



North Central Texas Emergency Communications District Board of Managers Meeting

June 12, 2024
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 March 13, 2024, Minutes – President, Lane Akin
2. Resolution Endorsing an Agreement with HGACBuy for Access to Cooperative Purchasing Contracts – Jessie Shadowens-James
3. Resolution Authorizing a Contract with Next Generation Communications, Inc. (ComTech) for Next Generation Core Services and NG9-1-1 Call Aggregation Services – Christy Williams
4. Resolution Authorizing Receipt of Proposition 8 Funding from the Commission on State Emergency Communications (CSEC) – Megan Short
5. Resolution Amending Contract Authorization with Mission Critical Partners, LLC, for Next Generation 9-1-1 (NG9-1-1) Related Consulting Services – Jessie Shadowens-James
6. Resolution Repealing the Existing Emergency Communications Center Management Policy and Adopting the Following NCT9-1-1 Policies: Requesting to Operate as an Emergency Communication Center, Closing an Emergency Communication Center, Consolidating Emergency Communication Centers, Requesting to Add a Call Handling Workstation, and Requesting an Emergency Communication Center Move – LeAnna Russell

INFORMATIONAL ITEMS

7. Quarterly Financial Report – Megan Short
8. Performance Report Feedback – LeAnna Russell
9. Director’s Report – Christy Williams

OTHER BUSINESS

10. Other Business
11. Adjourn

Next Meeting: September 18, 2024

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 – March 13, 2024
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President, Lane Akin, called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on March 13, 2024.

Members of the Board Present:

1. Lane Akin – Sheriff, Wise County
2. Dr. Jene Butler – Councilmember, Collin County
3. Danny Chambers – County Judge, Somervell County
4. Dave Cornette – Councilmember, City of Allen
5. Dr. Gere’ Feltus – Councilmember, City of McKinney
6. Terry Garrett – Sheriff, Rockwall County
7. Darrell Hale – Commissioner, Collin County
8. Jeff Hodges – Councilmember, City of Prosper
9. Brett McGuire - Sheriff, Palo Pinto County
10. Paul Paschall – Mayor, Parker County
11. Skeet Phillips – Commissioner, Kaufman County
12. Randy Stinson – Commissioner, Ellis County

Members of the Board Absent:

1. Kerry Crews – Judge (JOP), Hunt County
2. Roger Deeds – Sheriff, Hood County
3. Jose Hernandez – Councilmember, City of Dallas
4. Brandon Huckabee – Judge, Erath County
5. Eddie Perry – Commissioner, Navarro County
6. Mike White – Commissioner, Johnson 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. Clay Dilday – 9-1-1 Technology Manager
5. Victoria Griffin – 9-1-1 Administrative Assistant
6. Steven Gorena – 9-1-1 Field Support Supervisor
7. Maggie Lira – NCTCOG Controller
8. Norman Marquart – NCTCOG Senior Fiscal Manager
9. Kristin McKinney – 9-1-1 Visual Media Coordinator
10. Hilaria Perez – 9-1-1 Admin Program Coordinator
11. Randy Richardson – NCTCOG Director of Administration
12. LeAnna Russell – 9-1-1 GIS/Data Manager
13. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
14. Megan Short – NCTCOG Fiscal Manager
15. Jason Smith – 9-1-1 Operations Manager
16. Tommy Tran – 9-1-1 Chief Technology 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. If both President and Vice-President are absent at any meeting, Board members in attendance shall designate a presiding officer pro tem.

The following individuals were appointed to temporarily hold these positions at the September 2023 meeting following the vacancy for the President position and have expressed interest in being considered for election to serve as officers for the March 2024 – March 2025 term:

President – Sheriff Lane Akin, Wise County

Vice-President – Judge Danny Chambers, Somervell County

Secretary – Councilmember Dave Cornette, City of Allen

Upon a motion by Mayor Paul Paschall (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 December 13, 2023, Minutes

President Lane Akin stated that the minutes to be approved were from the December 13, 2023, Board meeting.

Attachment A

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

Item 3 Resolution Approving Fiscal Year 2025 Emergency Communications Centers Operational and Staff Recommendations

First approved by the NCT9-1-1 Board in June 2020 and last updated in May 2022, the Emergency Communications Center (ECC) Management Policy (Policy 2.7) establishes guidelines for adding, closing, consolidating ECCs, and modifying ECC staffing levels. ECCs can request staffing changes by submitting a request and supporting documentation at least one month before the March NCT9-1-1 Board meeting. The Board considers any requests in March to incorporate approved changes into the next fiscal year's budget, aligned to stated call volume requirements. If a request is denied, the ECC can still implement the change but must independently fund it and acquire necessary equipment, software licenses, and support for five years, per Section IV of the policy.

To add a call-taking position, ECCs must meet the following criteria:

I. The requesting public agency must complete and submit a "Request to Add a 9-1-1 Call Taking Position" form to the District Administration office.

II. The ECC must have documented an average minimum of 25 emergency requests for service per position over the preceding 18 months.

NCT9-1-1 received one request to add a call-taking position for FY2025 from the Forney Police Department. Following review, staff has determined Forney did not meet the minimum requirements in the policy, so denial of the request was recommended. Forney's ECC currently has two positions and averaged 45.5 calls per day from 07/21/2022 to 02/21/2024.

The City of Forney presented their appeal to the Board during the meeting. Upon discussion by the Board, the City of Forney was granted an exception to the policy subject to Forney paying all costs associated with the position until it meets the required 25 emergency requests for service per position per day average contained in the NCT9-1-1 ECC Management Policy (ADM 2.7).

Upon a motion by Sheriff Brett McGuire (seconded by Sheriff Terry Garrett) and by unanimous vote of all members present, the Board approved the amended resolution.

Item 4 Resolution to Accept and Acknowledge Receipt of the Annual Financial Report and the Annual Single Audit Report for Fiscal Year 2023

NCT9-1-1, in accordance with the 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 2023 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, 2023, were presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Patillo Brown & Hill, LLP, were available to review the reports with Board members.

Attachment B

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

Item 5 NGCS Settlement Update and Resolution Endorsing a Contract with Vinson & Elkins for Legal Services.

Staff provided a brief update on the final resolution with the previous Next Generation Core Services and Call Aggregation vendor. As part of that contract termination and settlement process, NCT9-1-1 sought external legal resources with experience in public safety and working with sureties. Following interviews, NCT-1-1 retained Vinson & Elkins for these services.

Vinson & Elkins assisted with the preparation, documentation, and settlement negotiation process. In addition, the firm has provided guidance that will be useful in future contract negotiations. The total expenses exceeded \$100,000; therefore, NCT9-1-1 staff sought Board endorsement of the Vinson & Elkins agreement.

Staff requested Board endorsement of NCT9-1-1's existing agreement with Vinson & Elkins in a not to exceed amount of \$120,000.

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

Item 6 Resolution Authorizing a Contract Extension with NextGen Communications for 9-1-1 Core Applications and Functions

In June 2023, the Board of Managers authorized a 25% increase to the contract with NextGen Communications and extended the term through March 31, 2024. At the time, it was envisioned a transition to replacement technology would be in place. However, based on current project status and timelines it became necessary to extend the contract again to allow time to procure and migrate to a new service provider. Staff did not request any change to the existing not to exceed contract amount of \$7,156,250; rather, a time extension only.

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

Item 7 Resolution Authorizing a Contract with GeoComm, Inc. for Annual Software and Maintenance

NCT9-1-1 requested authorization to contract with GeoComm, Inc. for critical Software Support and Maintenance services for mission critical public safety Geographic Information Systems (GIS) software, for a period of twelve (12) months concluding March 31, 2025.

These services are evaluated on a year-by-year basis and GeoComm is available through the North Texas SHARE cooperative purchasing program.

Upon a motion by Mayor Paul Paschall (seconded by Commissioner Mike White) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 8 Resolution Amending Contract Authorization with Johnston Technical Services, Inc. (JTS) for Microwave Equipment and Services

In June 2023, the NCT9-1-1 Board of Managers authorized a contract with Johnston Technical Services, Inc. (JTS) for microwave radio replacement and additional services.

The initial contract with JTS was for an amount not to exceed \$3,500,000 and is part of NG9-1-1 grant funding. Within the original procurement (RFP #2023-030), respondents proposed additional expansion of the microwave infrastructure to close existing spurs and enhance network resiliency. Subsequent adjustments to grant priorities and the identification of broader regional initiatives have led staff to pursue these additional services and necessitates an amendment to the existing contract authorization. With this in mind, NCT9-1-1 asked to increase the contract by the allowable 25% to \$4,375,000 for services provided through December 31, 2026, which is the end of the grant performance period.

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

Item 9 Resolution Amending Contract Authorization with Flexential for 9-1-1 Data Centers

NCT9-1-1 has a contract with Flexential for two regional data center locations which house the core of the 9-1-1 network and infrastructure.

NCT9-1-1 requested to increase the contract authorization with Flexential by 25% to \$3,669,971 to provide sufficient time to complete the Next Generation Core Services implementation. At that point, staff intends to initiate a procurement process for these services.

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

INFORMATIONAL ITEMS**Item 10 Quarterly Financial Report**

Norman Marquart presented the Financial Status Report which included 12 months ending December 31, 2023.

Attachment C

Item 11 Emergency Communications Center Move Policy

In June staff will be bringing a new policy for the board to approve. The current ECC Management policy does not include ECC moves, and responsibilities that coincide with a move. This policy will cover items such as notification of move, cost of each party involved, and what the ECC should expect.

Item 12 Director's Report

Next Generation Core Services and Call Aggregation – An update was provided on the project.

Culture Champion – Norman Marquart was selected as the first-quarter culture champion for NCT9-1-1.

Attachment D

Accomplishments – NCT9-1-1 accomplishments and achievements were reviewed for the period of December 2023 – February 2024.

Attachment E

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

Attachment F

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

Attachment G

OTHER BUSINESS**Item 13 Other Business****Item 14 Adjourn**

Upon a motion by Councilmember Dave Cornette (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the meeting was adjourned at 1:41 PM

Next Meeting: June 12, 2024



North Central Texas Emergency Communications District

Item # 2024-06-02

Meeting Date: June 12, 2024

Submitted By: Jessie Shadowens-James
NCT9-1-1 Chief Administrative Officer

Item Title: Resolution Endorsing an Agreement with HGACBuy for Access to Cooperative Purchasing Contracts

The Houston Galveston Area Council's Cooperative Purchasing Program, known as HGACBuy, was established pursuant to Texas Interlocal Cooperation Act [Texas Local Government Code, Chapter 791]. The Act allows local governments, including emergency communications districts, and certain non-profits to contract or agree under the terms of the Act to make purchases or provide purchasing services and other administrative functions appropriately established by another government entity. An Interlocal Agreement is the required legal document that establishes a link between the Member (local governments and certain non-profits) and HGACBuy, and gives the Member access to HGACBuy contracts.

Becoming a member of HGACBuy ILA provides access not only to the public safety communications services, such as Next Generation Core Services, but other contract opportunities for goods and services available through the cooperative purchasing program. Individual contracts accessed via the HGACBuy program will be presented to the Board for approval consistent with the Annual Budget Resolution.

A draft resolution authorizing an agreement with HGACBuy for access to cooperative purchasing contracts is attached for Board consideration.

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



Item # 2024-06-02

RESOLUTION ENDORSING AN AGREEMENT WITH HGACBUY FOR ACCESS TO COOPERATIVE PURCHASING CONTRACTS

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, HGACBuy, the Houston Galveston Area Council of Governments' cooperative purchasing program, has various contracts NCT9-1-1 is interested in potentially utilizing; and,

WHEREAS, in order to access such cooperative contracts, NCT9-1-1 must enter into an Interlocal Agreement with HGACBuy.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. An Interlocal Agreement between NCT9-1-1 and HGACBuy be and is hereby approved.

Section 2. The Executive Director or designee is authorized to executed 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 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 June 12, 2024.

Dave Cornette
North Central Texas Emergency Communications District
Councilmember, City of Allen



North Central Texas Emergency Communications District

Item # 2024-06-04

Meeting Date: June 12, 2024

Submitted By: Megan Short
Fiscal Manager

Item Title: Resolution Authorizing Receipt of Proposition 8 Funding from the Commission on State Emergency Communications (CSEC)

In November 2023, Texas voters approved Constitutional Proposition 8 establishing the Texas Broadband Infrastructure Fund. While the majority of funding is for other purposes, the enabling legislation directed \$155.2 million to the next generation 9-1-1 service fund. The Commission on State Emergency Communications (CSEC) is responsible for distributing these funds to eligible 9-1-1 entities statewide. CSEC has announced the distributions and NCT9-1-1 anticipates receiving approximately \$10.2 million. Staff is seeking Board authorization to accept the funds, enter into any necessary funding agreements, and incorporate into the appropriate fiscal year(s) budget. The funds may be used only for the purpose of supporting the deployment and reliable operation of next generation 9-1-1 service, including the costs of equipment, operations, and administration.

A draft resolution authorizing the receipt of approximately \$10.2 million in Proposition 8 funding from the Commission on State Emergency Communications (CSEC) is attached for Board consideration.

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



Item # 2024-06-04

RESOLUTION AUTHORIZING RECEIPT OF PROPOSITION 8 FUNDING FROM THE COMMISSION ON STATE EMERGENCY COMMUNICATIONS (CSEC)

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 Communication Centers within its 9-1-1 service area; and,

WHEREAS, the Commission on State Emergency Communications (CSEC) has Proposition 8 funds available to disperse to eligible NCT9-1-1 entities statewide and has approximately \$10.2 million allocated to NCT9-1-1; and,

WHEREAS, staff is requesting Board authorization to receive the funds, execute necessary funding agreements and incorporate into the appropriate fiscal year budget(s).

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers authorizes receipt of approximately \$10.2 million in Proposition 8 funding from the Commission on State Emergency Communications (CSEC).

Section 2. These funds will be incorporated into the appropriate fiscal year budget(s).

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 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 June 12, 2024.

Dave Cornette
North Central Texas Emergency Communications District
Councilmember, City of Allen



North Central Texas Emergency Communications District

Item # 2024-06-06

Meeting Date: June 12, 2024

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

Item Title: Resolution Repealing the Existing Emergency Communications Center Management Policy and Adopting the Following NCT9-1-1 Policies: Requesting to Operate as an Emergency Communication Center, Closing an Emergency Communication Center, Consolidating Emergency Communication Centers, Requesting to Add a Call Handling Workstation, and Requesting an Emergency Communication Center Move

NCT9-1-1 originally brought the Emergency Communications Center (ECC) policy to the Board of Managers for approval at the June 2020 meeting. The original policy encompassed the following scenarios:

- Adding an ECC
- Closing an ECC
- Consolidating ECCs
- Adding call-taking positions
- Reducing the number of call-taking positions

All of these changes impact the NCT9-1-1 operational budget and therefore, a policy was established outlining the criteria that must be met to make a change, as well as the information required for a request to be considered.

The Strategic Advisory Committee (SAC) worked extensively with staff to refine the policy which included discussions at several quarterly meetings, creation of a subcommittee, and a specially called meeting to finalize the recommendations. Following the original approval, it was determined that an appeal/escalation process should be included for ECCs. NCT9-1-1 staff has again worked with the SAC to develop amended language.

Additional scenarios and considerations continue to arise that would require policy updates. It was determined that each of the scenarios above warrants its own policy. In addition, it is now necessary to also address ECC moves. This reduces complication and allows for policy updates to be made more easily.

Again, the SAC worked with staff to refine the policies, including discussions at quarterly meetings. The SAC has reviewed and recommended these policies for adoption.

The new policies are attached for Board review. Future changes to the above policies will require Board approval. Additionally, procedures and guidelines will be maintained internally to guide staff on the details of program operation.

A draft resolution is attached for Board consideration.

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



Item # 2024-06-06

RESOLUTION REPEALING THE EXISTING EMERGENCY COMMUNICATIONS CENTER MANAGEMENT POLICY AND ADOPTING THE FOLLOWING NCT9-1-1 POLICIES: REQUESTING TO OPERATE AS AN EMERGENCY COMMUNICATIONS CENTER, CLOSING AN EMERGENCY COMMUNICATIONS CENTER, CONSOLIDATING EMERGENCY COMMUNICATION CENTERS, REQUESTING TO ADD A CALL HANDLING WORKSTATION, AND REQUESTING AN EMERGENCY COMMUNICATION CENTER MOVE

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, NCT9-1-1 has established various policies which encompass items that govern our interactions with external parties including the ECCs NCT9-1-1 serves; and,

WHEREAS, NCT9-1-1 staff recommends repealing the current Emergency Communications Center Management Policy; and,

WHEREAS, NCT9-1-1 staff recommends adopting the following policies in its place: Requesting to Operate as an Emergency Communication Center, Closing an Emergency Communication Center, Consolidating Emergency Communication Centers, Requesting to Add a Call Handling Workstation, and Requesting an Emergency Communication Center Move.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The existing Emergency Communications Center policy is hereby repealed.

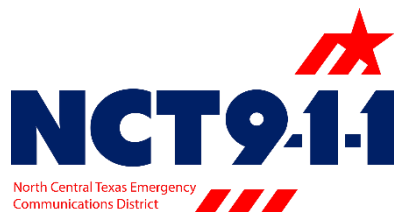
Section 2. The following policies attached hereto are hereby approved: Requesting to Operate as an Emergency Communication Center, Closing an Emergency Communication Center, Consolidating Emergency Communication Centers, Requesting to Add a Call Handling Workstation, and Requesting an Emergency Communication Center Move.

Section 3. This resolution shall be in effect immediately upon 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 June 12, 2024.

Dave Cornette
North Central Texas Emergency Communications District
Councilmember, City of Allen



600 Six Flags Drive, Suite 226
Arlington, Texas 76005-5888
Phone: 817-695-9200
E-mail: 911Leadership@NCT911.org
In Partnership with the North Central Texas Council of Governments

POLICY NUMBER:
XXX #.#

Policy Name: Requesting to Operate as an Emergency Communications Center	Description: Guidance for Public Agencies and the District regarding request to operate a new Emergency Communications Center (ECC)
Date of Approval:	Revision History: v.1.0 06/12/2024
Effective Date:	Scheduled for Review:

POLICY STATEMENTS: Requesting to operate an Emergency Communications Center (ECC) impacts the NCT9-1-1 operational budget. Therefore, a policy must be established outlining the criteria that must be met to make a change, as well as the information required for a request to be considered.

DEFINITIONS AND AUTHORIZATIONS:

District – The North Central Texas Emergency Communications District, NCT9-1-1

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

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

ACTIONS REQUIRED:

- I. The District or the Public Agency may request to operate a new ECC within their jurisdiction provided the following criteria are met:
 - a. Counties shall have at least one active ECC.
 - b. Having a minimum population of 20,000 or constituting at least 25% of the total population of the county in the NCT9-1-1 program area.¹
 - c. Having documented a minimum average of 50 9-1-1 Calls per day during the preceding 18-month period.
- II. The following steps must be taken:
 - a. The requesting Public Agency must complete the ‘Request to Add a New ECC’ form and submit it to the District.
 - b. The Public Agency must submit requests and supporting documentation for requesting a new ECC to the District at least one month prior to the March Board

¹ Based on NCTCOG Demographer Population

- d. Having an established Geographic Information Systems (GIS) program or have a contract in place for GIS services.
 - e. Providing funding to the District or acquiring necessary equipment and software licenses if the request is approved but funding is not available from the District's budget.
 - f. Establishing and maintaining a published 10-digit emergency number that can accept emergency calls 24-hours a day, 7 days a week, 365 days a year answered by a Texas Commission on Law Enforcement licensed telecommunicator or a certified fire/medical telecommunicator.
 - g. Following the NCT9-1-1 Technical requirements.
- V. The District is responsible for:
- a. Maintaining ownership of all ECC equipment, regardless of funding source.

RELATED POLICIES/RESOURCES:

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

Approved

Mike Eastland

Executive Director

North Central Texas Emergency Communications District



FINANCIAL STATUS REPORT
FOR SIX MONTHS ENDING: MARCH 31, 2024

TOTAL RESOURCES AVAILABLE:						
Resources Category	Revenue Budget	6 Mo Target	Actual Revenue	March 2023 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
Revenue (1)						
Wireless	10,070,000	5,035,000	5,554,235	4,878,113	519,235	110%
Landline	1,560,000	780,000	762,720	796,716	(17,280)	98%
Interest	163,000	81,500	187,455	84,582	105,955	230%
Other Revenue	7,000	3,500	6,556	6,365	3,056	187%
Total Resources Available	11,800,000	5,900,000	6,510,966	5,765,777	610,966	110%
EXPENDITURES:						
NCT9-1-1 STAFF COSTS (2)						
Category	Budget	6 Mo Target	Actual Expenditures	March 2023 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,618,960	1,309,480	1,136,427	1,028,639	(173,053)	87%
Fringe Benefits	1,252,620	626,310	543,020	502,020	(83,290)	87%
NCTCOG Indirect Costs	685,270	342,635	297,262	270,927	(45,373)	87%
Occupancy	417,900	208,950	208,952	200,879	2	100%
NCTCOG Information Technology	206,000	103,000	102,955	92,878	(45)	100%
Travel	165,000	82,500	27,535	20,954	(54,965)	33%
Other Staff Costs	310,470	155,235	114,768	76,101	(40,467)	74%
Total NCT9-1-1 Staff Costs	5,656,220	2,828,110	2,430,919	2,192,398	(397,191)	86%
FISCAL AGENT SUPPORT (3)						
Category	Budget	6 Mo Target	Actual Expenditures	March 2023 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	430,700	215,350	237,552	192,564	22,202	110%
COST OF OPERATIONS (4)						
Categories	Budget	6 Mo Target	Actual Expenditures	March 2023 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	2,320,790	1,160,395	1,676,082	1,573,831	515,687	144%
Equipment and Software Supp & Maint	1,162,560	581,280	546,280	561,634	(35,000)	94%
Contract Services	199,920	99,960	16,210	45,026	(83,750)	16%
Communications (Public Education)	153,750	76,875	13,917	14,540	(62,958)	18%
ECC Training	220,500	110,250	11,339	7,497	(98,911)	10%
County Reimbursements	590,000	295,000	210,005	301,051	(84,995)	71%
Telco	363,410	181,705	65,779	312,277	(115,926)	36%
Total Cost of Operations	5,010,930	2,505,465	2,539,613	2,815,857	34,148	101%
CAPITAL EXPENDITURES (5)						
Category	Budget	6 Mo Target	Actual Expenditures	March 2023 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	234,800	117,400	34,984	7,325	(82,416)	30%
TOTAL EXPENDITURES						
Category	Budget	6 Mo Target	Actual Expenditures	March 2023 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Totals	11,332,650	5,666,325	5,243,068	5,208,145	(423,257)	93%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 110% of the 6 month target</p> <p>A. Wireless revenue - (110% of target)</p> <p>Wireless budget was set to increase 2% more than projected final fiscal year 2023. Actual revenue was 3.6% more than the same period last year due to an increase in state revenue.</p> <p>B. Landline revenue - (98% of target)</p> <p>Landline budget was set at 2% less than a projected final of fiscal year 2023 due to trend of decreasing landline revenue in prior years. Actual revenue was 4% less than same period last year.</p> <p>B. Interest revenue - (230% of target)</p> <p>Interest revenue is \$106,000 greater than expected for the six months as interest rates of return remain high for the first half of FY2024.</p> <p>C. Other Revenue - (187% of target)</p> <p>Tower rental income is budgeted for the fiscal year but was earned in January \$6,556. Target is 50% of the total annual budget. Revenue will approach closer to target for the remaining months of FY2024.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 86% of the 6 month target</p> <p>A. Salaries, fringe benefits and indirect costs-(87% of target)- below target primarily due to equivalent of two (2) unfilled full-time positions and two (2) part-time intern positions during this period.</p> <p>B. Travel-(33% of target)- Travel is below target for the 1st six (6) months, however, it is expected to increase as the year progresses.</p> <p>C. Other Staff Costs - (74% of target) - 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>
3	Fiscal Agent Support	<p>Costs total 110% of the 6 month target</p> <p>A. The Legal team charged 65 hours more than the straight-line budget. Additional time was required to handle the Synergem arbitration and discuss Proposition 8 Funding. This accounted for \$10,000 of the straight-line target variance including salaries and benefits.</p> <p>B. Annual payment for Audit costs account for \$7,000 of the straight-line target variance. This will even out by the end of the fiscal year.</p> <p>C. Annual Real & Personal Property Insurance cost charged in January. This accounted for \$6,600 of the straight-line target variance will even out by the end of the fiscal year.</p>

NOTES (Continued)

Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 101% of the 6 month target.</p> <p>A. Network-(144% of 6 month target)</p> <p>Over target due to the following annual payments made in the first quarter:</p> <ol style="list-style-type: none"> 1. Annual payments for GDT software maintenance accounts for \$136,000 of the straight-line variance. This will approach target by the end of the fiscal year. 2. Annual payment for call handling equipment maintenance accounts for \$146,000 of the straight-line variance. This will approach target by the end of the fiscal year. 3. Quarterly NextGen Comtech payment accounts for a net variance of \$189,000. This will be over target by the end of the fiscal year due to unknown increased costs. 4. Outside fees related to Synergem legal support accounts for \$52,000 of the straight-line variance. This will approach target by the end of the fiscal year. <p>Equipment, Software Support and Maintenance - (94% of 6 month target) - Michael Baker Datamark annual maintenance accounts for \$42,500 of the straight-line variance. This will be paid in the late Summer for the entire contract period.</p> <p>C. Contract Services-(16% of 6 month target)</p> <p>Under target due to the following:</p> <ol style="list-style-type: none"> 1. Mission Critical Partners strategic consulting accounts for \$27,000 of the straight-line variance. Most of consulting time was with the CSEC grant. This could result in budget savings. It will be monitored throughout the fiscal year. 2. Website Migration costs have not been incurred through March. This accounts for \$22,500 of the straight-line variance. Costs are expected to approach target by fiscal year-end. <p>D. Communications (18% of 6 month target) -Costs are expected to approach target by fiscal year-end.</p> <p>E. ECC Training-(10% of 6 month target) - Costs are expected to approach target by fiscal year-end.</p> <p>County Reimbursements-(71% of 6 month target) - County Addressing Disbursements are on track for the year. There have been no Recorder Reimbursements to date, however, costs are expected to approach target by fiscal year-end.</p> <p>F. Telco - (36% of 6 month target) -Costs are expected to approach target by fiscal year-end.</p>
5	Capital Expenditures	<p>Costs total 30% of the 6 month target.</p> <p>Additional Capital costs will be paid in later quarters.</p>



**FINANCIAL STATUS REPORT
SPECIAL REVENUE GRANT (CSEC)
COSTS THROUGH MARCH 31, 2024**

TOTAL REVENUE:*				
Revenue Category	Revenue Grant Budget	Actual Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,700	3,739,404	5,250,296	42%
Total Revenue	8,989,700	3,739,404	5,250,296	42%
EXPENDITURES:				
Category	Grant Budget	Actual Expenditures	Grant Budget Remaining	% of Grant Expended
Network	6,432,409	3,140,273	3,292,136	49%
Geographic Information System	680,000	230,614	449,386	34%
Next Generation Core Services	1,121,351	0	1,121,351	0%
ECC Call Handling Systems & Application	173,955	173,955	0	100%
Security	181,985	0	181,985	0%
Operational Planning	400,000	194,562	205,438	49%
Total Expenditures	8,989,700	3,739,404	5,250,296	42%

* Capital replacement portion of the operating fund balance "back stops" the unreimbursed state revenue reflected within the schedule above as approved within the FY 2024 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.

Attachment D
Culture Champion
2nd Quarter 2024

Melissa Tutton

Melissa serves as NCT9-1-1's Data Analyst as part of the GIS Team.

Melissa exemplifies what it means to be a servant leader. She consistently serves as a resource for her colleagues, offering guidance, support, and expertise. Her genuine dedication to the program is evident in her interactions. She is diligent and regularly takes on difficult tasks.

Beyond her professional duties, Melissa's heart for community service sets her apart. She has led numerous departmental community engagement projects, demonstrating her commitment to giving back and making a positive impact. Her passion for service and her steadfast dedication has spanned several decades in the 9-1-1 industry. Melissa's enduring commitment to the program and her colleagues underscores why she was selected as our 2nd quarter Culture Champion.



HEART



COURAGE



ATTITUDE



Attachment E
Accomplishments
March 2024-May 2024

1. Jason Smith (Operations) was selected as the recipient of the NENA Laverne Hogan Award at the Texas Public Safety Conference.
2. Brittney Burross (Operations) was sworn in as the North Regional Coordinator position to the TX NENA board during the Texas Public Safety Conference in Denton, TX.
3. Staff worked to develop a total estimated cost for adding ECC positions in support of updates to the policy.
4. Jason Smith and Bret Batchelor (Operations) worked with Administration and the Regional Police Academy (RPA) to execute an agreement for a new Learning Management System as well as an internal MOU with RPA to cover their costs in the system.
5. Christy Williams participated in and gave a presentation at the EENA Conference held in Spain.
6. Christy Williams guided the staff through a comprehensive Full Focus Goal Setting session covering topics such as goal setting, leadership, meetings, productivity, and more.
7. Christy Williams conducted the Annual Review meetings with staff.
8. David Dean (Strategic) created new Jira boards for each team in combination with the Strategic Plans board.
9. David Dean (Strategic Services) completed the update process for 18 governing documents.
10. Bret Batchelor (Operations) hosted the three-day CTO course and 18 9-1-1 telecommunicators from 13 ECCs participated.
11. Kristin McKinney and Bret Batchelor (Operations) completed the second episode of the NCT9-1-1 Survival Guide podcast series.
12. Jason Smith (Operations) participated in the FEMA R8 RECCWG virtual plenary and hosted a presentation on TERT to the membership.
13. Nikki Newton (Operations) hosted TAG Team meetings in the northeast (Collin, Hunt, Rockwall counties) and northwest (Palo Pinto, Parker, and Wise counties) sections of the region.
14. Jason Smith and Brittney Burross (Operations) and Christy met with AWS and ECCs representatives to discuss how AWS' AI quality assurance program could enhance existing QA processes.
15. Kaelie Contreras (GIS) successfully finished two ESRI trainings: Editing and Maintaining Data and Implementing Versioned Workflows in a Multiuser Geodatabase.
16. Kasey Cox and Bobby Kozub (GIS) attended the ESRI Address Management Tool training in San Antonio, TX.
17. LeAnna Russell (GIS) participated in the Rapid Deploy webinar on how NCT9-1-1 utilizes Rapid Deploy Eclipse.
18. Staff updated and rolled out the latest version of the Crisis Communications Plan which includes Teams channels to manage service interruptions.
19. Microwave inspections and microwave replacement is completed. Phase 3 is to complete the selected spurs on the ring.
20. The Operation's Team hosted an ECC Summit at Allen PD.
21. Bret Batchelor (Operations) taught CHE and TDD/TTY training for eight 9-1-1 telecommunicators from two ECCs.
22. Jason Smith (Operations) taught the TERT Basic Awareness and Team Leader courses at Deep East Texas COG in Lufkin, TX. Five students from three ECCs participated in Basic Awareness and two students from two ECCs participated in Team Leader.
23. Staff members attended the annual Texas Public Safety Conference in Denton, TX.
24. Bobby Darnell (Technology) led the Sachse PD temporary move, relocating the stations to a temporary space as part of the remodel.
25. The Early Adopter Summit (EAS) Committee successfully completed the first EAS webinar of 2024 focusing on AI in 9-1-1.
26. During National Public Safety Telecommunications Week, staff delivered special gifts to all 40 ECCs.
27. Bret Batchelor (Operations) hosted a three-day CISM training course attended by 12 9-1-1 telecommunicators from seven different ECCs.



28. LeAnna Russell (GIS) submitted the SPCOA to the PUC for renewal.
29. Jason Smith (Operations) hosted a virtual NCT9-1-1 CARES Team meeting with five members participating.
30. Aaron Loyd (Technology) led the effort to move Hood County from its temporary location to its permanent one, with Noel Lackey (Technology) finalizing the setup and overseeing the recording cleanup.
31. LeAnna Russell (GIS) and Jason Smith (Operations) hosted a Know Your Region Lunch n' Learn session for staff.
32. Kristin McKinney (Operations) developed and launched a social media awareness campaign that provided tips for the April 8 solar eclipse. The campaign reached over 151,000 viewers.
33. The UAS Team completed the southeast quadrant Microwave Tower inspections.
34. David Dean (Strategic Services) and David Lindsey (GIS) created a new company managed "NCT9-1-1 Strategic Plans" Jira board. The new board will facilitate department wide communications/collaboration while working on strategic plans.



Training

Number of Agencies: 13

Total Number of Attendees:

22

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
3/20/2024	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.	2	Lamar County So, Denton PD
3/21/2024	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.	1	Lamar County So
4/16/24-4/18/24	CISM GRIN(Basic Individual and Group Crisis Intervention Training #3844	3 day course to prepare Telecommunicators with the skills to provide peer to peer and group crisis intervention. This course is a prerequisite for membe to join the CISM Taskforce.	12	Parker County Sheriff's Office Rockwall County Sheriff's Office Kaufman County Sheriff's Office Weatherford Police Department Waxahachie Police Department Allen Police Department
5/8/2024	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	7	Johnson County Sheriff's Office Frisco Police Department
5/8/2024	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	7	Johnson County Sheriff's Office Frisco Police Department
5/15/24-5/17/24	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.	17	Palestine Police Department Rockwall County Sheriff's Office Navaro County Sheriff's Office Edinburg Police Department Hutchins Police Department Wilmer Police Department,
5/23/2024	Solacom CHE 9-1-1 Equipment Training	4 hour training for new hire in-regional call handling equipment training for Solacom position	4	Frisco Police Department
5/23/2024	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	4	Frisco Police Department



Quality Assurance / Monitoring

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

Greenville Police Department	Johnson County Emergency Service District
Hunt County Sheriff's Office	Cleburne Police Department
Rockwall County Sheriff's Office	Somervell County Sheriff's Office
Rockwall Police Department	Hood County Sheriff's Office
Prosper Police Department	Erath County Sheriffs Office
Collin County Sheriff's Office	Stephenville Police Department
McKinney Police Department	Palo Pinto County Sheriff's Office
Allen Police Department	Mineral Wells Police Department
Murphy Police Department	Navarro County Sheriff's Office
Sachse Police Department	Corsicana Police Department
Allen Police Department	Ellis County Sheriff's Office
Forney Police Department	Waxahachie Police Department
Kaufman County Sheriff's Office	Northern Ellis Emergency Dispatch
Terrell Police Department	Commerce Police Department
Seagoville Police Department	Greenville Police Department
Balch Springs Police Department	Hunt County Sheriff's Office
Wilmer Police Department	Rockwall County Sheriff's Office
Cockrell Hill Police Department	Rockwall Police Department
Wise County Sheriffs Office	Collin County Sheriff's Office
Bridgeport Police Department	Sachse Police Department
Decatur Police Department	Prosper Police Department
Parker County Sheriff's Office	Frisco Police Department
Weatherford Police Department	Allen Police Department
Parker County Hospital District	McKinney Police Department
Springtown Police Department	Murphy Police Department
Johnson 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>
Mar-24	313600	972165	3781	100+
Apr-24	176199	286214	3806	100+
May-24	13177	20658	3821	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-24	978	19	2	10	7	11	0
Apr-24	1199	45	5	12	9	14	0
May-24	657	31	3	7	8	11	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-24	Apr-64	Apr-63	Jan-00	Jan-00
Apr-24	Jan-54	Dec-52	Jan-00	Jan-00
May-24	May-34	May-33	Jan-00	Jan-00

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-24	7233	185	103	2402	41	49
Apr-24	7855	154	225	4623	58	16
May-24	7880	197	203	8841	174	9

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Mar-24	1540
Apr-24	2095
May-24	2197

Public Education Events

<u>Name of Event</u>	<u>Agency</u>
Keren's Career Day 2024	Navarro County Sheriff's Office
Spring Fling at the Harbor	Rockwall Police Department
Wortham Career Day event	Navarro County Sheriff's Office
Kid Entrepreneur Fair	Royce City Police Department
Totality at Tawakoni-eclipse watch event	Hunt County Sheriff's Office
Mother's Day Out First Baptist Church	Royce City Police Department
Wise County Spring Event	Decatur Fire Department
Senior Health Fair	Decatur Fire Department
Like Skills for Teens @ First Baptist Church	Decatur Fire Department

Service Interruptions

Number of Outages: 0



Call Volume Report

PSAPName	Mar-24	Apr-24	May-24
ALLEN POLICE DEPARTMENT	2,728	2,570	3,036
BALCH SPRINGS POLICE DEPARTMENT	2,053	2,158	2,235
BRIDGEPORT POLICE DEPARTMENT	253	281	271
CLEBURNE POLICE DEPARTMENT	1,287	1,304	1,503
COCKRELL HILL POLICE DEPARTMENT	65	94	121
COLLIN COUNTY SHERIFF'S OFFICE	5,971	5,927	7,151
COMMERCE POLICE DEPARTMENT	345	317	290
CORSICANA POLICE DEPARTMENT	1,286	1,216	1,326
DECATUR POLICE DEPARTMENT	389	436	339
ELLIS COUNTY SHERIFF'S OFFICE	2,559	2,675	2,501
ERATH COUNTY SHERIFF'S OFFICE	662	731	732
FORNEY POLICE DEPARTMENT	1,171	1,163	1,466
FRISCO POLICE DEPARTMENT	5,969	5,837	6,343
GREENVILLE POLICE DEPARTMENT	1,657	1,695	2,122
HOOD COUNTY SHERIFF'S OFFICE	1,923	1,980	2,304
HUNT COUNTY SHERIFF'S OFFICE	2,664	2,412	2,785
JOHNSON COUNTY ESD	646	850	853
JOHNSON COUNTY SHERIFF'S OFFICE	3,542	3,428	3,761
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	4,440	4,745	5,539
MCKINNEY POLICE DEPARTMENT	5,454	5,636	6,279
MINERAL WELLS POLICE DEPARTMENT	656	609	683
MURPHY POLICE DEPARTMENT	419	407	472
NAVARRO COUNTY SHERIFF'S OFFICE	1,478	1,372	1,570
NORTH ELLIS EMERGENCY DISPATCH	2,060	1,944	2,171
PALO PINTO COUNTY SHERIFFS OFFICE	676	554	748
PARKER COUNTY HOSPITAL DISTRICT	837	0	0
PARKER COUNTY SHERIFF'S OFFICE	2,836	2,873	3,756
PROSPER POLICE DEPARTMENT	1,014	1,030	1,228
ROCKWALL COUNTY SHERIFF'S OFFICE	1,394	1,337	1,535
ROCKWALL POLICE DEPARTMENT	2,415	2,495	2,824
SACHSE POLICE DEPARTMENT	543	665	828
SEAGOVILLE POLICE DEPARTMENT	1,142	1,281	1,292
SOMERVELL COUNTY SHERIFF'S OFFICE	294	334	353
SPRINGTOWN POLICE DEPARTMENT	111	122	152
STEPHENVILLE POLICE DEPARTMENT	556	592	549
TERRELL POLICE DEPARTMENT	1,596	1,444	1,743
WAXAHACHIE POLICE DEPARTMENT	1,942	2,163	2,191
WEATHERFORD POLICE DEPARTMENT	1,418	1,240	1,445
WILMER POLICE DEPARTMENT	289	366	476
WISE COUNTY SHERIFF'S OFFICE	1,700	1,701	2,002
Total	68,504	68,661	77,157



Average Calls per Day

PSAPName	Dec-23	Jan-24	Feb-24
ALLEN POLICE DEPARTMENT	88.0	82.9	104.7
BALCH SPRINGS POLICE DEPARTMENT	66.2	69.6	72.1
BRIDGEPORT POLICE DEPARTMENT	8.2	9.1	8.7
CLEBURNE POLICE DEPARTMENT	41.5	42.1	48.5
COCKRELL HILL POLICE DEPARTMENT	2.1	3.0	3.9
COLLIN COUNTY SHERIFF'S OFFICE	192.6	191.2	230.7
COMMERCE POLICE DEPARTMENT	11.1	10.2	9.4
CORSICANA POLICE DEPARTMENT	41.5	39.2	42.8
DECATUR POLICE DEPARTMENT	12.5	14.1	10.9
ELLIS COUNTY SHERIFF'S OFFICE	82.5	86.3	80.7
ERATH COUNTY SHERIFF'S OFFICE	21.4	23.6	23.6
FORNEY POLICE DEPARTMENT	37.8	37.5	47.3
FRISCO POLICE DEPARTMENT	192.5	188.3	204.6
GREENVILLE POLICE DEPARTMENT	53.5	54.7	68.5
HOOD COUNTY SHERIFF'S OFFICE	62.0	63.9	74.3
HUNT COUNTY SHERIFF'S OFFICE	85.9	77.8	89.8
JOHNSON COUNTY ESD	20.8	27.4	27.5
JOHNSON COUNTY SHERIFF'S OFFICE	114.3	110.6	121.3
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	143.2	153.1	178.7
MCKINNEY POLICE DEPARTMENT	27.0	0.0	0.0
MINERAL WELLS POLICE DEPARTMENT	175.9	181.8	202.5
MURPHY POLICE DEPARTMENT	21.2	19.6	22.0
NAVARRO COUNTY SHERIFF'S OFFICE	13.5	13.1	15.2
NORTH ELLIS EMERGENCY DISPATCH	47.7	44.3	50.6
PALO PINTO COUNTY SHERIFF'S OFFICE	66.5	62.7	70.0
PARKER COUNTY HOSPITAL DISTRICT	21.8	17.9	24.1
PARKER COUNTY SHERIFF'S OFFICE	91.5	92.7	121.2
PROSPER POLICE DEPARTMENT	32.7	33.2	39.6
ROCKWALL COUNTY SHERIFF'S OFFICE	45.0	43.1	49.5
ROCKWALL POLICE DEPARTMENT	77.9	80.5	91.1
SACHSE POLICE DEPARTMENT	17.5	21.5	26.7
SEAGOVILLE POLICE DEPARTMENT	36.8	41.3	41.7
SOMERVELL COUNTY SHERIFF'S OFFICE	9.5	10.8	11.4
SPRINGTOWN POLICE DEPARTMENT	3.6	3.9	4.9
STEPHENVILLE POLICE DEPARTMENT	17.9	19.1	17.7
TERRELL POLICE DEPARTMENT	51.5	46.6	56.2
WAXAHACHIE POLICE DEPARTMENT	62.6	69.8	70.7
WEATHERFORD POLICE DEPARTMENT	45.7	40.0	46.6
WILMER POLICE DEPARTMENT	9.3	11.8	15.4
WISE COUNTY SHERIFF'S OFFICE	54.8	54.9	64.6
Total	2283.5	2214.9	2488.9

Attachment G Board Attendance

Item # 2024-06-09
Attachment G

Last Name	First Name	Entity	Appointee Title	6/14/2023	09/13/2023	12/13/23	3/13/2024
Akin	Lane	Wise County	Sheriff	P	P	P	P
Chambers	Danny	Somervell County	Judge	P	P	P	P
Cornette	Dave	City of Allen	Councilmember	P	P	P	P
Butler	Jene	City of Murphy	Councilmember	N/A	N/A	P	P
Crews	Kerry	Hunt County	Judge (JOP)	A	A	P	A
Deeds	Roger	Hood County	Sheriff	P	P	P	A
Franklin	Rick	City of McKinney	Councilmember	N/A	N/A	N/A	N/A
Garrett	Terry	Rockwall County	Sheriff	P	P	A	P
Hale	Darrell	Collin County	Commissioner	Vacant	Vacant	P	P
Hernandez	Jose	Dallas Co. Cities	Councilmember	Vacant	Vacant	N/A	A
Hodges	Jeff	City of Prosper	Councilmember	P	A	P	P
Huckabee	Brandon	Erath County	Judge	A	A	A	A
McGuire	Brett	Palo Pinto County	Sheriff	P	A	P	P
Paschall	Paul	Parker County	Mayor	P	P	P	P
Perry	Eddie	Navarro County	Commissioner	P	A	A	A
Phillips	Skeet	Kaufman County	Commissioner	P	P	P	P
Stinson	Randy	Ellis County	Commissioner	P	P	P	P
White	Mike	Johnson County	Commissioner	P	P	P	A
Vacant		City of Frisco					