



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

June 8, 2022
12:30 PM

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

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 9, 2022, Minutes – President, Hal Richards
2. Resolution Authorizing Contracts with Synergem Technologies, Inc. and Onvoy, Inc. (d.b.a. Inteliquent) for Next Generation Core Services and NG9-1-1 Call Aggregation Services – Clay Dilday
3. Resolution Amending Contract Authorization with AT&T for Emergency Communications Centers (ECC) Terrestrial Network Circuits – Clay Dilday

INFORMATIONAL ITEMS

4. Quarterly Financial Report – Norman Marquart
5. Critical Load Designation Discussion – LeAnna Russell
6. NCT9-1-1 Emergency Communications Centers (ECC) Management Policy – Administrative Revisions – LeAnna Russell
7. Director’s Report – Christy Williams

OTHER BUSINESS

8. Other Business
9. Adjourn

Next Meeting: September 14, 2022

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 9, 2022
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

Vice-President, Jeff Hodges called the meeting of the NCT9-1-1 Board of Managers to order at 12:32 PM on March 9, 2022.

Members of the Board Present:

1. Jeff Hodges – Vice-President - Councilmember, City of Prosper
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. Terry Garrett – Sheriff, Rockwall County
7. Chris Schulmeister – Councilmember, City of Allen
8. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

1. Roger Deeds – President, Sheriff, Hood County
2. Matt Coates – Sheriff, Erath County
3. Kerry Crews – Judge (JOP), Hunt County
4. Dr. Gere' Feltus – Councilmember, City of McKinney
5. Darrell Hale - Commissioner, Collin County
6. Shane Long – County Judge, Palo Pinto County
7. Eddie Perry – Commissioner, Navarro County
8. Mike White – Commissioner, Johnson County

Members of the Staff Present:

1. Mike Eastland – NCTCOG Executive Director
2. Christy Williams – Director of NCT9-1-1
3. Kari Gamez – 9-1-1 Sr. Administrative Assistant
4. Steven Gorena – 9-1-1 Field Support Supervisor
5. Ken Kirkpatrick – Counsel for NCT9-1-1
6. Maggie Lira – NCTCOG Controller
7. Norman Marquart – NCTCOG Fiscal Manager
8. Monte Mercer – NCTCOG Deputy Executive Director
9. Hilaria Perez – 9-1-1 Administrative Program Coordinator
10. James Powell – Deputy Counsel for NCT9-1-1
11. Molly Rendon – NCTCOG Director of Administration
12. Randy Richardson – NCTCOG Assistant Director of Finance
13. LeAnna Russell – 9-1-1 Database Manager
14. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
15. Jason Smith – 9-1-1 Operations Manager

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 (1) year, said term to begin immediately following the aforementioned meeting and continuing until the next election or until such time a replacement has been elected. If both President and Vice-President are absent at any meeting, Board members in attendance shall designate a presiding officer pro tem. A summary of officer duties includes:

President

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

Vice-President

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

Secretary

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

The following individuals expressed interest in being considered for election to serve as officers for the June 2022- March 2023 year.

President – Judge Hal Richards, Kaufman County

Vice-President – Councilmember Jennifer Berthiaume, City of Murphy

Secretary – Sheriff N. Lane Akin, Wise County

The floor was opened for additional nominations; however, none were received.

Upon a motion by Sheriff Terry Garrett (seconded by Judge Danny Chambers) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 2 Approval of December 2, 2021, Minutes

Vice-President Jeff Hodges stated that the minutes to be approved were from the December 2, 2021, Board meeting.

Attachment A

Upon a motion by Councilmember Jennifer Berthiaume (seconded by Councilmember Chris Schulmeister) and by unanimous vote of all members present, the Board approved the minutes of the December 2, 2021, Board of Managers meeting.

Item 3 Resolution to Accept and Acknowledge Receipt of the Annual Financial Report for the Fiscal Year Ending September 30, 2021

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Section 772.610 requires an annual report to include amount and source of receipts, expenditures and the results of an audit prepared by an independent certified public accountant. The North Central Texas Council of Governments (NCTCOG), acting as fiscal and administrative agent of the District, procured financial audit services to be completed regarding the District's FY 2021 fiscal transactions.

NCT9-1-1's Annual Financial Report, and the accompanying independent auditor's report for the fiscal year ended September 30, 2021, were presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Whitley Penn, were available to review the reports with Board members.

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 4 Resolution Authorizing a Contract with AT&T for FirstNet Hardware and Services

The North Central Texas Emergency Communications District (NCT9-1-1) requested authorization to contract with AT&T FirstNet for staff cell phones, Emergency Communications Center (ECC) Long-term Evolution (LTE) wireless routers, and data connections for a period of eight years. This term was based on the expiration date of the current DIR contract DIR-TELE-CTSA-002 that is being utilized for this procurement.

FirstNet is the nationwide public safety broadband network with services and solutions that are dedicated to first responders and those who support them. FirstNet is a government-contracted network that is held accountable to high standards of service including coverage buildout and network reliability.

A draft resolution authorizing a contract with AT&T FirstNet in an amount not to exceed \$400,000, was attached for Board consideration.

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

Item 5 Resolution Authorizing a Grant Agreement with Commission on State Emergency Communications (CSEC) for Next Generation 9-1-1

Last summer, the Texas Legislature appropriated nearly \$150 million statewide in federal stimulus dollars to be utilized for next generation 9-1-1 services. The Commission on State Emergency Communications (CSEC) is responsible for the award and administration of these funds to eligible 9-1-1 entities. Currently, it is anticipated that NCT9-1-1 will receive approximately \$9 million as part of its grant request.

The source of these grant funds is federal, which NCT9-1-1 has not previously utilized. As required under 2 C.F.R. 200.318, a non-federal government entity that receives federal funds is required to have and use documented procedures that conform to the standards in 200.317 to 200.327. Fortunately, the North Central Texas Council of Governments (NCTCOG) serves as NCT9-1-1's fiscal and administrative agent, and NCTCOG is experienced in federal grant requirements and compliance. However, for the sake of clarity and to ensure grant eligibility, staff recommends NCT9-1-1 adopt NCTCOG's Purchasing Policies and Procedures.

A draft resolution authorizing a grant agreement with the Commission on State Emergency Communications (CSEC) for Next Generation 9-1-1, which includes adopting NCTCOG's Purchasing Policies and Procedures, was attached for Board consideration.

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

INFORMATIONAL ITEMS

Item 6 Quarterly Financial Report

Norman Marquart presented the Quarterly Financial Report.

Attachment C

Item 7 Director's Report

The Board was informed that no ECC operational or staffing requests were submitted for consideration as part of the FY2023 budget.

The Board of Managers officers were recognized for their service during the previous year.

- Roger Deeds, President
- Jeff Hodges, Vice-President
- Hal Richards, Secretary

NCT9-1-1 staff celebrating milestone anniversaries were recognized.

- 5 Years: Brittany Burross and David Dean
- 10 Years: Rodger Mann and Hilaria Perez
- 20 Years: Clay Dilday
- 30 Years: Christy Williams

Culture Champion – Kasey Cox was chosen as the Culture Champion for the first quarter of 2022. Kasey exhibited the NCT9-1-1 values of commitment, collaboration, and public service.

Attachment D

The following positions on the Board are currently vacant: Dallas County cities, City of Frisco, and Parker County.

Accomplishments and Achievements – NCT9-1-1 accomplishments were reviewed for the period December 2021 – February 2022.

Attachment E

Quarterly Reporting – Quarterly reporting for the previous quarter was included for review.

Attachment F

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

Attachment G

OTHER BUSINESS

Upon a motion by Councilmember Jennifer Berthiaume (seconded by Commissioner Randy Stinson) and by unanimous vote of all members present, the meeting was adjourned at 1:11 PM.



North Central Texas Emergency Communications District

Item # 2022-06-02

Meeting Date: June 8, 2022

Submitted By: Clay Dilday
9-1-1 Technology Manager

Item Title: Resolution Authorizing Contracts with Synergem Technologies, Inc. and Onvoy, Inc. (d.b.a. Inteliquent) for Next Generation Core Services and NG9-1-1 Call Aggregation Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to contract with Synergem Technologies, Inc. for Next Generation Core Services and either Onvoy, Inc. (d.b.a Inteliquent) or Synergem Technologies, Inc. for NG9-1-1 Call Aggregation Services.

Next Generation Core Services (NGCS) provides the functions and interfaces necessary to accurately route and deliver 9-1-1 calls (voice, text, images, sensors, and video) and caller location data to the correct Emergency Communications Center (ECCs) supporting the geographic location of the caller; and the acquisition by the ECC, or responders, of additional data and information related to a call, a caller, or the incident being reported.

NG9-1-1 call aggregation (aggregation) provides an ingress network for originating service providers and legacy selective routers to interconnect on NCT9-1-1's Next Generation Core Services via Synergem's solution. It also acts as the network-to-network interface that allows ESInets to connect to one another and will work with the NGCS to identify how to treat a call. In addition, this service will also allow the ability to bridge with neighboring 9-1-1 authorities that have not yet made the transition to NG9-1-1.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued a Request for Proposals for this service (RFP #2021-082). The RFP allowed proposers to submit for NGCS, aggregation, or both. Four (4) proposals were received, three of which proposed a solution for both NGCS and aggregation. The other proposal, submitted by Inteliquent, only proposed an aggregation solution. Following evaluation, the Selection Committee is recommending Synergem Technologies, Inc. as the successful proposal for NGCS. Synergem also provides a NG9-1-1 call aggregation solution; however, it is recommended that Inteliquent provide those services. This would allow for diversity in the system and provide additional flexibility in provision of the NGCS. However, if negotiations are not successful with Inteliquent, the evaluation committee recommends Synergem also provide the aggregation services.

The initial contract period for the contract(s) will be five (5) years with the option to renew for up to three additional two-year periods. The total not to exceed amount for NGCS services is \$13,000,000, and the total not to exceed amount for aggregation services is \$9,000,000.

A draft resolution authorizing a contract with Synergem for NGCS in an amount not to exceed \$13,000,000, and either Onvoy, Inc. (d.b.a. Inteliquent) or Synergem for NG9-1-1 call aggregation in an amount not to exceed \$9,000,000, is attached for Board consideration.

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



Item # 2022-06-02

RESOLUTION AUTHORIZING CONTRACTS WITH SYNERGEM TECHNOLOGIES, INC. AND ONVOY, INC. (D.B.A. INTELIGENT) FOR NEXT GENERATION CORE SERVICES AND NG9-1-1 CALL AGGREGATION 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 Emergency Communications Centers (ECC) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 desires to enter into a contract with Synergem Technologies, Inc. to provide next generation core services utilizing RFP #2021-082; and,

WHEREAS, NCT9-1-1 desires to enter into a contract with either Onvoy, Inc. (d.b.a. Inteligent) or Synergem Technologies, Inc. to provide NG9-1-1 call aggregation services utilizing RFP #2021-082; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. A contract between NCT9-1-1 and Synergem Technologies Inc. for Next Generation Core Services (NGCS) for a maximum eleven (11) year term and in an amount not to exceed \$13,000,000, be and is hereby approved.

Section 2. A contract between NCT9-1-1 and either Onvoy, Inc. (d.b.a. Inteligent) or Synergem Technologies Inc. for 9-1-1 call aggregation services for a maximum eleven (11) year term and in an amount not to exceed \$9,000,000, be and is hereby approved.

Section 3. 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 4. This resolution shall be in effect immediately upon adoption.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 8, 2022.

N. Lane Akin
North Central Texas Emergency Communications District
Sheriff, Wise County



North Central Texas Emergency Communications District

Item # 2022-06-03

Meeting Date: June 8, 2022

Submitted By: Clay Dilday
9-1-1 Technology Manager

Item Title: Resolution Amending Contract Authorization with AT&T for Emergency Communications Centers (ECC) Terrestrial Network Circuits

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to increase the current contract with AT&T for the existing Emergency Communications Centers (ECCs) terrestrial network connections that carry 9-1-1 call traffic, and augments our microwave and wireless connections.

In January 2017, 9-1-1 took to the NCTCOG Board a request to enter into an agreement with Masergy Cloud Communications, Inc. for ECC circuits for a not to exceed amount of \$4,750,000. In May 2017, 9-1-1 took a subsequent Board item to the NCTCOG Board a request to enter into agreements with AT&T and CenturyLink (now Lumen) to provide microwave backhaul circuits. Both agreements were for a maximum term of nine (9) years and for not to exceed amounts of \$500,000, and \$700,000, respectively. During the contract period, it became clear that Masergy could not fulfill the requirements of its contract. As a result, the ECC circuits were redistributed between AT&T and Lumen.

For that reason, NCT9-1-1 has expended the original Board contract authorization amount well before the nine year term expires. Staff is recommending a \$125,000 (25%) increase in contract authorization to continue services and to provide time to reprocur these network connections.

A draft resolution amending contract authorization with AT&T, increasing it by \$125,000, for a revised total not to exceed amount of \$625,000, is attached for Board consideration.

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



Item # 2022-06-03

RESOLUTION AMENDING CONTRACT AUTHORIZATION WITH AT&T FOR EMERGENCY COMMUNICATIONS CENTERS (ECCs) TERRESTRIAL NETWORK CIRCUITS

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 increase the existing contract authorization by \$125,000 (25%) with AT&T for Emergency Communications Centers terrestrial network circuits to continue these service and allow time to reprocur these network connections; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

- Section 1.** An amendment increasing the contract authorization between NCT9-1-1 and AT&T for Emergency Communications Centers Terrestrial Network Circuits by \$125,000, for a revised total not to exceed amount of \$625,000, 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 8, 2022.

N. Lane Akin
North Central Texas Emergency Communications District
Sheriff, Wise County



FINANCIAL STATUS REPORT
FOR SIX MONTHS ENDING: MARCH 31, 2022

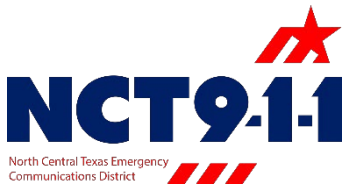
TOTAL RESOURCES AVAILABLE:					
Resources Category	Revenue Budget	6 Mo Target	Actual Revenue	Amount Remaining	% of Target Earned
Revenue (1)					
Wireless	9,060,000	4,530,000	4,693,210	(163,210)	104%
Landline	1,550,000	775,000	828,408	(53,408)	107%
Other Revenue	7,000	3,500	6,834	(3,334)	195%
Subtotal Revenue	10,617,000	5,308,500	5,528,453	(219,953)	104%
Capital Replacement Fund Balance	597,250	298,625	-	298,625	0%
Total Resources Available	11,214,250	5,607,125	5,528,453	78,672	99%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	6 Mo Target	Actual Expenditures	Amount Remaining	% of Target Expended
Salaries	2,338,980	1,169,490	962,155	207,335	82%
Fringe Benefits	1,141,420	570,710	469,573	101,137	82%
NCTCOG Indirect Costs	616,030	308,015	253,416	54,599	82%
Occupancy	417,000	208,500	208,477	23	100%
NCTCOG Information Technology	176,000	88,000	87,755	245	100%
Travel	56,300	28,150	9,642	18,508	34%
Other Staff Costs	311,040	155,520	97,364	58,156	63%
Total NCT9-1-1 Staff Costs	5,056,770	2,528,385	2,088,383	440,002	83%
FISCAL AGENT SUPPORT					
Category	Budget	6 Mo Target	Actual Expenditures	Amount Remaining	% of Target Expended
Administrative, Legal Support	329,830	164,915	151,142	13,773	92%
COST OF OPERATIONS (3)					
Categories	Budget	6 Mo Target	Actual Expenditures	Amount Remaining	% of Target Expended
9-1-1 Network	2,661,650	1,330,825	1,217,073	113,752	91%
Equipment and Software Supp & Maint	948,830	474,415	584,009	(109,594)	123%
Contract Services	317,990	158,995	146,923	12,072	92%
Communications (Public Education)	70,000	35,000	8,628	26,372	25%
PSAP Training	58,050	29,025	14,505	14,520	50%
Telecom	583,880	291,940	305,666	(13,726)	105%
County Reimbursements	590,000	295,000	225,005	69,995	76%
Total Cost of Operations	5,230,400	2,615,200	2,501,809	113,391	96%
CAPITAL EXPENDITURES					
Category	Budget	6 Mo Target	Actual Expenditures	Amount Remaining	% of Target Expended
Capital Expenditures	597,250	298,625	10,251	288,374	3%
TOTAL EXPENDITURES					
Category	Budget	6 Mo Target	Actual Expenditures	Amount Remaining	% of Target Expended
Totals	11,214,250	5,607,125	4,751,585	855,540	85%

NOTES

Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 104% of the 6 month target</p> <ul style="list-style-type: none"> A. Wireless revenue - (104% of target) <ul style="list-style-type: none"> 1. Wireless receipts to the Comptroller has increased 5% this fiscal year compared to the same time period last year. 2. NCT9-1-1 percentage of state wireless revenue increased 3% beginning in January 2021 B. Landline revenue - (107% of target) <ul style="list-style-type: none"> Landline budget was set at 6% less than a projected final of fiscal year 2021. Actual revenue was only 1% less than fiscal year 2021 quarterly average. C. Local revenue - (195% of target). Microwave tower rental earned in the first quarter. This will approach target towards the end of the fiscal year.
2	NCT9-1-1 Staff Costs	<p>Costs total 83% of the 6 month target</p> <ul style="list-style-type: none"> A. Salaries, fringe benefits and indirect costs-(82% of target)- below target primarily due to equivalent of two (2) unfilled full-time positions and three (3) part-time intern positions. B. Travel-(34% of target)- Travel should increase in future quarters. C. Other staff costs-(63% of target) - Primarily due to the following: <ul style="list-style-type: none"> a. Payment to reimburse 9-1-1 Alliance is not paid until the end of the fiscal year. On a straight-line target this accounts for \$45,000 of the variance. b. Employee development accounts for \$9,000 of the straight-line variance. This should become closer to target as the year progresses. c. Meeting expenses accounts for \$5,000 of the straight-line variance. This will probably remain under target throughout the fiscal year.

NOTES (Continued)

Reference No.	Category	Description
3	Cost of Operations	<p>Costs total 96% of the 6 month target.</p> <p>A. Network-(91% of 6 month target)</p> <p>Under target due to the following:</p> <p>a. Solacom maintenance for call handling equipment annual fee usually paid in January accounts for \$145,000 of the target variance.</p> <p>b. CenturyLink backhaul circuits account for \$60,000 of the target variance. Currently waiting on a new contract signed with CenturyLink</p> <p>These were offset by the following costs being over target:</p> <p>a. GDT software renewals account for \$77,000 over the target variance.</p> <p>b. AT&T wireless tariff accounts for \$20,000 of the target variance.</p> <p>B. Equipment and Software Support and Maintenance-(123% of 6 month target)</p> <p>Over target due to the following annual software renewals paid in the first quarter:</p> <p>1. 911 Datamaster accounts for \$84,000 of the target variance</p> <p>2. ESRI software support and maintenance accounts for \$38,000 of the target variance.</p> <p>3. GeoComm Spatial Router, Data Manager accounts for \$13,000 of the variance.</p> <p>These items should approach closer to target by the end of the fiscal year.</p> <p>These were offset by RapidDeploy Dispatch Mapping software being \$27k under plan for the year. This is due to vendor not reaching milestones so far this year.</p> <p>C. Telecom-(105% of 6 month target)</p> <p>Over target due to higher AT&T costs for legacy connections.</p> <p>This will continue during the fiscal year. Last year AT&T discovered they were not invoicing all connections.</p>



600 Six Flags Drive, Centerpoint Three
 P.O. Box 5888 | Arlington, Texas 76005-5888
 Phone: 817-695-9200
 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: 12/02/2021	Revision History: v.1.0 06/04/2020 v.2.0 12/02/2021 v.2.1 05/05/2022
Effective Date: 12/02/2021	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 an 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 an 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 if 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:

Call Volume Chart (Attachment A)

Request to Add a ECC Form (Attachment AB)

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

NCT9-1-1 ECC Management Process

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

Approved

Mike Eastland

Executive Director

North Central Texas Emergency Communications District

Attachment A

Call Volume Chart
Minimum Average Call Volume for Requesting a New ECC*

Number of Workstation Licenses	Minimum Daily Call Volume
2	20
3	30
4	40
5	50
6	60
7	70
8	80
9	90
10	100
15	150
20	200
30	300

Minimum Average Call Volume for Requesting Additional Workstation Licenses*

Total Number of Positions**	Minimum Daily Call Volume Average
3	75
4	100
5	125
6	150
7	175
8	200
9	225
10	250
11	275
12	300

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

**Includes Current + Requested Positions

Attachment AB (Example Only)



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 AB 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 BC (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	over previous 2 years <input type="text"/>
9	Major transportation corridors	<input type="text"/>

Requester Name: _____

Requester Title: _____

Requester Signature: _____



2020 Agency of the Year – Mineral Wells Police Department

2020 Telecommunicator of the Year – Ryan Heflin, Collin County Sheriff’s Office

2020 Telecommunications Team of the Year – Ellis County Sheriff’s Office

2020 Supervisor of the Year – Carla Rolland, Ellis County Sheriff’s Office

2020 Public Education Professional of the Year – Mikayla Largent, Frisco Police Department

2020 Training Professional of the Year – Amy Zapata, Ellis County Sheriff’s Office

2020 TDD/TTY Above and Beyond – Kaufman County Sheriff’s Office with 1166

- PSAP overall TDD results for FY 2019-2020 – 37911

Over 100 Telecommunicators (including Supervisors/Managers/Support staff) from across the region selected the following winners by participating in an online survey:

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

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

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

Attachment D
Culture Champion
2nd Quarter 2022

Aaron Lackey

Values Exhibited:

Heart, Attitude, & Initiative

In his short time here, Aaron has already made a big impact on his team.

He exhibits many of the core values we admire from the employees here. He has the **heart** of a public servant. He demonstrates willingness to be a team player and assists any and every team with their requests. He is on time for work, ready to start the day with a great **attitude**. He has quickly acclimated to the 9-1-1 environment and the specific technology skills it takes to serve our ECCs and our staff.

He takes **initiative** and is already taking on tasks and tougher troubleshooting tickets that you would only expect from someone with more years of experience in the industry.





Accomplishments March 2022- May 2022

1. The Operations Team hosted the spring ECC Supervisors' Meeting. Representatives from 31 ECCs were in attendance.
2. The Operations Team completed Regional Training Academy 12 and graduated 18 licensed 9-1-1 telecommunicators.
3. The Operations Team hosted the Texas APCO course on "Bullying and Negativity in the ECC".
4. The GIS Team presented at the Texas GIS Forum on using FME to improve accuracy of 9-1-1 GIS data.
5. The Operations Team hosted a three-day Communications Training Office class. Fourteen TC's from 11 ECCs participated.
6. The Operations Team hosted TERT training. Five TC's from four ECCs participated.
7. The Operations Team organized and hosted the first ever NCT9-1-1 Gala. ECCs and 9-1-1 TCs were acknowledged and honored in various award categories.
8. The Operations Team hosted/participated in a three-day Critical Incident Stress Management Course.
9. Christy Williams presented three sessions at IWCE.
10. Staff attended the Texas Public Safety Conference in Galveston. Brittney Burross (Operations) served as the chair for the gifts committee; and Rodger Mann and Christy Williams presented sessions.
11. Bruno Blanco (Data) was awarded the Texas NENA Technical Professional of the Year award.
12. Operations Team members participated in a CISM debriefing which focused on providing peer-to-peer support to first responders, including TC's from Parker Co SO, following an incident in Brock on Tuesday, April 26th.
13. Staff completed the first four meetings of the strategic planning process: the Vision of NCT9-1-1, the SWOT Analysis, and Leadership Project Planning Meetings 1 and 2.
14. David Dean (Strategic Services) met with Cleburne regarding the 2D and 3D school program and Cleburne signed the authorization to fly the buildings.
15. Staff and other 9-1-1 entities met with Amazon Web Services to discuss how AWS may be able to support public safety.
16. Staff met with the Tri-COGs to discuss implementation of NGCS to talk through their issues and be better prepared for our full transition.
17. Bret Batchelor (Operations) was elected to serve as the second vice president of the TCOLE Consortium which is a three-year commitment. He will serve as the 9-1-1 TC representative.
18. National Crime Prevention Council appointed Christy to a steering committee for revitalizing McGruff the Crime Dog.
19. Staff recognized ECCs for National Public Safety Telecommunicator Week by delivering appreciation gifts and staff created a video for social media containing special messages.
20. Christy Williams was interviewed for a feature article in this month's edition of the 9-1-1 national magazine, *The Call*.
21. The Data Team and GIS Team worked with Wise County GIS to change a new medic boundary.
22. The Data Team and GIS Team trained the City Secretary at New Fairview on addressing subdivision.
23. The Data Team hired a new GIS Specialist III.
24. The Technology Team completed enhancements to the network management tool for advanced alerting.
25. The Technology Team are utilizing more global loadbalancers which will give them the flexibility to force users onto one data center while maintenance is performed on the other.
26. The Technology Team has been systematically upgrading network equipment.
27. The Technology Team completed the transition that allows for VPN connectivity. This gives the team the ability to isolate external users to a specific data center in an event where the other needs to be isolated for maintenance or troubleshooting.
28. The Technology Team completed a mock network lab to test staff candidates including his/her ability to troubleshoot and work through stressful situations.

Training

Number of Agencies: 8

Total Number of Attendees: 35

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
01/24/22-03/04/22	Regional Telecommunicator Academy #012	A four week long academy that covered the following TCOLE courses: BTCC#1080, Active Shooter#5309, TCIC/ TLETS#4802, TDD-TTY-RTT #3812.	18	Collin County Sheriff's Office Ellis County Sheriff's Office Greenville Police Department Irving Police Department Terrell Police Department Waxahachie Police Department Wise County Sheriff's Office
03/07/22-03/09/22	CISM #3844	3 day course to prepare Telecommunicators with the skills to provide peer to peer and group crisis intervention. This course is a prerequisite for membe to join the CISM Taskforce.	17	Parker County Hospital District (PCHD/LifeCare) NCT9-1-1 Seagoville Police Department Balch Springs Police Department Waxahachie Police Department Ellis County Sheriff's Office McKinney Police Department

Quality Assurance / Monitoring

Number of Monitoring Visits: 41

Number of Findings: 0

Parker County Hospital District	Terrell Police Department	Corsicana Police Department
Wilmer Police Department	Decatur Police Department	Ellis County Sheriff's Office
Rockwall Police Department	Wise County Sheriff's Office	Waxahachie Police Department
Cockrell Hill Police Department	Bridgeport Police Department	
Sachse Police Department	Sprintown Police Department	
Parker County Sheriff's Office	Parker County Sheriff's Office	
Murphy Police Department	Weatherford Police Department	
Corsicana Police Department	Parker County Hospital District	
Ellis County Sheriff's Office	Northern Ellis Emergency Communications	
Navarro County Sheriff's Office	Palo Pinto County Sheriff's Office	
Decatur Police Department	Mineral Wells Police Department	
Prosper Police Department	Erath County Sheriff's Office	
Cleburne Police Department	Stephenville Police Department	
Balch Springs Police Department	Commerce Police Department	
Seagoville Police Department	Hunt County Sheriff's Office	
Wilmer Police Department	Greenville Police Department	
Cockrell Hill Police Department	Rockwall County Sheriff's Office	
Kaufman County Sheriff's Office	Rockwall Police Department	
Forney Police Department	Navarro 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>
Feb-22	10599	5890	882	0
Mar-22	12453	7856	997	0
Apr-22	11966	6907	756	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>
Feb-22	4424	336	11	15	17	22	2
Mar-22	5673	445	18	17	23	28	2
Apr-22	3455	509	10	20	33	19	1

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Feb-22	4053	3945	1	0
Mar-22	4306	4203	1	0
Apr-22	5048	4926	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-22	776	182	262	2751	119	3
Mar-22	635	148	269	3240	13	3
Apr-22	657	807	98	3223	284	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Feb-22	0
Mar-22	2800
Apr-22	18000

Public Education Events

<u>Name of Event</u>	<u>Agency</u>
Parker County Home-School Group Tours	Weatherford Police Department
Pre-K Event	Terrell Police Department
Fraud Prevention @ Windsor	Terrell Police Department
G.R.E.A.T PROGRAM	Decatur Police Department
Lawn and Garden Show	Decatur Police Department
Bike Safety, Crossing the road safely, and when and how to call 911 at Austin Elem	Weatherford Police Department
Outreach Program	Weatherford Police Department
MaxxOutdoor Equipment Easter Egg Hunt	Weatherford Police Department
CPAAA 20th Anniversary Casino Night	Weatherford Police Department
Hunt County Fair	Hunt County Sheriff's Office
Wolf Den Cub Scout pack at Grace First Presbyterian	Weatherford Police Department

Service Interruptions

Number of Outages: 0

GIS Errors

<u>County</u>	<u>Feb-22</u>	<u>Mar-22</u>	<u>Apr-22</u>
Collin	2	20	146
Ellis	47	28	4
Erath	14	8	18
Hood	20	16	14
Hunt	0	6	5
Johnson	16	25	145
Kaufman	79	56	19
Navarro	12	15	52
Palo Pinto	51	50	1
Parker	187	88	59
Rockwall	6	16	0
Somervell	2	2	3
Wise	143	157	80

PSAP Call Volume Statistics
Feb-22

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON	
							INITIALIZED	NOT ANSWERED
ALLEN POLICE DEPARTMENT	73	137	2,590	37	6	2,843	160	289
BALCH SPRINGS POLICE DEPARTMENT	39	38	2,156	15	1	2,249	218	153
BRIDGEPORT POLICE DEPARTMENT	183	10	119	0	0	312	1	13
CLEBURNE POLICE DEPARTMENT	76	105	998	5	1	1,185	96	99
COCKRELL HILL POLICE DEPARTMENT	58	10	43	0	0	111	0	1
COLLIN COUNTY SHERIFF'S DEPARTMENT	111	157	5,535	24	13	5,840	458	533
COMMERCE POLICE DEPARTMENT	12	19	199	1	0	231	8	14
CORSICANA POLICE DEPARTMENT	102	58	1,011	21	3	1,195	51	79
DECATUR POLICE DEPARTMENT	30	41	338	3	0	412	4	37
ELLIS COUNTY SHERIFF'S DEPARTMENT	53	33	2,763	6	7	2,862	172	259
ERATH COUNTY SHERIFF'S DEPARTMENT	26	8	815	1	2	852	66	90
FORNEY POLICE DEPARTMENT	29	41	997	9	3	1,079	52	150
FRISCO POLICE DEPARTMENT	134	271	5,409	25	16	5,855	523	726
GREENVILLE POLICE DEPARTMENT	78	128	1,297	11	7	1,521	88	178
HOOD COUNTY SHERIFF'S DEPARTMENT	95	113	1,665	2	5	1,880	83	169
HUNT COUNTY SHERIFF'S DEPARTMENT	92	22	2,723	6	7	2,850	180	264
JOHNSON COUNTY ESD	104	80	1,115	0	0	1,299	0	4
JOHNSON COUNTY SHERIFF'S OFFICE	97	79	3,553	9	0	3,738	232	323
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	118	76	4,292	19	5	4,510	298	396
LIFECARE EMS	40	77	707	0	0	824	0	0
MCKINNEY POLICE DEPARTMENT	586	269	4,753	68	9	5,685	300	546
MINERAL WELLS POLICE DEPARTMENT	35	67	602	20	0	724	49	55
MURPHY POLICE DEPARTMENT	13	22	290	0	0	325	14	21
NAVARRO COUNTY SHERIFF'S DEPARTMENT	98	79	1,675	3	5	1,860	115	147
NORTH ELLIS EMERGENCY DISPATCH	37	11	1,726	14	6	1,794	140	138
PALO PINTO COUNTY SHERIFFS DEPARTMENT	26	15	764	3	3	811	70	84
PARKER COUNTY SHERIFF'S DEPARTMENT	74	58	3,367	5	7	3,511	223	309
PROSPER POLICE DEPARTMENT	32	13	818	10	4	877	38	81
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	31	12	1,580	15	3	1,641	118	147
ROCKWALL POLICE DEPARTMENT	110	118	1,797	6	3	2,034	98	269
SACHSE POLICE DEPARTMENT	19	69	541	16	1	646	22	54
SEAGOVILLE POLICE DEPARTMENT	22	34	1,179	6	6	1,247	59	104
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	16	17	28	17	1	79	14	32
SPRINGTOWN POLICE DEPARTMENT	59	26	552	1	2	640	25	63
STEPHENVILLE POLICE DEPARTMENT	19	6	112	0	2	139	2	14
TERRELL POLICE DEPARTMENT	191	95	924	1	4	1,215	24	176
WAXAHACHIE POLICE DEPARTMENT	63	107	1,736	4	5	1,915	102	163
WEATHERFORD POLICE DEPARTMENT	30	106	1,145	19	5	1,305	57	107
WILMER POLICE DEPARTMENT	5	22	318	0	0	345	18	38
WISE COUNTY SHERIFF'S DEPARTMENT	48	21	1,848	7	4	1,928	105	140

Mar-22

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON	
							INITIALIZED	NOT ANSWERED
ALLEN POLICE DEPARTMENT	96	149	2967	31	16	3,259	190	293
BALCH SPRINGS POLICE DEPARTMENT	48	54	2407	3	4	2,516	172	137
BRIDGEPORT POLICE DEPARTMENT	238	3	163	0	0	404	0	19
CLEBURNE POLICE DEPARTMENT	87	92	1345	8	1	1,533	157	126
COCKRELL HILL POLICE DEPARTMENT	60	7	52	0	0	119	1	3
COLLIN COUNTY SHERIFF'S DEPARTMENT	250	133	5748	25	21	6,177	486	615
COMMERCE POLICE DEPARTMENT	21	22	194	1	0	238	1	11
CORSICANA POLICE DEPARTMENT	107	62	971	15	1	1,156	51	79
DECATUR POLICE DEPARTMENT	41	42	343	4	1	431	4	37
ELLIS COUNTY SHERIFF'S DEPARTMENT	56	28	3225	18	11	3,338	148	288
ERATH COUNTY SHERIFF'S DEPARTMENT	42	9	1023	5	2	1,081	57	76
FORNEY POLICE DEPARTMENT	36	38	1114	6	5	1,199	60	108
FRISCO POLICE DEPARTMENT	165	418	5796	36	20	6,435	523	787
GREENVILLE POLICE DEPARTMENT	121	140	1564	7	1	1,833	135	157
HOOD COUNTY SHERIFF'S DEPARTMENT	134	156	2142	16	5	2,453	104	178
HUNT COUNTY SHERIFF'S DEPARTMENT	93	22	3090	5	4	3,214	180	264
JOHNSON COUNTY ESD	98	90	1258	0	0	1,446	0	4
JOHNSON COUNTY SHERIFF'S OFFICE	104	66	4172	12	0	4,354	268	363
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	147	65	4896	24	13	5,145	356	477
LIFECARE EMS	41	63	727	0	1	832	0	2
MCKINNEY POLICE DEPARTMENT	376	317	5231	63	7	5,994	300	546
MINERAL WELLS POLICE DEPARTMENT	51	62	731	23	0	867	49	55
MURPHY POLICE DEPARTMENT	26	24	335	1	4	390	5	31
NAVARRO COUNTY SHERIFF'S DEPARTMENT	90	105	1871	6	7	2,079	86	153
NORTH ELLIS EMERGENCY DISPATCH	41	9	1852	13	4	1,919	141	127
PALO PINTO COUNTY SHERIFFS DEPARTMENT	34	15	980	5	2	1,036	70	84
PARKER COUNTY SHERIFF'S DEPARTMENT	71	38	3958	12	16	4,095	223	309
PROSPER POLICE DEPARTMENT	27	40	913	9	2	991	38	81
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	38	14	1652	14	0	1,718	118	147
ROCKWALL POLICE DEPARTMENT	101	123	2016	4	9	2,253	98	269
SACHSE POLICE DEPARTMENT	24	51	594	19	0	688	22	54
SEAGOVILLE POLICE DEPARTMENT	30	51	1477	24	2	1,584	59	104
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	52	53	63	14	1	183	14	32
SPRINGTOWN POLICE DEPARTMENT	55	30	694	2	5	786	25	63
STEPHENVILLE POLICE DEPARTMENT	7	3	127	0	2	139	2	14
TERRELL POLICE DEPARTMENT	230	90	1033	3	1	1,357	24	176
WAXAHACHIE POLICE DEPARTMENT	91	124	1833	10	5	2,063	102	163
WEATHERFORD POLICE DEPARTMENT	34	91	1368	13	5	1,511	57	107
WILMER POLICE DEPARTMENT	3	19	406	1	0	429	18	38
WISE COUNTY SHERIFF'S DEPARTMENT	48	24	2212	11	0	2,295	105	140

Apr-22

PSAP	WIRELINE	VOIP	WIRELESS	TEXT	TELEMATICS	TOTAL	NON	
							INITIALIZED	NOT ANSWERED
ALLEN POLICE DEPARTMENT	145	153	2,905	54	7	3,264	188	252
BALCH SPRINGS POLICE DEPARTMENT	44	52	2,570	7	1	2,674	169	160
BRIDGEPORT POLICE DEPARTMENT	202	3	113	0	0	318	0	16
CLEBURNE POLICE DEPARTMENT	95	85	1,276	5	2	1,463	82	143
COCKRELL HILL POLICE DEPARTMENT	67	14	47	0	0	128	1	4
COLLIN COUNTY SHERIFF'S DEPARTMENT	119	146	5,678	27	33	6,003	470	577
COMMERCE POLICE DEPARTMENT	20	29	277	3	0	329	10	18
CORSICANA POLICE DEPARTMENT	86	73	962	3	3	1,127	51	79
DECATUR POLICE DEPARTMENT	31	48	294	3	0	376	4	37
ELLIS COUNTY SHERIFF'S DEPARTMENT	42	27	3,180	5	10	3,264	193	260
ERATH COUNTY SHERIFF'S DEPARTMENT	19	12	848	2	2	883	77	71
FORNEY POLICE DEPARTMENT	36	35	1,052	7	0	1,130	45	95
FRISCO POLICE DEPARTMENT	185	427	5,978	29	13	6,632	535	753
GREENVILLE POLICE DEPARTMENT	98	104	1,717	14	0	1,933	164	177
HOOD COUNTY SHERIFF'S DEPARTMENT	115	135	1,974	3	3	2,230	127	164
HUNT COUNTY SHERIFF'S DEPARTMENT	115	24	3,109	12	0	3,260	180	264
JOHNSON COUNTY ESD	103	72	1,105	0	1	1,281	0	4
JOHNSON COUNTY SHERIFF'S OFFICE	118	68	4,100	10	0	4,296	281	394
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	123	68	5,219	16	3	5,429	447	444
LIFECARE EMS	60	58	690	0	0	808	0	0
MCKINNEY POLICE DEPARTMENT	447	325	5,404	51	22	6,249	300	546
MINERAL WELLS POLICE DEPARTMENT	29	48	635	22	2	736	49	55
MURPHY POLICE DEPARTMENT	15	25	322	2	5	369	5	31
NAVARRO COUNTY SHERIFF'S DEPARTMENT	60	89	1,838	2	4	1,993	78	143
NORTH ELLIS EMERGENCY DISPATCH	54	9	1,813	8	6	1,890	141	127
PALO PINTO COUNTY SHERIFFS DEPARTMENT	31	17	864	3	2	917	70	84
PARKER COUNTY SHERIFF'S DEPARTMENT	91	41	3,744	7	3	3,886	223	309
PROSPER POLICE DEPARTMENT	61	45	1,118	3	5	1,232	38	81
ROCKWALL COUNTY SHERIFF'S DEPARTMENT	33	10	1,813	10	8	1,874	118	147
ROCKWALL POLICE DEPARTMENT	106	92	1,968	13	15	2,194	98	269
SACHSE POLICE DEPARTMENT	13	62	581	20	2	678	22	54
SEAGOVILLE POLICE DEPARTMENT	32	39	1,638	7	0	1,716	59	104
SOMERVELL COUNTY SHERIFF'S DEPARTMENT	27	27	44	14	0	112	14	32
SPRINGTOWN POLICE DEPARTMENT	56	33	621	1	2	713	25	63
STEPHENVILLE POLICE DEPARTMENT	3	3	98	2	2	108	2	14
TERRELL POLICE DEPARTMENT	230	100	1,050	1	0	1,381	24	176
WAXAHACHIE POLICE DEPARTMENT	54	99	1,814	5	3	1,975	102	163
WEATHERFORD POLICE DEPARTMENT	54	94	1,214	16	0	1,378	57	107
WILMER POLICE DEPARTMENT	10	15	360	1	1	387	18	38
WISE COUNTY SHERIFF'S DEPARTMENT	51	26	2,092	5	3	2,177	105	140

Officer	Last Name	First Name	Entity	Appointee Title	6/3/2021	9/2/2021	12/2/2021	3/8/2022
President	Richards	Hal	Kaufman County	Judge	P	P	A	P
Secretary	Akin	N. Lane	Wise County	Sheriff	P	P	P	P
VP	Berthiaume	Jennifer	City of Murphy	Mayor Pro Tem	P	P	P	P
	VACANT	VACANT	Dallas Co. Cities		Vacant	Vacant	Vacant	Vacant
	Chambers	Danny	Somervell County	Judge	P	P	P	P
	Coates	Matt	Erath County	Sheriff	A	A	A	A
	Crews	Kerry	Hunt County	Judge (JOP)	A	A	A	A
	Deeds	Roger	Hood County	Sheriff	P	P	P	A
	VACANT	VACANT	Parker County		Vacant	Vacant	Vacant	Vacant
	Feltus	Gere	City of McKinney	Councilmember	N/A	N/A	N/A	A
	Garrett	Terry	Rockwall County	Sheriff	P	A	P	P
	Hale	Darrell	Collin County	Commissioner	P	A	P	A
	Hodges	Jeff	City of Prosper	Councilmember	P	A	P	P
	Long	Shane	Palo Pinto County	Judge	A	A	A	A
	Perry	Eddie	Navarro County	Commissioner	A	A	A	A
	Schulmeister	Chris	City of Allen	Councilmember	P	P	P	P
	VACANT	VACANT	City of Frisco		Vacant	Vacant	Vacant	Vacant
	Stinson	Randy	Ellis County	Commissioner	P	P	P	P
	White	Mike	Johnson County	Commissioner	P	P	P	A