96.51%
Other Revenue	0	0	6,041	(6,041)	-
Total Revenue	10,300,000	5,150,000	5,327,119	4,972,881	103.44%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	6 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,147,340	1,073,670	969,569	1,177,771	90.30%
Fringe Benefits	1,058,640	529,320	469,265	589,375	88.65%
NCTCOG Indirect Costs	567,460	283,730	254,674	312,787	89.76%
Occupancy	410,510	205,255	202,778	207,732	98.79%
NCTCOG Information Technology	196,600	98,300	98,286	98,314	99.99%
Travel	65,710	32,855	578	65,132	1.76%
Other Staff Costs	336,840	168,420	56,816	280,024	33.73%
Total NCT9-1-1 Staff Costs	4,783,100	2,391,550	2,051,965	2,731,135	85.80%
FISCAL AGENT SUPPORT (3)					
Category	Budget	6 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	315,550	157,775	146,711	168,839	92.99%
COST OF OPERATIONS (4)					
Categories	Budget	6 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	2,599,240	1,299,620	1,332,324	1,266,916	102.52%
Equipment and Software Supp & Maint	886,830	443,415	431,222	455,608	97.25%
Contract Services	381,950	190,975	34,049	347,901	17.83%
Communications (Public Education)	64,000	32,000	4,345	59,655	13.58%
PSAP Training	46,250	23,125	6,943	39,307	30.03%
Telecom	532,450	266,225	266,546	265,904	100.12%
County Reimbursements	590,000	295,000	257,703	332,297	87.36%
Total Cost of Operations	5,100,720	2,550,360	2,333,132	2,767,588	91.48%
CAPITAL EXPENDITURES					
Category	Budget	6 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	0	0	0	0	100.00%
TOTAL EXPENDITURES					
Category	Budget	6 Mo. Target	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	10,199,370	5,099,685	4,531,808	5,667,562	88.86%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 103% of the six (6) month target.</p> <p>A. Wireless revenue -(105% of target)</p> <ol style="list-style-type: none"> 1. Wireless receipts to the Comptroller has increased 4% this fiscal year compared to same six (6) months last year. 2. NCT9-1-1 percentage of State wireless revenue increased 3% beginning in January 2021 <p>B. Landline revenue - (97% of target)</p> <ol style="list-style-type: none"> 1. Landline receipts have decreased 6% this year compared to same time prior fiscal year. 2. Received \$26,000 from fiscal year 2019. <p>C. 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 86% of the six (6) month target.</p> <p>A. Salaries, fringe benefits and indirect costs-(90% of target)- below target primarily due to equivalent of two (2) unfilled positions.</p> <p>B. Travel-(2% of target)- Due to COVID, travel has been restricted.</p> <p>C. Other staff costs-(34% of target)</p> <ol style="list-style-type: none"> 1. Less training and development than planned. Same as travel, out of town training is currently on hold. 2. Texas 9-1-1 Alliance fees are paid annually at the end of the year. This accounts for \$45,000 of the straight-line target variance. 3. As of March, there have not been any purchases of laptops and other non-capitalized equipment accounting for \$18,000 of the straight-line target variance. 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.
3	Fiscal Agent Support	<p>Costs total 93% of the six (6) month target. Includes costs for NCTCOG administration support (accounting) and legal services.</p> <p>A. Legal team is 50% of target hours through March.</p> <p>B. There has not been any travel or employee development through March due to COVID restrictions.</p>

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 91% of the six (6) month target</p> <p>A. Network-(103% of target)</p> <p>Over target primarily due to the net result of the following:</p> <p>1. Annual payments made in the first half of the year:</p> <ul style="list-style-type: none"> - Solacom annual maintenance \$130,000; represents \$65,000 of the variance. -Microsoft licenses \$105,000; represents \$47,000 of the variance. -SolarWinds Network Monitoring \$27,000; represents \$16,000 of the variance. <p>2. Other costs below target:</p> <ul style="list-style-type: none"> - Comtech professional services not utilized resulting in \$63,000 less costs to target. - No GDT hardware or services purchased resulting in \$27,000 less costs to target. <p>Network should be closer to target by the end of the Fiscal Year.</p> <p>B. Equipment and Software Support and Maintenance-(97% of target)</p> <p>Under target primarily due to the net result of the following:</p> <ol style="list-style-type: none"> 1. Rapid Deploy dispatch mapping accounts for \$117,000 of the target variance. Software is now in place and monthly billings have commenced. 2. This was offset by Datamaster, Geocom, and Power DMS software renewals being over target collectively by \$104,000 due to annual payments made during the first part of the fiscal year. <p>C. Contract Services-(18% 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 \$117,000 of the target variance. 2. Annual recurring payments not paid as of March. <ul style="list-style-type: none"> - ESRI Enterprise Advantage Program (EEAP) - \$25,000 - Greater Harris County infrastructure costs - \$25,000 <p>D. Communications (Public Education) (14% of target)</p> <p>Public education materials and social media campaigns and promotions are under target for the 1st half of the Fiscal Year. Both are expected to increase in the 2nd half of the year as COVID restrictions are eased.</p> <p>E. County reimbursements- (87% of target)</p> <p>Under target primarily due to the following:</p> <ol style="list-style-type: none"> 1. Recorder reimbursements - There has only been two (2) 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.



Attachment D
NENA Award Recipients



From left to right:
Rodger Mann (Technical Professional of the Year), Bret Batchelor (Training Professional of the Year),
Amelia Mueller (Public Education Professional of the Year)



Ricky Huff (Telecommunicator of the Year, Springtown PD)

Attachment E
Culture Champion
2nd Quarter 2021

Amelia Mueller

Value Exhibited:

Heart- Commitment and Collaboration

Amelia demonstrated **Collaboration** as she worked with internal staff and external subject matter experts to write two articles that recently appeared in industry publications.

For APCO's *Public Safety Communications* magazine, Amelia worked with NCT9-1-1 Operations staff and National Joint TERT Initiative (NJIT) representatives to write an article about current TERT programs and how the pandemic has affected TERT deployments. Her writing highlighted how technology enhancements would support virtual TERT capabilities.

For NENA's *The Call* magazine, Amelia focused on Z-axis and multi-media in the PSAPs by gathering information from NCT9-1-1 GIS staff, Google, and Penn State University.

Amelia used her upbeat, approachable personality to coordinate with different subject matter experts. She knew what questions to ask to gather the information she needed and knew how to organize the information in a manner that would be both informative and interesting.

In addition, Amelia exhibited **Commitment** to the goal, putting significant effort into gathering information for the two articles. The publication process can be extensive. It takes coordination both internally and with the magazine, organization to meet deadlines, and persistence. In addition, Amelia had to put considerable time into gathering a working knowledge of Z-axis, multi-media, and TERT programs in order to write an article that rose to the standards of industry specific publications.





Attachment F

Quarterly Performance Report

Training
Number of Agencies: 19

Total Number of Attendees: 59

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
1/25/2021-3/12/2021	Regional Telecommunicator Academy #10	A four week long hybrid academy with both virtual and in-person training that covered the following TCOLE courses: BTCC#1013, Alert Systems#3619, Fire Dispatch#5312, Active Shooter#5309, SAFVIC#3267, TCIC/TLETS#4802, Crisis Communications#2120, TDD-TTY-RTT #3812.	15	Mineral Wells Police Department Balch Springs Police Department Waxahachie Police Department Murphy Police Department Duncanville ISD Police Department Cleburne Police Department Collin County Sheriff's Office Prosper Police Department

Quality Assurance / Monitoring
Number of Monitoring Visits

38 Number of Findings: 0

Allen Police Department
Balch Springs Police Department
Bridgeport Police Department
Cleburne Police Department
Cockrell Hill Police Department
Collin County Sheriff's Office
Commerce Police Department
Corsicana Police Department
Decatur Police Department
Ellis County Sheriff's Office
Erath County Sheriff's Office
Forney Police Department
Frisco Police Department
Greenville Police Department
Hood County Sheriff's Office
Hunt County Sheriff's Office
Johnson County ESD
Johnson County Sheriff's Office
Kaufman County Regional Communications Center
LifeCare EMS

McKinney Police Department
Mineral Wells Police Department
Murphy Police Department
Northern Ellis Emergency Dispatch Center
Palo Pinto County Sheriff's Office
Parker County Sheriff's Office
Prosper Police Department
Rockwall County Sheriff's Office
Rockwall Police Department
Sachse Police Department
Seagoville Police Department
Somervell County Sheriff's Office
Springtown Police Department
Stephenville Police Department
Terrell Police Department
Waxahachie Police Department
Weatherford Police Department
Wilmer Police Department
Wise County Sheriff's Office

Communication
Facebook

<u>Date</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Feb-21	16933	17322	686	2
Mar-21	7982	8348	492	4
Apr-21	18361	19176	1230	6

Twitter

<u>Date</u>	<u>Impressions</u>	<u>Engagements</u>	<u>Retweets</u>	<u>Likes</u>	<u>Clicks</u>	<u>Expands</u>	<u>Followers</u>
Feb-21	22152	369	55	83	31	103	7
Mar-21	16377	400	55	92	23	96	2
Apr-21	17586	350	37	108	24	42	0

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Feb-21	11093	10333	1	0
Mar-21	16711	15206	1	0
Apr-21	16099	15803	1	0

Sources Overview

<u>Date</u>	<u>Direct Traffic</u>	<u>Referrals</u>	<u>Social Media</u>	<u>Search</u>	<u>Email</u>	<u>Paid</u>
Feb-21	6517	82	881	3034	48	0
Mar-21	8114	436	337	3240	39	20
Apr-21	7653	442	683	3726	36	33

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Feb-21	0
Mar-21	0
Apr-21	18,000

Public Education Events

<u>Date</u>	<u>Name of Event</u>	<u>Agency</u>
4/16/2021	Terrell Heritage Jubilee	Terrell Police Department

Service Interruptions
Number of Outages: 0

GIS Errors

County	Feb-21	Mar-21	Apr-21
Collin	434	59	104
Dallas	33	44	80
Ellis	4	7	10
Erath	10	9	27
Hood	55	32	0
Hunt	16	58	167
Johnson	141	36	109
Kaufman	24	19	17
Navarro	1	8	7
Palo Pinto	99	89	84
Parker	18	7	32
Rockwall	0	1	0
Somervell	24	131	55
Wise	1,416	1,328	1,178

PSAP Call Volume Statistics
Feb-21

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDONED
ALLEN POLICE DEPARTMENT	105	109	3,004	40	2	3,260	0	215
BALCH SPRINGS POLICE DEPARTMENT	76	66	2,358	3	0	2,503	0	155
BRIDGEPORT POLICE DEPARTMENT	144	4	112	0	0	260	0	8
CLEBURNE POLICE DEPARTMENT	108	21	1,251	17	2	1,399	0	102
COCKRELL HILL POLICE DEPARTMENT	45	8	29	0	0	82	0	3
COLLIN COUNTY SHERIFF'S DEPARTMENT	147	93	5,118	22	10	5,390	0	443
COMMERCE POLICE DEPARTMENT	14	9	235	2	0	260	0	25
CORSICANA POLICE DEPARTMENT	112	63	1,280	3	4	1,462	0	83
DECATUR POLICE DEPARTMENT	60	20	292	11	3	386	0	42
DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS COUNTY SHERIFF'S DEPARTMENT	60	16	2,816	10	2	2,904	0	255
ERATH COUNTY SHERIFF'S DEPARTMENT	20	6	811	0	2	839	0	69
FORNEY POLICE DEPARTMENT	59	33	1,048	10	1	1,151	0	78
FRISCO POLICE DEPARTMENT	262	222	6,972	31	9	7,496	0	631
GREENVILLE POLICE DEPARTMENT	143	91	1,670	6	3	1,913	0	117
HOOD COUNTY SHERIFF'S DEPARTMENT	231	35	1,851	2	0	2,119	0	181
HUNT COUNTY SHERIFF'S DEPARTMENT	143	24	2,558	11	3	2,739	0	254
JOHNSON COUNTY ESD	159	24	1,103	0	0	1,286	0	6
JOHNSON COUNTY SHERIFF'S OFFICE	216	36	3,620	20	2	3,894	0	225
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	165	41	4,132	15	0	4,353	0	420
LIFECARE EMS	64	31	658	0	0	753	0	0
MCKINNEY POLICE DEPARTMENT	438	292	5,919	60	7	6,716	0	623
MINERAL WELLS POLICE DEPARTMENT	66	74	703	0	0	843	0	72
MURPHY POLICE DEPARTMENT	29	28	371	0	0	428	0	24
NAVARRO COUNTY SHERIFF'S DEPARTMENT	109	54	1,846	12	4	2,025	0	158
NORTH ELLIS EMERGENCY DISPATCH	114	6	1,862	13	1	1,996	0	126
PALO PINTO COUNTY SHERIFFS DEPARTMENT	38	22	521	3	3	587	0	56
PARKER COUNTY SHERIFF'S DEPARTMENT	100	24	3,425	7	7	3,563	0	287
PROSPER POLICE DEPARTMENT	29	14	765	8	0	816	0	71
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	42	4	1,523	43	2	1,614	0	115
ROCKWALL POLICE DEPARTMENT	165	75	2,158	16	5	2,419	0	184
SACHSE POLICE DEPARTMENT	20	67	629	2	0	718	0	41
SEAGOVILLE POLICE DEPARTMENT	38	34	1,345	13	0	1,430	0	165
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	59	1	226	15	1	302	0	29
SPRINGTOWN POLICE DEPARTMENT	69	29	526	1	3	628	0	42
STEPHENVILLE POLICE DEPARTMENT	7	1	142	0	0	150	0	11
TERRELL POLICE DEPARTMENT	132	60	1,038	3	0	1,233	0	171
WAXAHACHIE POLICE DEPARTMENT	142	46	1,849	0	4	2,041	0	135
WEATHERFORD POLICE DEPARTMENT	148	49	1,167	12	3	1,379	0	94
WILMER POLICE DEPARTMENT	6	12	340	3	0	361	0	36
WISE COUNTY SHERIFF'S DEPARTMENT	50	18	1,777	8	7	1,860	0	111

Mar-21

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON	
							INITIALIZED	ABANDON
ALLEN POLICE DEPARTMENT	132	112	2,713	66	5	3,028	0	282
BALCH SPRINGS POLICE DEPARTMENT	88	56	2,604	11	2	2,761	0	231
BRIDGEPORT POLICE DEPARTMENT	169	7	116	0	2	294	0	14
CLEBURNE POLICE DEPARTMENT	124	59	1,347	7	3	1,540	0	132
COCKRELL HILL POLICE DEPARTMENT	55	11	30	0	1	97	0	3
COLLIN COUNTY SHERIFF'S DEPARTMENT	138	98	5,357	17	10	5,620	0	759
COMMERCE POLICE DEPARTMENT	24	26	239	2	0	291	0	34
CORSICANA POLICE DEPARTMENT	118	72	1,210	6	1	1,407	0	123
DECATUR POLICE DEPARTMENT	79	37	368	11	1	496	0	55
DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS COUNTY SHERIFF'S DEPARTMENT	54	39	3,037	19	9	3,158	0	297
ERATH COUNTY SHERIFF'S DEPARTMENT	46	12	802	0	4	864	0	81
FORNEY POLICE DEPARTMENT	52	46	1,062	8	3	1,171	0	78
FRISCO POLICE DEPARTMENT	258	268	5,687	30	12	6,255	0	1,029
GREENVILLE POLICE DEPARTMENT	171	108	1,792	10	4	2,085	0	188
HOOD COUNTY SHERIFF'S DEPARTMENT	216	49	2,101	3	0	2,369	0	225
HUNT COUNTY SHERIFF'S DEPARTMENT	136	27	2,855	12	9	3,039	0	315
JOHNSON COUNTY ESD	138	54	950	0	0	1,142	0	7
JOHNSON COUNTY SHERIFF'S OFFICE	185	50	3,693	5	0	3,933	0	304
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	221	43	4,239	26	4	4,533	0	439
LIFECARE EMS	83	40	666	0	10	799	0	0
MCKINNEY POLICE DEPARTMENT	232	292	5,218	47	12	5,801	0	693
MINERAL WELLS POLICE DEPARTMENT	76	69	672	11	0	828	0	86
MURPHY POLICE DEPARTMENT	25	25	283	3	1	337	0	52
NAVARRO COUNTY SHERIFF'S DEPARTMENT	94	84	1,775	12	4	1,969	0	193
NORTH ELLIS EMERGENCY DISPATCH	125	5	1,908	17	5	2,060	0	126
PALO PINTO COUNTY SHERIFFS DEPARTMENT	38	17	747	7	1	810	0	83
PARKER COUNTY SHERIFF'S DEPARTMENT	127	26	3,693	6	2	3,854	0	421
PROSPER POLICE DEPARTMENT	42	24	655	10	0	731	0	61
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	52	17	1,529	57	1	1,656	0	144
ROCKWALL POLICE DEPARTMENT	184	143	2,076	8	6	2,417	0	306
SACHSE POLICE DEPARTMENT	19	72	557	2	1	651	0	47
SEAGOVILLE POLICE DEPARTMENT	28	48	1,402	6	4	1,488	0	158
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	64	9	365	15	0	453	0	66
SPRINGTOWN POLICE DEPARTMENT	52	27	611	0	3	693	0	73
STEPHENVILLE POLICE DEPARTMENT	10	2	169	0	0	181	0	11
TERRELL POLICE DEPARTMENT	196	90	1,050	2	2	1,340	0	225
WAXAHACHIE POLICE DEPARTMENT	156	75	2,078	2	1	2,312	0	236
WEATHERFORD POLICE DEPARTMENT	139	80	1,328	3	2	1,552	0	130
WILMER POLICE DEPARTMENT	4	24	420	3	1	452	0	53
WISE COUNTY SHERIFF'S DEPARTMENT	56	27	2,028	11	2	2,124	0	169

Apr-21

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON	
							INITIALIZED	ABANDON
ALLEN POLICE DEPARTMENT	146	119	3,018	46	4	3,333	0	406
BALCH SPRINGS POLICE DEPARTMENT	76	59	2,730	7	2	2,874	0	274
BRIDGEPORT POLICE DEPARTMENT	160	1	107	2	0	270	0	15
CLEBURNE POLICE DEPARTMENT	155	77	1,403	7	1	1,643	0	135
COCKRELL HILL POLICE DEPARTMENT	60	6	37	0	0	103	0	3
COLLIN COUNTY SHERIFF'S DEPARTMENT	133	82	5,428	42	17	5,702	0	666
COMMERCE POLICE DEPARTMENT	19	25	229	3	1	277	0	37
CORSICANA POLICE DEPARTMENT	118	67	1,177	13	7	1,382	0	127
DECATUR POLICE DEPARTMENT	58	36	343	13	0	450	0	49
DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS COUNTY SHERIFF'S DEPARTMENT	58	30	3,332	9	6	3,435	0	409
ERATH COUNTY SHERIFF'S DEPARTMENT	36	9	864	2	1	912	0	105
FORNEY POLICE DEPARTMENT	42	49	1,087	9	2	1,189	0	166
FRISCO POLICE DEPARTMENT	263	272	5,713	23	19	6,290	0	921
GREENVILLE POLICE DEPARTMENT	137	96	1,841	9	1	2,084	0	215
HOOD COUNTY SHERIFF'S DEPARTMENT	211	47	2,071	5	5	2,339	0	276
HUNT COUNTY SHERIFF'S DEPARTMENT	159	26	3,164	15	7	3,371	0	423
JOHNSON COUNTY ESD	145	59	923	0	0	1,127	0	0
JOHNSON COUNTY SHERIFF'S OFFICE	165	60	4,101	8	0	4,334	0	376
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	171	43	4,636	23	0	4,873	0	539
LIFECARE EMS	70	38	660	0	0	768	0	1
MCKINNEY POLICE DEPARTMENT	257	312	5,423	53	17	6,062	0	759
MINERAL WELLS POLICE DEPARTMENT	51	73	690	20	0	834	0	83
MURPHY POLICE DEPARTMENT	21	14	271	1	0	307	0	29
NAVARRO COUNTY SHERIFF'S DEPARTMENT	104	69	1,780	3	3	1,959	0	200
NORTH ELLIS EMERGENCY DISPATCH	94	15	1,846	14	3	1,972	0	188
PALO PINTO COUNTY SHERIFFS DEPARTMENT	44	6	773	8	2	833	0	109
PARKER COUNTY SHERIFF'S DEPARTMENT	92	18	3,800	6	3	3,919	0	422
PROSPER POLICE DEPARTMENT	30	28	779	8	1	846	0	101
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	29	11	1,662	54	2	1,758	0	183
ROCKWALL POLICE DEPARTMENT	162	101	2,145	15	2	2,425	0	286
SACHSE POLICE DEPARTMENT	25	65	455	0	2	547	0	46
SEAGOVILLE POLICE DEPARTMENT	33	41	1,493	9	0	1,576	0	179
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	97	8	330	16	0	451	0	54
SPRINGTOWN POLICE DEPARTMENT	46	20	653	0	0	719	0	105
STEPHENVILLE POLICE DEPARTMENT	11	3	201	0	0	215	0	18
TERRELL POLICE DEPARTMENT	188	83	1,068	2	1	1,342	0	198
WAXAHACHIE POLICE DEPARTMENT	120	65	2,118	10	7	2,320	0	234
WEATHERFORD POLICE DEPARTMENT	99	65	1,477	1	2	1,644	0	172
WILMER POLICE DEPARTMENT	4	18	410	2	1	435	0	62
WISE COUNTY SHERIFF'S DEPARTMENT	61	23	1,981	17	4	2,086	0	205



Accomplishments March-May 2021 Attachment G

1. Christy Williams participated in a national brainstorming session for the Department of Homeland Security Science and Technology project grant pitches. Twelve people were selected from around the country based on experience with innovation in the 9-1-1 industry.
2. Christy Williams contacted HGAC and CAPCOG 9-1-1 districts and they both agreed to participate along with NCTCOG in the TARC 9-1-1 Coordinators meetings. This group requested the three COGs return to the group for sharing and resources.
3. LeAnna Russell (Data Team) worked with our PSAPs to determine who has been designated critical load public safety and reported information to the Alliance, who are working with the PUC. We had 11 PSAPs, our two data centers, and our NCT9-1-1 offices previously designated with power providers.
4. The Management Team completed an analysis of the staff engagement/culture survey and implemented numerous action items based on the feedback. These items were discussed at an all- staff meeting.
5. The Crisis Communications Plan was updated based on lessons learned to include levels of severity and activation methods.
6. The Management Team implemented bi-weekly Technology Project meetings to increase transparency and communication between teams related to upcoming technology projects.
7. Christy worked with Admin to submit paperwork to begin direct deposit based on a request by CSEC. This will allow us to get our payments in a more timely and consistent manner in addition to resolving CSEC's issue of resources.
8. The following staff and PSAP personnel received awards at the NENA 2021 Awards: Bret Batchelor (Training Professional of the Year), Ricky Huff (TC of the Year, Springtown PD), Rodger Mann (Technology Professional of the Year), Amelia Mueller (Public Education Professional of the Year). The following staff person was nominated for a NENA 2021 Award: Brittney Burross (Operations Professional of the Year).
9. NCT9-1-1 recognized the 2020 PSAP award winners with 115 TCs voting. Agency of the Year- Frisco PD; TC of the Year- Ricky Huff, Springtown PD; Supervisor of the Year- Cleburne PD; Team of the Year- McKinney PD; and Training Professional of the Year- Corsicana PD.
10. Amelia Mueller (Operations Team) had an article published in NENA's *The Call* magazine on the topic of data in 9-1-1 (overview of Z axis and multi-media in the PSAP). Amelia also had an article published to APCO's *Public Safety Communications* magazine on the topic of opportunities for a virtual TERT program.
11. Staff completed the drafting process for the 2021-2023 PSAP and GIS ILAs. The PSAP supervisors, county coordinators, and SAC were given several weeks to review and provide feedback. Three come-and-go sessions were held to allow for questions, and the SAC approved the agreement as presented at its May meeting.
12. Jason Smith (Operations Team) hosted the TERT Basic Awareness and Team Leader courses via Zoom for Potter-Randall 9-1-1 district. The TERT program now has six new TERT members and five new TERT team leaders.
13. The Operations Team updated CHE lesson plans and training manuals to reflect the eMedia (text to 9-1-1) solution.
14. The Operations Team hosted its May TAG Team meeting virtually with five PSAPs in attendance.
15. The Operations Team hosted a team building, virtual trivia event for staff that included questions about the district and the history of 9-1-1.
16. The Operations Team and Data Team delivered gifts (tshirts) to the PSAPs. Pictures were taken during the delivery to include on social media and acknowledge and show appreciation to the TCs.



17. Amelia Mueller (Operations Team) provided information on Kari's Law to one ISD in each county. Two ISDs (Greenville and Weatherford) contacted Amelia advising they were already in compliance but would share information with other ISDs in their area.
18. David Dean (GIS Team) testified at a committee hearing for HB3251 regarding the use of UAS devices.
19. David Dean (GIS Team) was asked to participate in the NCTX Aerial Robotics Advisory Committee for a second year.
20. The Support Services Team hosted a virtual core values workshop to reevaluate our current core values.
21. The Technology Team completed the upgrade of all call handling equipment in preparation to accept real-time text call type.
22. Staff is working to get texpoint connections for ALI circuit upgrades. The new ILA with GHC was approved by the Board in December. The initial connection to GHC texpoint site has been completed.
23. The Technology Team completed one of the Datacenter moves. They were able to complete the move in one day in order to limit the amount of time geo-redundancy was one-sided.
24. Staff completed the annual Alliance survey which requests information including the requirements to upgrade to NG9-1-1. This is a tool for CSEC, the FCC, and the legislators.
25. NCT9-1-1 was featured in a case study about Successful NG911 transition focused on California (OES), but included five lessons learned from each of three other 9-1-1 entities in the country (NCT9-1-1, Washington DC and Massachusetts). The case study was published and placed on 911.gov under reports and studies in May.
26. CBS11 reported on a feature introduced through the new mapping solution that allows 9-1-1 telecommunicators to communicate with callers via text and also share his/her exact location.

Attachment F Attendance

Item #2021-06-07
Attachment F

Officer	Last Name	Fist Name	Entity	Appointee Title	12/8/2019	3/5/2020	6/4/2020	9/3/2020	12/3/2020	3/4/2021
President	Deeds	Roger	Hood County	Sheriff	A	P	P	P	P	P
VP	Hodges	Jeff	City of Prosper	Councilmember	P	P	P	P	P	P
Secretary	Richards	Hal	Kaufman County	Judge	P	A	P	P	A	A
	Akin	N. Lane	Wise County	Sheriff	A	P	P	P	P	P
	Berthiaume	Jennifer	City of Murphy	Mayor Pro Tem	A	Vacant	P	P	P	P
	Chambers	Danny	Somervell County	Judge	P	P	P	P	P	P
	Coates	Matt	Erath County	Sheriff	A	A	A	A	A	P
	Crews	Kerry	Hunt County	Judge (JOP)	P	Vacant	P	P	P	A
	Deen	Pat	Parker County	Judge	A	n/a	n/a	n/a	n/a	A
	Frazier	Frederick	City of McKinney	Councilmember	n/a	n/a	n/a	n/a	n/a	A
	Garrett	Terry	Rockwall County	Sheriff	n/a	n/a	n/a	n/a	n/a	P
	Hale	Darrell	Collin County	Commissioner	n/a	n/a	n/a	n/a	n/a	P
	King	Cullen	Dallas Co. Cities	Councilmember	n/a	n/a	n/a	n/a	n/a	P
	Long	Shane	Palo Pinto County	Judge	A	A	A	P	P	P
	Perry	Eddie	Navarro County	Commissioner	n/a	A	P	A	A	A
	Schulmeister	Chris	City of Allen	Councilmember	n/a	n/a	n/a	n/a	n/a	P
	Stinson	Randy	Ellis County	Commissioner	P	P	P	P	P	A
	White	Mike	Johnson County	Commissioner	n/a	n/a	n/a	n/a	n/a	P
	Total Present									

Attendance Code: P= Present; A=Absent; n/a=Board member not appointed;
Vacant= Board member not appointed- lapse in reappointment.

VACANT City of Frisco