



North Central Texas Emergency Communications District Public Hearing and Board of Managers Meeting

December 2, 2021
12:30 PM

NCT9-1-1 Offices
600 Six Flags Drive
Arlington, Texas
Centerpoint III, 2nd Floor, 9-1-1 Training Room A

PUBLIC HEARING – 12:30 PM

Public hearing on the continuation of the North Central Texas Emergency Communications District (NCT9-1-1) and the 9-1-1 emergency service fee.

REGULAR SESSION – Immediately following Public Hearing

- 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 September 2, 2021, Minutes – President, Roger Deeds
2. Resolution Approving the Continuation of the North Central Texas Emergency Communications District and the 9-1-1 Emergency Service Fee – Christy Williams
3. Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software Support and Maintenance Renewal – Rodger Mann
4. Resolution Amending the NCT9-1-1 Policy for Emergency Communications Center (ECC) Management – LeAnna Russell
5. Resolution Adopting the NCT9-1-1 Policy for Boundary Changes and Annexations – LeAnna Russell

INFORMATIONAL ITEMS

6. Quarterly Financial Report – Norman Marquart
7. Director's Report – Christy Williams

OTHER BUSINESS

8. Other Business
9. Adjourn

Next Meeting: TBD

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 – September 2, 2021

9-1-1 Training Center Room A

600 Six Flags Drive

Arlington, Texas

President, Roger Deeds called the meeting of the NCT9-1-1 Board of Managers to order at 12:31 PM on September 2, 2021.

Members of the Board Present:

1. Roger Deeds – President, Sheriff, Hood County
2. Hal Richards – Secretary, County Judge, Kaufman County
3. N. Lane Akin – Sheriff, Wise County
4. Jennifer Berthiaume – Councilmember, City of Murphy
5. Danny Chambers – County Judge, Somervell County
6. Chris Schulmeister – Councilmember, City of Allen
7. Randy Stinson – Commissioner, Ellis County
8. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Jeff Hodges – Vice-President, Councilmember, City of Prosper
2. Jeff Bickerstaff – Mayor Pro Tem, City of Sachse
3. Matt Coates – Sheriff, Erath County
4. Kerry Crews – Judge (JOP), Hunt County
5. Pat Deen – County Judge, Parker County
6. Frederick Frazier – Councilmember, City of McKinney
7. Terry Garrett – Sheriff, Rockwall County
8. Darrell Hale - Commissioner, Collin County
9. Shane Long – County Judge, Palo Pinto County
10. Eddie Perry – Commissioner, Navarro 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. Kari Gamez – 9-1-1 Sr. Administrative Assistant
5. Steven Gorena – 9-1-1 Field Support Supervisor
6. Ken Kirkpatrick – Counsel for NCT9-1-1
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 Fiscal Manager
14. LeAnna Russell – 9-1-1 Database Manager

REGULAR SESSION

Action:

Item 1 Approval of June 3, 2021, Minutes

President Roger Deeds stated that the minutes to be approved were from the June 3, 2021, Board meeting.

Attachment A

Upon a motion by Sheriff Lane Akin (seconded by Councilmember Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the minutes of the June 3, 2021, Board of Managers meeting.

Item 2 Resolution Approving the Fiscal Year 2022 Strategic Plan

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

Attachment B

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

Item 3 Resolution Approving the Fiscal Year 2022 Budget and Setting the 9-1-1 Emergency Service Fee

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Per the District's bylaws, the Board of Managers is required to approve an annual budget, which includes setting the amount of the 9-1-1 emergency service fee. The statute provides the following related to the fee:

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

Staff has prepared the FY 2022 budget as contained in Attachment C and recommends the fee amount formerly imposed by CSEC and for FY 2019 - FY 2021 of 50 cents per local exchange access line remain unchanged to meet forecasted expenditures of the District.

Attachment C

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

Item 4 Resolution Authorizing a Contract with Mission Critical Partners, LLC, for Public Safety Strategic Consulting

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

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

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

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

INFORMATIONAL ITEMS

Item 5 Quarterly Financial Report

Norman Marquart with NCTCOG presented the Quarterly Financial Report for the period ending June 30, 2021.

Attachment D

Item 6 Director's Report

Accomplishments and Achievements – NCT9-1-1 accomplishments were reviewed for the period June 2021-August 2021. These were included as part of the FY 2022 Strategic Plan.

New Board Member – Jeff Bickerstaff (Mayor Pro Tem, City of Sachse) has been appointed to represent the Dallas County cities on the NCT9-1-1 Board of Managers.

Fee Update – NCT9-1-1 provided information to the 9-1-1 Alliance to help estimate Next Generation costs for future funding opportunities.

Grant Update – NCTCOG applied for a grant that allowed for purchase/reimbursement of items purchased related to the COVID-19 pandemic. NCT9-1-1 was included as part of that application. The grant was approved in August 2021. NCT9-1-1 also plans to work with NCTCOG on submissions to the Build Back Better challenge.

Culture Champion – Danette Bradshaw was chosen as the Culture Champion for NCT9-1-1 for the third quarter of 2021. Danette exhibited the NCT9-1-1 values of heart, commitment, and collaboration.

Attachment E

Quarterly Reporting – Quarterly call statistics are provided to the Board as an attachment for review. Service interruptions during the previous quarter will also be included in this report going forward.

Attachment F

Attendance – Attendance from the previous Board meetings were included for review.

Attachment G

OTHER BUSINESS

Upon a motion by Sheriff Roger Deeds (seconded by Commissioner Randy Stinson) and by unanimous vote of all members present, the meeting was adjourned at 1:25 PM.



North Central Texas Emergency Communications District

Item # 2021-12-02

Meeting Date: December 2, 2021

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

Item Title: Resolution Approving the Continuation of the North Central Texas Emergency Communications District and the 9-1-1 Emergency Service Fee

The North Central Texas Emergency Communications District (NCT9-1-1) was created on December 5, 2018, pursuant to Chapter 772, Subchapter H, of the Texas Health and Safety Code. As outlined in Section 772.620 of the Code, “periodically, the board shall solicit public comments and hold a public review hearing on the continuation of the district and the 9-1-1 emergency service fee. The first hearing shall be held on or before the third anniversary of the date of the district's creation. Subsequent hearings shall be held on or before the third anniversary of the date each resolution required by Subsection (c) is adopted.” Notice of the hearing was provided in accordance with the statute and the public was encouraged to submit comments in writing or attend in person to provide feedback. The hearing will take place immediately prior to the December 2nd Board meeting. Staff will present any written feedback received to the Board prior to requesting action. Following the hearing, the Board will be asked to adopt a resolution on the continuation of the District and the 9-1-1 emergency service fee in accordance with Section 772.620(c).

A draft resolution approving the continuation of the North Central Texas Emergency Communications District and the 9-1-1 emergency service fee is attached for Board consideration.

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



Item # 2021-12-02

RESOLUTION APPROVING THE CONTINUATION OF THE NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT AND THE 9-1-1 EMERGENCY SERVICE FEE

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

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

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

WHEREAS, NCT9-1-1 is engaged in the planning, implementation, and maintenance of an emergency 9-1-1 system for more than 40 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 is required Section 772.620 of the Texas Health and Safety Code to solicit public comments and hold a public review hearing on the continuation of the district and the 9-1-1 emergency service fee; and,

WHEREAS, the first hearing shall be held on or before the third anniversary of the date of the district's creation which was December 5, 2018; and,

WHEREAS, NCT9-1-1 wished to continue as an emergency communications district utilizing the 9-1-1 emergency service fee.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The North Central Texas Emergency Communications District is to continue as an emergency communications district utilizing the 9-1-1 emergency service fee.

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 2, 2021.

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



North Central Texas Emergency Communications District

Item # 2021-12-03

Meeting Date: December 2, 2021

Submitted By: Rodger Mann
9-1-1 GIS Manager

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

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to contract with GeoComm, Inc. for Software Support and Maintenance for mission critical public safety Geographic Information Systems (GIS) software, for a period of twelve months concluding November 30, 2022. NCT9-1-1 renews software services with GeoComm on an annual recurring basis and GeoComm included software and services on the 2020 North Texas SHARE contract, which is the preferred purchasing vehicle for the agency.

A draft resolution authorizing a contract with GeoComm, Inc. in an amount not to exceed \$125,000, via NCTCOG SHARE Contract #NCT2020-052 is attached for Board consideration.

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



Item # 2021-12-03

RESOLUTION AUTHORIZING A CONTRACT WITH GEOCOMM, INC. FOR ANNUAL SOFTWARE SUPPORT AND MAINTENANCE RENEWAL

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 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 desires to enter into a contract with GeoComm, Inc. to provide software support and maintenance for mission critical public safety mapping NCTCOG SHARE contract #2020-052; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. A contract between NCT9-1-1 and GeoComm Inc. for software support and maintenance in an amount not to exceed \$125,000, be and is hereby approved.

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

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 2, 2021.

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



North Central Texas Emergency Communications District

Item # 2021-12-04

Meeting Date: December 2, 2021

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

Item Title: Resolution Amending the NCT9-1-1 Emergency Communications Center (ECC)
Management Policy

Adding an ECC, closing an ECC, consolidating ECCs with another agency, adding call-taking positions, or reducing the number of call-taking positions impact the NCT9-1-1 operational budget. Therefore, a policy was previously established and approved by the Board of Managers during the June 2020 Board meeting outlining the criteria that must be met to make a change, as well as the information required for a request to be considered.

The Strategic Advisory Committee (SAC) worked extensively with staff to refine the policy which included discussions at several quarterly meetings, creation of a subcommittee, and a specially called meeting to finalize the recommendations. Following the original approval, it was determined that an appeal/escalation process should be included for ECCs. NCT9-1-1 staff has again worked with the SAC to develop amended language. In addition to the appeal/escalation process, the term Public Safety Answering Point (PSAP) has now been replaced with the new industry-preferred terminology, Emergency Communications Center (ECC).

A draft amended NCT9-1-1 Emergency Communications Center Management policy is attached for Board consideration (Attachment B).

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

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



RESOLUTION AMENDING THE NCT9-1-1 EMERGENCY COMMUNICATIONS CENTER (ECC) MANAGEMENT POLICY

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 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

WHEREAS, adding an ECC, closing an ECC, consolidating ECCs with another agency, adding call-taking positions, or reducing the number of call-taking positions impact NCT9-1-1 operational budget; and,

WHEREAS, the Board of Managers previous approved an Emergency Communications Center (ECC) Management policy outlining the requirements that must be met before an agency can add an ECC, close an ECC, consolidate ECCs with another agency, add call-taking positions, or reduce the number of call-taking positions; and,

WHEREAS, the language in that policy has been amended to include an appeal/escalation process and the term Public Safety Answering Point (PSAP) has been replaced with Emergency Communications Center (ECC); and,

WHEREAS, any subsequent changes to the approved policy will require Board approval.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

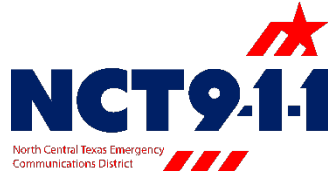
Section 1. The NCT9-1-1 Board of Managers hereby adopts the NCT9-1-1 Emergency Communications Center (ECC) Management Policy contained in Attachment B.

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 2, 2021.

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



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

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

POLICY NUMBER:
ADM 2.7

Policy Name: Emergency Communications Center (ECC) Management	Description: This policy outlines ECC management including adding an ECC , closing an ECC, consolidating ECCs, adding and reducing 9-1-1 call taking positions.
Date of Approval:	Revision History: v.1.0 06/04/2020 v.2.0 12/02/2021
Effective Date:	Scheduled for Review:
Policy Topic: ECCs	Administering Department: North Central Texas Emergency Communications District

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

DEFINITIONS AND AUTHORIZATIONS:

Emergency Communications Center (ECC) – An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.

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

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

ACTIONS REQUIRED:

The following criteria apply in all ECC management circumstances:

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

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

Adding a ECC

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

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

Closing a ECC

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

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

Consolidating ECCs

In lieu of closing an ECC, the District may recommend, or public agencies may request, consolidating two or more ECCs.

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

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

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

Adding a call taking position to an ECC

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

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

Reducing call handling positions

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

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

Escalations/Appeals

NCT9-1-1 staff will review requests within ten (10) business days and return a recommendation based on the criteria listed within this policy. Should the public agency disagree with the recommendation, it may file an appeal within ten (10) business days of notification. Appeals will be presented annually at the March Board of Managers meeting.

- I. NCT9-1-1 staff will present the original request to the Board of Managers with its recommendation. After the presentation to the Board of Managers, the public agency will have the opportunity to speak to the Board of Managers and provide reasoning why it should receive an exception to the policy. Each presentation is limited to three (3) minutes.
- II. The public agency must follow the appeal process or it forfeits its right to appeal. The public agency is allowed one appeal per request and the decision of the Board of Managers is final.
- III. For any successful appeals, the public agency must provide funding to the District or acquire the necessary equipment and software licenses, including support for a period of five years.

Backup ECCs

- I. Due to alternative routing options for 9-1-1 calls, the District will not allow for requests for back up ECCs.

RELATED POLICIES/RESOURCES:

Request to Add a ECC Form (Attachment A)

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

NCT9-1-1 ECC Management Process

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

Approved

Executive Director

North Central Texas Emergency Communications District



Request to Add an Emergency Communications Center (ECC) Form

Requesting Agency: Date:

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

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

Attachment A Continued



Supplemental Information for adding an ECC:

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

Requester Name: _____

Requester Title: _____

Requester Signature: _____

Attachment B (Example Only)



Request to Add a Call Taking Position Form

Requesting Agency: Date:

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

Requester Name: _____

Requester Title: _____

Requester Signature: _____



North Central Texas Emergency Communications District

Item # 2021-12-05

Meeting Date: December 2, 2021

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

Item Title: Resolution Adopting the NCT9-1-1 Policy for Boundary Changes and Annexations

NCT9-1-1 is responsible for maintaining 9-1-1 systems in its service area. Boundary accuracy is essential for routing of 9-1-1 calls (voice) and requests for service (data). In response to recent disputes over county boundaries and the potential for future service area changes due to annexation, staff recommends adoption of a policy to outline how boundary changes within the 9-1-1 systems will be made.

NCT9-1-1 staff developed and sought feedback from the Strategic Advisory Committee (SAC) on a draft policy, which it subsequently approved. The draft Boundary Changes and Annexations policy is attached for Board consideration (Attachment C).

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

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



Item # 2021-12-05

RESOLUTION ADOPTING THE NCT9-1-1 POLICY FOR BOUNDARY CHANGES AND ANNEXATIONS

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 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 is responsible for maintaining 9-1-1 systems in the NCT9-1-1 service area; and,

WHEREAS, boundary accuracy is essential for the routing of 9-1-1 calls (voice) and requests for service (data); and,

WHEREAS, the Boundary Changes and Annexations policy is recommended to address how boundary changes within the 9-1-1 systems will be made and has been approved by the Strategic Advisory Committee (SAC); and,

WHEREAS, any subsequent changes to the approved policy will require Board approval.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers hereby adopts the NCT9-1-1 Boundary Changes and Annexations Policy contained in Attachment C.

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 2, 2021.

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



600 Six Flags Drive, Centerpoint Three
P.O. Box 5888 | Arlington, Texas 76005-5888
Phone: 817-695-9200

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

POLICY NUMBER:

ADM 2.8

Policy Name: Boundary Changes and Annexations	Description: This policy outlines how boundary changes within the 9-1-1 systems will be made.
Date of Approval:	Revision History: v.1.0 12/02/2021
Effective Date:	Scheduled for Review:
Policy Topic: Boundary Changes	Administering Department: North Central Texas Emergency Communications District

POLICY STATEMENTS: The District is responsible for maintaining 9-1-1 systems in the NCT9-1-1 service area. Boundary accuracy is essential for routing of 9-1-1 calls (voice) and requests for service (data).

NCT9-1-1 GIS data includes the following types of boundaries:

- County
- Law, Fire, and Medical
- MSAG Community
- ECC

DEFINITIONS AND AUTHORIZATIONS:

Court Order – Any legal document from a Commissioner’s Court, a municipality annexation resolution, or orders from a county court at law or district court.

Master Service Address Guide (MSAG) Boundary – Boundary based on a the community as identified in the MSAG.

ACTIONS REQUIRED:

Any requests for boundary changes must be submitted sixty (60) calendar days prior to the desired activation date. NCT9-1-1 boundaries will be changed only under the following conditions:

- I. County Boundaries
 - i) By court order (if between two counties, a court order from both counties is required to make any changes to the boundaries); or
 - ii) By legislative statute.
- II. Law, Fire, and Medical Boundaries

By change request submitted on department letterhead to NCT9-1-1 and signed by the department head (if the law, fire, and/or medical boundary change is requested by a public agency, then a letter from the surrendering public agency and receiving public agency on letterhead and signed by the department head is needed).
- III. MSAG Community Boundaries
 - i) By an annexation ordinance.
- IV. ECC Boundaries
 - i) By an annexation ordinance; or,
 - ii) If the ECC boundary change is requested by a Public Agency, a letter from the surrendering ECC and receiving ECC on letterhead and signed by the department head.

Steps to change boundaries

- I. Public agency(ies) provide(s) required documentation to 911DataTeam@NCT911.org.
- II. Data Team provides notice to GIS Team and Strategic Services Team.
- III. Strategic Services Team files documentation as part of the program records.
- IV. GIS works with appropriate addressing authority to confirm changes are applied.
- V. Data Team provides notification of published data to affected public agency(ies).

RELATED POLICIES/RESOURCES:

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

Approved

Executive Director

North Central Texas Emergency Communications District



FINANCIAL STATUS REPORT
FOR TWELVE MONTHS ENDING: SEPTEMBER 30, 2021

REVENUES: (1)				
Revenue Category	Revenue Budget	Actual Revenue	Amount Remaining	% of Target Earned
Wireless	8,500,000	9,152,824	(652,824)	107.68%
Landline	1,800,000	1,700,261	99,739	94.46%
Other Revenue	0	6,210	(6,210)	-
Total Revenue	10,300,000	10,859,296	(559,296)	105.43%
EXPENDITURES:				
NCT9-1-1 STAFF COSTS (2)				
Category	Budget	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,147,340	2,022,555	124,785	94.19%
Fringe Benefits	1,058,640	956,268	102,372	90.33%
NCTCOG Indirect Costs	567,460	464,231	103,229	81.81%
Occupancy	410,510	405,557	4,953	98.79%
NCTCOG Information Technology	196,600	196,573	27	99.99%
Travel	65,710	6,489	59,221	9.87%
Other Staff Costs	336,840	164,541	172,299	48.85%
Total NCT9-1-1 Staff Costs	4,783,100	4,216,213	566,887	88.15%
FISCAL AGENT SUPPORT (3)				
Category	Budget	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	315,550	279,349	36,201	88.53%
COST OF OPERATIONS (4)				
Categories	Budget	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	2,599,240	2,373,598	225,642	91.32%
Equipment and Software Supp & Maint	886,830	613,125	273,705	69.14%
Contract Services	381,950	163,643	218,307	42.84%
Communications (Public Education)	64,000	52,899	11,101	82.65%
PSAP Training	46,250	18,499	27,751	40.00%
Telecom	532,450	511,491	20,959	96.06%
County Reimbursements	590,000	614,356	(24,356)	104.13%
Total Cost of Operations	5,100,720	4,347,610	753,110	85.24%
CAPITAL EXPENDITURES				
Category	Budget	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	0	0	0	0.00%
TOTAL EXPENDITURES				
Category	Budget	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	10,199,370	8,843,172	1,356,198	86.70%

Culture Champion
4th Quarter 2021

Brittney Burross

Values Exhibited:

Collaboration and Commitment

Following the devastating events of Hurricane Ida, TX TERT was called upon to assist with dispatch relief for Lafourche Parish Sheriff's Office in Thibodaux, LA. Brittney volunteered to deploy knowing she would be away from her family for fourteen days and was selected as Team Leader.

During the deployment, Brittney exhibited **Commitment** as she ensured the deployment met the TX TERT state program expectations, oversaw team duties and assignments, and maintained communication. Though this was Brittney's first deployment, she maintained a high level of service which reflected in her commitment.

Brittney demonstrated **Collaboration** as her team worked alongside the Florida TERT state program's deployed members. Both teams' collaboration ensured that radio dispatching and call handing duties were covered which allowed the resident 9-1-1 telecommunicators to be relieved of duty to handle personal affairs. Team collaboration also ensured that a consistent level of customer service was provided to the community.



HEART



COURAGE



ATTITUDE



Accomplishments September- November 2021

1. Brittney Burross (Operations) completed a 14-day TERT deployment in Lafourche Parish Sheriff's Office in Thibodaux, LA.
2. David Dean (GIS) and Jessie Shadowens-James (Strategic Services) worked with Kaufman County and Erath County to gather ISD floorplan data.
3. Bret Batchelor (Operations) presented at the September Texas NENA ENP study group on ECC, hiring, selection, and placing.
4. Bret Batchelor (Operations) participated in a mental health first aid course. This certification recognizes him as a subject matter expert in mental health and to be a resource for first responders.
5. Staff worked with Rockwall County to execute an Emergency Notification System (ENS) agreement and LeAnna Russell (Data) is working to provide the data.
6. LeAnna Russell (Data) completed UAT testing for the data analytics product.
7. Staff coordinated the "Adopt-an-ECC" for those affected by Hurricane Ida which successfully matched (24) affected ECCs with adopting ECCs in four states. Care packages will be provided to those affected ECCs including gift cards, snacks, activity books, etc.
8. Clay Dilday (Technology) coordinated the maintenance (tree trimming) around Keene PD's microwave tower which has been completed.
9. The Technology Team has complete ECC upgrades to SD WAN Talari replacement, monitors, and Stream Deck keypads. The monitors and keypads will be replaced for 1/3 of the positions in the region this year.
10. The Operations Team worked with Midlothian to identify CISM counselors for Cleburne PD. The ECC handled a major incident that affected TC and patrol members on the same shift. A CISM team was able to provide peer-to-peer support for Cleburne.
11. Allen PD completed the APCO P33 certification and is eligible for Phase II. The ECC has submitted all required paperwork to begin the accreditation process.
12. Jason Smith was promoted to 9-1-1 Operations Manager.
13. The final service provider agreement (Mid-tex Cellular) was executed. This project began as part of the District transition.
14. The GIS ILAs have been executed for FY2022.
15. The GIS Team worked with the Communications Team to create a Z-axis white paper that can serve as a "how-to" for other UAS programs.
16. David Dean (GIS) participated in Tarrant County College GIS Advisory Board Committee. The GIS Advisory Board Committee meets annually to discuss and suggest program needs.
17. Bret Batchelor (Operations) has been accepted as a member of NENA's Mental Health and Wellness Committee.
18. Staff migrated to a new version of a departmental calendar to better track staff availability and important projects.
19. Staff implemented a new interviewing strategy where a designated culture team conducts virtual interviews to help evaluate cultural fit.
20. Christy presented at a national Public Safety Roundtable: *Mitigating Risk Through Interoperability*.
21. Christy presented four sessions at IWCE including a plenary *Women in Technology* panel.
22. The Engagement Letter and SOWs with Mission Critical Partners were executed.
23. David Dean and Joe Brawner (GIS) attended the Drone Energy Summit where they had a booth.
24. GIS staff coordinated with Teach-Me-GIS to negotiate a discount with them for courses in exchange for our help developing training.
25. Amelia Mueller (Operations) hosted a booth the Deaf Nation Expo and distributed material about RTT.

Training
Number of Agencies: 15

Total Number of Attendees: 20

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
07/12/2021-08/06/2021	Regional Telecommunicator Academy #011	A four week long academy that covered the following TCOLE courses: BTCC#1080, Active Shooter#5309, SAFVIC#3267, TCIC/TLETS#4802, TDD-TTY-RTT #3812.	13	Collin County Sheriff's Office Balch Springs Police Department Hutchins Police Department Dallas Colleges Police Department Forney Police Department Greenville Police Department Seagoville Police Department Irving Police Department Duncanville ISD Police Department Decatur Police Department
9/20/2021	TCIC/TLETS Mobile Access Course #4800	A 1 Day/8 hour course(first day of the 3 day TCIC/TLETS course#4802) to prepare telecommunicatrs how to access OpenFox on Mobile Data Terminals	2	Lamar County Sheriff's Office Seagoville Police Department Sunnyvale Police Department
09/20/2021 - 09/22/2021	TCIC/TLETS Full Access Course #4802	3 Day/24 course to prepared telecommunicators how to access the crime/law enforcement databases and run criminal histories	5	Sachse Police Department Wise County Sheriff's Office Jack County Sheriff's Office

Quality Assurance / Monitoring

Number of Monitoring Visits

42

Sachse Police Department
 Murphy Police Department
 McKinney Police Department
 Collin County Sheriff's Office
 Somervell County Sheriff's Office
 Johnson County Sheriff's Office
 Johnson County ESD
 Hood County Sheriff's Office
 Cleburne Police Department
 Prosper Police Department
 Commerce Police Department
 Hunt County Sheriff's Office
 Greenville Police Department
 Rockwall County Sheriff's Office
 Rockwall Police Department
 Forney Police Department
 Terrell Police Department
 Kaufman County Sheriff's Office
 Wilmer Police Department

Number of Findings: 0

Seagoville Police Department
 Balch Springs Police Department
 Cockrell Hill Police Department
 Corsicana Police Department
 Navarro County Sheriff's Office
 Waxahachie Police Department
 Ellis County Sheriff's Office
 North Ellis Emergency Dispatch
 Somervell County Sheriff's Office
 Johnson County Sheriff's Office
 Hood County Sheriff's Office
 Cleburne Police Department
 Johnson County Emergency Services District
 Prosper Police Department
 Frisco Police Department
 Collin County Sheriff's Office
 McKinney Police Department
 Allen Police Department
 Murphy Police Department

Sachse Police Department
 Bridgeport Police Department
 Decatur Police Department
 Wise County Sheriff's Office

Communication
Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Aug-21	9908	10114	544	25
Sep-21	4374	6493	2573	0
Oct-21	6661	3700	3267	0

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>
Aug-21	6836	90	15	32	15	17	6
Sep-21	7091	116	24	30	15	31	0
Oct-21	7168	105	8	32	2	15	4

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Aug-21	11982	11859	1	0:22
Sep-21	7218	7057	1	0:39
Oct-21	5120	5022	1	0:35

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>
Aug-21	6927	120	219	4664	83	2
Sep-21	2353	121	263	4465	55	1
Oct-21	859	117	132	3934	90	4

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Aug-21	1550
Sep-21	2200
Oct-21	44541

Public Education Events

<u>Name of Event</u>	<u>Agency</u>
School Event	NEED Center
Boy Scout Presentation	Cockrell Hill Fire Department
National Night Out Kick Off	NEED Center
Forney ISD Second Grade Presentation	Forney Police Department
Seago Fest	Seagoville Police Department
Murphy Maize Day	Murphy Police Department
Fall Festival	Bridgeport Police Department
Fellowship Church Mother's Day Out & Lakeshore Church	Royse City Police Department
Cowboy Church Night Out	Palo Pinto Sheriff's Office
FunFest	Royse City Police Department
Halloween Trick and Treat Event	Sachse Police Department
Shannon Morel	Hunt County Sheriff's Office
Crandall Day Out	Crandall Police Department
John Hurley	Hood County Sheriff's Dept
Cotton Creek Ranch, National Night Out, Ellis County	
Annual Safe Trick or Treat on the Square	Erath County Sheriff's Office
Cotton Festival	Navarro County Sheriff's Office
Wise County Lawn & Garden show	Decatur Fire Department
National Night Out	Caddo Mills Police Dept
National Night Out	Cockrell Hill Fire Department
National Night Out Meet the Sheriff	Parker County Sheriff's Office
Trails of Treats	Forney Police Department
Safe Halloween and National Night Out	Weatherford Police Department
Fire Prevention Week Live Zoom with Fire Chief Boyd	Allen Fire Department
National Night Out	Springtown Police Department
National Night Out	Wilmer Police Department
National Night Out	Collin County Sheriff's Office
National Night Out	McKinney Police Department
vell to Old Station, Halloween, Back to School, Public Educa	Anna Fire Department
National Night Out	Lavon Police Department
National Night Out	Weatherford Police Department

Service Interruptions
Number of Outages: 1

Agency	Date	Hours	Type of Outage	How were calls handled	Responsible Party
All	10/11/21 - 10/12/2021	12	Mapping	Logged in calls handled Normally	Vendor

GIS Errors

County	May-21	Jun-21	Jul-21
Collin	102	100	117
Ellis	63	255	20
Erath	21	58	12
Hood	32	22	3
Hunt	0	6	0
Johnson	50	38	3
Kaufman	120	161	64
Navarro	26	14	7
Palo Pinto	40	41	19
Parker	180	271	152
Rockwall	162	6	0
Somervell	0	0	16
Wise	29	44	114

PSAP Call Volume Statistics
Aug-21

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDONED
ALLEN POLICE DEPARTMENT	110	134	3,312	46	5	3,607	163	314
BALCH SPRINGS POLICE DEPARTMENT	54	147	2,715	6	1	2,923	149	231
BRIDGEPORT POLICE DEPARTMENT	196	9	135	2	1	343	0	16
CLEBURNE POLICE DEPARTMENT	148	73	1,497	4	5	1,727	93	127
COCKRELL HILL POLICE DEPARTMENT	57	15	32	0	0	104	2	5
COLLIN COUNTY SHERIFF'S DEPARTMENT	148	143	6,175	24	12	6,502	354	698
COMMERCE POLICE DEPARTMENT	20	31	227	2	0	280	8	18
CORSICANA POLICE DEPARTMENT	136	53	1,338	8	1	1,536	78	101
DECATUR POLICE DEPARTMENT	61	48	456	4	0	569	13	58
DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS COUNTY SHERIFF'S DEPARTMENT	76	35	3,651	3	9	3,774	177	368
ERATH COUNTY SHERIFF'S DEPARTMENT	35	5	1,059	0	2	1,101	102	120
FORNEY POLICE DEPARTMENT	71	37	1,080	12	2	1,202	33	122
FRISCO POLICE DEPARTMENT	197	355	6,462	26	18	7,058	389	992
GREENVILLE POLICE DEPARTMENT	170	78	1,954	7	5	2,214	118	187
HOOD COUNTY SHERIFF'S DEPARTMENT	248	54	2,476	2	9	2,789	128	277
HUNT COUNTY SHERIFF'S DEPARTMENT	111	25	3,391	17	3	3,547	246	349
JOHNSON COUNTY ESD	137	65	1,167	0	1	1,370	0	1
JOHNSON COUNTY SHERIFF'S OFFICE	177	54	4,431	20	0	4,682	326	426
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	183	49	5,477	21	3	5,733	341	520
LIFECARE EMS	87	45	828	0	0	960	0	1
MCKINNEY POLICE DEPARTMENT	230	321	5,893	40	27	6,511	244	671
MINERAL WELLS POLICE DEPARTMENT	67	75	746	17	1	906	51	122
MURPHY POLICE DEPARTMENT	19	27	328	4	2	380	19	34
NAVARRO COUNTY SHERIFF'S DEPARTMENT	135	82	1,833	4	3	2,057	178	160
NORTH ELLIS EMERGENCY DISPATCH	61	7	2,136	13	6	2,223	45	209
PALO PINTO COUNTY SHERIFFS DEPARTMENT	24	6	984	15	4	1,033	63	116
PARKER COUNTY SHERIFF'S DEPARTMENT	117	30	4,590	4	15	4,756	217	464
PROSPER POLICE DEPARTMENT	43	16	952	7	2	1,020	36	94
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	39	17	1,972	36	4	2,068	89	239
ROCKWALL POLICE DEPARTMENT	240	71	2,414	15	6	2,746	89	296
SACHSE POLICE DEPARTMENT	29	83	585	29	2	728	24	44
SEAGOVILLE POLICE DEPARTMENT	32	56	1,583	7	3	1,681	49	170
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	54	6	445	8	0	513	83	82
SPRINGTOWN POLICE DEPARTMENT	47	34	737	2	1	821	1	80
STEPHENVILLE POLICE DEPARTMENT	24	6	147	0	1	178	48	18
TERRELL POLICE DEPARTMENT	161	90	1,213	11	1	1,476	43	191
WAXAHACHIE POLICE DEPARTMENT	155	66	2,130	8	8	2,367	98	211
WEATHERFORD POLICE DEPARTMENT	123	59	1,462	19	6	1,669	49	133
WILMER POLICE DEPARTMENT	3	18	429	2	0	452	44	49
WISE COUNTY SHERIFF'S DEPARTMENT	66	34	2,478	11	2	2,591	121	233

Sep-21

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
ALLEN POLICE DEPARTMENT	73	143	3,215	66	11	3,508	148	355
BALCH SPRINGS POLICE DEPARTMENT	59	66	2,838	7	4	2,974	146	216
BRIDGEPORT POLICE DEPARTMENT	202	9	149	2	0	362	1	14
CLEBURNE POLICE DEPARTMENT	143	59	1,330	6	1	1,539	69	104
COCKRELL HILL POLICE DEPARTMENT	61	11	40	0	1	113	0	7
COLLIN COUNTY SHERIFF'S DEPARTMENT	117	115	6,263	21	10	6,526	350	755
COMMERCE POLICE DEPARTMENT	31	28	287	3	3	352	5	23
CORSICANA POLICE DEPARTMENT	111	69	1,217	8	0	1,405	61	94
DECATUR POLICE DEPARTMENT	45	42	368	2	5	462	14	38
DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS COUNTY SHERIFF'S DEPARTMENT	68	33	3,325	6	9	3,441	154	355
ERATH COUNTY SHERIFF'S DEPARTMENT	26	10	1,073	1	3	1,113	71	129
FORNEY POLICE DEPARTMENT	54	50	1,125	9	0	1,238	36	157
FRISCO POLICE DEPARTMENT	170	404	6,344	22	13	6,953	346	1,019
GREENVILLE POLICE DEPARTMENT	198	138	1,823	18	2	2,179	129	197
HOOD COUNTY SHERIFF'S DEPARTMENT	242	39	2,290	7	2	2,580	118	272
HUNT COUNTY SHERIFF'S DEPARTMENT	132	31	3,626	20	5	3,814	250	367
JOHNSON COUNTY ESD	157	77	1,198	0	1	1,433	0	1
JOHNSON COUNTY SHERIFF'S OFFICE	135	77	4,410	16	0	4,638	299	385
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	186	68	5,570	23	1	5,848	334	550
LIFECARE EMS	84	52	847	0	0	983	0	1
MCKINNEY POLICE DEPARTMENT	271	313	5,511	45	19	6,159	274	679
MINERAL WELLS POLICE DEPARTMENT	41	58	742	17	0	858	62	108
MURPHY POLICE DEPARTMENT	16	24	316	0	2	358	13	30
NAVARRO COUNTY SHERIFF'S DEPARTMENT	142	58	1,824	4	7	2,035	207	170
NORTH ELLIS EMERGENCY DISPATCH	96	9	2,060	17	8	2,190	74	186
PALO PINTO COUNTY SHERIFFS DEPARTMENT	22	15	935	14	1	987	69	120
PARKER COUNTY SHERIFF'S DEPARTMENT	100	47	4,329	9	15	4,500	224	387
PROSPER POLICE DEPARTMENT	43	24	873	10	3	953	31	84
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	37	17	1,965	33	2	2,054	65	195
ROCKWALL POLICE DEPARTMENT	150	103	2,278	10	8	2,549	60	269
SACHSE POLICE DEPARTMENT	21	97	633	19	1	771	16	62
SEAGOVILLE POLICE DEPARTMENT	30	62	1,549	1	0	1,642	68	141
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	63	64	24	12	1	164	46	64
SPRINGTOWN POLICE DEPARTMENT	43	34	705	2	0	784	2	82
STEPHENVILLE POLICE DEPARTMENT	9	7	156	0	2	174	24	10
TERRELL POLICE DEPARTMENT	135	89	1,176	5	4	1,409	41	193
WAXAHACHIE POLICE DEPARTMENT	130	60	2,091	10	1	2,292	99	227
WEATHERFORD POLICE DEPARTMENT	127	70	1,363	19	2	1,581	58	104
WILMER POLICE DEPARTMENT	4	42	353	0	0	399	18	48
WISE COUNTY SHERIFF'S DEPARTMENT	50	18	2435	5	14	2522	120	192

Oct-21

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON INITIALIZED	ABANDON
ALLEN POLICE DEPARTMENT	90	143	3,361	44	22	3,660	139	383
BALCH SPRINGS POLICE DEPARTMENT	59	63	2,931	8	1	3,062	193	247
BRIDGEPORT POLICE DEPARTMENT	211	6	145	2	1	365	0	12
CLEBURNE POLICE DEPARTMENT	165	43	1,491	4	8	1,711	169	121
COCKRELL HILL POLICE DEPARTMENT	53	14	37	0	0	104	2	5
COLLIN COUNTY SHERIFF'S DEPARTMENT	128	104	6,262	22	21	6,537	334	789
COMMERCE POLICE DEPARTMENT	19	22	304	4	0	349	10	33
CORSICANA POLICE DEPARTMENT	121	58	1,258	3	5	1,445	41	93
DECATUR POLICE DEPARTMENT	48	59	348	7	0	462	7	40
DUBLIN POLICE DEPARTMENT	0	0	0	0	0	0	0	0
ELLIS COUNTY SHERIFF'S DEPARTMENT	77	23	3,484	9	8	3,601	163	375
ERATH COUNTY SHERIFF'S DEPARTMENT	26	7	837	2	3	875	37	103
FORNEY POLICE DEPARTMENT	40	29	1,149	12	3	1,233	41	150
FRISCO POLICE DEPARTMENT	150	410	6,707	51	54	7,372	390	1,031
GREENVILLE POLICE DEPARTMENT	153	114	1,685	11	4	1,967	78	204
HOOD COUNTY SHERIFF'S DEPARTMENT	191	42	2,181	3	3	2,420	128	279
HUNT COUNTY SHERIFF'S DEPARTMENT	90	26	3,563	20	0	3,699	296	368
JOHNSON COUNTY ESD	140	73	1,117	0	0	1,330	0	4
JOHNSON COUNTY SHERIFF'S OFFICE	133	78	4,393	16	1	4,621	297	452
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	172	83	6,514	32	4	6,805	358	609
LIFECARE EMS	91	43	714	0	0	848	0	0
MCKINNEY POLICE DEPARTMENT	184	329	5,675	44	15	6,247	257	731
MINERAL WELLS POLICE DEPARTMENT	35	68	738	25	0	866	50	76
MURPHY POLICE DEPARTMENT	28	23	313	2	3	369	8	36
NAVARRO COUNTY SHERIFF'S DEPARTMENT	156	83	1,873	9	9	2,130	164	217
NORTH ELLIS EMERGENCY DISPATCH	52	9	2,090	17	9	2,177	59	179
PALO PINTO COUNTY SHERIFFS DEPARTMENT	36	6	855	7	2	906	51	117
PARKER COUNTY SHERIFF'S DEPARTMENT	111	20	4,303	2	9	4,445	240	468
PROSPER POLICE DEPARTMENT	29	35	983	7	3	1,057	29	100
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	40	16	1,912	37	6	2,011	62	196
ROCKWALL POLICE DEPARTMENT	167	86	2,318	17	10	2,598	86	287
SACHSE POLICE DEPARTMENT	21	124	648	24	1	818	20	82
SEAGOVILLE POLICE DEPARTMENT	44	46	1,638	5	0	1,733	93	172
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	41	43	12	15	2	113	21	69
SPRINGTOWN POLICE DEPARTMENT	51	30	732	1	1	815	3	77
STEPHENVILLE POLICE DEPARTMENT	17	7	149	0	0	173	38	9
TERRELL POLICE DEPARTMENT	136	92	1,102	6	0	1,336	68	208
WAXAHACHIE POLICE DEPARTMENT	113	52	2,235	7	6	2,413	91	216
WEATHERFORD POLICE DEPARTMENT	112	55	1,377	4	7	1,555	58	135
WILMER POLICE DEPARTMENT	6	29	323	0	0	358	25	47
WISE COUNTY SHERIFF'S DEPARTMENT	38	16	2,315	7	16	2,392	141	190

Last Name	First Name	Entity	Term	Appointee Title	9/3/2020	12/3/2020	3/4/2021	6/3/2021	9/2/2021
Deeds	Roger	Hood County	3/20-12/21	Sheriff	P	P	P	P	P
Hodges	Jeff	City of Prosper	3/20-12/21	Councilmember	P	P	P	P	A
Richards	Hal	Kaufman County	3/21-12/22	Judge	P	A	A	P	P
Akin	N. Lane	Wise County	3/21-12/22	Sheriff	P	P	P	P	P
Berthiaume	Jennifer	City of Murphy	3/20-12/21	Mayor Pro Tem	P	P	P	P	P
Bickerstaff	Jeff	Dallas Co. Cities	3/20-12/21	Mayor Pro Tem	n/a	n/a	n/a	n/a	A
Chambers	Danny	Somervell County	3/21-12/22	Judge	P	P	P	P	P
Coates	Matt	Erath County	3/21-12/22	Sheriff	A	A	P	A	A
Crews	Kerry	Hunt County	3/20-12/21	Judge (JOP)	P	P	A	A	A
Deen	Pat	Parker County	3/20-12/21	Judge	n/a	n/a	A	A	A
Frazier	Frederick	City of McKinney	3/20-12/21	Councilmember	n/a	n/a	A	P	A
Garrett	Terry	Rockwall County	3/21-12/22	Sheriff	n/a	n/a	P	P	A
Hale	Darrell	Collin County	3/21-12/22	Commissioner	n/a	n/a	P	P	A
Long	Shane	Palo Pinto County	3/21-12/22	Judge	P	P	P	A	A
Perry	Eddie	Navarro County	3/20-12/21	Commissioner	A	A	A	A	A
Schulmeister	Chris	City of Allen	3/21-12/22	Councilmember	n/a	n/a	P	P	P
		City of Frisco		Councilmember	A	A	Vacant	Vacant	Vacant
Stinson	Randy	Ellis County	3/20-12/21	Commissioner	P	P	A	P	P
White	Mike	Johnson County	3/21-12/22	Commissioner	n/a	n/a	P	P	P