



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

June 14, 2023  
12:30 PM

NCT9-1-1 Offices  
600 Six Flags Drive  
Arlington, Texas  
Centerpoint III, 2<sup>nd</sup> 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 the March 8, 2023, Minutes – President, Jennifer Berthiaume
2. Resolution Authorizing a Contract with Mythics, LLC. and General DataTech, L.P. for Capital Network Gear – Clay Dilday
3. Resolution Authorizing a Contract with Johnston Technical Services, Inc. for Microwave Network Radio Replacement Equipment and Services – Clay Dilday
4. Resolution Authorizing a Contract Extension with RapidDeploy Inc. for Dispatch Mapping – LeAnna Russell
5. Resolution Authorizing a Contract with Pictometry International Corp. (dba EagleView) for 2D Aerial Imagery Services – LeAnna Russell
6. Resolution Authorizing Agreements with Emergency Communications Centers (ECCs) for 9-1-1 Service and Counties for Local Addressing and GIS Services – LeAnna Russell
7. Resolution Amending Contract Authorizations with NextGen Communications and GeoComm, Inc. for 9-1-1 Core Applications and Functions – Christy Williams

## INFORMATIONAL ITEMS

8. Quarterly Financial Report – Norman Marquart
9. Real Time Text (RTT) Demonstration – Steven Gorena
10. Presentation of the Real Time Text Implementation Resolution – LeAnna Russell
11. Director’s Report – Christy Williams

## OTHER BUSINESS

12. Other Business
13. Adjourn

Next Meeting: September 13, 2023

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 8, 2023  
9-1-1 Training Center Room A  
600 Six Flags Drive  
Arlington, Texas

President, Jennifer Berthiaume called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on March 8, 2023.

**Members of the Board Present:**

1. Jennifer Berthiaume – President, Councilmember, City of Murphy
2. N. Lane Akin – Vice President, Secretary, Sheriff, Wise County
3. Danny Chambers – County Judge, Somervell County
4. Dave Cornette – Councilmember, City of Allen
5. Kerry Crews – Judge (JOP), Hunt County
6. Roger Deeds – Sheriff, Hood County
7. Dr. Gere' Feltus – Councilmember, City of McKinney
8. Jeff Hodges – Councilmember, City of Prosper
9. Brandon Huckabee – Judge, Erath County
10. Brett McGuire, Sheriff, Palo Pinto County
11. Randy Stinson – Commissioner, Ellis County
12. Mike White – Commissioner, Johnson County
13. Matt Coates – Sheriff, Erath County
14. Terry Garrett – Sheriff, Rockwall County
15. Shane Long – County Judge, Palo Pinto County
16. Eddie Perry – Commissioner, Navarro County

**Members of the Board Absent:**

1. Paul Paschall, Parker County, Mayor
2. Skeet Phillips, Kaufman County, Commissioner
3. Dallas County Cities
4. City of Frisco, Vacant
5. Collin County, Vacant

**Members of the Staff Present:**

1. Mike Eastland – NCTCOG Executive Director
2. Christy Williams – Director of NCT9-1-1
3. Clay Dilday – 9-1-1 Technology Manager
4. Kari Gamez – 9-1-1 Sr. Administrative Assistant
5. Steven Gorena – 9-1-1 Field Support Supervisor
6. Maura Hickey – 9-1-1 Strategic Services Coordinator
7. Ken Kirkpatrick – Counsel for NCT9-1-1
8. Maggie Lira – NCTCOG Controller
9. Norman Marquart – NCTCOG Fiscal Manager
10. Monte Mercer – NCTCOG Deputy Executive Director
11. Kristin McKinney – 9-1-1 Visual Media Coordinator

12. Hilaria Perez – 9-1-1 Admin Program Coordinator
13. James Powell – Deputy Counsel for NCT9-1-1
14. Molly Rendon – NCTCOG Director of Administration
15. Randy Richardson – NCTCOG Assistant Director of Finance
16. Jessie Shadowens-James – 9-1-1 Strategic Services Manager
17. Jason Smith – 9-1-1 Operations Manager

## **REGULAR SESSION**

### **Action:**

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

Christy Williams, Director NCT9-1-1 stated:

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

#### President

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

#### Vice-President

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

#### Secretary

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

The following individuals have expressed interest in being considered for election to serve as officers for the March 2023- March 2024 term:

- President – Councilmember Jennifer Berthiaume, City of Murphy
- Vice-President – Sheriff N. Lane Akin, Wise County
- Secretary – Judge Danny Chambers, Somervell County

#### **Item 2 Approval of December 14, 2022, Minutes**

President Jennifer Berthiaume stated that the minutes to be approved were from the December 14, 2022, Board meeting.

Attachment A – 2022\_12 Board Minutes

Upon a motion by Councilmember Jeff Hodges (seconded by Councilmember Jennifer Berthiaume) and by unanimous vote of all members present, the Board approved the minutes of the December 14, 2022, Board of Managers meeting.

**Item 3                      Resolution to Accept and Acknowledge Receipt of the Annual Financial Report and the Annual Single Audit Report for the Fiscal Year Ending September 30, 2022**

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 fiscal year 2022 fiscal transactions.

NCT9-1-1's Annual Comprehensive Financial Report, including the single audit report and the accompanying independent auditor's report for the fiscal year ended September 30, 2022, are presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Whitley Penn, will be available to review the reports with Board members. Upon a motion by Commissioner Randy Stinson (seconded by Councilmember Dr. Gere' Feltus) and by unanimous vote of all members present, the Board approved the resolution as presented.

Attachment B – Annual Financial Report

**Item 4                      Resolution Authorizing an Interlocal Agreement with Sourcewell to Access Cooperative Purchasing Contracts**

The North Central Texas Emergency Communications (NCT9-1-1) utilizes various cooperative purchasing programs to secure goods and services when advantageous to the program. The North Central Texas Council of Governments (NCTCOG), as NCT9-1-1's fiscal and administrative agent, reviews cooperatives to ensure compliance with applicable grant program requirements, as well as federal, state, and local laws. NCTCOG also administers TXSHARE, its own cooperative purchasing program, of which NCT9-1-1 is a member and Sourcewell is a partner cooperative with numerous nationwide products and services.

NCT9-1-1 seeks approval to enter into an Interlocal Agreement with Sourcewell Cooperative Purchasing Program to access the goods and services available via that program. Individual contracts accessed via the Sourcewell program for Board approval will be presented to the Board for approval consistent with the Annual Budget Resolution.

A draft resolution authorizing an Interlocal Agreement (ILA) with Sourcewell to access its cooperative purchasing contracts is attached for Board consideration.

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

**Item 5                      Resolution Authorizing Contracts with DataVox, Inc. and General Datatech, L.P for Capital Network Gear**

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into contracts with DataVox, Inc. and General Datatech, L.P for capital network gear which includes network equipment, components, installation, and associate support services.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued an Invitation to Bid (ITB) for the required equipment and services (ITB #2023-025) which closed on February 23, 2023. Following the evaluation, DataVox, Inc. and General Datatech, L.P provided the requested items at the lowest price. A draft resolution authorizing contracts with DataVox, Inc. and General Datatech, L.P in an amount not to exceed \$2,600,000, is attached for Board consideration.

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

**Item 6 Resolution Authorizing a Contract with Dell for Call Handling Equipment (CHE)**

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting Board authorization to enter into a contract with Dell for Call Handling Equipment (CHE). CHE is a communications software system and equipment used to receive and process calls. This purchase includes equipment and licenses and is a part of the normal refresh cycle for existing CHE. NCT9-1-1 intends to purchase these items utilizing Texas Department of Information Resources (DIR) cooperative contract # DIR-TSO-3763.

A draft resolution authorizing a contract with Dell in an amount not to exceed \$180,000, is attached for Board consideration.

Upon a motion by Judge Kerry Crews (seconded by Councilmember Dave Cornette) and by unanimous vote of all members present, the Board approved the resolution as presented.

**INFORMATIONAL ITEMS**

**Item 7 Quarterly Financial Report**

Norman Marquart presented the Financial Status Report which included 12 months ending September 2022.

Attachment C -Quarterly Financial Status Report 2023\_03

**Item 8 Recognition of Award Winners**

Staff were recognized for external and internal awards, including service awards.

Attachment D – Recognition of Award Winners 2023\_03

**Item 9 Director's Report**

NG9-1-1 Grant Fund Update – Christy presented an update on the grant progress including the reimbursement process.

Legislative update – members of NCT9-1-1 will be traveling to Austin for 9-1-1 goes to Austin hosted by Texas APCO and NENA from March 19<sup>th</sup> through the 21st. Our Strategic Services team took over the scheduling of meetings with legislators and have 16 of 20 scheduled thus far.

The upcoming NENA Conference was shared with the Board. Christy and a few members of staff will be traveling to Galveston to attend. Our team is instrumental in presentations as well as volunteering for the conference.

General Assembly will be held locally, an invitation was delivered to the Board. Should they want to attend and get a table for dinner with the NCT9-1-1 team, please advise us.

Periodic need for endorsement vs. approval was explained for the Board by Christy. Since we have procurements happening throughout the fiscal year, sometimes the Board meeting quarterly does not fit into the procurement schedule “neatly” so there are times we will need to gain an endorsement for purchase prior to the Board for approval.

Thank you to our officers:

President – Judge Hal Richards  
Vice President – Councilmember Jennifer Berthiaume  
Secretary – Sheriff Lane Akin

Welcome to our new members:

Judge Brandon Huckabee, Erath County  
Sheriff Brett McGuire, Palo Pinto County  
Mayor Paul Paschall, Parker County  
Commissioner Skeet Phillips, Kaufman County

Culture Champion – Over the past year, NCT9-1-1 has been without one of its network Engineers. Demonstrating perseverance, Ramya Cruz-Chacko was the sole person managing the 9-1-1 network during that time. She has been able to pass on her knowledge and methods of procedures to help the team maintain the network to the highest standard.

Accomplishments and Achievements – NCT9-1-1 accomplishments and achievements were reviewed for the period December 2022 – February 2023.

Attachment E – Accomplishments and Achievements 2023\_03

NCT9-1-1 Performance Report was reviewed. This is the NCT9-1-1 Quarterly reporting and the Interruption report.

Attachment F – Performance Report 2023\_03

Board Attendance – Attendance at the last Board meeting is included for review.

Attachment G – Attendance Report

**OTHER BUSINESS**

Upon a motion by Judge Kerry Crews (seconded by Commissioner Randy Stinson) and by unanimous vote of all members present, the meeting was adjourned at 1:08 PM.



**North Central Texas Emergency Communications District**

**Item # 2023-06-02**

Meeting Date: June 14, 2023

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

Item Title: Resolution Authorizing Contracts with Mythics, LLC. and General Datatech, L.P. for Capital Network Gear

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into contracts with Mythics, LLC. and General Datatech, L.P. for capital network equipment and associated services.

NCT9-1-1 previously brought Item # 2023-03-05 for capital network gear for approval to the March Board meeting. As part of that item, NCT9-1-1 requested approval to enter into an agreement with DataVox, Inc. and General Datatech, L.P. in an amount not to exceed \$2,600,000. It was later determined that NCT9-1-1 would benefit from issuing a supplemental procurement for additional capital network gear items.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued an ITB for the supplemental required equipment and services (ITB #2023-044) which closed on May 11, 2023. Following evaluation, Mythics, LLC. and General Datatech, L.P. provided the best price.

A draft resolution authorizing to contract with Mythics, LLC. and General Datatech, L.P. for an amount not to exceed \$490,000 is attached for Board consideration.

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





Item # 2023-06-02

**RESOLUTION AUTHORIZING CONTRACTS WITH MYTHICS, LLC. AND GENERAL DATATECH, L.P. FOR CAPITAL NETWORK GEAR**

**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**, following procurement via ITB #2023-044, NCT9-1-1 desires to contract with Mythics, LLC. and General DataTech, L.P. for capital network gear to its Emergency Communications Centers (ECCs); and,

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

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

- Section 1.** Contracts between NCT9-1-1 and Mythics, LLC. and General DataTech, L.P. for capital network gear in a cumulative amount not to exceed \$490,000 be and is hereby approved.
- Section 2.** The Executive Director or designee is authorized to execute contracts with Mythics, LLC. and General DataTech, L.P. to carry out this program, in the name of the North Central Texas Emergency Communications District.
- Section 3.** This resolution shall be in effect immediately upon its adoption.

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Jennifer Berthiaume  
North Central Texas Emergency Communications District  
Councilmember, City of Murphy

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 14, 2023.

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Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County



**North Central Texas Emergency Communications District**

**Item # 2023-06-03**

Meeting Date: June 14, 2023

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

Item Title: Resolution Authorizing a Contract with Johnston Technical Services, Inc. (JTS) for Microwave Network Radio Replacement Equipment and Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with Johnston Technical Services, Inc. (JTS) for microwave radio hardware refresh of the 122 current radios in production. This refresh includes radios that are nearing end of life, the building of new towers, required equipment to eliminate existing spurs and close rings, and inspections of 21 current towers from initial project implementation.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued an RFP for the required equipment and services (RFP #2023-030) which closed on May 18, 2023. Following evaluation, JTS provided the best value.

A draft resolution authorization to contract with JTS for an amount not to exceed \$3,500,000, is attached for Board consideration.

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



Item # 2023-06-03

**RESOLUTION AUTHORIZING A CONTRACT WITH JOHNSTON TECHNICAL SERVICES, INC. FOR MICROWAVE NETWORK RADIO REPLACEMENT EQUIPMENT AND 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**, following procurement via RFP #2023-030, the NCT9-1-1 Program requests authorization to contract with Johnston Technical Services, Inc. (JTS) for microwave network radio replacement, equipment, and services; 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 Johnston Technical Services, Inc. (JTS) for microwave network radio replacement equipment and services in an amount not to exceed \$3,500,000, be and is hereby approved.

**Section 2.** The Executive Director or designee is authorized to execute a contract with Johnston Technical Services, Inc. (JTS) to carry out this program, in the name of the North Central Texas Emergency Communications District.

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

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Jennifer Berthiaume  
North Central Texas Emergency Communications District  
Councilmember, City of Murphy

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 14, 2023.

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Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County



**North Central Texas Emergency Communications District**

**Item # 2023-06-04**

Meeting Date: June 14, 2023

Submitted By: LeAnna Russell  
9-1-1 Data Manager

Item Title: Resolution Authorizing a Contract Extension with RapidDeploy Inc. for Dispatch Mapping

The North Central Texas Emergency Communications District (NCT9-1-1) received Board authorization in June 2020 to enter into an agreement with RapidDeploy Inc. to provide dispatch mapping services. These services were procured utilizing North Texas SHARE's cooperative purchasing program, contract #2020-052. The original term of the agreement was for a three-year period with three, optional one-year renewals.

NCT9-1-1 is requesting authorization to execute the first of the three optional one-year renewals in an amount not to exceed \$280,000.

A draft resolution authorizing a contract extension with RapidDeploy Inc. in an amount not to exceed \$280,000, is attached for Board consideration.

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



Item # 2023-06-04

**RESOLUTION AUTHORIZING A CONTRACT EXTENSION WITH RAPIDDEPLOY INC. FOR DISPATCH MAPPING**

**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 within its 9-1-1 service area; and,

**WHEREAS**, the North Central Texas Council of Governments entered into contract #2020-52 with RapidDeploy, Inc. through its North Texas SHARE cooperative purchasing program; and

**WHEREAS**, the NCT9-1-1 Program requests authorization to execute a one-year optional renewal; 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 extension between NCT9-1-1 and RapidDeploy for one-year in an amount not to exceed \$280,000, be and is hereby approved.

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

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

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Jennifer Berthiaume  
North Central Texas Emergency Communications District  
Councilmember, City of Murphy

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 14, 2023.

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Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County



**North Central Texas Emergency Communications District**

**Item # 2023-06-05**

Meeting Date: June 14, 2023

Submitted By: LeAnna Russell  
9-1-1 Data Manager

Item Title: Resolution Authorizing a Contract with Pictometry International Corp. (dba EagleView) for 2D Aerial Imagery Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with Pictometry International Corp. (dba EagleView) for 2D aerial imagery services.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued a Request for Proposals (RFP) for the required imagery and services (RFP #2023-031) which closed on May 23, 2023. Following evaluation, Pictometry International Corp. provided the requested items at the best value.

A draft resolution authorizing a contract with Pictometry International Corp. in an amount not to exceed \$2,000,000, is attached for Board consideration.

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



Item # 2023-06-05

**RESOLUTION AUTHORIZING A CONTRACT WITH PICTOMETRY INTERNATIONAL CORP (DBA EAGLEVIEW)  
FOR 2D AERIAL IMAGERY 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**, following procurement, NCT9-1-1 desires to contract with Pictometry International Corp. for 2D aerial imagery services for the NCT9-1-1 service area; and,

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

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

**Section 1.** Contracts between NCT9-1-1 and Pictometry International Corp. for 2D aerial imagery services, in a cumulative amount not to exceed \$2,000,000, be and are hereby approved.

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

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

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Jennifer Berthiaume  
North Central Texas Emergency Communications District  
Councilmember, City of Murphy

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 14, 2023.

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Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County



**North Central Texas Emergency Communications District**

**Item # 2023-06-06**

Meeting Date: June 14, 2023

Submitted By: LeAnna Russell  
9-1-1 Data Manager

Item Title: Resolution Authorizing Agreements with Emergency Communications Centers (ECCs) for 9-1-1 Service and Counties for Local Addressing and GIS Services

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

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

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

The term of the agreements will be October 1, 2023, through September 30, 2025. A draft resolution authorizing agreement with NCT9-1-1 ECCs and County Addressing Authorities, included in Attachment B, is attached for Board consideration.

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





Item # 2023-06-06

**RESOLUTION AUTHORIZING AGREEMENTS WITH EMERGENCY COMMUNICATIONS CENTERS (ECCS) FOR 9-1-1 SERVICE AND COUNTIES FOR LOCAL ADDRESSING AND GIS SERVICES**

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

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

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

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

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

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

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

**WHEREAS**, the term of the agreements will be October 1, 2023, through September 30, 2025.

**NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:**

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

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

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

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Jennifer Berthiaume  
North Central Texas Emergency Communications District  
Councilmember, City of Murphy

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 14, 2023.

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Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County



**INTERLOCAL AGREEMENT BETWEEN THE  
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT AND**  

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**FOR REGIONAL 9-1-1 SERVICE**

**Section 1: Parties and Purpose**

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

**Section 2: Rights and Duties of the Public Agency**

The Public Agency will:

**2.1 Financial/Insurance**

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

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

## **2.2. Equipment and Inventory**

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

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

## **2.3. Security**

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

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

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

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

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

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

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

## **2.4. Maintenance**

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

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

- 2.4.3. Have a commercial power back up generator in order to maintain the building housing your ECC and in order to maintain 9-1-1 availability. NCT9-1-1 provides Uninterruptable Power Supply (UPS) unless declined by the ECC.
- 2.4.4. Provide at least a 48-hour notice in writing to NCT9-1-1's Technology Team prior to work commencing on any scheduled maintenance on commercial power backup generators.
- 2.4.5. Notify NCT9-1-1's Technology Team immediately of any power or generator outages greater than 15 minutes. If the outage affects the 9-1-1 system, trouble reporting procedures should be followed.
- 2.4.6. Notify NCT9-1-1's Technology Team of technical issues immediately upon discovery. The Public Agency will utilize one of the following methods:
  - a. Via telephone by calling (888) 311-3911
  - b. Via email to [Support@NCT911.org](mailto:Support@NCT911.org)
  - c. Via the Trouble Ticket System (accessed by Self-Service Center located on the browser tabs)
  - d. Via the website at <https://SSC.NCT911.org> (only works with issued credentials)
- 2.4.7. Complete at minimum one preventive maintenance (PM) on generators and automatic transfer switch (ATS), and one generator ~~and~~ full load test per year. Test generators at least monthly to ensure that all NCT9-1-1 equipment remains functional. Report generator maintenance by providing maintenance logs to NCT9-1-1 within 30 days.
- 2.4.8. Maintain 24/7/365 availability for NCT9-1-1 staff to perform maintenance or NCT9-1-1 related business.

## 2.5. Training

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

## 2.6. Facilities

- 2.6.1. Meet prescribed equipment room requirements (Attachment B). Any expenses associated with this requirement are the responsibility of the Public Agency.

- 2.6.2. Ensure areas with 9-1-1 equipment maintain a temperature between 65-85 degrees Fahrenheit.
- 2.6.3. Ensure area around NCT9-1-1 equipment remains clean. Do not stack equipment or store items on top of NCT9-1-1 equipment.
- 2.6.4. Ensure 9-1-1 equipment room and communications area complies with the Americans with Disabilities Act of 1990.
- 2.6.5. Provide access to NCT9-1-1 staff and contracted vendors that meet CJIS requirements on a 24/7/365 basis without prior notice.
- 2.6.6. Maintain facilities in a manner to ensure that equipment remains in functioning order. This includes, but is not limited to, HVAC and rodent extermination. The ECC is responsible for the cost of replacement should the equipment become non-functioning due to ECC's negligence.

**2.7. Supplies**

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

**2.8. Monitoring/Reporting/Compliance**

- 2.8.1. Maintain financial, statistical, and ANI/ALI records adequate to document performance, costs, and receipts under this contract in accordance with applicable records retention schedules. Public Agency agrees to maintain these records at Public Agency's offices and provide or make available for inspection upon request by NCT9-1-1.
- 2.8.2. Provide NCT9-1-1 staff access to all 9-1-1 equipment located in the equipment room and the 9-1-1 communications area within fifteen (15) minutes of access being requested.
- 2.8.3. Participate in quarterly monitoring ECC site visits conducted by NCT9-1-1. Site visits are unannounced due to staff's continuous travel throughout the 9-1-1 service area and to ensure compliance with this document.

**2.9. Media Relations**

- 2.9.1. Make every effort to communicate complete and accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. Public Agency should first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding 9-1-1 technology and service or issues with the 9-1-1 service providers.
- 2.9.2. Not disclose ECC correspondence that NCT9-1-1 has clearly noted as proprietary or confidential, unless required to do so by law.
- 2.9.3. Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 service or program specific questions.

## 2.10. Operations

- 2.10.1. Sign the contingent ECC agreement provided by NCT9-1-1 and provide at NCT9-1-1's request. Changes to contingent ECCs must be approved by NCT9-1-1.
- 2.10.2. Receive and process 9-1-1 calls within an identified service area, defined as the geographic area within which a 9-1-1 placed is answered at the associated ECC. As part of the contingency plan, if a ECC requests another ECC to receive their 9-1-1 calls, NCT9-1-1 requires an official notification on department letterhead from both the requesting and participating ECC indicating the agreement to handle 9-1-1 calls during an established time period. The official notification must be signed by both ECC's administration (i.e. police chief or sheriff). This does not apply to ad-hoc routing.
- 2.10.3. Delegate ECC supervisory personnel or a designee and provide related contact information (to include after hour contact information) as a single point of contact for NCT9-1-1. A ECC's primary point of contact or designee must be a licensed public safety official (i.e. police, fire, EMS, or 9-1-1 communications).
- 2.10.4. Provide a minimum of 180 days' prior notice of any facility moves, adds, or changes that affect the 9-1-1 system.
- 2.10.5. If no calls have been received by the end of the current shift, test all 9-1-1 CHE for proper operation of wireless and wireline calls. Test the following for proper operation and user familiarity at least once a month: texts to 9-1-1 (if applicable), TDD, and TTYs (i.e. 9-1-1 transfers to 10-digit telephone number).
- 2.10.6. NCT9-1-1 recommends power cycles (reboot not shutdown) each 9-1-1 position at least once week.
- 2.10.7. NCT9-1-1 recommends logging all TDD/TTY calls and test calls.
- 2.10.8. Complete surveys distributed by NCT9-1-1 in a timely manner.
- 2.10.9. Ensure training bulletins and change management notifications provided by NCT9-1-1 are disseminated to all ECC personnel.
- 2.10.10. Admin lines supplied by NCT9-1-1 are to be used solely for ANI callback and should not be disseminated.
- 2.10.11. In the event of a service provider failure, must maintain at least one 10-digit telephone number for emergency use that is not part of the Public Agency's interactive voice response (IVR) systems to be used for receiving 9-1-1 transfer calls and default routing. These numbers shall be answered by a telecommunicator 24/7/365 and should have the ability to be call forwarded. Any change in the 10-digit telephone number must be reported to NCT9-1-1 in writing. The number shall be provided to the public during 9-1-1 service interruptions (via notification system, website, social media and/or emergency management).
- 2.10.12. In the event of a CHE failure, NCT9-1-1 strongly recommends that the 10-digit telephone number for emergency use should not appear on the 9-1-1 CHE as it could become unusable during CHE maintenance or service interruptions. If the 10-digit telephone line is integrated with the 9-1-1 CHE, a contingency plan identifying the back-up solution for the 10-digit telephone number for emergency use and any other integrated 10-digit administrative telephone lines should be maintained. If a contingency plan is not

provided to NCT9-1-1 within 30 days of contract execution, NCT9-1-1 reserves the right to remove the administrative phone lines from the 9-1-1 equipment.

- 2.10.13. Notify NCT9-1-1 in writing at least 90 days prior to changing emergency services providers including medical, law enforcement, and fire.
- 2.10.14. Submit a signed Manual ALI Request form (Attachment C) to NCT9-1-1 annually and agree to use ALI lookup feature only in the handling and processing of an emergency telephone call.
- 2.10.15. Have an emergency plan for 9-1-1 communications that includes, at a minimum,
  - a. Emergency generator information and how to operate said generator.
  - b. Documented procedures for the transfer of administrative lines when the call center is evacuated.
- 2.10.16. Comply with NCT9-1-1 policy and procedures for ECC moves and changes.
- 2.10.17. Report discrepancies to NCT9-1-1 utilizing the tools in the dispatch mapping solution within 72 hours.
- 2.10.18. Ensure that all telecommunicators log into the 9-1-1 software at the beginning of his/her shift and logs out at the end of his/her shift.
- 2.10.19. Ensure that all telecommunicators refrain from sharing log in information with others.
- 2.10.20. In accordance with Texas Health and Safety Code 772.619 (c), the 9-1-1 database information is not available for public inspection and cannot be released to the public. If a Public Information Act request specified 9-1-1 database information, NCT9-1-1 must be notified within three (3) business days of the Public Agency receiving the request.
- 2.10.21. In accordance with Texas Health and Safety Code 771.061, do not disseminate data specific to the caller including ALI subscriber information other than during the active incident.
- 2.10.22. Be responsible for all furniture, administrative telephones, copier machines, and administrative desktop computers located within the Public Agency's operating area.
- 2.10.23. Work with the electrical transmission company to be designated as a critical load public safety/critical load industrial designation per PUC Rule 25.497. Submit application annually to maintain designation. This is for the protection of the ECC from rolling electrical service interruption. Please be aware that this designation does not guarantee an uninterrupted, regular, or continuous power supply. If electricity is a necessity, you must make other arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.
- 2.10.24. Language translation services provided by NCT9-1-1 are only to be utilized for emergency call handling purposes.
- 2.10.25. Provide incident information related to a 9-1-1 request for service, in any format, in order for NCT9-1-1 to better analyze call data in accordance with 9-1-1 industry standards.

## **2.11. Implementations**

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

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

NCT9-1-1 will:

### **3.1. Financial**

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

### **3.2. Equipment and Inventory**

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

### **3.3. Training**

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



### 3.4. Maintenance

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

3.4.2. Provide 24/7/365 technical support to the ECCs.

### 3.5. Operations

3.5.1. Register as an alerting authority through the Texas Department of Emergency Management and Federal Emergency Management Agency. NCT9-1-1 uses an approved Integrated Public Alert and Warning System (IPAWS) to alert the 9-1-1 service area of 9-1-1 service interruptions and other critical updates.

3.5.2. Inspect contingent ECC agreements periodically.

3.5.3. Implement upgrades of its ECC equipment and software, as authorized in the current annual budget, through the appropriate NCT9-1-1 processes for the purchase of new equipment and software.

### 3.6. Geographic Information Systems (GIS) / Data

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

### 3.7. Crisis Communications

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

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

## Section 4: Effective Date and Term of Agreement

4.1. This Agreement shall take effect October 1, 2023, and shall continue until September 30, 2025, unless earlier terminated under 8.1 Early Termination of Contract.

## Section 5: Ownership, Transference and Disposition of Equipment

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

5.2. NCT9-1-1 shall establish ownership of all 9-1-1 equipment procured with 9-1-1 funds as defined herein and located within the Public Agency's jurisdiction. NCT9-1-1 may maintain ownership, or it may transfer ownership to Public Agency. Before any such transfer of ownership, NCT9-1-1 will evaluate the adequacy of controls of Public Agency to ensure that sufficient controls and security exist by which to protect and safeguard the equipment procured

with 9-1-1 funds for the purpose of delivery of 9-1-1 calls. It is understood that the ancillary equipment may or may not be procured by NCT9-1-1 on behalf of Public Agency, according to NCT9-1-1's Strategic Plan.

**5.3.** The basic equipment categories are:

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

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

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

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

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

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

## **Section 7: Records and Monitoring**

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

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

## **Section 8: Early Termination of Contract**

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

## Section 9: Notice to Parties

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

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

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

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

If to Public Agency:

## Section 10: General Provisions

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

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

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

10.4. **Procurement.** Both parties agree to comply with all applicable federal, State and local laws, rules and regulations for purchases under this Agreement. Failure to do so may result in ineligibility and denial of reimbursement by NCT9-1-1.

10.5. **Force Majeure.** It is expressly understood and agreed by the Parties to this Agreement that if either party hereto is prevented from or delayed in the performance of any of its obligations hereunder by reason of force majeure, defined as acts of God, war, riots, storms, fires or any other cause whatsoever beyond the reasonable control of the party, the party so prevented or delayed shall be excused from the performance of any such obligation to the extent and during the period of such prevention or delay. The period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each Party must inform the other in writing within reasonable time the existence of such force majeure.

10.6. **Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitute the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof.

**10.7. Availability of Funding.** Public Agency acknowledges that NCT9-1-1's sole source of funding for this Agreement is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay Public Agency under this contract are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after Public Agency's receipt of notice. Upon suspension of payment, Public Agency's obligations under this contract are also suspended until NCT9-1-1 resumes receipt of funding.

**10.8. Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation. In the event of such occurrence, written notice of alterations, additions, or deletions to the terms of this Agreement will be provided to Public Agency.

**10.9. Nondiscrimination and Equal Opportunity.** Public Agency shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.

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

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

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

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

	<b>NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT</b>
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<b>By:</b> _____	<b>By:</b> _____
<b>Name:</b> _____	<b>Name:</b> Mike Eastland
<b>Title:</b> _____	<b>Title:</b> Executive Director
<b>Date:</b> _____	<b>Date:</b> _____

Date of governing body approval: \_\_\_\_\_

**Attachments:**

**Attachment A: Texas CJIS Systems Access Policy**

**Attachment B: Equipment Room and Electrical Requirements**

**Attachment C: Manual ALI Request Form**

Attachment A  
Texas CJIS Systems Access Policy

**TEXAS CJIS SYSTEMS ACCESS POLICY**

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

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

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

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

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

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

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

Revised 12/18/2019



## Attachment B Equipment Room and Electrical Requirements

### Equipment:

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

### Fire Protection:

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

### Security Precautions:

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

### Temperature and Humidity Control:

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

### Static Electricity:

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

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

### Lighting:

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

### Grounding:

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

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

**Electrical:**

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



**Attachment C**  
**Manual ALI Request Form**

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

Updated: June 6, 2019

ECC Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This letter is to request that the "Manual ALI Query" feature be enabled at \_\_\_\_\_.  
(ECC NAME)

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

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

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

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

\_\_\_\_\_

Chief / Sheriff

\_\_\_\_\_

Date

\_\_\_\_\_

Communications Supervisor / Manager

\_\_\_\_\_

Date





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

**Section 1: Parties and Purpose**

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

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

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

**Section 2: Rights and Duties of the 9-1-1 Addressing / GIS Data Provider**

The 9-1-1 Addressing / GIS Data Provider will:

**2.1 Geographic Information Systems (GIS) / Data**

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

2.1.2 The 9-1-1 Addressing / GIS Data Provider shall coordinate 9-1-1 GIS activities within the county’s jurisdictional boundaries including all municipalities or other addressing entities (where applicable) to develop and enhance the 9-1-1 GIS coverage. The 9-1-1 Addressing / GIS Data Provider is responsible for coordinating GIS operations whenever possible, sharing all county policies and procedures with the municipalities in their county, as well as incorporating GIS data into the county datasets, when possible. If the 9-1-1 Addressing / GIS Data Provider does not manage data for a city within its boundaries, there must be documentation provided to NCT9-1-1 and signed by both the 9-1-1 Addressing / GIS Data Provider and the city, that acknowledges such.

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

- a. Select a 9-1-1 Addressing Coordinator / GIS Data Provider to serve as a single point of contact for NCT9-1-1.
- b. Funds shall only be used for GIS and Addressing services specific to 9-1-1.
- c. Assign street addresses and ranges, name streets, and resolve addressing conflicts and problems. The 9-1-1 Addressing / GIS Data Provider shall make every effort to not allow for duplication of community names anywhere in the county, and not allow for duplicate street names wherever possible.
- d. The Addressing / GIS Data Provider shall comply with the Quality Control requirements set by NCT9-1-1 and industry standards (Attachment A).
- e. Provide a physical address to any citizen requesting it if doing so complies with local policies/procedures/ordinances.
- f. Establish efficient procedures for updating and maintaining all addressing data through review and revisions due to changes in the 9-1-1 ordinances and/or subdivision regulations.
- g. Maintain addressing/database equipment (where applicable), and data.
- h. Adhere to Health and Safety Codes, Section 772.002 (C), Number and location identification in maintaining 9-1-1 and addressing databases. In accordance with Texas Health and Safety Code 772.619 (c), the 9-1-1 database information is not available for public inspection. The 9-1-1 database information cannot be released and cannot be released to the public. If a Public Information Act request specifies 9-1-1 database information, NCT 9-1-1 must be notified within three (3) business days of the 9-1-1 Addressing / GIS Data Provider receiving the request.
- i. Notify NCT9-1-1 in writing at least 30 business days prior to a 9-1-1 Addressing office move.
- j. Notify NCT9-1-1 in writing 30 business days upon receipt of notice for changes concerning emergency service provider information including medical, law enforcement, and fire.
- k. Per industry standards as outlined in Attachment A, respond to any 9-1-1 GIS/database errors within three business days of receipt, unless there is a valid exception. Valid exceptions include existing errors or errors that cannot be corrected due to circumstances not within the control of the 9-1-1 Addressing / GIS Data Provider.
- l. Updates and changes to 9-1-1 GIS data to be provisioned to NCT9-1-1 within two business days.
- m. Notify NCT9-1-1 in writing 30 business days upon receipt of notice from cities concerning annexation-related 9-1-1 boundary changes. Process the associated GIS changes as soon as possible.
- n. Per NENA standard 02.14-V1, recommends that GIS data be processed within five (5) business days of receipt and verification of an address.

## 2.2 Spatial Data Layers

- 2.2.1 The 9-1-1 Addressing / GIS Data Provider must develop, compile, and maintain a current comprehensive set of data layers per NCT9-1-1 GIS Data Quality Control Standards and Guidelines (Attachment A):
- Mandatory** – Describes data layer REQUIRED to be developed, compiled, and maintained by the 9-1-1



Addressing/GIS Data Provider.

**Optional** – Describes data layer which may VOLUNTARILY be developed, compiled, and maintained by the 9-1-1 Addressing/GIS Data Provider.

Mandatory		
Road Centerlines	Site Structure Address Points	Incorporated Municipality
County	Fire	Law
EMS	Emergency Service Zone	MSAG Community
Optional		
Fire Hydrants	Mile Markers	Neighborhood Boundary
Storm Shelters	Hazmat Location	Low Water Crossings
Unincorporated Municipality	QC Reports	

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

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

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

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

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

Mandatory		
Source	<b>ESN_L</b>	<b>State_L</b>
<b>FromAddr_L</b>	<b>ESN_R</b>	<b>State_R</b>
<b>ToAddr_L</b>	Exchange_L	<b>Country_L</b>
<b>FromAddr_R</b>	Exchange_R	<b>Country_R</b>
<b>ToAddr_R</b>	MSAGComm_L	IncMuni_L
<b>NCT_Class</b>	MSAGComm_R	IncMuni_R
<b>RoadClass</b>	LSt_PreDir	LSt_Name
Parity_L	<b>County_L</b>	LSt_PosDir
Parity_R	<b>County_R</b>	

Conditional		
AdNumPre_L	St_PosTyp	RangeLow
AdNumPre_R	St_PosDir	RangeHigh
St_PreMod	St_PosMod	UnincComm_L
St_PreDir	Hwy_Shield	UnincComm_R
St_PreTyp	NbrhdCom_L	
St_PreSep	NbrhdCom_R	
St_Name	St_FullName	

Optional		
SpeedLimit	Maint_Auth	Cost
OneWay	CollectionMethod	Effective
St_Notes1	Expire	Expire
St_Notes2	Valid_L	Tandem_L
PostComm_L	Valid_R	Tandem_R
PostComm_R	From_Elev	
PostCode_L	To_Elev	
PostCode_R	Surface	

- b. Site/Structure Address Points (SSAP) - REQUIRED: Site/Structure Address Points provide an accurate representation of the true location of a civic address. Address points located on a structure can fall in a different ESN or Community than the interpolated location off the address ranged road centerline for the address. Points are placed above the structure, with a goal of spatial accuracy to within 10 feet of the structure. The following fields, at a minimum, need to be attributed:

Mandatory		
Source	<b>County</b>	LSt_Type
<b>Add_Number</b>	<b>State</b>	Lst_PosDir
<b>NCT_Type</b>	<b>Country</b>	
<b>Place_Type</b>	Inc_Muni	
<b>MSAGComm</b>	LSt_PreDir	
<b>ESN</b>	LSt_Name	

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

Optional		
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Stru_Priority	Parcel_ID	Exchange
Addtl_Loc1	Asset_ID	Tandem
Addtl_Loc2	Long	
Placement	Lat	
Post_Comm	Elev	
Post_Code	Effective	
Post_Code4	Expire	

- c. Incorporated Municipality - REQUIRED : Defined boundary of a city, town, village, borough, or similar entity that has local governmental powers. Polygons are to be spatially accurate to within 10 feet of their true location, determined by the best data source or combination thereof (annexations, metes and bounds, parcels, aerial imagery, etc.). The following fields at minimum need to be attributed:

Mandatory		
Source		
<b>Inc_Muni</b>		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Optional		
Effective		
Expire		

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

Mandatory		
Source		
<b>County</b>		
<b>State</b>		

<b>Country</b>		
----------------	--	--

Optional		
Effective		
Expire		

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

- i. Based on the NG9-1-1 Requirements and industry standards, accuracy is paramount when editing the spatial properties of the ESB boundaries and attributing the fields.
- ii. NCT9-1-1 will need to work with each county on a case-by-case basis to resolve any spatial and



attribute changes to the ESB boundaries and tables.

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

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

Optional		
Effective		
Expire		

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

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

Optional		
Effective		
Expire		

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

Mandatory		
Source	<i>ServiceURI</i>	
<b>DisplayName</b>	<i>ServiceURN</i>	
<b>County</b>	<i>AVcard_URI</i>	
<b>State</b>	Agency ID	



<b>Country</b>		
----------------	--	--

Conditional		

Optional		
Effective		Expire

- h. Emergency Service Zone (ESZ) REQUIRED: The MSAG and ALI databases use Emergency Service Numbers (ESN) to specify a set of first responders based on the location of the record. Emergency Service Zones (ESZ) are geographic representations of these ESNs. Polygons are to be spatially accurate to within 10 feet of their true location whenever possible; the following fields at a minimum will be attributed:

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

Conditional		
Inc_Muni		

Optional		

- i. MSAG Community - REQUIRED: Polygons depicting the geographical boundaries of community names used in the Master Street Address Guide (MSAG). Polygons are to be spatially accurate to within 10 feet of their true location whenever possible.

Mandatory		
Source		
<b>MSAG_CommName</b>		
<b>County</b>		
<b>State</b>		
<b>Country</b>		



Optional		

- j. Fire Hydrants - OPTIONAL: Points representing the locations of known fire hydrants as reported by the 9-1-1 Addressing / GIS Data Provider

Mandatory		
Source		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Optional		
Status		
PSI		
Asset_ID		
Notes		
Long		
Lat		

- k. Mile Markers - OPTIONAL: Points representing the locations of known mile markers as reported by the 9-1-1 Addressing / GIS Data Provider

Mandatory		
Source		
<b>MM_Number</b>		
Road_Name		

Optional		
Long		
Lat		

- l. Neighborhood Boundaries - RECOMMENDED: The boundary of a neighborhood, subdivision, or commercial area. The most intuitive way to refer to a place is often by the neighborhood name. Locations of similar sounding street names may be resolved when the neighborhood name is known. This layer is often beneficial to 9-1-1 telecommunicators.

Mandatory		
Source		
Nbrhd_Comm		
<b>County</b>		
<b>State</b>		
<b>Country</b>		



Conditional		
Uninc_Comm		
Inc_Muni		

Optional		
Effective		
Expire		

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

Mandatory		
Source		
Number		
Street		
Community		

Optional		
Long	Notes	
Lat		
Asset_ID		

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

Mandatory		
Source		
Facility		
Address		
Contact_Info		
Substances		
Hazards		
City		

Optional		
Asset_ID		

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

Mandatory		
Source		

Conditional		
-------------	--	--

Name		
------	--	--

Optional		
Long		
Lat		

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

Mandatory		
Source	State	
<b>Uninc_Muni</b>	<b>Country</b>	
<b>County</b>		

Optional		
Effective		
Expire		

- q. QC\_Reports - REQUIRED: Point representing probable GIS data errors identified by the Regional GIS Data Quality Control (RGDQC) process. This layer can be used to track the progress while working on the errors, and to share information between the NCT9-1-1 GIS Team and the 9-1-1 Addressing / GIS Data Provider.

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

Optional		
Notes		

## 2.3 Operations/Documentation

- 2.3.1 The 9-1-1 Addressing / GIS Data Provider shall be responsible for documenting and updating applicable county processes for 9-1-1 addressing and GIS in the County Addressing and 9-1-1 Processes document.
- 2.3.2 The 9-1-1 Addressing / GIS Data Provider shall make their processes available at NCT9-1-1's request.



## 2.4 Training

- 2.4.1 The 9-1-1 Addressing / GIS Data Provider is required to attend a new 9-1-1 Addressing / GIS Data Provider one-day orientation.
- 2.4.2 The 9-1-1 Addressing / GIS Data Provider is required to provide necessary software training, as well as training on local addressing policies, to 9-1-1 Addressing / GIS Data Providers.

## 2.5 Media Relations

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

## 2.6 GIS Data Update Process

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

## 2.7 Quality Control

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



## 2.8 Communication and Meetings

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

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

### 3.1 Financial

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

### 3.2 Training

- 3.2.1. NCT9-1-1 will offer a one-day orientation to all new 9-1-1 Addressing / GIS Data Provider.
- 3.2.2. NCT9-1-1 will provide access to additional GIS software training as budget allows.
- 3.2.3. A member of the NCT9-1-1 GIS Staff will visit 9-1-1 Addressing / GIS Data Provider offices at a minimum of four times per year.

### 3.3 GIS/Data

- 3.3.1. NCT9-1-1 GIS Team will provide an informational portal with addressing resources.
- 3.3.2. NCT9-1-1 GIS Team will notify the 9-1-1 Addressing / GIS Data Provider within 24 hours of ECC boundary changes.

### 3.4. Spatial Data Layers

3.4.1.NCT9-1-1 must develop, compile, and maintain the following data layers:

Exchange
PSAP(where applicable)

- a. Exchange - REQUIRED: The polygons in this layer represent the geographic boundaries of legacy telephone companies' exchanges used in E9-1-1 call routing. Attributes include tandem information. Polygons are spatially accurate to within 10 feet of their true location whenever possible.

Mandatory		
Source		
<b>Exchange_ShortName</b>		
<b>Tandem_ShortName</b>		
<b>State</b>		
<b>Country</b>		

Optional		
	Exchange_FullName	Tandem_FullName

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

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

Optional		
Effective		
Expire		

### Section 4: Effective Date and Term of Agreement

4.1 This Agreement shall take effect October 1, 2023, and shall continue until September 30, 2025, unless earlier terminated under 8.1 Early Termination of Agreement.



## Section 5: GIS Data Maintenance Model

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

### 5.1. Responsibilities

5.1.1. The 9-1-1 Addressing / GIS Data Provider is responsible for providing accurate locational data used by NCT9-1-1 to route emergency service request calls to the proper Emergency Communication Center (ECC) based on the location of the caller.

5.1.2. NCT9-1-1 has a budgeted line item to disburse to 9-1-1 Addressing / GIS Data Provider who meet basic requirements of the agreement and maintain a level of accuracy of the data provided to NCT9-1-1.

### 5.2. 9-1-1 GIS Data Maintenance Model

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

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

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

**Critical Errors.** Critical Errors are defined as errors that cause, or have a potential to cause, a critical fault in the routing of a 9-1-1 emergency service request to the correct ECC. List of critical errors are listed in Attachment C

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

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

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



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

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

**Section 7: Records and Monitoring**

**7.1** NCT9-1-1 is entitled to visit the 9-1-1 Addressing / GIS Providers office, talk to its personnel, and audit its applicable 9-1-1 records during normal business hours to assist in evaluating its performance under the Agreement.

**Section 8: Early Termination of Agreement**

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

**Section 9: Notice to Parties**

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

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

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

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

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





discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.

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

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

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

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

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

Date of governing body approval: \_\_\_\_\_

- Attachment A: GIS Data Quality Control Standards and Guidelines
- Attachment B: GIS Disbursement Maintenance Model
- Attachment C : Critical Errors List

## Attachment A

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

## Overview

### Purpose

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

### Requirements

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

## Resources

### GIS Quality Control Software

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

### Industry Specific Standards

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

### Data Structure Documents:

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

### Data Management Documents:

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



## Attachment B

### GIS Disbursement Maintenance Model

#### Overview

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

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

#### The Model

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

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

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

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

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

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

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

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

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

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

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

#### Remedy Period

A remedy period or "grace period" is available to 9-1-1 Addressing Authorities to accommodate unforeseen circumstances that can lead to temporarily inflated critical error rates. NCT9-1-1 will grant a remedy period of one quarter immediately following the quarter where the 9-1-1 Addressing / GIS Data Provider had a critical error rate sufficient to drop to a lower incentive tier. In such an instance, the tier status will drop but the performance incentive will remain congruent with the 9-1-1 Addressing / GIS Data Provider's prior tier amount. If the 9-1-1 Addressing / GIS Data Provider's error rate continues



to remain in the lower tier or drops further, a reduction in the tier incentive amount will immediately take effect for that quarter.

### **Reporting**

- 1<sup>st</sup> Quarter Disbursement October – December
- 2<sup>nd</sup> Quarter Disbursement January – March
- 3<sup>rd</sup> Quarter Disbursement April – June
- 4<sup>th</sup> Quarter Disbursement July – September

**Attachment C**  
**Critical Errors List**

QC Validation ID	
VAL03-1	Address Point Missing Attribution : Street Name is invalid
VAL03-2	Address Point Missing Attribution : Address Number is invalid
VAL03-3	Address Point Missing Attribution : Street name and address number is invalid
VAL04-1	Address Point Duplicate Point: Duplicate Address Point with matching geometry and attributes
VAL04-2	Address Point Duplicate Point: Duplicate Address Point with matching attributes
VAL06-1	Road Centerline Address Range Overlap: External NGUID: XXXXX left range overlaps left range External NGUID: XXXXX
VAL06-2	Road Centerline Address Range Overlap: External NGUID: XXXXX left range overlaps right range External NGUID: XXXXX
VAL06-3	Road Centerline Address Range Overlap: External NGUID: XXXXX right range overlaps left range External NGUID: XXXXX
VAL06-4	Road Centerline Address Range Overlap: External NGUID: XXXXX right range overlaps right range External NGUID: XXXXX
VAL08A-1	Road Centerline Range Inconsistency: Road Centerline ranges are not positive-positive, null-null, or 0-0
VAL50	Road Centerline is Multipart
VAL53-01	Road Centerline Self-Intersecting: Road Centerline overlaps itself
VAL53-02	Road Centerline Self-Intersecting: Road Centerline intersects itself
VAL61-1	Road Centerline Does Not Break at Boundary
VAL65	Address Point /Road Centerline Not Contained Within Boundary
VAL80-02	Address Point Country Name is Blank or NULL
VAL80-03	Address Point County Field is Blank, NULL, 0, or has Spaces
VAL80-04	Address Point Incorporated Municipality Name is Blank or NULL
VAL80-05	Address Point St_Name Field is Blank, NULL, 0, or has Spaces
VAL80-06	Address Point State Field is Blank, NULL, 0, or has Spaces
VAL80-07	Address Point Discrepancy Agency ID is Blank or NULL
VAL80-08	Address Point Date Update is Blank or NULL
VAL80-10	Address Point St_FullName Field is Blank, NULL, 0, or has Spaces
VAL80-11	Address Point Add_Number Field is Blank, NULL, 0, or has Spaces
VAL80-12	Address Point Address Field is Blank, NULL, 0, or has Spaces
VAL80-13	Address Point ESN Field Missing is Blank, NULL, 0, or has Spaces
VAL80-14	Address Point Exchange Field is Blank, NULL, 0, or has Spaces
VAL80-15	Address Point MSAG Comm Field is Blank, NULL, 0, or has Spaces
VAL80-16	Address Point Tandem Field is Blank, NULL, 0, or has Spaces
VAL80-17	Address Point NCT_Type Field is Blank, NULL, 0, or has Spaces
VAL80-18	Address Point Place_Type Field is Blank, NULL, 0, or has Spaces
VAL80-19	Address Point addNumPre Field is Blank, NULL, 0, or has Spaces

VAL80-20	Address Point addNumSuf Field is Blank, NULL, 0, or has Spaces
VAL80-21	Address Point postDir Field is Blank, NULL, 0, or has Spaces
VAL80-22	Address Point postMod Field is Blank, NULL, 0, or has Spaces
VAL80-23	Address Point postType Field is Blank, NULL, 0, or has Spaces
VAL80-24	Address Point preDir Field is Blank, NULL, 0, or has Spaces
VAL80-25	Address Point preMod Field is Blank, NULL, 0, or has Spaces
VAL80-26	Address Point preType Field is Blank, NULL, 0, or has Spaces
VAL80-27	Address Point preTypeSep Field is Blank, NULL, 0, or has Spaces
VAL81-01	Road Centerline Left Country Name is Blank or NULL
VAL81-02	Road Centerline Right Country Name is Blank or NULL
VAL81-03	Road Centerline County_L Field is Blank, NULL, 0, or has Spaces
VAL81-04	Road Centerline County_R Field is Blank, NULL, 0, or has Spaces
VAL81-05	Road Centerline Left Incorporated Municipality Name is Blank or NULL
VAL81-06	Road Centerline Right Incorporated Municipality Name is Blank or NULL
VAL81-07	Road Centerline St_Name Field is Blank, NULL, 0, or has Spaces
VAL81-08	Road Centerline State_L Field is Blank, NULL, 0, or has Spaces
VAL81-09	Road Centerline State_R Field is Blank, NULL, 0, or has Spaces
VAL81-11	Road Centerline Date Update is Blank or NULL
VAL81-13	Road Centerline FromAddr_L Field is Blank, NULL, 0, or has Spaces
VAL81-14	Road Centerline ToAddr_L Field is Blank, NULL, 0, or has Spaces
VAL81-15	Road Centerline FromAddr_R Field is Blank, NULL, 0, or has Spaces
VAL81-16	Road Centerline ToAddr_R Field is Blank, NULL, 0, or has Spaces
VAL81-17	Road Centerline Parity_L Field is Blank, NULL, 0, or has Spaces
VAL81-18	Road Centerline Parity_R Field is Blank, NULL, 0, or has Spaces
VAL81-19	Road Centerline St_FullName Field is Blank, NULL, 0, or has Spaces
VAL81-20	Road Centerline RangeLow Field is Blank, NULL, 0, or has Spaces
VAL81-21	Road Centerline RangeHigh Field is Blank, NULL, 0, or has Spaces
VAL81-22	Road Centerline Exchange_L Field is Blank, NULL, 0, or has Spaces
VAL81-23	Road Centerline ESN_L Field is Blank, NULL, 0, or has Spaces
VAL81-24	Road Centerline ESN_R Field is Blank, NULL, 0, or has Spaces
VAL81-25	Road Centerline Exchange_R Field is Blank, NULL, 0, or has Spaces
VAL81-26	Road Centerline MsagComm_L Field is Blank, NULL, 0, or has Spaces
VAL81-27	Road Centerline MsagComm_R Field is Blank, NULL, 0, or has Spaces
VAL81-28	Road Centerline Tandem_L Field is Blank, NULL, 0, or has Spaces
VAL81-29	Road Centerline Tandem_R Field is Blank, NULL, 0, or has Spaces
VAL81-30	Road Centerline NCT_Class Field is Blank, NULL, 0, or has Spaces
VAL81-31	Road Centerline RoadClass Field is Blank, NULL, 0, or has Spaces
VAL81-32	Road Centerline St_PosDir Field is Blank, NULL, 0, or has Spaces
VAL81-33	Road Centerline St_PosMod Field is Blank, NULL, 0, or has Spaces
VAL81-34	Road Centerline St_PosTyp Field is Blank, NULL, 0, or has Spaces
VAL81-35	Road Centerline St_PreDir Field is Blank, NULL, 0, or has Spaces



VAL81-36	Road Centerline St_PreMod Field is Blank, NULL, 0, or has Spaces
VAL81-37	Road Centerline St_PreTyp Field is Blank, NULL, 0, or has Spaces
VAL81-38	Road Centerline St_PreSep Field is Blank, NULL, 0, or has Spaces
VAL85-01	EMS Boundary Display Name Field is Blank or NULL: EMS dsplyname field is blank or NULL
VAL85-06	EMS Boundary State Field is Blank, NULL, 0, or has Spaces: EMS state field contains a zero value, a null value, a leading space, a trailing space, a single space, multiple spaces, or a blank value/empty string.
VAL86-01	Fire Boundary Display Name Field is Blank or NULL
VAL86-06	Fire Boundary State Field is Blank, NULL, 0, or has Spaces: Fire state field contains a zero value, a null value, a leading space, a trailing space, a single space, multiple spaces, or a blank value/empty string.
VAL88-01	Law Boundary Display Name Field is Blank or NULL
VAL88-06	Law Boundary State Field is Blank, NULL, 0, or has Spaces: Law state field contains a zero value, a null value, a leading space, a trailing space, a single space, multiple spaces, or a blank value/empty string.
VAL90-01	Counties County Field is Blank, NULL, 0, or has Spaces
VAL90-02	Counties State Field is Blank, NULL, 0, or has Spaces
VAL90-03	Counties Country Field is Blank, NULL, 0, or has Spaces
VAL91-01	Incorporated Muni Bndry Inc_Muni Field is Blank, NULL, 0, or has Spaces
VAL91-02	Incorporated Muni Bndry County Field is Blank, NULL, 0, or has Spaces
VAL91-03	Incorporated Muni Bndry State Field is Blank, NULL, 0, or has Spaces
VAL91-04	Incorporated Muni Bndry Country Field is Blank, NULL, 0, or has Spaces
VAL94-01	Emer Svc Bndry Display Name Field is Blank, NULL, 0, or has Spaces
VAL94-06	Emer Svc Bndry State Field is Blank, NULL, 0, or has Spaces
VAL95-01	MSAG Comm Bndry MSAG Community Name Field is Blank, NULL, 0, or has Spaces
VAL95-02	MSAG Comm Bndry County Field is Blank, NULL, 0, or has Spaces
VAL95-03	MSAG Comm Bndry State Field is Blank, NULL, 0, or has Spaces
VAL95-04	MSAG Comm Bndry Country Field is Blank, NULL, 0, or has Spaces
VAL-NCT1	Address Point Street Name Parsing Issue: Parsed AP fields read: [Concatenation results]; Full street name reads: [fullrdname]
VAL-NCT2	Road Centerline Street Name Parsing Issue: Parsed RCL fields read: [Concatenation results]; Full street name reads: [fullrdname]
VAL-NCT3	Attribute Mismatch Compared to Incorporated Municipality Boundary Layer: Zone Mismatch - SSAP Field Contains Inc_Muni Value [XXX], while the Incorporated Municipality Boundary is [YYY]
VAL-NCT4	Attribute Mismatch Compared to MSAGComm Boundary Layer: Zone Mismatch - SSAP Field Contains MSAGComm Value [XXX], while the MASGComm Boundary is [YYY]
VAL-NCT9	Attribute Mismatch Compared to County Boundary Layer: Zone Mismatch - SSAP Field Contains County Value [XXX], while the County Boundary is [YYY]



**North Central Texas Emergency Communications District**

**Item # 2023-06-07**

Meeting Date: June 14, 2023

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

Item Title: Resolution Amending Contract Authorizations with NextGen Communications and GeoComm, Inc. for 9-1-1 Core Applications and Functions

Prior to the North Central Texas Emergency Communications District (NCT9-1-1) formation, the North Central Texas Council of Governments (NCTCOG) Executive Board authorized a contract with NextGen Communications for a five-year term and not to exceed amount of \$5.725 million for 9-1-1 Core Applications and Functions. The current contract term expires September 30, 2023, and it has become necessary to extend the services to allow more time for transition to a new provider. In early 2019, both NCT9-1-1 and NCTCOG approved the assignment of contracts for 9-1-1 related goods and services. This extension is the opportunity to assign the contract from NCTCOG to NCT9-1-1, and why staff is requesting NCT9-1-1 Board of Managers to authorize the amended contract authorization and term.

In addition, NCT9-1-1 requests annual authorization from the Board to enter into a contract with GeoComm, Inc., for annual software support and maintenance for critical public safety Geographic Information System (GIS) software. These annual authorizations are typically for a twelve-month period concluding November 30<sup>th</sup> of each year and the services are procured utilizing SHARE Contract #NCT2020-052. It has been determined that it is also necessary to extend these services to allow more time to transition to a new service provider. Staff is recommending amending both the NextGen Communications and GeoComm, Inc., contracts to increase the contract authorization by 25% and extend the term through March 31, 2024, for the purposes outlined above.

Staff recommends amending the contract authorization for NextGen Communications from \$5,725,000 by \$1,431,250 for a revised total not to exceed of \$7,156,250, and amending the contract authorization for GeoComm, Inc. from \$125,000 by \$31,250 for a total not to exceed of \$156,250. Staff requests extending the term of both agreements through March 31, 2024. A draft resolution outlining these changes is attached for Board consideration.

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





Item # 2023-06-07

**RESOLUTION AMENDING CONTRACT AUTHORIZATIONS WITH NEXTGEN COMMUNICATIONS AND GEOCOMM, INC., FOR 9-1-1 CORE APPLICATIONS AND FUNCTIONS**

**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**, prior to NCT9-1-1 formation, the North Central Texas Council of Governments (NCTCOG) Executive Board authorized a contract with NextGen Communications for five years and a not to exceed amount of \$5.725 million for 9-1-1 core applications and functions; and,

**WHEREAS**, the current contract term with NextGen Communications expires September 30, 2023, and it has become necessary to extend the services to allow more time for transition to a new provider; and,

**WHEREAS**, staff recommends amending the contract authorization for NextGen Communications from \$5,725,000 by \$1,431,250 for a revised total not to exceed of \$7,156,250, and extending the term through March 31, 2024, as well as assigning the contract to NCT9-1-1 from NCTCOG consistent with prior action by both governing bodies; and,

**WHEREAS**, in December 2022, the NCT9-1-1 Board authorized an annual contract with GeoComm, Inc., for GIS services, which expires on November 30, 2023. It has become necessary to extend those services to allow more time for transition to a new provider; and,

**WHEREAS**, staff recommends amending the contract authorization for GeoComm, Inc., from \$125,000 by \$31,250 for revised total amount not to exceed \$156,250, and extending the term through March 31, 2024; 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 to increase the contract authorization for NextGen Communications, from \$5,725,000 by \$1,431,250 for a revised total not to exceed of \$7,156,250, and extending the term through March 31, 2024, be and is hereby approved.

**Section 2.** An amendment to increase the contract authorization for GeoComm, Inc., from \$125,000 by \$31,250 for a revised total not to exceed \$156,250, and extending the term through March 31, 2024, be and is hereby approved.

**Section 3.** The Executive Director or designee is authorized to execute necessary agreements to carry out the initiatives described herein, in the name of the North Central Texas Emergency Communications District.



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

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Jennifer Berthiaume  
North Central Texas Emergency Communications District  
Councilmember, City of Murphy

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 14, 2023.

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Danny Chambers  
North Central Texas Emergency Communications District  
Judge, Somervell County



**FINANCIAL STATUS REPORT**  
FOR THREE MONTHS ENDING: MARCH 31, 2023

<b>TOTAL RESOURCES AVAILABLE:</b>						
Resources Category	Revenue Budget	6 Mo Target	Actual Revenue	March 2022 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
<b>Revenue (1)</b>						
Wireless	9,640,000	4,820,000	4,878,113	4,693,210	58,113	101%
Landline	1,640,000	820,000	796,716	828,408	(23,284)	97%
Other Revenue	7,000	3,850	90,947	6,834	87,097	2,362%
<b>Subtotal Revenue</b>	<b>11,287,000</b>	<b>5,643,850</b>	<b>5,765,777</b>	<b>5,528,453</b>	<b>121,927</b>	<b>102%</b>
Capital Replacement Fund Balance	-	-	-	-	-	0%
<b>Total Resources Available</b>	<b>11,287,000</b>	<b>5,643,850</b>	<b>5,765,777</b>	<b>5,528,453</b>	<b>121,927</b>	<b>102%</b>
<b>EXPENDITURES:</b>						
<b>NCT9-1-1 STAFF COSTS (2)</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,568,430	1,284,215	1,028,639	962,155	(255,576)	80%
Fringe Benefits	1,253,400	626,700	502,020	469,573	(124,680)	80%
NCTCOG Indirect Costs	676,460	338,230	270,927	253,416	(67,303)	80%
Occupancy	402,000	201,000	200,879	208,477	(121)	100%
NCTCOG Information Technology	186,000	93,000	92,878	87,755	(122)	100%
Travel	77,490	38,745	20,954	9,642	(17,791)	54%
Other Staff Costs	275,800	137,900	76,101	97,364	(61,799)	55%
<b>Total NCT9-1-1 Staff Costs</b>	<b>5,439,580</b>	<b>2,719,790</b>	<b>2,192,398</b>	<b>2,088,383</b>	<b>(527,392)</b>	<b>81%</b>
<b>FISCAL AGENT SUPPORT (3)</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	411,230	205,615	192,564	151,142	(13,051)	94%
<b>COST OF OPERATIONS (4)</b>						
Categories	Budget	6 Mo Target	Actual Expenditures	March 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	2,903,380	1,451,690	1,573,831	1,217,073	122,141	108%
Equipment and Software Supp & Maint	925,370	462,685	561,634	584,009	98,949	121%
Contract Services	196,490	98,245	45,026	146,923	(53,219)	46%
Communications (Public Education)	70,000	35,000	14,540	8,628	(20,460)	42%
ECC Training	38,750	19,375	7,497	14,505	(11,878)	39%
Telecom	637,610	318,805	301,051	305,666	(17,754)	94%
County Reimbursements	580,000	290,000	312,277	225,005	22,277	108%
<b>Total Cost of Operations</b>	<b>5,351,600</b>	<b>2,675,800</b>	<b>2,815,857</b>	<b>2,501,809</b>	<b>140,057</b>	<b>105%</b>
<b>CAPITAL EXPENDITURES (5)</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	83,000	41,500	7,325	10,251	(34,175)	18%
<b>TOTAL EXPENDITURES</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
<b>Totals</b>	<b>11,285,410</b>	<b>5,642,705</b>	<b>5,208,145</b>	<b>4,751,585</b>	<b>(434,560)</b>	<b>92%</b>

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 102% of the 6 month target</p> <p>A. Wireless revenue - (101% of target)  Wireless collections at the State has increased 4% this fiscal year over the same period last year. The current budget included a 2% increase.</p> <p>B. Landline revenue - (97% of target)  Landline budget was set at 1% less than a projected final of fiscal year 2022 due to trend of decreasing landline revenue in prior years. Actual revenue was 4% less than same period prior year.</p> <p>C. Other revenue - (2,362% of target)  Annual budget was for tower rental income. There was \$84,600 of interest income earned during the 6 month period. Due to low amounts in previous years, there was no budget for this interest this fiscal year.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 81% of the 6 month target</p> <p>A. Salaries, fringe benefits and indirect costs-(80% of target)- below target primarily due to equivalent of two (2) unfilled full-time positions and three (3) part-time intern positions. One position has been filled late in the 2nd quarter.</p> <p>B. Travel-(54% of target)- Travel increased in the 2nd quarter. Travel budget was increased in fiscal year 2023. Travel is 117% higher than same period last year.</p> <p>C. Other Staff Costs - (55% of target)</p> <p>1. Annual payment to reimburse 9-1-1 Alliance is not paid until the end of the fiscal year. On a straight-line target, this amounts to \$45,000 of the variance.</p> <p>2. Fleet maintenance costs below plan for the first quarter. This amounts to \$4,900 of the variance.</p> <p>3. Purchase of laptops and monitors account for \$6,000 of the target variance.</p>
3	Fiscal Agent Support	<p>Costs total 94% of the 6 month target</p> <p>1. There were 270 hours less charged than the straight-line budget for the 1st quarter. This accounted for \$32,000 of the straight-line target variance including salaries and benefits.</p> <p>Salaries were offset by the following costs that are over target for the 6 months.</p> <p>2. Annual auditing costs account for \$12,650 of the straight-line variance. All audit costs are paid for the year. Audit costs for the year are \$4,000 higher than the target due to costs for the grant single audit.</p> <p>3. Insurance costs account for \$7,000 of the straight-line variance. Some annual costs were paid in the 2nd quarter. This will come closer to target by end of the year.</p>

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 105% of the 6 month target.</p> <p>A. Network-(108% of 6 month target)</p> <p>Over target due to the following annual maintenance costs:</p> <ol style="list-style-type: none"> <li>1. Annual payments for GDT software maintenance accounts for \$111,000 of the straight-line variance. This will approach target by the end of the fiscal year.</li> <li>2. Annual payment or call handling equipment maintenance accounts for \$145,000 of the straight-line variance. This will approach target by the end of the fiscal year.</li> </ol> <p>These were offset by the following below target costs:</p> <ol style="list-style-type: none"> <li>1. JTS microwave tower maintenance accounts for \$71,000 of the straight-line variance. This is for repairs when needed. There has been less need than planned.</li> <li>2. Terrestrial and backhaul circuits account for \$57,000 of the straight-line variance. This is due to more costs planned than needed. This will remain below target all year.</li> </ol> <p>B. Equipment, Software Support and Maintenance - (121% of 6 month target).</p> <p>Over target due to the following annual software maintenance and licensing payments (These should be closer to target by the end of the year:</p> <ol style="list-style-type: none"> <li>1. 911 Datamaster accounts for \$82,000 of the straight-line variance.</li> <li>2. ESRI Enterprise ARC desktop license accounts for \$42,000 of the straight-line variance.</li> <li>3. GeoComm annual maintenance accounts for \$13,000 of the straight-line variance.</li> </ol> <p>These were offset by the following below target costs:</p> <ol style="list-style-type: none"> <li>1. GeoComm Data hub accounts for \$31,000 of the straight-line variance.</li> <li>2. There have been no drone accessories or repairs for the 6 months accounting for \$6,000 of the straight-line variance.</li> </ol> <p>C. Contract Services-(46% of 6 month target)</p> <p>Under target due to the following:</p> <ol style="list-style-type: none"> <li>1. Mission Critical Partners strategic consulting accounts for \$31,000 of the straight-line variance. Most of consulting time was with the NG9-1-1 grant. This will probably be closer to target by the end of the year.</li> <li>2. Annual payments not paid through March for ESRI EEAP and Greater Harris County annual reimbursements account for \$20,000 of the straight-line variance.</li> </ol> <p>D. Communications (Public Education)-(42% of 6 month target)</p> <p>2nd quarter costs increased from first quarter. Will increase as the year progresses.</p> <p>E. County Reimbursements-(108% of 6 month target)</p> <p>3 recorder reimbursements paid during the 1st 2 quarters. This was 64% of the total budget amount. This will be closer to target by the end of the year.</p>
5	Capital Expenditures	<p>Costs total 18% of the 6 month target.</p> <p>Amounts budgeted for capital expenditures were paid with a separate NCTCOG grant.</p> <p>Capital costs were for spare radios.</p>



FINANCIAL STATUS REPORT  
 SPECIAL REVENUE GRANT (CSEC)  
 COSTS THROUGH MARCH 31, 2023

<b>TOTAL REVENUE:*</b>				
Revenue Category	Revenue Grant Budget	Actual Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,700	1,438,395	7,551,305	16%
<b>Total Revenue</b>	<b>8,989,700</b>	<b>1,438,395</b>	<b>7,551,305</b>	<b>16%</b>
<b>EXPENDITURES:</b>				
Category	Grant Budget	Actual Expenditures	Grant Budget Remaining	% of Grant Expended
Network	2,000,000	0	2,000,000	0%
Geographic Information System	680,000	30,614	649,386	5%
Next Generation Core Services	3,200,000	1,366,400	1,833,600	43%
ECC Call Handling Systems & Application	2,325,700	0	2,325,700	0%
Security	384,000	0	384,000	0%
Operational Planning	400,000	41,381	358,619	10%
<b>Total Expenditures</b>	<b>8,989,700</b>	<b>1,438,395</b>	<b>7,551,305</b>	<b>16%</b>
Totals	-	-	-	0%

**Attachment D**  
**Culture Champion**  
**2<sup>nd</sup> Quarter 2023**

**Chris Woodruff**

Values Exhibited:

Commitment, Collaboration, Initiative,  
and Public Service

For over a year, NCT9-1-1 experienced potential gaps in our network engineering capabilities due to vacancies and staff on extended leave. Demonstrating **commitment** and a focus on **public service**, Chris stepped up and took on the role of a network subject matter expert when his primary responsibilities are on the systems side of the technology. When the level of expertise provided by temporary resources was unable to meet the District's needs, Chris worked with the available documentation and filled the gaps necessary to maintain a working network.



HEART



COURAGE



ATTITUDE

Thanks to Chris, NCT9-1-1 was able to provide uninterrupted network availability that met the expectations of both internal and external stakeholders.



**Attachment E**  
**Accomplishments**  
**March 2023-May 2023**

1. Destanie Ontiveros/Kristin McKinney (Operations) launched a new series called Headset Heroes where a 9-1-1 telecommunicator will be highlighted through our social media platforms each month.
2. Kristin McKinney (Operations) completed the RTT promotional video which was utilized during a meeting with the Federal Communications Committee and T-Mobile in Washington DC and will be used for conference presentations.
3. Brittney Burross (Operations) has completed a demo and a pilot program including five ECCs with a vendor that will allow ECCs to connect with 9-1-1 callers and collect live streaming video information.
4. Staff members delivered gifts to all the ECCs during National Public Safety Telecommunicator Week (NPSTW) (April 10-14). This week is dedicated to acknowledging 9-1-1 telecommunicators and showing appreciation for their dedication and commitment to the 9-1-1 industry. Staff took pictures during the visits which were posted on the NCT9-1-1 social media platforms.
5. Bret Batchelor (Operations) hosted two four-hour CPR training courses for six students from Cleburne PD and for staff.
6. Bret Batchelor hosted CHE and TDD/TTY training for fifteen 9-1-1 telecommunicators from six ECCs.
7. Kristin McKinney (Operations) was featured in the monthly edition of the 911.gov Connects publication: <https://www.911.gov/newsletters/issue-14/creative-approaches-to-telecommunicator-training-and-public-education/>
8. Staff members attended the Texas Public Safety Conference and presented four different sessions. Three staff members were awarded individual awards at the awards ceremony: LeAnna Russell - TX NENA Cottingham Collaboration Award, Steven Gorena - TX NENA Technical Professional of the Year, Kristin McKinney - TX NENA Public Education Professional of the Year.
9. Kristin McKinney/Destanie Ontiveros (Operations) completed a month-long *Women in History* social media campaign.
10. At the request of Sheriff Garrett with Rockwall County SO, the regional CISM program deployed three CISM members to assist Sheriff Garrett's CISM program with a CISM de-briefing at Rockwall PD.
11. Kristin McKinney (Operations) represented NCT9-1-1 at a UNT job fair.
12. Staff members attended 9-1-1 Goes to Austin; met with 16 Senators/Representatives over two afternoons and presented pre and post visits.
13. Operations deployed the NCT9-1-1 regional CISM Taskforce to Ellis County SO. The purpose of the deployment was to provide peer-to-peer support and counseling to the Ellis County SO 9-1-1 telecommunicators following a traumatic call.
14. Destanie Ontiveros (Operations), Jon Gutman (Strategic Services), and Bruno Blanco (GeoData) hosted a booth at the UTA job fair.
15. NG9-1-1 Institute awarded Kristin McKinney (Operations) the National Next Generation 9-1-1 (NG9-1-1) Awareness Award.
16. NCT9-1-1 staff hosted the ECC Summit in Rockwall County. Staff offered our ECCs the opportunity to learn more about our existing resources and what is to come and for them to provide their feedback, which will assist NCT9-1-1 in developing its roadmap.
17. GIS Team completed imaging at Somerville ISD for pilot.
18. Administration submitted quarterly and annual reports to CSEC.
19. The installation of the OneScreen televisions and ITAV audio system is complete.
20. LeAnna Russell (GIS) was asked to be present during the proclamation and recognition of Hood County Sheriff's Office as an NCT9-1-1 winner of Agency of the Year at the Commissioners Court.



21. The Field Specialists have completed the final deployment of streamdecks and now all sites should be utilizing these devices.
22. Held a successful Appreciation/Awards Gala for telecommunicators on May 4th in Fort Worth. The event was held with 100% sponsorship funds and was well attended and received.
23. Jason Smith (Operations) taught the TERT Team Leader training course to 9-1-1 seven telecommunicators from four ECCs.
24. Jason Smith (Operations) taught the TERT Basic Awareness training course to 16 9-1-1 telecommunicators from 11 ECCs.
25. Bret Batchelor (Operations) was selected as this year's Trainer of the Year award recipient by APCO International. Bret will receive this national award at the conference in August.
26. NCT9-1-1 has been recognized as an Amazon Web Services (AWS) State and Local Government Champion and will receive this national award at the AWS Imagine Conference in July.
27. The Operations Team successfully filled the 9-1-1 Content Marketing Intern position.
28. Bruno Blanco (GIS) using FME tools created a new workflow for Collin County polygons. David Lindsey (GIS) assisted.
29. The Operations Team deployed the NCT9-1-1 regional CISM Taskforce to Allen PD. The purpose of the deployment was to provide peer-to-peer support and counseling to the Allen PD 9-1-1 telecommunicators who worked the active shooter call on 05/06/23.
30. Bret Batchelor (Operations) hosted two four-hour CPR training courses for five students from Cleburne PD.
31. Bret Batchelor (Operations) hosted a three-day Communications Training Officer (CTO) course. Twelve students from nine ECCs participated in the class.
32. The Operations Team hosted the quarterly TAG Team meeting. Five ECC representatives participated in the meeting.
33. Christy Williams and LeAnna Russell (GIS) met with County Judge Frank New from Rockwall County to educate him on the 9-1-1 services in his county. They present an overview of NCT9-1-1 to all new county judges in their first year in office to establish relationships and answer questions for these elected officials.
34. HB329- passed through the legislative process and was signed by the Governor. This bill extends the dates for the federal grant for NG911 and sets up a structure for the NG911 fund to be able to accept all kinds of funding for the future.
35. All of our current drone fleet (DJI's) have been rehomed to two of our ECCs. There was an application process and staff worked with admin to ensure proper asset disposal. We were happy to be able to provide drones to both of our agencies that applied for the donation.
36. Texas House Representative Mihaela Plesa worked to get a resolution from the House of Representatives recognizing NCT9-1-1 for implementing the first RTT 911 calls in the nation. A member of her staff presented to LeAnna Russel at the 9-1-1 Appreciation and Awards Gala.

Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8
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**Training**

<b>Number of Agencies: 13</b>	<b>Total Number of Attendees:</b>	<b>35</b>
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<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>		
3/29/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	7	Cleburne Police Department, Midlothian Police Department, Murphy Police Department, Parker County Hospital District		
3/29/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	7	Cleburne Police Department, Midlothian Police Department, Murphy Police Department, Parker County Hospital District		
4/13/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	7	Parker County Hospital District, Cleburne		
4/13/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	7	Parker County Hospital District, Cleburne		
4/18/2023	BLS CPR: Adult, Child, Infant, AED	This Adult, Child and Baby First Aid/CPR/AED in-person course equips students to recognize and care for a variety of first aid, breathing, and cardiac emergencies involving adults, children and babies.	7	Cleburne Police Department		
4/25/23-4/27/23	Communication Training Officer #5304	3 Day/24 hour course to prepare licensed telecommunicator to become Communication Training Officer. This course covers teaching and learning styles, documentation and training evaluation.	7	Murphy Police Department, Palo Pinto Police Department, McKinney Police Department, Prosper Police Department, Irving Police Department, White Settlement Police Department, Cleburne Police Department, Weatherford Police Department, Lake Worth Police Department		
5/9/2023	BLS CPR: Adult, Child, Infant, AED	This Adult, Child and Baby First Aid/CPR/AED in-person course equips students to recognize and care for a variety of first aid, breathing, and cardiac emergencies involving adults, children and babies.	7	Cleburne Police Department		
5/11/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	7	Springtown Police Department, Midlothian Police Department, McKinney Police Department		
5/11/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	7	Springtown Police Department, Midlothian Police Department, McKinney Police Department		

5/17/2023	TERT Basic Awareness Course #3817	This training course is designed to train experienced 9-1-1 telecommunicators in one Emergency Communications Center (ECC) to assist another temporary, alternate, or permanent ECC when assistance is needed.	7	Allen Police Department, Waxahachie Police Department, Hutchins Police Department, Irving Police Department, Prosper Police Department, Decatur Police Department, Lancaster Fire Dept, Dallas County Sheriff's Office, Canton Police Department, Denton Police Department
5/17/2023	TERT Team Leader Course #3819	One of the important components of establishing a viable Telecommunicator Emergency Response Taskforce (TERT) program is to identify and train individuals who will be designated as Team Leaders. Under provisions of the APCO/NENA Standards for TERT Deployment, each deployed team should be accompanied by a Team Leader.	7	Allen Police Department, Wise County Sheriff's Office, Waxahachie Police Department, Wylie Police Department, Johnson Co ESD
5/24/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	7	Bridgeport Police Department, Cleburne Police Department, McKinney Police Department, Midothian Police Department, Rockwall Police Department, Springtown Police Department
5/24/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	7	Bridgeport Police Department, Cleburne Police Department, McKinney Police Department, Midothian Police Department, Rockwall Police Department, Springtown Police Department
5/31/2023	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	7	New International Academy DPS



**Quality Assurance / Monitoring**

**Number of Monitoring Visits: 48** **Number of Findings: 0**

Hunt County Sheriff's Office	Decatur Police Department	Collin County Sheriff's Office
Greenville Poice Department	Springtown Police Department	McKinney Police Department
Commerce Police Department	Parker County Sheriff's Office	Allen Police Department
Rockwall Police Department	Weatherford Police Department	Murphy Police Department
Rockwall Sheriff's Office	Parker County Hospital District EMS	Sachse Police Department
Seagoville Police Department	Balch Springs Police Department	Commerce Police Department
Balch Springs Police Department	Seagoville Police Department	Greenville Police Department
Wilmer Police Department	Kaufman County Sheriff's Office	Hunt County Sheriff's Office
Cockrell Hill Police Department	Terrell Police Department	Rockwall County Sheriff's Office
Kaufman County Sheriff's Office	Forney Police Department	Rockwall Police Department
Forney Police Department	Wilmer Police Department	
Terrell Police Department	Cockrell Hill Police Department	
Corsicana Police Department	Somervell County Sheriff's Office	
Navarro County Sheriff's Office	Hood County Sheriff's Office	
Ellis County Sheriff's Office	Johnson County Sheriff's Office	
Waxahachie Police Department	Johnson County ESD	
Northern Ellis Emergency Dispatch	Cleburne Police Department	
Bridgeport Police Department	Frisco Police Department	
Wise County Sheriff's Office	Prosper Police Department	

## Communication

### Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Mar-23	15376	591	885	1
Apr-23	10859	331	477	0
May-23	8908	2690	3359	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>
Mar-23	4435	292	23	32	28	64	-3
Apr-23	7200	138	25	42	11	63	0
May-23	0	0	0	0	0	0	0

### Website

#### Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Mar-23	11026	10969	1	0
Apr-23	10032	9992	1	0
May-23	10963	10755	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>
Mar-23	7434	195	133	3065	142	8
Apr-23	6812	197	338	2667	22	1
May-23	7592	230	390	2936	17	0

## Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Mar-23	6440
Apr-23	5750
May-23	10500

## Public Education Events

<u>Name of Event</u>	<u>Agency</u>
CPA	McKinney Police Department
Senior Living Resource Fair	Greenville Fire-Rescue
First Grade Career Day	Prosper Police Department
Spring Eggstravaganze	Rockwall Police Department
CASA Family Fun Night	Decatur Police Department
L.A.W. School (Living & Aging Wisely)	Greenville Fire & Rescue Department
Stop the Silence	Stephenville Police Department
Safety Fair	Alvarado Police Department

## Service Interruptions

Number of Outages: 0

### PSAP Call Volume Statistics

PSAP	Mar-23	Apr-23	May-23
ALLEN POLICE DEPARTMENT	3,180	3,121	4,036
BALCH SPRINGS POLICE DEPARTMENT	2,346	2,406	2,840
BRIDGEPORT POLICE DEPARTMENT	255	233	219
CLEBURNE POLICE DEPARTMENT	1,578	1,623	1,944
COCKRELL HILL POLICE DEPARTMENT	80	55	69
COLLIN COUNTY SHERIFF'S OFFICE	6,626	6,847	9,080
COMMERCE POLICE DEPARTMENT	382	325	344
CORSICANA POLICE DEPARTMENT	1,543	1,416	1,616
DECATUR POLICE DEPARTMENT	440	385	537
ELLIS COUNTY SHERIFF'S OFFICE	3,012	3,315	4,000
ERATH COUNTY SHERIFF'S OFFICE	711	865	912
FORNEY POLICE DEPARTMENT	1,495	1,465	1,704
FRISCO POLICE DEPARTMENT	6,902	7,356	9,037
GREENVILLE POLICE DEPARTMENT	1,973	2,169	2,582
HOOD COUNTY SHERIFF'S OFFICE	2,468	2,368	2,908
HUNT COUNTY SHERIFF'S OFFICE	3,377	3,064	3,885
JOHNSON COUNTY ESD	1,179	1,248	1,330
JOHNSON COUNTY SHERIFF'S OFFICE	4,172	4,493	5,165
KRCC	5,328	5,383	6,083
LIFECARE EMS	823	870	841
MCKINNEY POLICE DEPARTMENT	6,802	6,931	8,574
MINERAL WELLS POLICE DEPARTMENT	872	773	1,014
MURPHY POLICE DEPARTMENT	414	466	519
NAVARRO COUNTY SHERIFF'S OFFICE	1,853	1,896	2,248
NORTH ELLIS EMERGENCY DISPATCH	2,257	2,383	2,784
PALO PINTO COUNTY SHERIFFS OFFICE	780	755	1,045
PARKER COUNTY SHERIFF'S OFFICE	4,020	3,846	4,682
PROSPER POLICE DEPARTMENT	1,157	1,160	1,516
ROCKWALL COUNTY SHERIFF'S OFFICE	1,744	1,771	2,235
ROCKWALL POLICE DEPARTMENT	2,923	3,076	3,497
SACHSE POLICE DEPARTMENT	718	788	904
SEAGOVILLE POLICE DEPARTMENT	1,626	1,536	1,907
SOMERVELL COUNTY SHERIFF'S OFFICE	413	466	469
SPRINGTOWN POLICE DEPARTMENT	141	164	155
STEPHENVILLE POLICE DEPARTMENT	707	709	736
TERRELL POLICE DEPARTMENT	1,738	1,694	1,937
WAXAHACHIE POLICE DEPARTMENT	2,162	2,188	2,484
WEATHERFORD POLICE DEPARTMENT	1,619	1,571	1,705
WILMER POLICE DEPARTMENT	438	364	472
WISE COUNTY SHERIFF'S OFFICE	2,309	2,239	2,770

Officer	Last Name	First Name	Entity	Appointee Title	6/8/2022	9/14/2022	12/14/2022	3/8/2023
President	Berthiaume	Jennifer	City of Murphy	Councilmember	P	A	P	P
Vice President	Akin	N. Lane	Wise County	Sheriff	P	P	P	P
Secretary	Chambers	Danny	Somervell County	Judge	A	P	P	P
	Cornette	Dave	City of Allen	Councilmember	N/A	P	P	P
	Crews	Kerry	Hunt County	Judge (JOP)	P	P	P	P
	Deeds	Roger	Hood County	Sheriff	P	P	P	P
	Feltus	Gere	City of McKinney	Councilmember	P	A	P	P
	Garrett	Terry	Rockwall County	Sheriff	N/A	N/A	N/A	P
	Hodges	Jeff	City of Prosper	Councilmember	P	P	P	P
	Huckabee	Brandon	Erath County	Judge	N/A	N/A	N/A	P
	McGuire	Brett	Palo Pinto County	Sheriff	N/A	N/A	N/A	P
	Paschall	Paul	Parker County	Mayor	Vacant	Vacant	Vacant	A
	Perry	Eddie	Navarro County	Commissioner	A	A	A	P
	Phillips	Skeet	Kaufman County	Commissioner	N/A	N/A	N/A	A
	Stinson	Randy	Ellis County	Commissioner	A	P	P	P
	White	Mike	Johnson County	Commissioner	P	P	P	P
			Dallas Co. Cities		Vacant	Vacant	Vacant	Vacant
			City of Frisco		Vacant	Vacant	Vacant	Vacant
		Collin County		N/A	N/A	N/A	Vacant	