



North Central Texas Emergency Communications District Board of Managers Meeting

December 13, 2023
12:30 PM

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

REGULAR SESSION

- Call to order time: _____
- Welcome and Introductions

PUBLIC COMMENT

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

ACTION ITEMS

1. Approval of the September 13, 2023, Minutes – President, Lane Akin
2. Resolution Authorizing a Contract with General Datatech, LP (GDT) for Capital Network Gear – Clay Dilday
3. Resolution Authorizing a Contract with Maxar Technologies for 2D Aerial/Satellite Imagery – LeAnna Russell
4. Resolution Authorizing a Contract with Michael Baker International, Inc. (dba Datamark) for Regional Geospatial Data Quality Control Managed Services – LeAnna Russell
5. Resolution Authorizing a Contract with RapidDeploy Inc. for Dispatch Mapping – LeAnna Russell
6. Resolution Authorizing a Contract with RapidDeploy Inc. for Data Analytics and Reporting – LeAnna Russell
7. Resolution Recommending Approval of Staff Travel Outside of North America – Christy Williams

INFORMATIONAL ITEMS

8. Quarterly Financial Report – Norman Marquart
9. Next Generation Core Services Status Update – Christy Williams
10. Director’s Report – Christy Williams

OTHER BUSINESS

11. Other Business
12. Adjourn

Next Meeting: TBD

EXECUTIVE SESSION

A closed executive session may be held on any of the above agenda items when legally justified pursuant to Subchapter D of the Texas Open Meetings Act (Texas Government Code Chapter 551).



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

Minutes – September 13, 2023
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

Vice President, Lane Akin, called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on September 13, 2023.

Members of the Board Present:

1. Lane Akin – Sheriff, Wise County
2. Danny Chambers – County Judge, Somervell County
3. Dave Cornette – Councilmember, City of Allen
4. Roger Deeds – Sheriff, Hood County
5. Dr. Gere' Feltus – Councilmember, City of McKinney
6. Terry Garrett – Sheriff, Rockwall County
7. Paul Paschall – Mayor, Parker County
8. Skeet Phillips – Commissioner, Kaufman County
9. Randy Stinson – Commissioner, Ellis County
10. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Kerry Crews – Judge (JOP), Hunt County
2. Jeff Hodges – Councilmember, City of Prosper
3. Brandon Huckabee – Judge, Erath County
4. Brett McGuire – Sheriff, Palo Pinto County
5. Eddie Perry – Commissioner Navarro County

Members of the Staff Present:

1. Mike Eastland – NCTCOG Executive Director
2. Monte Mercer – NCTCOG Deputy Director
3. Christy Williams – Director of NCT9-1-1
4. Bruno Blanco – 9-1-1 GIS Specialist IV
5. Clay Dilday – 9-1-1 Technology Manager
6. Victoria Griffin – 9-1-1 Administrative Assistant
7. Steven Gorena – 9-1-1 Field Support Supervisor
8. Maura Hickey – 9-1-1 Strategic Services Coordinator
9. Ken Kirkpatrick – Counsel for NCT9-1-1
10. Maggie Lira – NCTCOG Controller
11. James Powell – Deputy Counsel for NCT9-1-1
12. LeAnna Russell – 9-1-1 GIS/Data Manager
13. Norman Marquart – NCTCOG Fiscal Manager
14. Kristin McKinney – 9-1-1 Visual Media Coordinator
15. Hilaria Perez – 9-1-1 Admin Program Coordinator
16. Randy Richardson – NCTCOG Assistant Director of Finance
17. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer

REGULAR SESSION

Action:

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

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

NCT9-1-1 was notified in August that the current Board of Managers' President, Councilmember Jennifer Berthume, was relocating and therefore had to resign from the President position.

After careful consideration, NCT9-1-1 staff recommended the following succession plan be implemented for the remainder of the current officer period which ends immediately following the March 2024 Board of Managers meeting:

1. Sheriff Lane Akin, Wise County, currently serving as Vice President, be promoted to the position of President.
2. Judge Danny Chambers, Somervell County, currently serving as Secretary be promoted to the position of Vice President.
3. To fill the vacancy left by Judge Danny Chambers, NCT9-1-1 recommended Councilmember Dave Cornette, City of Allen, to serve as Secretary.

These changes would be effective immediately following this meeting and will remain in effect until the next officer election scheduled for the March 2024 meeting. This does not preclude these officers from serving another term.

Upon a motion by Sheriff Roger Deeds (seconded by Sheriff Terry Garrett) and by unanimous vote of all members present, the Board approved the election as presented.

Item 2 Approval of the June 14, 2023, Board of Managers Meeting Minutes

Vice President Lane Akin stated that the minutes to be approved were from the June 14, 2023, Board meeting.

Attachment A

Upon a motion by Councilmember Dave Cornette (seconded by Judge Danny Chambers). Nine members of the Board voted in favor. Mayor Paul Paschall abstained as he was not present for the June Board of Managers meeting. The Board approved the minutes as presented.

Item 3 Resolution Approving the Fiscal Year 2024 Strategic Plan

NCT9-1-1 requested the Board approve the FY 2024 strategic plan. NCT9-1-1 develops a strategic plan annually to outline the proposed projects for the upcoming fiscal year, as well as forecast what projects are anticipated in the proceeding four (4) fiscal years. The strategic plan provides high-level direction for the funding of projects and reflects each of the District's teams' areas of focus for the five-year period. The District's annual budget is crafted based on the projects supplied in the plan. In accordance with the District's bylaws, the Board of Managers is required to approve an annual strategic plan.

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

Item 4 Resolution Approving the Fiscal Year 2024 Budget and Setting the 9-1-1 Emergency Service Fee

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

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

Staff requested Board approval of the FY 2024 budget and recommended the fee amount formerly imposed by CSEC and adopted for FY 2019 - FY 2022 of fifty (.50) cents per local exchange access line remain unchanged to meet forecasted expenditures of the District.

Attachment C

NCT9-1-1 has been awarded a \$9.0 million federal grant from the Commission on State Emergency Communications (CSEC). These funds will be primarily designated to purchase equipment that will enable the District to deploy and operate next generation 9-1-1 services. The grant has a performance period from November 8, 2021, through December 31, 2026.

The FY 2024 proposed budget includes one-half of the projected grant funds. The remainder of the available funds will be budgeted within subsequent fiscal years as determined by the projected timing of the associated expenditures. The timing of the expenditures is currently an estimate which could result in budget amendments once the final plans are determined.

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

Item 5 Resolution Authorizing a contract for Fiscal Year 2024 with Mission Critical Partners, LLC, for Public Safety Strategic Consulting

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

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

NCT9-1-1 requested Board approval to enter into a one-year agreement with MCP in an amount not to exceed \$100,000.

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

Item 6 Resolution Authorizing an Agreement with the Texas Department of Transportation (TxDOT) for Sharing Emergency Response to Roadway Incidents Using Traffic Speed, Deviation Alerts Data

NCT9-1-1 requested authorization to enter into an agreement with TxDOT as part of the Federal Highway Administration (FHWA) State Transportation Innovation Council (STIC) Program. The STIC Program provides resources to help foster a culture of innovation and make innovations standard practice in the states. Through the program, funding up to \$100,000 per State per Federal fiscal year is made available to support or offset the costs of standardizing innovative practices in a State transportation agency (STA) or other public sector STIC stakeholder.

NCT9-1-1 partnered with the North Central Texas Council of Governments' (NCTCOG) Transportation Department to submit an application for funding. The proposed project was for NCT9-1-1 and its client agencies to be the first in the country to improve emergency response to roadway incidents by providing alerts of traffic speed deviations that may signal roadway incidents that will require emergency response. As part of the project, NCT9-1-1 will customize the existing traffic speed deviation alert tool to provide 9-1-1 centers notice of traffic speed anomalies in a manner that is helpful and will improve emergency response to roadway incidents. NCT9-1-1 will also document training materials for use by 9-1-1 centers and other emergency response agencies throughout the state and nation. NCT9-1-1 will actively engage in national outreach to expand the usage of this tool from the Dallas-Fort Worth region to the rest of the US.

The total amount of the award is \$125,000, which includes a \$25,000 local match.

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

Item 7 Resolution Amending Contract Authorizations with RapidDeploy Inc. for Data Analytics and Reporting

Prior to NCT9-1-1 formation, the NCTCOG's Executive Board authorized an agreement with RapidDeploy Inc. to provide a combination of products and services to implement an analytical reporting solution in an amount not to exceed \$1,650,000. This solution aggregates internal and external data sources and normalizes the data for system consumption. The contract has since been assigned from NCTCOG to NCT9-1-1 and staff requested NCT9-1-1 Board of Managers to amended contract authorization.

The initial contract term was for five (5) years and expires October 31, 2023, but included an optional renewal. NCT9-1-1 staff wishes to execute the renewal but anticipates costs over that timeframe to exceed initial estimates. As a result, staff recommended amending the contract authorization by \$412,500 (25%), for a revised total not to exceed amount of \$2,062,500.

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

Item 8 Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licenses Annual Software Support and Maintenance Renewals

NCT9-1-1 requested authorization to contract with SHI Government Solutions in an amount not to exceed \$400,000, for renewals of Microsoft licenses software support and maintenance, such as SQL Server Enterprise Edition, Windows Server Datacenter Edition, Windows Server Standard Edition, Windows Remote Desktop Services, etc. These licenses are utilized throughout the NCT9-1-1 network infrastructure.

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

Item 9 Resolution Authorizing a Contract with Rockdale Country Ford, LLC (dba Caldwell Country Chevrolet-Ford) for Fleet Vehicles

NCT9-1-1 requested Board authorization to enter into a contract with Rockdale County Ford, LLC for the purchase of up to four fleet vehicles in an amount not to exceed \$180,000.

Fleet vehicles are required for various uses within the 9-1-1 program. The current fleet includes nine vehicles consisting of passenger vans and trucks. NCT9-1-1 is on a six-year replacement schedule for each fleet vehicle and the goal is to replace two vehicles each year until all vehicles have been replaced.

As part of the capital replacement schedule, NCT9-1-1 has budgeted for the purchase of four fleet vehicles during FY2023 and FY2024. These four vehicles are to replace existing older vehicles used by NCT9-1-1's Technology Specialists to travel within the region. In addition, these vehicles can be taken home by the Technology Specialists so that they can drive directly to sites in the event of an urgent request.

NCT9-1-1 intends to purchase these items utilizing Texas BuyBoard (Contract # 601-19).

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

Item 10 Resolution Adopting the NCT9-1-1 Policy for Physical Facility Access

NCT9-1-1 requested Board adoption of the NCT9-1-1 policy for Physical Facility Access. The Director of NCT9-1-1 is responsible for establishing facility access requirements. The management and monitoring of physical access to NCT9-1-1 facilities is integral to ensure the security of the 9-1-1 network and other critical infrastructure.

The level of physical access restriction required is relative to the nature of the area. Due to the mission critical nature of NCT9-1-1 facilities and physical infrastructure, escorted access is required in NCT9-1-1 district offices. This policy has been created to reflect our existing security measures and ensure that our physical premises remain secure at all times.

The Strategic Advisory Committee reviewed the policy at its August meeting and recommended it for adoption.

Attachment D

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

INFORMATIONAL ITEMS

Item 11 Quarterly Financial Report

Norman Marquart presented the Financial Status Report which included nine months of the FY 2023 fiscal year.

Attachment E

Item 12 Conflict of Interest

James Powell briefed the Board on conflicts of interest and the proper protocol for notifying staff about potential conflicts.

Item 13 Director's Report

Auditor's Letter – NCTCOG's audit firm will be sending out a letter at the beginning of the fiscal year to Board members seeking feedback about the District.

Board Satisfaction Survey – Staff will review feedback from the Board satisfaction survey at the December Board meeting.

Legislative and Funding Updates – The Board was briefed on current grant status and potential additional state funding.

Culture Champion – Bruno Blanco was selected as the third-quarter culture champion for NCT9-1-1.

Attachment F

Accomplishments – NCT9-1-1 accomplishments and achievements were reviewed for the period June 2023 – August 2023.

Attachment G

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

Attachment H

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

Attachment I

EXECUTIVE SESSION

The Board of Managers convened in Executive Session pursuant to Open Meetings Act Section 551.071 to deliberate regarding:

- Next Generation Core Services and NG9-1-1 Call Aggregation Contracts

OTHER BUSINESS

Item 14 Other Business

Item 15 Adjourn

Upon a motion by Councilmember Dave Cornette (seconded by Commissioner Randy Stinson) and by unanimous vote of all members present, the meeting was adjourned at 1:37 PM.

Next Meeting: December 13, 2023



North Central Texas Emergency Communications District

Item # 2023-12-02

Meeting Date: December 13, 2023

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

Item Title: Resolution Authorizing a Contract with General Datatech, LP (GDT) for Capital Network Gear

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with General Datatech, LP (GDT) for capital network equipment and associated services.

The North Central Texas Council of Governments (NCTCOG), in its capacity as the administrative entity for NCT9-1-1, issued an ITB for capital network equipment and associated services (ITB #2024-008) which closed on December 7, 2023. Following evaluation, staff recommends awarding a contract to GDT.

A draft resolution authorizing a contract with GDT in an amount not to exceed \$1,600,000, is attached for Board consideration.

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



Item # 2023-12-02

RESOLUTION AUTHORIZING A CONTRACT WITH GENERAL DATATECH, LP (GDT) 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 #2024-008, NCT9-1-1 desires to contract with General Datatech, LP (GDT) for capital network gear to its Emergency Communications Centers (ECCs); 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 GDT for capital network gear in an amount not to exceed \$1,600,000, be and is hereby approved.

Section 2. The Executive Director or designee is authorized to execute necessary agreements 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 13, 2023.

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



North Central Texas Emergency Communications District

Item # 2023-12-03

Meeting Date: December 13, 2023

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

Item Title: Resolution Authorizing a Contract with Maxar Technologies for 2D Aerial/Satellite Imagery

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with Maxar Technologies for 2D Aerial/Satellite Imagery.

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 required imagery and services (RFP # 2024-012) which closed on November 10, 2023. As part of this procurement, vendors were able to submit for any combination of the following items:

- Proposal Item 1: 2D Aerial or Satellite Imagery Services
- Proposal Item 2: Oblique Imagery and/or 3D Mapping Services and Data, Including a Graphical User Interface (GUI)
- Proposal Item 3 (Optional): 3D Mapping Services and Graphical User Interface (GUI)
- Proposal Item 4 (Optional): Oblique Imagery Service

Following evaluation, staff recommends proceeding with only 2D aerial/satellite imagery and dataset services. Maxar Technologies provided the requested items at the best value.

A draft resolution authorizing to contract with Maxar Technologies for a maximum three (3) year term and in an amount not to exceed \$800,000, is attached for Board consideration.

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



Item # 2023-12-03

RESOLUTION AUTHORIZING CONTRACTS WITH MAXAR TECHNOLOGIES FOR 2D AERIAL/SATELLITE IMAGERY

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 #2024-012, NCT9-1-1 desires to contract with Maxar Technologies for 2D aerial/satellite imagery and dataset 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 Maxar Technologies for 2D aerial/satellite imagery and dataset services, for a maximum three (3) year term and in an amount not to exceed \$800,000, be and is hereby approved.
- Section 2.** The Executive Director or designee is authorized to execute necessary agreements 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 13, 2023.

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



North Central Texas Emergency Communications District

Item # 2023-12-04

Meeting Date: December 13, 2023

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

Item Title: Resolution Authorizing a Contract with Michael Baker International, Inc. (dba Datamark) for Regional Geospatial Data Quality Control Managed Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to contract with Datamark for regional geospatial data quality control managed services. The existing agreement expires on December 29, 2023. These services are available utilizing HGAC Cooperative Contract # EC07-23. A draft resolution authorizing a contract for these services in an amount not to exceed \$100,000 is attached for Board consideration.

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



Item # 2023-12-04

RESOLUTION AUTHORIZING A CONTRACT WITH MICHAEL BAKER INTERNATIONAL, INC. (DBA DATAMARK) FOR REGIONAL GEOSPATIAL DATA QUALITY CONTROL MANAGED SERVICES

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

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

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

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

WHEREAS, NCT9-1-1 desires to contract with Datamark, via HGAC #EC07-23, for regional geospatial data quality control managed services; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. A contract between NCT9-1-1 and Datamark for regional geospatial data quality control managed services in an amount not to exceed \$100,000, be and is hereby approved.

Section 2. The Executive Director or designee is authorized to execute necessary agreements 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 13, 2023.

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



North Central Texas Emergency Communications District

Item # 2023-12-05

Meeting Date: December 13, 2023

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

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

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to execute an agreement with RapidDeploy, Inc. to provide dispatch mapping services in an amount not to exceed \$2,250,000. These services were procured utilizing North Texas SHARE's cooperative purchasing program, contract #2020-052.

The initial term of the contract is for (3) years with three (3) optional one-year renewals. A draft resolution is attached for Board consideration.

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



Item # 2023-12-05

RESOLUTION AUTHORIZING A CONTRACT 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 (ECC) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 desires to contract RapidDeploy, Inc. via North Texas SHARE Contract # 2020-052 for dispatch mapping; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. A Contract between NCT9-1-1 and RapidDeploy, Inc. for dispatch mapping for a maximum twelve (12) year term and in an amount not to exceed \$2,250,000, be and is hereby approved.

Section 2. The Executive Director or designee is authorized to execute necessary agreements 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 13, 2023.

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



North Central Texas Emergency Communications District

Item # 2023-12-06

Meeting Date: December 13, 2023

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

Item Title: Resolution Authorizing a Contract with RapidDeploy Inc. for Data Analytics and Reporting

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to execute an agreement with RapidDeploy, Inc. to provide a combination of products and services to implement an analytical reporting solution in an amount not to exceed \$1,100,000. This solution aggregates internal and external data sources and normalizes the data for system consumption. These services were procured utilizing North Texas SHARE's cooperative purchasing program, contract #2020-052.

The initial term of the contract is for five (5) years with one (1) optional five-year (5) renewal. A draft resolution is attached for Board consideration.

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



Item # 2023-12-06

RESOLUTION AUTHORIZING A CONTRACT WITH RAPIDDEPLOY INC. FOR DATA ANALYTICS AND REPORTING

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

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

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

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

WHEREAS, NCT9-1-1 desires to contract RapidDeploy, Inc. via North Texas SHARE Contract # 2020-052 for data analytics and reporting; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

- Section 1.** A contract between NCT9-1-1 and RapidDeploy, Inc. for data analytics and reporting, for a maximum ten (10) year term and in an amount not to exceed \$1,100,000, be and is hereby approved.
- Section 2.** The Executive Director or designee is authorized to execute necessary agreements 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 13, 2023.

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



North Central Texas Emergency Communications District

Item # 2023-12-07

Meeting Date: December 13, 2023

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

Item Title: Resolution Recommending Approval of Staff Travel Outside of North America

The North Central Texas Council of Governments, in its role as Administrative Entity for the North Central Texas Emergency Communications District (NCT9-1-1), is responsible for providing professional staff for NCT9-1-1. NCTCOG staff are prohibited from traveling outside of North America on business without prior authorization from the NCTCOG Executive Board. Christy Williams, Director of 9-1-1, has been invited to attend the European Emergency Number Association Meeting in Spain in April 2024. Staff is seeking a NCT9-1-1 Board of Managers recommendation that the NCTCOG Executive Board approve this international travel.

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



Item # 2023-12-07

RESOLUTION RECOMMENDING APPROVAL OF STAFF TRAVEL OUTSIDE OF NORTH AMERICA

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, the North Central Texas Council of Governments (NCTCOG) provides staff and other administrative support to NCT9-1-1; and,

WHEREAS, NCTCOG staff are prohibited from traveling outside of North America on business without prior approval from the NCTCOG Executive Board; and,

WHEREAS, staff is seeking a NCT9-1-1 Board recommendation that the NCTCOG Executive Board approve international travel for Christy Williams, Director of 9-1-1, to attend the European Emergency Number Association Meeting in Spain.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers recommends NCTCOG Executive Board approval of international travel for Christy Williams, Director of 9-1-1, to attend the European Emergency Number Association in Spain.

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on December 13, 2023.

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



FINANCIAL STATUS REPORT
FOR TWELVE MONTHS ENDING: SEPTEMBER 30, 2023

REVENUE (1)					
Resources Category	Revenue Budget	Actual Revenue Sept 2023	Sept 2022 Actual Revenue	Amount Over / (Under) Budget	% of Budget Earned
Wireless	9,640,000	10,315,407	9,479,918	675,407	107%
Landline	1,640,000	1,591,093	1,663,425	(48,907)	97%
Other Revenue	7,000	233,313	30,580	226,313	3,333%
Total Revenue	11,287,000	12,139,812	11,173,923	852,812	108%
EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Budget	Actual Expenditures Sept 2023	Sept 2022 Actual Expenditures	Amount Over / (Under) Budget	% of Budget Expended
Salaries	2,568,430	2,193,705	2,007,159	(374,725)	85%
Fringe Benefits	1,253,400	1,056,635	964,832	(196,765)	84%
NCTCOG Indirect Costs	676,460	552,508	508,606	(123,952)	82%
Occupancy	402,000	401,758	416,954	(242)	100%
NCTCOG Information Technology	186,000	185,757	175,511	(243)	100%
Travel	77,490	55,202	36,322	(22,288)	71%
Other Staff Costs	275,800	223,913	284,457	(51,887)	81%
Total NCT9-1-1 Staff Costs	5,439,580	4,669,477	4,393,840	(770,103)	86%
FISCAL AGENT SUPPORT (3)					
Category	Budget	Actual Expenditures Sept 2023	Sept 2022 Actual Expenditures	Amount Over / (Under) Budget	% of Budget Expended
Administrative, Legal Support	411,230	364,004	347,124	(47,226)	89%
COST OF OPERATIONS (4)					
Categories	Budget	Actual Expenditures Sept 2023	Sept 2022 Actual Expenditures	Amount Over / (Under) Budget	% of Budget Expended
9-1-1 Network	2,903,380	2,625,636	2,750,880	(277,744)	90%
Equipment and Software Supp & Maint	925,370	627,511	828,263	(297,859)	68%
Contract Services	196,490	148,723	279,322	(47,767)	76%
Communications (Public Education)	70,000	57,991	38,585	(12,009)	83%
ECC Training	38,750	17,695	33,757	(21,055)	46%
Telecom	637,610	607,485	543,964	(30,125)	95%
County Reimbursements	580,000	537,282	543,658	(42,718)	93%
Total Cost of Operations	5,351,600	4,622,324	5,018,428	(729,276)	86%
CAPITAL EXPENDITURES (5)					
Category	Budget	Actual Expenditures Sept 2023	Sept 2022 Actual Expenditures	Amount Over / (Under) Budget	% of Budget Expended
Capital Expenditures	83,000	7,325	123,025	(75,675)	9%
TOTAL EXPENDITURES					
Category	Budget	Actual Expenditures Sept 2023	Sept 2022 Actual Expenditures	Amount Over / (Under) Budget	% of Budget Expended
Totals	11,285,410	9,663,131	9,882,418	(1,622,279)	86%

NOTES

Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 108% of the annual budget</p> <p>A. Wireless revenue - (107% of budget)</p> <p>Wireless collections at the State has increased 6% this fiscal year over the same period last year. The current budget included a 2% increase.</p> <p>B. Landline revenue - (97% of budget)</p> <p>Landline revenue has decreased annually. This year's decrease is more than anticipated.</p> <p>C. Other revenue - (3,333% of budget)</p> <p>Annual budget was for tower rental income. There was \$226,950 of interest income earned during the fiscal year. Due to low amounts in previous years, there was not any budget for this interest this fiscal year.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 86% of the annual budget</p> <p>A. Salaries, fringe benefits and indirect costs-(85% of budget)- Staffing is closer to budget at the end of the year. There is still one full-time position unfilled. Salaries increased from 80% of target in March to 85% of target in September.</p> <p>B. Travel-(71% of budget)- Travel increased during the year but still fell short of budget.</p> <p>C. Other Staff Costs - (81% of budget)</p> <p>1. Annual payment to reimburse 9-1-1 Alliance was \$24,000 less than planned.</p> <p>2. Purchase of laptops and monitors totals \$17,000 of the budget variance. Fewer laptops purchased than anticipated.</p> <p>3. Training totals \$15,000 of the budget variance. Same as travel. There was less travel and employee development than anticipated.</p>
3	Fiscal Agent Support	<p>Costs total 89% of the annual budget</p> <p>A. There were 344 hours less charged than the budget. This accounted for \$51,000 of the budget variance including salaries and salary related costs. Fewer hours utilized than anticipated. Some staff time is used in other areas of NCTCOG.</p> <p>B. Salaries were offset by annual auditing costs were \$4,000 higher than planned. This was due to extra costs to audit the grant program.</p>

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 86% of the annual budget</p> <p>A. Network-(90% of budget)</p> <ol style="list-style-type: none"> 1. JTS microwave tower maintenance accounts for \$110,000 of the variance. This is for repairs when needed. There were fewer repairs need than planned. 2. Terrestrial and backhaul circuits account for \$81,600 of the variance. This is due to more costs planned than needed. 3. GDT software account for \$46,400 of the variance. This is for various software license renewals. Renewals were less than anticipated. 4. AT&T CSEC wireless tariff account for \$40,000 of the variance. This tariff has ended. <p>B. Equipment, Software Support and Maintenance - (68% of budget).</p> <ol style="list-style-type: none"> 1. GeoComm maintenance accounts for \$82,000 of the variance. This annual costs was less than anticipated. 2. GeoComm Data hub accounts for \$73,200 of the variance. This service is no longer utilized. 3. RapidDeploy Dispatch Mapping accounts for \$54,000 of the variance. RapidDeploy has not totally installed the software. This project is continuing in FY 2024. 4. Proceeds from the sale of two trucks and one trailer accounts for \$51,500 of the variance. 5. ESRI Enterprise license accounts for \$15,300 of the variance. NCTCOG was able to procure a lower cost agreement with ESRI. 6. Drone accessories account for \$12,000 of the variance. New drones were purchased with grant funds. 7. 911 Datamaster accounts for \$5,000 of the variance. Annual cost was less than anticipated. <p>C. Contract Services-(76% of budget)</p> <p>Below target due to the following costs:</p> <ol style="list-style-type: none"> 1. Mission Critical Partners strategic consulting accounts for \$50,600 of the variance. Most of consulting time was included within the NG9-1-1 grant. 2. ESRI EEAP account for \$15,000 of the variance. This service is no longer utilized. <p>These costs were offset by the following that were over budget for the year:</p> <ol style="list-style-type: none"> 1. GIS Inc consulting services were \$15,600 over budget for the year. This service is utilized as needed. 2. Cyracom language interpretation costs were \$7,400 over budget for the year.
5	Capital Expenditures	<p>Costs total 9% of the annual budget</p> <p>The majority of the capital costs were paid for by a separate NCTCOG grant.</p>

**FINANCIAL STATUS REPORT
SPECIAL REVENUE GRANT (CSEC)
COSTS THROUGH SEPTEMBER 30, 2023**

TOTAL REVENUE:*				
Revenue Category	Revenue Grant Budget	Actual Revenue	Grant Budget	% of Grant Earned
State Revenue	8,989,701	2,084,885	6,904,816	23%
Total Revenue	8,989,701	2,084,885	6,904,816	23%
EXPENDITURES:				
Category	Grant Budget	Actual Expenditures	Grant Budget Remaining	% of Grant Expended
Network	4,353,760	392,790	3,960,970	9%
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	173,955	173,955	0	100%
Security	181,986	0	181,986	0%
Operational Planning	400,000	121,126	278,874	30%
Total Expenditures	8,989,701	2,084,885	6,904,816	23%

* Capital replacement portion of the operating fund balance "back stops" the unreimbursed state revenue reflected within the schedule above as approved within the FY 2023 budget document. The Executive Director approved the utilization of funds as authorized by the District Board. The capital replacement fund will be replenished with CSEC funding once it's received within FY 2024. As of September 30, 2023 \$414,840 of costs have not been reimbursed by CSEC. 80% of all costs have been reimbursed.

Attachment C
Culture Champion
4th Quarter 2023

Lauren Christy

Values Exhibited:

Innovation, Commitment, Collaboration,
Public Service

Although relatively new to NCT9-1-1, Lauren has truly stepped up as a culture champion with her big heart, quiet courage, and can-do attitude as she has taken on new responsibilities. Transitioning from GIS Specialist II to III, she diligently learned the FME tools built by a former team member, demonstrating the courage to master new skills. Lauren assisted with the critical Early Adopter Summit, supporting her team in this important event. She is always happy to help no matter the task, readily taking on duties both big and small with a caring heart and positive attitude. Lauren's patience as a trainer with GIS data providers learning new software indicates her empathetic heart and understanding. Through her uplifting attitude, steadfast courage, and commitment to growth, she exemplifies valuable qualities of a culture champion during this time of change. Lauren sets an example for how to approach challenges with grace and compassion while continuing to enhance technical capabilities as well as relationships with those around her.



HEART



COURAGE



ATTITUDE



Attachment D

Accomplishments

September 2023 - November 2023

1. Christy Williams attended Public Safety Broadband Technology Association - FirstNet Users Summit.
2. NCT9-1-1 Staff and Hilaria Perez (Support Services), the lead organizer/coordinator for the ECC Summit, successfully completed the series of four in-person summits spanning from December 2022 to September 2023 within our NCT9-1-1 region. These summits served as crucial platforms for enhancing our operations and knowledge sharing. These gatherings provided our ECCs with invaluable insights into the current functionality of our equipment, offered a sneak peek into upcoming changes and releases, encouraged ECC feedback, brainstormed ideas for enhancements, and opened the door to new feature requests.
3. Bret Batchelor (Operations) has completed all mitigation items identified in RTA 15 AAR.
4. Verizon, along with NCT9-1-1's vendor, implemented Location Based Routing for all of NCT9-1-1. Calls will now be routed, when possible, by the location of the device. T-Mobile was previously implemented so the region is now covered with LBR service with all the major wireless carriers. Melissa Tutton and LeAnna Russell also spoke at the Municipal Emergency Communication Districts meeting on this topic to encourage our neighboring 9-1-1 entities to implement as well to help with transfer 9-1-1 calls.
5. The GIS team have designed databases, transitioned data, and updated scripts for the new schema which is a requirement for the new ECRF/LVF/LDB provider.
6. The Operations Team hosted a virtual TAG Team meeting and five ECC representatives participated.
7. Staff arranged and hosted a site visit for State Representative Plesa at Allen PD. The site visit included a demonstration of how the 9-1-1 equipment, SMS chat, and video function. She was very interested and impressed and has committed to be a champion for 9-1-1 services in the legislature.
8. Members of the Technology Team took a trip to Round Rock to visit Dell for an executive briefing.
9. Staff are working with various providers to complete AI pilots in the region – for example, one for non-emergency AI and one for research and development of automating the protective order process.
10. The staff meeting on September 28th included an all-staff hand-on workshop on how to utilize Generative AI tools.
11. Enhanced wireless services including location-based routing were implemented for Bridgeport PD and Commerce PD with Verizon Wireless.
12. Bret Batchelor (Operations) became the newest staff member to earn their ENP certification.
13. Jessie Shadowens-James and Jon Gutman (Strategic Services) successfully submitted a proposal for a National Endowment of the Humanities (NEH) grant.
14. Kristin McKinney (Operations) worked with our mapping and analytics vendor to create a press release acknowledging First Responders Day, tips when calling 9-1-1, and technologies available to reach 9-1-1 other than a voice call.
15. Christy Williams presented on AI in 9-1-1 National EAS Webinar.
16. Christy Williams presented on leadership and succession planning on national CAPS webinar.
17. The Operations Team hosted a public education booth at the Area of Aging event that was hosted in CPIL.
18. Christy Williams and LeAnna Russell (GIS) attended the Big Ideas and ChatGPT Workshop.
19. Jason Smith and Bret Batchelor (Operations) presented the TERT Basic Awareness course for seven attendees.
20. Jason Smith and Bret Batchelor (Operations) hosted two sessions on development and implementation of the NCT9-1-1 Regional CISM taskforce at the TCOLE conference.
21. Christy Williams presented "Topsy Turvy! Reframing Problems in Our Industry!" at the TX Public Safety Fall Symposium.
22. NCT9-1-1 (EAS Committee - Hilaria Perez, Jason Smith, Kristin McKinney, and Lauren Christy) hosted the Early Adopter Summit in Charleston, South Carolina from November 15-17, drawing a strong turnout of over 75 participants. The event was a success, featuring brisk fifteen-minute lightning talks. Attendees experienced engaging presentations and demonstrations spotlighting the newest technologies and strategies courtesy of the world's most innovative public safety technology disruptors. Beyond the presentations, the summit provided a prime opportunity for networking and engaging with cutting-edge innovators, enriching the overall experience for all involved.
23. All ECC and GIS ILAs have now been signed and returned.
24. CHE Hardware Replacement Project is completed.



25. Bret Batchelor (Operations) taught CPR training for five 9-1-1 telecommunicators from two ECCs.
26. Bret Batchelor (Operations) taught CHE and TDD/TTY training for six 9-1-1 telecommunicators from three ECCs.
27. Kristin McKinney (Operations) collaborated with Tarrant County 9-1-1 district to develop a television ad promoting Text to 9-1-1 in our service area. The ad will run during the Thanksgiving holiday for Spectrum costumers.
28. Jeremy Crabtree (Technology Team) worked to execute a CISA Cyber Hygiene Services Agreement.
29. Bret Batchelor (Operations) taught CPR training for six 9-1-1 telecommunicators from four ECCs.
30. Operations hosted the regional 9-1-1 DFW Career Fair at the office. Multiple ECCs participated in the event. Mitigations items were provided to incorporate into the next career fair which will be hosted in calendar year 2024.
31. Jason Smith/Brittney Burross (Operations) were accepted to become members of the ACPO/NENA TDD/TTY working group.
32. Jason Smith (Operations) taught the TERT Team Leader and Basic Awareness courses to 9-1-1 telecommunicators from the Panhandle area in Amarillo.
33. Bret Batchelor (Operations) taught CHE and TDD/TTY training for 13 9-1-1 telecommunicators from three ECCs.
34. NCT9-1-1 welcomed their new hire, Nikki Newton - 9-1-1 Community Engagement Coordinator, to the department.

Training

Number of Agencies: 13

Total Number of Attendees:

82

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
9/27/2023	BLS CPR: Adult, Child, Infant, AED #3845	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.	6	Navarro County Sheriff's Office Waxahachie Police Department
10/2/2023	Regional Telecommunicator Academy #015	A four week long academy that covered the following TCOLE courses: BTCC#1080, TCIC/ TLETS#4802, TDD-TTY-RTT #3812, Active Shooter#5309, Alert Systems#3619, SAFVIC#3267	8	Midlothian Police Department Kaufman County Sheriff's Office
10/2/2023	BLS CPR: Adult, Child, Infant, AED #3845	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.	6	Midlothian Police Department Kaufman County Sheriff's Office
10/9/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	8	Cockrell Hill Police Department Murphy Police Department Decatur Police Department
10/9/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	8	Cockrell Hill Police Department Murphy Police Department Decatur Police Department
10/30/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	4	McKinney Police Department
10/30/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	4	McKinney Police Department
11/1/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	7	Kaufman County Sheriff's Office Johnson County Sheriff's Office
11/1/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	7	Kaufman County Sheriff's Office Johnson County Sheriff's Office
11/8/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	6	Cleburne Police Department Terrell Police Department Navarro County Sheriff's Office
11/14/2023	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	6	Parker County Sheriff's Office Bridgeport Police Department
11/14/2023	BLS CPR: Adult, Child, Infant, AED #3845	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.	6	Parker County Sheriff's Office Bridgeport Police Department
11/20/2023	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	6	Navarro County Sheriff's Office



Quality Assurance / Monitoring

Number of Monitoring Visits: 38 **Number of Findings: 0**

Hunt County Sheriff's Office	Springtown Police Department
Greenville Police Department	Johnson County Sheriff's Office
Commerce Police Department	Johnson County Emergency Service District
Rockwall Police Department	Cleburne Police Department
Rockwall County Sheriff's Office	Somervell County Sheriff's Office
Erath County Sheriff's Office	Hood County Sheriff's Office
Stephenville Police Department	Wise County Sheriffs Office
Palo Pinto County Sheriff's Office	Bridgeport Police Department
Mineral Wells Police Department	Decatur Police Department
Forney Police Department	Frisco Police Department
Kaufman County Sheriff's Office	Prosper Police Department
Terrell Police Department	Collin County Sheriff's Office
Seagoville Police Department	McKinney Police Department
Balch Springs Police Department	Allen Police Department
Wilmer Police Department	Murphy Police Department
Cockrell Hill Police Department	Erath County Sheriff's Office
Parker County Sheriff's Office	Stephenville Police Department
Weatherford Police Department	Mineral Wells Police Department
Parker County Hospital District	Palo Pinto County Sheriff's Office

Communication

Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Sep-23	9635	4598	3668	0
Oct-23	15727	10459	3679	0
Nov-23	13171	9230	3688	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>
Sep-23	1370	24	4	11	5	4	-1
Oct-23	1958	32	7	15	5	5	6
Nov-23	576	12	3	9	2	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>
Sep-23	10459	10098	0.78	0:19
Oct-23	13239	13009	0.79	0:16
Nov-23	16234	15050	0.81	0:16

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>
Sep-23	7233	185	103	2402	41	49
Oct-23	7855	154	225	4623	58	16
Nov-23	7880	197	203	8841	174	9



Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Sep-23	20117
Oct-23	6425
Nov-23	5435

Public Education Events

<u>Name of Event</u>	<u>Agency</u>
National Night Out	Sunnyvale Police Department
National Night Out	Keene Police Department
National Night Out	Crandall Police Department
National Night Out	Johnson County
National Night Out	Cockrell Hill Fire Department
Pioneer Days	Wilmer Police Department
Anna ISD Police Community Helpers	Anna ISD Police Department
Public Safety Day	Sachse Police Department
National Night Out	Hood County Sheriffs Office
National Night Out	NEED
National Night Out	Allen PD
Trunk or Treat event	Seagoville PD
FunFest	Royse City Police Department
National Night Out	Springtown Police Department
Wise County Sherriff's Office Fall Festival	Wise County OEM
Fire Prevention Week/Pub Ed	Melissa Fire Department
United Way	NCTCOG
Corsicana Air Show	Navarro County Sheriff's Office
National Night Out	Decatur Police Department
National Night Out	Johnson County Sheriff's Office
De Cordova Ranch Night Out	Hood County Sheriff's Office
Bentwater Night Out	Hood County Sheriff's Office
National Night Out	Navarro County Sheriff's Office
National Night Out	Alvarado Police Department
National Night Out	Prosper Police Department
Home Depot First Responders event	Navarro County Sheriff's Office
Royse City Chamber FunFest	Royce City Police Department
Keren's Cotton Harvest Festival	Navarro County Sheriff's Office
Bridgeport Fall Festival	Bridgeport Police Department
event	Navarro County Sheriff's Office
Safe Trick 'R Treat event	Stephenville Police Department

Service Interruptions

Number of Outages: 0

Call Volume Report

PSAPName	Sep-23	Oct-23	Nov-23
ALLEN POLICE DEPARTMENT	2,641	2,779	2,879
BALCH SPRINGS POLICE DEPARTMENT	2,243	2,157	1,935
BRIDGEPORT POLICE DEPARTMENT	215	258	270
CLEBURNE POLICE DEPARTMENT	1,481	1,346	1,264
COCKRELL HILL POLICE DEPARTMENT	53	63	43
COLLIN COUNTY SHERIFF'S OFFICE	6,023	5,905	5,394
COMMERCE POLICE DEPARTMENT	414	392	352
CORSICANA POLICE DEPARTMENT	1,413	1,438	1,301
DECATUR POLICE DEPARTMENT	432	443	417
ELLIS COUNTY SHERIFF'S OFFICE	2,882	2,590	2,321
ERATH COUNTY SHERIFF'S OFFICE	739	733	678
FORNEY POLICE DEPARTMENT	1,298	1,392	1,110
FRISCO POLICE DEPARTMENT	6,426	6,044	5,452
GREENVILLE POLICE DEPARTMENT	2,015	1,771	1,616
HOOD COUNTY SHERIFF'S OFFICE	2,065	2,093	2,024
HUNT COUNTY SHERIFF'S OFFICE	2,977	2,791	2,426
JOHNSON COUNTY ESD	1,462	1,237	1,270
JOHNSON COUNTY SHERIFF'S OFFICE	4,066	3,551	3,332
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	4,995	4,676	4,261
MCKINNEY POLICE DEPARTMENT	6,130	5,909	5,328
MINERAL WELLS POLICE DEPARTMENT	714	732	623
MURPHY POLICE DEPARTMENT	431	451	399
NAVARRO COUNTY SHERIFF'S OFFICE	1,831	1,744	1,420
NORTH ELLIS EMERGENCY DISPATCH	2,122	2,131	1,826
PALO PINTO COUNTY SHERIFF'S OFFICE	796	664	652
PARKER COUNTY HOSPITAL DISTRICT	811	854	831
PARKER COUNTY SHERIFF'S OFFICE	3,603	3,380	3,051
PROSPER POLICE DEPARTMENT	1,013	1,046	942
ROCKWALL COUNTY SHERIFF'S OFFICE	1,578	1,401	1,273
ROCKWALL POLICE DEPARTMENT	2,587	2,514	2,380
SACHSE POLICE DEPARTMENT	679	650	596
SEAGOVILLE POLICE DEPARTMENT	1,527	1,265	977
SOMERVELL COUNTY SHERIFF'S OFFICE	382	291	318
SPRINGTOWN POLICE DEPARTMENT	166	146	144
STEPHENVILLE POLICE DEPARTMENT	639	715	520
TERRELL POLICE DEPARTMENT	1,680	1,546	1,389
WAXAHACHIE POLICE DEPARTMENT	2,068	2,023	1,845
WEATHERFORD POLICE DEPARTMENT	1,419	1,513	1,332
WILMER POLICE DEPARTMENT	355	314	320
WISE COUNTY SHERIFF'S OFFICE	2,198	2,056	1,748
Total	76,112	72,660	65,426



Average Calls per Day

PSAPName	Jun-23	Jul-23	Aug-23
ALLEN POLICE DEPARTMENT	88.0	89.6	92.9
BALCH SPRINGS POLICE DEPARTMENT	74.8	69.6	62.4
BRIDGEPORT POLICE DEPARTMENT	7.2	8.3	8.7
CLEBURNE POLICE DEPARTMENT	49.4	43.4	40.8
COCKRELL HILL POLICE DEPARTMENT	1.8	2.0	1.4
COLLIN COUNTY SHERIFF'S OFFICE	200.8	190.5	174.0
COMMERCE POLICE DEPARTMENT	13.8	12.6	11.4
CORSICANA POLICE DEPARTMENT	47.1	46.4	42.0
DECATUR POLICE DEPARTMENT	14.4	14.3	13.5
ELLIS COUNTY SHERIFF'S OFFICE	96.1	83.5	74.9
ERATH COUNTY SHERIFF'S OFFICE	24.6	23.6	21.9
FORNEY POLICE DEPARTMENT	43.3	44.9	35.8
FRISCO POLICE DEPARTMENT	214.2	195.0	175.9
GREENVILLE POLICE DEPARTMENT	67.2	57.1	52.1
HOOD COUNTY SHERIFF'S OFFICE	68.8	67.5	65.3
HUNT COUNTY SHERIFF'S OFFICE	99.2	90.0	78.3
JOHNSON COUNTY ESD	48.7	39.9	41.0
JOHNSON COUNTY SHERIFF'S OFFICE	135.5	114.5	107.5
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	166.5	150.8	137.5
MCKINNEY POLICE DEPARTMENT	204.3	190.6	171.9
MINERAL WELLS POLICE DEPARTMENT	23.8	23.6	20.1
MURPHY POLICE DEPARTMENT	14.4	14.5	12.9
NAVARRO COUNTY SHERIFF'S OFFICE	61.0	56.3	45.8
NORTH ELLIS EMERGENCY DISPATCH	70.7	68.7	58.9
PALO PINTO COUNTY SHERIFF'S OFFICE	26.5	21.4	21.0
PARKER COUNTY HOSPITAL DISTRICT	27.0	27.5	26.8
PARKER COUNTY SHERIFF'S OFFICE	120.1	109.0	98.4
PROSPER POLICE DEPARTMENT	33.8	33.7	30.4
ROCKWALL COUNTY SHERIFF'S OFFICE	52.6	45.2	41.1
ROCKWALL POLICE DEPARTMENT	86.2	81.1	76.8
SACHSE POLICE DEPARTMENT	22.6	21.0	19.2
SEAGOVILLE POLICE DEPARTMENT	50.9	40.8	31.5
SOMERVELL COUNTY SHERIFF'S OFFICE	12.7	9.4	10.3
SPRINGTOWN POLICE DEPARTMENT	5.5	4.7	4.6
STEPHENVILLE POLICE DEPARTMENT	21.3	23.1	16.8
TERRELL POLICE DEPARTMENT	56.0	49.9	44.8
WAXAHACHIE POLICE DEPARTMENT	68.9	65.3	59.5
WEATHERFORD POLICE DEPARTMENT	47.3	48.8	43.0
WILMER POLICE DEPARTMENT	11.8	10.1	10.3
WISE COUNTY SHERIFF'S OFFICE	73.3	66.3	56.4
Total	2537.1	2343.9	2110.5

Last Name	First Name	Entity	Appointee Title	12/14/2022	3/8/2023	6/14/2023	09/13/2023
Akin	N. Lane	Wise County	Sheriff	P	P	P	P
Chambers	Danny	Somervell County	Judge	P	P	P	P
Butler	Jene	City of Murphy	Councilmember	N/A	N/A	N/A	N/A
Cornette	Dave	City of Allen	Councilmember	P	P	P	P
Crews	Kerry	Hunt County	Judge (JOP)	P	P	A	A
Deeds	Roger	Hood County	Sheriff	P	P	P	P
Feltus	Gere	City of McKinney	Councilmember	P	P	P	P
Garrett	Terry	Rockwall County	Sheriff	N/A	P	P	P
Hale	Darrell	Collin County	Commissioner	N/A	Vacant	Vacant	Vacant
Hodges	Jeff	City of Prosper	Councilmember	P	P	P	A
Huckabee	Brandon	Erath County	Judge	N/A	P	A	A
McGuire	Brett	Palo Pinto County	Sheriff	N/A	P	P	A
Paschall	Paul	Parker County	Mayor	Vacant	A	P	P
Perry	Eddie	Navarro County	Commissioner	A	P	P	A
Phillips	Skeet	Kaufman County	Commissioner	N/A	A	P	P
Stinson	Randy	Ellis County	Commissioner	P	P	P	P
White	Mike	Johnson County	Commissioner	P	P	P	P