North Central Texas Emergency Communications District
Board of Managers Meeting

September 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. Election of NCT9-1-1 Board of Managers Officers – Christy Williams
2. Approval of the June 14, 2023, Minutes – Vice President, Lane Akin
3. Resolution Approving the Fiscal Year 2024 Strategic Plan – Christy Williams
4. Resolution Approving the Fiscal Year 2024 Budget and Setting the 9-1-1 Emergency Service Fee – Norman Marquart
5. Resolution Authorizing a Contract for Fiscal Year 2024 with Mission Critical Partners, LLC, for Public Safety Strategic Consulting – Jessie Shadowens-James
6. Resolution Authorizing a Contract with the Texas Department of Transportation (TxDOT) for Sharing Emergency Response to Roadway Incidents Using Traffic Speed Deviation Alerts Data – Jessie Shadowens-James
7. Resolution Amending Contract Authorization with RapidDeploy Inc. for Data Analytics and Reporting – LeAnna Russell

8. Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licenses Annual Software Support and Maintenance Renewals – Clay Dilday

9. Resolution Authorizing a Contract with Rockdale Ford, LLC for the Purchase of Fleet Vehicles – Steven Gorena

10. Resolution Adopting the NCT9-1-1 Policy for Physical Facility Access – Tommy Tran

INFORMATIONAL ITEMS

11. Quarterly Financial Report – Norman Marquart
12. Conflict of Interest Overview – James Powell
13. Director's Report – Christy Williams

EXECUTIVE SESSION

The Board of Managers will convene 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

14. Other Business
15. Adjourn

Next Meeting: December 13, 2023

North Central Texas Emergency Communications District

Item # 2023-09-01

Meeting Date: September 13, 2023

Submitted By: Christy Williams
NCT9-1-1 Director

Item Title: 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, Jennifer Berthiume, was relocating and therefore had to resign from the President position.

After careful consideration, NCT9-1-1 staff is recommending 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, shall be promoted to the position of President.
2. Judge Danny Chambers, Somervell County, currently serving as Secretary shall be promoted to the position of Vice President.
3. To fill the vacancy left by Judge Danny Chambers, NCT9-1-1 recommends Councilmember Dave Cornette, City of Allen to serve as Secretary.

If approved, these changes will 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.

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
9-1-1 BOARD OF MANAGERS MEETING
Minutes – June 14, 2023
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President, Jennifer Berthiaume called the meeting of the NCT9-1-1 Board of Managers to order at 12:31 PM on June 14, 2023.

Members of the Board Present:

1. Jennifer Berthiaume – President, Councilmember, City of Murphy
2. Lane Akin – Vice President, Sheriff, Wise County
3. Danny Chambers – County Judge, Somervell County
4. Dave Cornette – Councilmember, City of Allen
5. Roger Deeds – Sheriff, Hood County
6. Dr. Gere' Feltus – Councilmember, City of McKinney
7. Terry Garrett – Sheriff, Rockwall County
8. Jeff Hodges – Councilmember, City of Prosper
9. Brett McGuire, Sheriff, Palo Pinto County
10. Paul Paschall, Parker County, Mayor
11. Skeet Phillips, Kaufman County, Commissioner
12. Randy Stinson – Commissioner, Ellis County
13. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Kerry Crews – Judge (JOP), Hunt County
2. Brandon Huckabee – Judge, Erath County

Members of the Staff Present:

1. Monte Mercer – NCTCOG Deputy Director
2. Christy Williams – Director of NCT9-1-1
3. Bruno Blanco – 9-1-1 GIS Specialist IV
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. Jon Gutman – 9-1-1 Strategic Services Specialist
8. Maura Hickey – 9-1-1 Strategic Services Coordinator
9. Ken Kirkpatrick – Counsel for NCT9-1-1
10. Maggie Lira – NCTCOG Controller
11. Norman Marquart – NCTCOG Fiscal Manager
12. Kristin McKinney – 9-1-1 Visual Media Coordinator
13. Hilaria Perez – 9-1-1 Admin Program Coordinator
14. James Powell – Deputy Counsel for NCT9-1-1
15. Molly Rendon – NCTCOG Director of Administration
16. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
17. Jason Smith – 9-1-1 Operations Manager

18. Tommy Tran – Chief Technology Officer
19. Chris Woodruff – 9-1-1 Systems Administrator

REGULAR SESSION

Action:

Item 1 Approval of the March 8, 2023, Minutes – President, Jennifer Berthiaume

President Jennifer Berthiaume stated that the minutes to be approved were from the March 8, 2023, Board meeting.

Attachment A

Upon a motion by Councilmember Dave Cornette (seconded by Judge Danny Chambers) and by unanimous vote of all members present, the Board approved the minutes of the March 8, 2023, Board of Managers meeting. Mayor Paul Paschall abstained as he was not present.

Item 2 Resolution Authorizing a Contract with Mythics, LLC. and General DataTech, L.P. for Capital Network Gear – Clay Dilday

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

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

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

Item 3 Resolution Authorizing a Contract with Johnston Technical Services, Inc. for Microwave Network Radio Replacement Equipment and Services – Clay Dilday

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

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

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

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 4 Resolution Authorizing a Contract Extension with RapidDeploy Inc. for Dispatch Mapping – LeAnna Russell

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

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

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

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

Item 5 Resolution Authorizing a Contract with Pictometry International Corp. (dba EagleView) for 2D Aerial Imagery Services – LeAnna Russell

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

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

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

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 6 Resolution Authorizing Agreements with Emergency Communications Centers (ECCs) for 9-1-1 Service and Counties for Local Addressing and GIS Services – LeAnna Russell

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

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

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

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

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.

Attachment B

Item 7 Resolution Amending Contract Authorizations with NextGen Communications and GeoComm, Inc. for 9-1-1 Core Applications and Functions – Christy Williams

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

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

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

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

INFORMATIONAL ITEMS

Item 8 Quarterly Financial Report – Norman Marquart

Norman Marquart presented the Financial Status Report. – Attachment C

Item 9 Real Time Text (RTT) Demonstration – Steven Gorena

Item 10 Presentation of the Real Time Text Implementation Resolution – LeAnna Russell

Item 11 Director's Report – Christy Williams

NGCS Status Implementation Update
Legislative and Funding Updates – Two bills that directly affected 9-1-1 passed. 9-1-1 was not successful this session is receiving a fee increase. HB3290 has two main purposes, (1) extend the date of the grant – on September 1st, the date will be extended to December 2026; and (2) to setup a mechanism to receive surplus funds.

Culture Champion: 2nd Quarter – Attachment D

Accomplishments – Attachment E

Quarterly Report including Service Interruption Report: 2nd Quarter – Attachment F

Attendance – Attachment G

OTHER BUSINESS

Allen City Councilmember Dave Cornette – Thanks to all who supported the City of Allen during the outlet mall incident.

By unanimous vote of all members present, the meeting was adjourned at 1:29 PM.

North Central Texas Emergency Communications District

Item # 2023-09-03

Meeting Date: September 13, 2023

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

Item Title: Resolution Approving the Fiscal Year 2024 Strategic Plan

The North Central Texas Emergency Communications District (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.

NCT9-1-1 staff has prepared the FY 2024 Strategic Plan, provided in Attachment B, and recommends its approval.

A draft resolution approving the FY 2024 North Central Texas Emergency Communications District Strategic Plan is attached for Board consideration.

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

Item # 2023-09-03

RESOLUTION APPROVING THE FISCAL YEAR 2024 STRATEGIC PLAN

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 creates an annual strategic plan outlining the program's primary projects for the upcoming fiscal year; and,

WHEREAS, staff has prepared the Fiscal Year 2024 NCT9-1-1 Strategic Plan and recommends its approval.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the Fiscal Year 2024 North Central Texas Emergency Communications District Strategic Plan.

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 September 13, 2023.

_____

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

NCT9-1-1
North Central Texas Emergency Communications District

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT STRATEGIC PLAN PROJECTS

Fiscal Year 2024

Table of Contents

1. INTRODUCTION

Executive Summary

The North Central Texas Emergency Communications District (NCT9-1-1/the District) is a 9-1-1 district with the responsibility to research, plan, implement, maintain, and coordinate a regional 9-1-1 system that is an integral part of public safety emergency communications. The District covers 14 counties surrounding the Dallas/Fort Worth metroplex and has over 40 Emergency Communications Centers (ECCs) serving over 1.9 million people.

NCT9-1-1 has conducted formal strategic planning for many years. Strategic planning builds trust with stakeholders by showing thoughtful direction. It creates focus on the strategic direction of the organization. The method for developing the Strategic Plan (Plan) generates a critical thought process and healthy debate based on varied areas of expertise and perspective. The end-product brings clarity and alignment that will move the District forward.

NCT9-1-1 worked with the entire staff to collect ideas and feedback for this Plan. Vision workshops were scheduled with staff and project discussions continued with the leadership. The Plan is dependent upon the availability of funding and the projects listed in Fiscal Year 2024 (FY2024) fit within the budget for the fiscal year. This year, the total budget includes not only the operational budget, but also grant funding. NCT9-1-1 was awarded grant funding to assist with the state-wide full implementation of NG9-1-1. In this year's legislative session, HB9 was passed, which could result in a one-time appropriation to all 9-1-1 entities in Texas if a constitutional amendment is passed in November 2023 to create the Texas Broadband Coalition. The District will amend the 2024 budget if the additional funds become available and these funds will be used towards projects in the existing Strategic Plan. FY2024 projects are identified with some detail which will allow the staff to say "no" to distractions masquerading as opportunities. Decisions to implement new products and services are based on our mission and vision, as well as budget availability. NCT9-1-1 makes a conscience effort to solve problems, not chase technology.

As with previous plans, this document includes future fiscal years (FY2025-FY2028), making it a five-year plan. These outlying years have projects identified with less detail. The five-year forecast provides a snapshot of the NCT9-1-1 roadmap and our planning priorities as we know them today. It identifies issues being considered and researched for the upcoming years. A strategic plan must be flexible and allow for dynamic changes. Projects from this section may be escalated based on numerous factors or may be eliminated due to external factors and internal needs as the information becomes more complete. Some of the projects in the outlying years are slated there because they were not currently commercially available or there is not the budget to support them in FY2024.

2. MISSION STATEMENT AND VALUES

NCT9-1-1 exists to save lives and make a difference by providing a vital connection between the community and emergency responders we serve. We lead the advancement of 9-1-1 through planning, implementation, and maintenance of emergency communications systems and advocate for exceptional ECCs and 9-1-1 telecommunicators.

Mission

SAVING LIVES AND MAKING A DIFFERENCE!

3. NCT9-1-1 PROGRAM CONTACTS

a.	NCT9-1-1 Executive Director	Mike Eastland, MEastland@NCTCOG.org
b.	NCTCOG Deputy Executive Director	Monte Mercer, MMercer@NCTCOG.org
c.	NCT9-1-1 Director	Christy Williams, CWilliams@NCT911.org
d.	NCTCOG Fiscal Manager	Norman Marquart, 911Finance@NCTCOG.org
e.	NCT9-1-1 Location Address	600 Six Flags Drive, Arlington, Texas 76011
f.	NCT9-1-1 Mailing Address	PO Box 5888, Arlington, Texas 76005-5888
g.	NCT9-1-1 Telephone Number	817-695-9200

4. FISCAL YEAR 2023 MAJOR ACCOMPLISHMENTS

A glossary of terms and acronyms can be found in Section 10 of this document.

NCT9-1-1/Cross Team

- Staff received the following awards/recognitions:
  - APCO International Trainer of the Year – Bret Batchelor
  - Texas NENA Public Education Professional of the Year – Kristin McKinney
  - Texas NENA Technical Professional of the Year – Steven Gorena
  - NG9-1-1 Institute National Next Generation 9-1-1 Awareness Award – Kristin McKinney
  - Amazon Web Services (AWS) State and Local Government Champion
  - NCTCOG's Peers Recognizing Individual Deeds of Excellence (PRIDE) Awards – Innovation Team (Real-Time Text), Employee Team (GIS Enterprise Agreement), Service Team ("Recharge with Bret" video training series), and Governance Team (Technology Team for 9-1-1 outages)
- Staff presented at the following conferences/events:
  - Texas Public Safety Conference
  - University of North Texas's Dallas Public Safety Expo
  - University of North Texas's GIS Day
  - Wise County Sheriff's Office
  - At the FCC with T-Mobile regarding Real-time Text (RTT)
  - 9-1-1 Goes to Austin where staff met with 16 Senators/Representatives over two afternoons and presented pre and post visits
  - TARC meeting
  - Region 11 Superintendents

- Staff hosted:
  - Early Adopter Summit (EAS)
  - ISD Floorplan Strategic Analysis
  - FirstNet NTX Technology Expo
  - A strategic analysis to collect thoughts on how to develop an application for 9-1-1 telecommunicators
  - Appreciation/Awards Gala for telecommunicators
- Completed the PRINT process which helps staff identify their unconscious motivators.
- Implemented ADT alarms by text service the ECCs that opted in.
- Completed the automated two-day drone flights of the entire Centerpoint campus.
- Completed NCT9-1-1's first Texas Department of Public Safety audit.
- Entered into an agreement with ESRI for an agency enterprise agreement (EA) along with NCTCOG's RIS and Transportation departments.
- Hosted the City of Grapevine's GIS program to discuss their ISD floorplan mapping program.
- Met with representatives from Arizona's Department of Administration to discuss NCT9-1-1's ISD floorplan projects.
- Submitted the 2022-2023 Annual Reporting to the State Auditor.
- Delivered gifts to all the ECCs during National Public Safety Telecommunicator Week (NPSTW).
- Presented a resolution from the Texas House of Representatives' recognizing NCT9-1-1 for implementing the first RTT 911 calls in the nation.

Data/GIS Team

- Executed an agreement between TXDOT and NCTCOG that will allow NCT9-1-1 to access the cameras on TXDOT roadways within the ECCs.
- Created and deployed GIS symbology tools to automate workflow.
- Completed a pilot floorplan mapping of Glen Rose ISD.
- Worked with the QA/QC vendor to streamline the process reducing opportunity for human error.
- Created a new workflow for Collin County polygons.
- Worked with all the cities that Loop 9 will intersect on an addressing pattern, so that the addressing will be consistent, no matter which city the segment falls.

Operations Team

- Staff hosted the following trainings:
  - 9-1-1 CHE training for eight 9-1-1 telecommunicators from four ECCs.
  - CHE and TDD/TTY training for fifteen 9-1-1 telecommunicators from six ECCs.
  - BLS CPR training for staff members.
  - Two, four-hour CPR training courses for five students from Cleburne PD.
  - Three-day Communications Training Officer (CTO) course for 12 students from nine ECCs.
  - TERT Team Leaders Training for seven telecommunicators from four ECCs.
  - TERT Basic Awareness Training for 16 telecommunicators from 11 ECCs.
  - Four-week Regional Telecommunicator Academy (RTA) and graduated 20 telecommunicators from 14 ECCs.

  - Four-week Regional Telecommunicator Academy (RTA) and graduated 17 students from 11 ECCs. The academy made history as one student scored a 98 on the TCOLE state licensing exam.
- The Critical Incident Stress Management (CISM) Taskforce was deployed for the following:
  - Wise County Sheriff's Office
  - Rockwall Police Department
  - Allen Police Department
- Texas Emergency Response Team (TERT) was deployed for the following:
  - Two members North Port PD, FL to provide dispatch assistance following Hurricane Ian.
- Received approval from the Texas 9-1-1 Trainers board for the T-CPR lesson plan. ECCs and training providers will use the lesson plan to develop training courses for the required CPR training starting in September 2023.
- Completed a promotional video for Real-time Text (RTT) which included Hood County, NENA's RTT work group, and T-Mobile.
- Launched the NCT9-1-1 CISM Taskforce.
- Completed the ECC documentary series and promoted on the NCT9-1-1 social media channels.
- Launched a Text to 9-1-1 awareness campaign through NCT9-1-1's social media channels. The purpose of the campaign to is re-educate citizens within our service area that text to 9-1-1 services are available and when to consider using.
- Selected to participate in the NJTI Re-Development Committee. This committee will re-evaluate the NJTI TERT program to update current standards, update existing TERT training, enhance communication efforts, develop public education/EMAC/TERT program awareness, and restructure the NTJI regions.
- Assisted installers with placing/activating the new OneScreen system for the training room A/V system.
- Launched a new series called "Headset Heroes" where a 9-1-1 telecommunicator will be highlighted through NCT9-1-1's social media platforms each month.
- Completed a demo and a pilot program including five ECCs with a vendor that will allow ECCs to connect with 9-1-1 callers and collect live streaming video information.
- Featured in the monthly edition of the 911.gov "Connects" publication: https://www.911.gov/newsletters/issue-14/creative-approaches-to-telecommunicator-training-and-public-education/
- Completed a month-long *Women in History* social media campaign.
- Participated in a collaboration project with Denton County 9-1-1 (Denco) and Tarrant County 9-1-1 (TC9-1-1) to develop a general survey to collect public engagement and awareness responses.
- Created a NCT9-1-1 media kit to use for district awareness when staff attend events/conferences.

Strategic Services Team

- Sold the Trimble GPS units and were sold at auction.
- Submitted the 2022-2023 Annual Reporting to the State Auditor.
- Submitted the quarterly and annual reports required as part of the NG911 Fund.
- Created a "Speaker Guide" document for anyone giving a presentation, especially to an academic institution.

- Served on NCTCOG's Supervisors' Panel for the New, Now, Next Program.
- Visited the University of Texas at Arlington (UTA) to develop relationships with appropriate university staff; met with the Career Development Center and discussed internships, work-study programs, and student organizations.
- Worked with NCTCOG's Human Resources to execute a Mavs EDGE Partnership agreement which will promote internships and partnership between UTA and NCTCOG.
- Coordinated the creation and release of the annual ECC and GIS satisfaction surveys.
- Rehomed the existing drone fleet with two ECCs.
- Became a Certified Civilian Response to Active Shooter Events Instructor through the Texas A&M Engineering Extension Service (TEES).

Technology Team

- Attended the UTA Virtual Job Fair in an effort to increase recruitment for the open Network Engineer position.
- Completed dual homing of NCT9-1-1's public IPs which allows the team to migrate services between the data centers seamlessly.
- Completed Session Border Controller testing at NCT9-1-1's Training Center to pass call recording through SIP.
- Completed the final deployment of streamdecks and now all sites should be utilizing these devices.
- Completed the PDU replacement in Dallas DC and Richardson DC. They both have the new PDUs in place.
- Completed the Admin Integration for the Forney remodel.

5. NCT9-1-1 PROGRAM AREA DEMOGRAPHICS

The following data reflects the demographics of the NCT9-1-1 program area as of July 2023.

a.	Number of Counties	13
b.	Number of Incorporated Cities	157
c.	Population in Region	1,983,019
d.	Area of Region in Square Miles	10,080
e.	Governing Body of Program	Board of Managers
f.	Number of ECCs	41[1]

[1] Includes 38 primaries, 2 secondaries, and the 9-1-1 Technology Center; does not include the lab.

6. FISCAL YEAR 2024 STRATEGIC PLAN INITIATIVES

A glossary of terms and acronyms can be found in Section 10 of this document.

DATA/GEOGRAPHIC INFORMATION SYSTEMS (GIS) TEAM

6.1 2D Imagery Implementation

Problem Statement

NCT9-1-1's contract with its current imagery provider expires at the end of September 2023. New imagery will need to be procured and implemented in order to continue providing the current level of service, as well as the most up-to-date imagery possible for all regional telecommunicators and 9-1-1 addressing authorities.

Initiative Description/Business Case

Updated imagery services and/or data are key factors in the 9-1-1 addressing process, particularly in areas that exhibit rapid growth like North Central Texas. Imagery can also be an important situational awareness tool when needed most by telecommunicators as they try to locate 9-1-1 callers. While there are many free sources of commercial imagery available for consumption, they lack the update frequency, and thus accuracy, that is required for such a rapidly growing region. To maintain the current level of service, the successful imagery provider should update the imagery at a minimum monthly. The new imagery must be accessible by NCT9-1-1 staff, regional telecommunicators, and all 9-1-1 addressing authorities within NCT9-1-1's service area.

Initiative Goals

The primary goals of this initiative are to:

- Define clear requirements that must be met by any new vendor(s).
- Formulate a plan/timeline for the imagery procurement, including any processes deemed necessary such as Requests for Proposals (RFPs), etc.
- Execute a contract by the end of the 2023 calendar year.
- Identify all affected workflows/personnel and transition them to the new imagery.
- Go live no later than three months after contract execution.

6.2 Artificial Intelligence (AI) for Non-Emergency Calls – Phase I

Problem Statement

Administrative phone calls in organizations often lead to long wait times, inconsistent responses, and a heavy workload for 9-1-1 communications staff. These calls can account for up to 70% of all calls into

an ECC. The lack of a robust and efficient manner for managing these calls can result in frustrated customers, increased operational costs, and reduced employee productivity.

Initiative Description/Business Case

To address these challenges, NCT9-1-1 plans to work with at least one ECC to pilot an AI-powered chatbot for managing administrative phone calls. The AI chatbot can be trained on a comprehensive knowledge base, which includes frequently asked questions, policies, procedures, and other relevant information. The chatbot's natural language processing capabilities will enable it to understand user queries, provide accurate and consistent responses, and handle repetitive queries efficiently. The AI chatbot will be available 24/7, ensuring continuous support for callers, regardless of the time or day. It will significantly reduce call wait times, enhance customer satisfaction, and relieve the burden on 9-1-1 communications staff. Additionally, the chatbot will be designed to comply with all relevant regulations and policies, minimizing the risk of non-compliant responses. The system will incorporate data analytics capabilities to gather insights from caller interactions, allowing the organization to identify common issues, improve customer service, and optimize administrative processes. By automating routine tasks and handling repetitive queries, the chatbot will free up ECC staff to focus on 9-1-1 emergency calls, thus working to lessen the 9-1-1 staffing crisis. The successful implementation of the AI chatbot will not only improve administrative call management but also provide exceptional customer service by texting information directly to the wireless callers, allowing them to have the information on their phone without writing it down.

Initiative Goals

The primary goals of this initiative are to:

- Create a model for training the chatbot based on local call history and data from other 9-1-1 call centers which could serve as a model for other 9-1-1 call centers throughout the country.
- Reduce call waiting time.
- Resolve the majority of calls during the first interaction with the chatbot, reducing the need for callers to be transferred to staff for further assistance.
- Improve the overall customer experience.
- Incorporate data analytics features to gather insights from user interactions, identifying common issues, patterns, and opportunities for process improvements.

6.3 2D Floorplans – Phase III

Problem Statement

As 9-1-1 location technology improves, 9-1-1 telecommunicators are able to receive more precise locations for callers. However, a gap currently exists as NCT9-1-1 does not have access to floorplans and the current mapping application cannot display the 2D floorplans. While 9-1-1 is getting increasingly more accurate, the locations need to be paired with floorplan information to provide the most complete situational awareness possible to a field responder.

Initiative Description/Business Case

Currently, when a 9-1-1 call is made from within a building, the 9-1-1 telecommunicator receives the approximate location of the caller. However, there is no frame of reference to understand what room a call is being made from, what other areas surround the caller, etc. For example, the 9-1-1 telecommunicator does not know if a call is being made from a bathroom or an auditorium. This situational awareness would benefit field responders.

NCT9-1-1 decided to focus on critical infrastructure by gathering 2D floorplans from a sampling of ISDs within our region. At least one floorplan was obtained from each county as part of Phase I. In Phase II, the Strategic Services Team worked with the GIS Team to create Methods of Procedure (MOPs) that addressed how to ingest collected floorplans into the dispatch mapping system.

As part of Phase III, NCT9-1-1 will utilize an intern(s) to georeference and digitize the floorplans collected in Phase I of this project. The process will follow the MOP created in Phase II. Phase III will complete the proof of concept for a sampling of schools; however, the information collected as part of this pilot must be scaled in order to complete the schools in the region. Data collected will also be utilized as part of future school safety initiatives.

Initiative Goals

The primary goals of this initiative are to:

- Complete georeferencing for at least 100 schools as part the current set of floor plans.
- Digitize the georeferenced data.
- Work with the GIS Data Administrator to add data to dispatch mapping solution.

6.4 Research Machine Learning/Artificial Intelligence (AI) Deep Learning for Spatial and 9-1-1 Data

Problem Statement

The current 9-1-1 system experiences occasional issues such as slow response times, location errors, and inefficient resource utilization. Utilizing technologies like artificial intelligence and machine learning could help address these problems, leading to a more efficient, secure, and responsive system.

Initiative Description/Business Case

The project aims to research methods to enhance the 9-1-1 system through artificial intelligence and machine learning. A key focus will be on bolstering mapping systems using tools from Esri. The creation of a comprehensive database from past and present 9-1-1 calls is anticipated, and machine learning will be employed to foresee emergencies. The prospect of an automated system to assess call severity using AI is also under consideration. Using AI to improve location tracking and manage non-emergency queries is another significant aspect of this project. This research could lead to more efficient and

accurate 9-1-1 services, potentially enhancing community safety and saving lives.

Initiative Goals

The primary goals of this initiative are to:

- Research methods to improve data via AI and machine learning by collecting and processing 9-1-1 calls more effectively.
- Investigate opportunities to predict emergencies thus improving resource management.
- Examine the potential for AI systems to understand call severity.
- Explore how the integration of AI could improve mapping using Esri tools.
- Determine how machine learning can be utilized to analyze past incidents and identify opportunities for improvement.

6.5 GIS Database Schema Changes

Problem Statement

The current GIS database schema version NCT9-1-1 utilizes does not meet national NG911 standards and is not compatible with NCT9-1-1's Next Generation Core Services (NGCS) solution.

Initiative Description/Business Case

NCT9-1-1 will update the GIS database schema so that the data will be maintained in a coordinate system used by NG911 ECRF. NCT9-1-1 will address requests from GIS data providers since the last schema update in 2020. The schema will match NENA GIS Data Model v1 or newer and incorporate the portions of that standard that have not been incorporated yet. By making changes to the GIS database schema, the NCT9-1-1 system will become compatible with Esri Address Data Manager solution. This schema update will also allow NCT9-1-1 to provide the Esri Address Data Manager Solution to the GIS data providers and encourage the transition to ArcGIS Pro.

Initiative Goals

The primary goals of this initiative are to:

- Update schema set and scripts to export to new schema.
- Provide data in new schema for new ECRF/LVF/LDB provider.
- Fully transition to new schema.

OPERATIONS TEAM

6.6 NCT9-1-1 Regional Relationship Initiative

Problem Statement

NCT9-1-1 maintains professional relationships with ECCs' 9-1-1 telecommunicators through quarterly site visits and technology related requests (trouble ticket response, preventative maintenance, etc.) However, there is limited engagement with other regional stakeholders such as chiefs and sheriffs.

Initiative Description/Business Case

This project is designed to strengthen and cultivate positive relationships with key stakeholders, including ECC administrative staff, county judges, city managers/mayors, and local legislators. By prioritizing effective engagement, the project aims to enhance trust, loyalty, and collaboration. The project will focus on the NCT9-1-1 Leadership Team to plan quarterly visits with regional stakeholders to develop and maintain professional relationships.

Initiative Goals

The primary goals of this initiative are to:

- Establish a list of regional stakeholders.
- Schedule quarterly regional stakeholder visits.
- (NCT9-1-1 Leadership Team members) Visit at least two regional stakeholders per quarter during the fiscal year.
- Create a Smartsheet that allows staff to log visits and document issues discussed and action items for follow up.
- Conduct regular follow ups through email or phone calls.

6.7 NCT9-1-1 Regional 9-1-1 Telecommunicator Recruitment

Problem Statement

There continues to be a critical staffing crisis of 9-1-1 telecommunicators affecting the nation. In a highly competitive job market, ECCs are struggling to attract, hire, and retain skilled telecommunicators. Many factors contribute to this crisis, including lack of awareness of job opportunities in the 9-1-1 industry. NCT9-1-1's ECCs have requested assistance with recruiting telecommunicators on a regional level.

Initiative Description/Business Case

NCT9-1-1 plans to assist its ECCs by implementing innovative and proactive recruitment strategics on a regional scale. NCT9-1-1 will research opportunities to promote the 9-1-1 telecommunicator position including development of career fairs and establishment of a regional hiring portal. In addition, NCT9-1-1 will assist with the creation of recruitment materials such as social media template and recruitment videos.

Initiative Goals

The primary goals of this initiative are to:

- Conduct a regional ECC survey about the recruitment and hiring process including hiring roadblocks.
- Develop a regional staffing committee to include ECC representation.
- Produce at least one recruitment video.
- Promote 9-1-1 hiring and careers through social and traditional media outlets.
- Work with ECCs to research and potentially host a regional career fair and look into creating a virtual career fair.
- Research the development of an electronic regional ECC job portal for applicants to have the ability to apply for more than one center at a time.

STRATEGIC SERVICES TEAM

6.8 Implementation Strategy Documentation

Problem Statement

Efficient and comprehensive technical implementation documentation is required to understand the intricacies of the technology implementation processes. Current technical documentation lacks clarity and coherence, making it difficult for internal technology teams to understand the complexities of the technical implementation process. Ambiguities and gaps in information may lead to confusion and errors during implementation.

Initiative Description/Business Case

In the rapidly evolving landscape of technology, the successful implementation of technical projects is contingent upon clear, thorough, and well-structured technical documentation. This documentation serves as a vital resource for technical team members, vendors, and stakeholders involved in any implementation process. By creating cohesive, effective, and comprehensive documentation with valued input by the Technology Team, the risk of a negative outcome for our system and ECCs is greatly reduced. The Strategic Services Team will work with the Technology Team to facilitate discussions, document current processes, edit as necessary, test, and finalize.

Initiative Goals

The primary goals of this initiative are to:

- Facilitate tabletop discussions with the Technology Team to document all relevant implementation steps, configurations, dependencies, and interactions between components, leaving no critical details unaddressed.
- Create a logical and intuitive organizational structure for the documentation, facilitating easy navigation, searchability, and retrieval of information. Incorporate visual aids such as diagrams, flowcharts, and examples to enhance comprehension. Test for accuracy.
- Establish a process for continuous monitoring and updating of the documentation to reflect the latest technological changes and advancements.

6.9 Legislative Outreach During Non-Legislative Session Years

Problem Statement

During non-legislative years, the momentum and visibility of 9-1-1 issues tends to wane. This lack of engagement with lawmakers and elected officials hinders NCT9-1-1's ability to impact legislative outcomes effectively. Additionally, by not capitalizing on the time between sessions, the program misses critical opportunities to educate and mobilize key stakeholders. Consequently, 9-1-1 faces challenges in gaining legislative support and implementing necessary changes during the next legislative session.

Initiative Description/Business Case

By actively engaging lawmakers and stakeholders during non-legislative years, NCT9-1-1 can strengthen relationships and establish positive relationships, leading to increased support for 9-1-1 causes when the legislative session resumes. A well-structured legislative outreach strategy will enable us to maintain visibility and momentum for 9-1-1 issues, ensuring its relevance and importance are not overlooked during periods without legislative sessions. Proactive outreach during non-legislative years will provide ample time to educate lawmakers and other stakeholders about 9-1-1 issues that are required to improve, or even maintain, the current level of 9-1-1 service, thus building a strong foundation for future legislative discussions and policy changes.

Initiative Goals

The primary goals of this initiative are to:

- Research and identify key contacts.
- Create an outreach strategy.
- Create personalized communication and targeted messaging.
- Meet with at least five lawmakers and/or elected officials during the fiscal year to discuss ongoing 9-1-1 issues.

- Identify associations and gain endorsements for 9-1-1 legislation.
- Work with vendors to engage their lobbyists in the upcoming legislative session.

6.10 Microwave Towers Framework

Problem Statement

NCT9-1-1 utilizes a series of microwave towers to create redundancy in its network. These towers consist of both NCT9-1-1 owned towers and towers owned by other agencies. The original rollout of these towers and their associated agreements was done with the assistance of consultants so NCT9-1-1 must now create its own robust framework to ensure legal compliance, minimize risk, and improve overall efficiency.

Initiative Description/Business Case

The microwave framework project aims to establish a comprehensive and standardized process for auditing and tracking agreements, developing templates, and executing agreements as needed. In addition, NCT9-1-1 periodically uses its in-house UAS devices to fly the microwave towers owned by NCT9-1-1. The purpose of these flights is to ensure the safety and compliance of equipment located on those towers. This project will include creating a repeatable schedule for these UAS flights. The objective is to enhance legal compliance, minimize risk, and improve overall efficiency.

Initiative Goals

The primary goals of this initiative are to:

- Complete audit of current tower agreements.
- Gather any agreements not currently part of NCT9-1-1's repository.
- Update existing templates for future agreements.
- Develop a repeatable schedule for microwave UAS flights.

6.11 School Safety Initiative

Problem Statement

The recent HB 3 bill requires districts to share detailed maps and floor plans of each campus with law enforcement and emergency responders. SB 838, commonly known as Alyssa's Law, mandates the provision of silent panic alert buttons in each classroom, enabling teachers to have immediate contact with emergency services agencies. Compliance with these mandates will require collaboration among school districts, ECCs, and NCT9-1-1.

Initiative Description/Business Case

NCT9-1-1 has been working on a school floor plan project with ISDs and is continuing this effort by capturing and maintaining indoor mapping information, including floor plans, for schools in the region. This data will be integrated into the 9-1-1 map. NCT9-1-1 is actively working to educate superintendents on the implementation of these requirements and address potential technological challenges. By fostering a strong loop of communication among schools, ECCs, and NCT9-1-1, accurate information can be efficiently routed to 9-1-1 ECCs, ensuring a swift and coordinated response to emergencies. By integrating a range of critical data and modern communication applications into their systems, schools can substantially improve school safety measures, and enhance the workflow of 9-1-1 telecommunicators to better protect the public they serve.

Initiative Goals

The primary goals of this initiative are to:

- Continue efforts of ISD project by collecting floorplans and integrating them into the 9-1-1 map.
- Identify potential vendors for school panic buttons.
- Act as technology resource for ISD and ECCs to clarify how the panic buttons will transmit information to the ECC.
- Work with vendors and ECCs to create training for telecommunicators on the inclusion of floorplans in the mapping system and how to handle incoming panic alerts effectively.
- Work with ECCs to develop new Standard Operating Procedures (SOPs) for school safety through floorplans and panic buttons.
- Encourage proactive testing of panic button solutions with the ECCs.

6.12 AI Transcription/Translation Research – Phase I

Problem Statement

ECCs face challenges in providing swift and accurate emergency communication, especially when language barriers and real-time transcription of calls are involved. There is a lack of data available to assist in decision making and tracking of 9-1-1 call types. There is also a growing problem with telecommunicators' mental wellness. Day after day answering calls during the worst moment in a person's life takes its toll on mental health.

Initiative Description/Business Case

This project aims to identify, test, and implement AI/ML solutions like transcription and translation to enhance our emergency services, save time, provide more data for analytics and training, put systems in place to track bad calls and mental health, identify and translate quicker, and cater to the specific needs of the 9-1-1 telecommunicators as well as the community, ultimately ensuring a safer and more efficient emergency response system. This project presents an opportunity to assess the viability of AI/ML solutions and gathers input directly from ECCs to tailor the roadmap accordingly. Through this

project, NCT9-1-1 can improve the effectiveness of 9-1-1 services, potentially saving lives and ensuring a safer community.

Initiative Goals

The primary goals of this initiative are to:

- Research and implement a pilot (if feasible) for AI/ML capabilities like transcription and translation for enhanced emergency communication.
- Identify at least one industry partner and ECC to work with on development and implementation of pilot projects.
- Gather direct input from ECCs to tailor the AI/ML roadmap to meet the specific needs of the 9-1-1 community.

TECHNOLOGY TEAM

6.13 Call Handling Equipment (CHE) Integration Call Detail Records (CDR) Over Internet Protocol (IP)

Problem Statement

With an increasing number of vendors moving their platforms to virtual machines and with the decommissioning of the legacy public switched telephone network, it is becoming more important for NCT9-1-1 to move away from analog connections. CAD vendors and recording vendors are now asking for an IP handoff to deliver data.

Initiative Description/Business Case

The Technology Team will harden and segment the network to allow NCT9-1-1 to deliver data to third-party vendors via IP as requested. This would allow us to move away from the current analog connections that are in the backroom and deliver an IP connection to those that requested.

Initiative Goals

The primary goals of this initiative are to:

- Test\Validate vendor solution within our network environment.
- Ensure the proper traffic is allowed and no additional or unnecessary traffic is provided (for example, via firewall rules).
- Test\Validate penetration testing from outside sources.
- Build out Proof of Concept and MOP for other vendors.
- Send out interest requests to ECCs.
- Begin transition away from analog where available and requested.

6.14 Call Handling Equipment (CHE) Workstation Refresh

Problem Statement

The current call handling equipment telecommunicators use is reaching five years old and is ready for replacement. NCT9-1-1 will replace the workstations with newer workstations at each ECC.

Initiative Description/Business Case

NCT9-1-1 will replace the workstation with the current equivalent off the shelf Dell workstations. This will take an effort from the full technology team to streamline the process and delivery timely results. A schedule will be created to replace old workstations with new workstation sand will be completed one ECC at a time.

Initiative Goals

The primary goals of this initiative are to:

- Test\Validate vendor solution within our network environment. (complete)
- Purchase the new solution through vendor after testing. (complete)
- Create a MOP for staging each workstation per ECC.
- Build out an implementation plan that could take care of each region efficiently starting with those in need first.
- Send out notifications to ECCs on timeline and scheduling.
- Begin staging and delivery of replacements.
- Store retired workstations and prep for disposal.
- Enter asset information with correct serial number and location information into Asset Tracker.

6.15 Microwave Refresh

Problem Statement

Having implemented the NCT9-1-1 microwave network beginning in 2015, the radio equipment has now been in production for seven to eight years and is reaching end-of-life. The radios face increased risk of failure as they age and should be replaced to ensure continued service.

Initiative Description/Business Case

The Technology Team completed the procurement to replace the existing radios and peripherals for NCT9-1-1's microwave links which consists of radios and additional spares.
The Technology Team will now do a procurement to hire a vendor to replace the existing radios and peripherals. Part of the procurement will also be to fold the few remaining spurs into rings for more ring diversity, as well as doing full-fledged inspections of the microwave towers built in the original

microwave implementation. The tower inspections and new rings will be optional and contingent on available funding.

Initiative Goals

The primary goals of this initiative are to:

- Draft a project/implementation plan for the replacement of the end-of-life radios.
- Notify affected parties.
- Complete implementation
- Complete final acceptance testing for project close-out.

6.16 Network Equipment Refresh

Problem Statement

Aging infrastructure can pose a significant risk to an agency's operational efficiency, scalability, and data integrity. A network equipment refresh is advisable to address these issues and align with modern industry standards.

Initiative Description/Business Case

A network equipment refresh is essential to ensure the NCT9-1-1's competitiveness, security, and operational efficiency. Upgrading to state-of-the-art networking devices will alleviate performance bottlenecks, enhance network reliability, and provide robust security features to safeguard against evolving cyber threats. Moreover, the new equipment's advanced capabilities will enable the organization to embrace emerging technologies, support higher data volumes, and meet the demands of a growing customer base, ultimately leading to improved productivity and customer satisfaction.

Initiative Goals

The primary goals of this initiative are to:

- Develop configuration and templates for staging.
- Complete staging and deployment.
- Complete testing, validation, and verification.

6.17 Security Assessment

Problem Statement

Information Security (IS) is an ever-changing challenge to maintain and improve. NCT9-1-1 cannot improve its cyber security posture without first having a comprehensive assessment of its networks,

systems, and infrastructure and their resilience to intrusion and attack. Such an assessment is difficult to do internally.

Initiative Description/Business Case

While NCT9-1-1 currently follows both industry best practices and internal IT security policies, the district plans for regularly reviewed third-party system testing. This project will engage outside experts to test the resiliency of NCT9-1-1's networks, systems, and infrastructure to attack and intrusion.

Initiative Goals

The primary goals of this initiative are to:

- Complete the procurement for a third-party security assessment.
- Identify potential vulnerabilities.
- Test the efficacy of NCT9-1-1's security policies and practices.
- Measure risk exposure.
- Review recommendations for steps to mitigate, and to enhance incident response and determine appropriate next steps.

7. FISCAL YEARS 2025-2028 ANTICIPATED PROJECTS

FISCAL YEAR 2025

7.1 9-1-1 Telecommunicator Retention – Phase I

Problem Statement

In 2018, pre-pandemic, ECC staffing was down 29%. In a recent study conducted by Virginia Beach Senior Operations Supervisor, Matt Berg, the number one reason for leaving 9-1-1 was staffing. Additional reasons included work/life balance, mental health, and leadership. NCT9-1-1 needs to partner with ECCs in the region to identify problems and provide resources to assist the agencies we serve to improve recruitment and retention efforts to eliminate the staffing crisis.

Initiative Description/Business Case

Staff will conduct a research project on why tenured telecommunicators stay in the profession, why other telecommunicators choose to leave, and what can be done to retain them. Research will also include studying ECCs that have had success in retention and what they are doing to continue that success. How do ECCs empower 9-1-1 telecommunicators to be the elusive 1% in emergency communications and eliminate the staffing crisis?

7.2 Systems and Network Automation – Phase I

Problem Statement

The current infrastructure management and network automation processes lack efficiency and scalability, leading to increased operational overhead and potential errors. There is a need for an effective and comprehensive solution that can streamline and automate systems and network configurations, ensuring seamless orchestration, rapid deployment, and consistent management while reducing human intervention and minimizing downtime.

Initiative Description/Business Case

Infrastructure management and network automation can be enhanced and streamlined, leading to improved operational efficiency, reduced human error, and faster deployment of services. Technology will be vetted to orchestrate complex tasks and ensure consistency across our systems in order to enhance productivity, minimize downtime, and lower operational costs.

7.3 Augmented Reality – Phase I

Problem Statement

The current computer screen space limitations faced by 9-1-1 telecommunicators pose challenges in efficiently managing emergency calls. The restricted visual real estate makes it difficult for call takers to access critical information, potentially leading to delays in response times, decreased call handling efficiency, and limited situational awareness. This creates a pressing need for a solution that can enhance the call takers' capabilities and improve their overall performance. The constraints in space and budget make it difficult for ECCs to deploy an adequate number of monitors required to optimize call handling efficiency.

Initiative Description/Business Case

The implementation of augmented reality (AR) glasses with screen mirroring technology for 9-1-1 call takers presents a compelling business case. The use of AR glasses could provide ECCs with a cost-effective solution that expands the virtual screen space available to call takers, enabling them to access critical information and enhance call handling efficiency. This strategic investment in AR glasses demonstrates the organization's commitment to leveraging innovative technologies to improve operational effectiveness, streamline emergency response processes, and ultimately deliver enhanced public safety services. By addressing the limitations associated with traditional monitors, ECCs can optimize their resources, reduce costs, and achieve higher call handling standards, thereby ensuring the timely and efficient provision of emergency assistance to those in need. This pilot project aims to evaluate the effectiveness and usability of augmented reality (AR) glasses with screen mirroring technology as a solution to the challenges associated with limited computer screen space for 9-1-1 call takers, both in the ECC and if a telecommunicator must relocate to an alternate location.

7.4 Call Handling Equipment (CHE) Anywhere (CHE in a Box/Mobile ECC)

Problem Statement

During a disaster, pandemic, or planned event when the ECC is not available, there are limited options for an ECC 1) reroute its call traffic to an alternate ECC or 2) relocate its 9-1-1 telecommunicators to an alternate ECC to take calls. It benefits ECCs to have the option to access CHE anywhere. In addition, the lack of remote capabilities poses challenges when dealing with high volume events. ECCs are not able to engage telecommunicators remotely as needed depending on its needs.

Initiative Description/Business Case

The ability for ECCs to have CHE anywhere will allow decreased downtime and the ECC can return to normal operations more quickly. CHE anywhere allows ECCs to take calls up to the same capacity currently available in the normal state of the ECC. The current CHE solution is capable of operating from a laptop with a headset and the network can now be accessed via the cloud. The CHE anywhere project could include several possible options including: "CHE in a box," and/or a mobile ECC. In addition, providing telecommunicators with greater flexibility could lead to improved job satisfaction and performance. This project would only include call handling. Other ECC functionality, such as CAD and radio, would not be included and would be the responsibility of the agency. This project would require new services from a CHE vendor and would be a licensing and budget item.

7.5 Full Feature Manipulation Engine (FME) Deployment

Problem Statement

The GIS Team utilizes Feature Manipulation Engine (FME) via Esri's data interoperability extension for the Extract-Transform-Load (ETL) project. While this is sufficient for current needs, the full version of FME will be needed to future-proof and expand the capabilities of the ETL and related tools.

Initiative Description/Business Case

Esri's version of FME includes the majority, but not all, of the tools included in FME Desktop, which is the base version of the FME suite. Given the impact that NCT9-1-1's ETL tools have on data accuracy in the region, future proofing said tools is key. FME Desktop includes more compatibility options and logic that would allow for this. Furthermore, FME Server (another part of the FME suite) can automate large parts of the extensive internal workflows that come with the ETL. It would also allow for easier interactions with partner agencies and make format-agnostic data sharing easier (both for critical and non-critical data). Acquiring both FME Desktop and FME Server would be a great boost to NCT9-1-1's data sharing capabilities and, more importantly, for NCT9-1-1's ETL project. Training on the new software will also need to be considered for GIS staff.

7.6 GIS Hubsite – Phase I

Problem Statement

Currently, NCT9-1-1 does not have a singular location to conveniently share GIS data, data reports, training material, etc. Nor is there a modern, easy-to-use site to share data and information with our data providers and external entities. There are currently several compartmented areas built around Sharepoint, Esri, and emailing Excel spreadsheet reports.

Initiative Description/Business Case

A singular destination, or "hub", would be ideal to consolidate access for all. The GIS Team can migrate data access, training materials, industry news, data reporting, etc. to this new site so that it is easier for internal/external entities to locate everything as needed. This would be the research phase to determine feasibility and level-of-effort.

7.7 Implementation of 3D Data in the ECCs – Phase I

Problem Statement

9-1-1 location information does not currently address the vertical plane, thus, there is no floor (ex. 100 Main St., third floor) information on the telecommunicator's screen when a 9-1-1 call is made. Following a 3D/Z-axis pilot, NCT9-1-1 requires the dispatch mapping vendor to build a process to receive and implement 3D data into the ECCs, however that requirement has not been met at this time and is a dependency to 3D deployment.

Initiative Description/Business Case

The GIS Team will analyze the outcomes of the drone 3D/Z-axis pilot and determine a course of action for implementing 3D GIS data in the NCT9-1-1 ECCs regionwide. Additional research and development utilizing other data sources such as "LiDAR," imagery services, and AI-driven 3D buildings will be factored in for building regional geodata sets. Furthermore, existing Digital Elevation Models (DEMs) will be utilized. The GIS Team will work in close partnership with the mapping vendors, the Technology and Operations Teams, as well as all affected regional stakeholders. Training will be provided by the GIS and Operations Teams for all telecommunicators in the NCT9-1-1 region.

7.8 Learning Management System (LMS)

Problem Statement

NCT9-1-1 has been on the forefront of developing call taker training for over 25 years and many courses have been shared throughout the country. Although much of the content is still relevant, the form of

delivery is not. The newer generations have grown up with technology and use it regularly in their daily lives. The format of 9-1-1 training has not kept up with the engagement and technological delivery that is expected among new 9-1-1 telecommunicators entering the workforce.

Initiative Description/Business Case

In person training remains the most effective method for delivery of vital information and techniques for 9-1-1 call taking and dispatching. However, with the staffing crisis and the technology available today, online training must be part of the NCT9-1-1 training offerings. A combination of in-person and on-line training can be incorporated into a leaning management system (MS). Implementing an LMS system can enhance training efficiency, improve learner engagement, and provide organizations with the tools they need to stay competitive and adaptable in a rapidly evolving learning landscape. LMS provides a centralized learning hub, scalability, flexibility and accessibility, personalized learning paths, and consistent training. The service also allows for tracking and analytics, time efficiency, quick content updates, and collaborative learning.

7.9 NCT9-1-1 Wellness Initiative – Phase II

Problem Statement

During the previous years, it has become increasingly apparent that 9-1-1 telecommunicators have faced increased stress and high turnover rates. In an industry focused on technology, it is important to put an emphasis on the wellbeing of our people. ECCs need formal wellness programs that focus on mental and physical wellness.

Initiative Description/Business Case

NCT9-1-1 understands the importance of a positive work environment for its telecommunicators. This not only creates a direct benefit for those involved, but also has the subsequent benefit of improving culture and staff retention. NCT9-1-1 previously implemented a staff wellness program and wants to expand that to telecommunicators in the ECCs. Staff will begin incorporating the most successful wellness initiatives in the ECCs and work to develop a blueprint and training for those ECCs that want to implement their own wellness program.

7.10 New GIS Data Provider Education

Problem Statement

The counties in NCT9-1-1's service area must provide a resource to assign addresses and maintain the GIS map of their county. Unfortunately, many of those hired to provide these services have little to no GIS training or experience. Today there are very few training programs or courses for new or novice GIS data providers where 9-1-1 is concerned. Such a program can help ensure the quality, accuracy, and reliability of spatial data, which is crucial for effective decision-making in various sectors.

Initiative Description/Business Case

A training program would be developed to cater to different learning preferences by incorporating various formats such as written materials, electronic resources, live sessions, and pre-recorded content. Staff would start with a needs assessment then identify topics to cover in the training. Staff would also identify instructors, software, tools, and online platforms or a contractor that could provide these resources.

Creating an effective training program requires careful planning, understanding the needs of the audience, and tailoring the content to learning styles to ensure that participants have a well-rounded and accessible learning experience in the realm of GIS data provision.

7.11 Office Space Optimization

Problem Statement

In the aftermath of the COVID-19 lockdown and the widespread transition to fully remote working arrangements, the challenge of establishing an inviting office environment for employees has grown considerably. As NCT9-11-1 navigates the shift back to a more consistent in-office mandate, there emerges a pressing need to enhance the workspace conditions. This imperative arises from the crucial goal of sustaining employee motivation and well-being in the face of renewed physical presence requirements.

Initiative Description/Business Case

Creating a better workspace for employees yields numerous benefits that enhance both individual experiences and organizational success. An improved workspace fosters higher productivity and job satisfaction, reducing turnover rates and promoting employee retention. By prioritizing employees' physical and mental health, a well-designed environment minimizes discomfort and stress. Additionally, such a space encourages collaboration, innovation, and a strong company culture, while also attracting top talent and leaving positive impressions on clients and visitors. This conducive workspace not only engages employees but also promotes professionalism, team building, and adaptability to evolving work requirements. Ultimately, investing in an improved workspace reflects an ethical commitment to employee welfare and contributes to overall operational excellence. The NCT9-1-1 Wellness and Culture Committee will research and implement options to improve the office environment for mental and physical health to include items such as plants, wall décor, collaboration spaces, air quality/ noise, lighting, focus rooms, and snack options.

7.12 Personal/Virtual ECC Assistant – Research

Problem Statement

ECCs utilize multiple operating systems to perform their duties. At times, trying to locate information can slow down the response time of an emergency call. Voice command services are becoming more common in personal and professional settings as they can offer virtual assistance. ECCs could utilize similar functionality for processing 9-1-1 calls, assisting the general public, and accessing necessary resources without being distracted from an emergency call.

Initiative Description/Business Case

NCT9-1-1 will work with a vendor to develop this technology, but it will be up to NCT9-1-1 to work with the ECCs to determine if such a service is needed and what it should include. NCT9-1-1 will establish a focus group to research the capabilities and benefits of having a virtual assistant in an ECC. A virtual assistant is meant to augment a telecommunicator's role, not replace it. Artificial intelligence can provide assistance that will free up the telecommunicator's time for more important tasks. One focus will include promoting the functionality to groups that are concerned with the app "listening" even when not in use. Getting ECC input and feedback will ensure a service that will be useful for telecommunicators.

7.13 SD-WAN Phase I

Problem Statement

The existing Software-Defined Wide Area Network (SD-WAN) infrastructure is facing end-of-life status of its hardware components. Obsolete hardware could pose significant risks to the network's stability, security, and performance, hindering the organization's ability to meet evolving business requirements and deliver a seamless and reliable user experience. To address this issue, an equipment refresh and replacement strategy is necessary to modernize the SD-WAN infrastructure, ensuring continued operational efficiency and adherence to industry best practices.

Initiative Description/Business Case

The SD-WAN equipment refresh is a vital investment for our organization. By replacing the end-of-life hardware, NCT9-1-1 can enhance network performance, security, and reliability, leading to improved business agility and user experience. The new SD-WAN equipment will enable advanced features, such as enhanced application prioritization, dynamic path selection, and better traffic management which optimizes bandwidth utilization and reduces operational costs. Moreover, this initiative will future-proof our network, ensuring it can adapt to emerging technologies and support the organization's growth and expansion.

7.14 Server OS Modernization – Phase II

Problem Statement

NCT9-1-1's server infrastructure currently has some Virtual Machines (VMs) running on older operating systems, which may result in missed opportunities to benefit from the latest features, performance improvements, and security enhancements available in the current versions. Upgrading all server operating systems to their latest releases will enable NCT9-1-1 to stay up-to-date with the latest technology and ensure a more efficient and secure environment.

Initiative Description/Business Case

Upgrading all server operating systems to their latest versions presents a valuable opportunity for the organization to enhance its server infrastructure. By doing so, NCT9-1-1 can improve system performance, reliability, and security. Leveraging the latest features and advancements will allow us to better meet demands and ensure compatibility with modern software applications. These upgrades will support NCT9-1-1's growth and innovation by creating a robust and future-ready technology foundation.

7.15 Sunset ArcMap EOL 2026

Problem Statement

Esri, the makers of our GIS software ArcMap, has announced a plan to officially sunset the ArcMap software in 2026. ArcMap is currently in the process of being replaced by Esri with the new, modern ArcGIS Pro software.

Initiative Description/Business Case

As of 2023, some of the GIS Team's internal workflows still rely on ArcMap. In addition, there is a reliance on third-party vendor tools that are not yet compatible with ArcGIS Pro. Furthermore, the vast majority of our addressing coordinators still utilize ArcMap as their primary GIS software for sharing data with NCT9-1-1. The GIS Team will need to ensure that NCT9-1-1 (and the NCT9-1-1 region's addressing coordinators) transition to ArcGIS Pro by Esri's deadline to avoid ArcMap support issues, compatibility problems, and/or security concerns.

7.16 Text Translation Services Integration

Problem Statement

Although text to 9-1-1 was implemented in the NCT9-1-1 region in 2013, it was an interim solution with limitations. Some have been resolved, but there is still a deficiency in non-English text translation.

Initiative Description/Business Case

The current mapping product in the ECCs provides text translation for text from 9-1-1 calls. NCT9-1-1 staff will work with vendors to implement a text translation application that works for text to 9-1-1 in conjunction with the current Text to 9-1-1 and RTT applications throughout the region.

7.17 UAS Training Course

Problem Statement

The Unmanned Aerial System (UAS) program is utilized for addressing new subdivisions, capturing 3D data for critical infrastructure, microwave tower inspections, and assisting in emergency response scenarios. Our current flight team membership consists of four certified pilots and struggles to meet regional demands. To better meet the needs of the region, it is necessary to add and train additional certified flight team pilots.

Current training is cumbersome and expensive, often requiring travel outside of the region, hotel and meal expenses, in addition to training course fees. Historically, these expenses have been as high as $5,000 per trainee.

Initiative Description/Business Case

NCT9-1-1 staff will develop a UAS training program. Initial training will include preparation to obtain a Federal Aviation Administration (FAA) Small UAS Rule (Part 107) Remote Pilot Certificate. This certificate demonstrates understanding of the regulations, operating requirements, and procedures for safely flying drones. Subsequent training will involve in-depth and intense field training as outlined in the 2020 UAS Program Guidelines, under the Public Safety UAS Best Practices and the Public Safety Unmanned Response Team (PSURT) UAS Program Guide sections 4, 8, 10, 11, 12, and 15.

FISCAL YEAR 2026

7.18 Data Analytics – Phase III

Problem Statement

As additional data becomes available to ECCs through IoT, FirstNet, and other sources, there is no mechanism in place to monitor, record, analyze, and act on data. This includes the current limitations of 9-1-1 analytics which cannot be used to predict future activity.

Initiative Description/Business Case

It is anticipated that rich additional data will be available in the near future for many of the following: video (receive and send - CPR and training), wearables and devices such as smartwatches, devices for

the elderly such as medic alerts, connected car (ex. Uber), smart home (security alarms and sensors), smart buildings and businesses, non-person-initiated requests for emergency response.

This information will need to be actionable, and solutions should include two-way sharing. NCT9-1-1 will need to engage the ECCs to determine how to package and display the information on its 9-1-1 equipment. All data is not appropriate for all calls and 9-1-1 telecommunicators may not be in the right positions to open and process all the data. Phase II identified the kinds of data ECCs wanted on the dashboard and how the information should be displayed. This project will aggregate the data and allow for analytics to assist in understanding trends and making life-saving decisions in the future. In addition, predictive analytics will use data, statistical algorithms, and machine learning techniques to identify the likelihood of future outcomes based on historical data. The goal is to go beyond knowing what has happened to provide a best assessment of what will happen in the future.

7.19 ECC Regional Leadership Conferences

Problem Statement

There are multiple conferences ECCs can attend that enhance their work experience and help introduce new practices into existing policies and procedures. However, there are limited opportunities that focus on servant leadership topics presented by public safety personnel. There is also a limited budget at the local level for telecommunicator training.

Initiative Description/Business Case

The Regional Servant Leadership Conference for Public Safety would offer public safety professionals a chance to explore the transformative potential of servant leadership and innovative practices. The conference would gather 9-1-1 telecommunicators and leaders to discover how applying servant leadership principles has invigorated organizational culture, amplified employee engagement, refined onboarding techniques, and nurtured leadership growth. Through expert-led keynote speeches, interactive workshops, and peer networking, attendees will immerse themselves in the principles of servant leadership and gain insights into its practical applications. By sharing real-world success stories and strategies, this event aims to motivate and empower participants to become catalysts for change in their respective agencies. Ultimately, the conference strives to equip public safety personnel with the tools to infuse their organizations with fresh ideas, fostering an environment of continuous improvement and community-centered service.

7.20 GIS Hubsite – Phase II

Problem Statement

Currently, NCT9-1-1 does not have a singular location to conveniently share GIS data, data reports, training material, etc. Nor is there a modern, easy-to-use site to share data and information with our

data providers and external entities. There are currently several compartmented areas built around Sharepoint, Esri, and emailing Excel spreadsheet reports.

Initiative Description/Business Case

This initiative is dependent on the outcome of Phase I for FY2025. Assuming success during Phase 1, this would be a roll-out of a "live" GIS hub for us to use with internal and external parties.

7.21 Machine Learning (ML) Automation in ESInet

Problem Statement

When there is a network event within an ESInet, it can take valuable time to triage and identify the cause of a service interruption. Having well thought-out models for the network's ability to deploy automation through Machine Learning (ML) can close the gap on the mean time to repair.

Initiative Description/Business Case

This project would include building into the ESInet functionality to create models for ML and improving methods to repair network issues. Safeguards will be put in place to bypass any unintended changes made by this intelligent automation of the ESInet.

7.22 NCT9-1-1 Podcast Series – Phase I

Problem Statement

With changing 9-1-1 technology and different levels of service throughout the country, there are many misconceptions from the public. In addition, there is a lack of awareness from the public on what services are available through 9-1-1. A podcast for a non-profit 9-1-1 entity can address various needs. Firstly, it serves as a platform to educate the public about the importance of 9-1-1 services, dispelling misconceptions, and promoting proper use. By sharing stories of successful responses and interviewing first responders, the podcast can foster community engagement and trust. Secondly, podcasts can raise awareness about the challenges from funding issues to evolving technologies. It also offers a channel to promote fundraising campaigns, recruit volunteers, and advocate for policy changes. Overall, the podcast has become a powerful tool for community education, collaboration, and improving emergency services.

Initiative Description/Business Case

NCT9-1-1 will create a podcast where team members interview subject matter experts on topics to provide accurate, up-to-date information in a setting that is entertaining and engaging. Collaborating

with 9-1-1 industry groups (i.e. TX NENA, strategic consultants, the 9-1-1 Institute) will identify related topics for discussion and subject matter experts to present.

7.23 Next Generation Core Services (NGCS) Backup

Problem Statement

The transition to NGCS allows telecommunicators and field first responders to receive critical additional functionality/ information during a call for service.

As with most 9-1-1 technology, there are redundancies and backup solutions in place. However, with the implementation of NG911 throughout the state and with neighboring 9-1-1 entities, there are increased opportunities for creating system wide backup solutions.

Initiative Description/Business Case

Contingency solutions currently include the rerouting of emergency calls to a backup as well as system diversity and redundancy. The development of a system-wide back-up solution could be achieved by partnering with another available NGCS provider or 9-1-1 authority. Staff plan to identify viable partners and create sample agreements to allow for mutual aid in re-routing emergency calls. The validation process will explore capacity planning by all parties to confirm functionality at the time of an event. Staff will also consider contracting with another NGCS vendor for a backup solution if budget is available.

7.24 POTS to SIP Trunk Transition

Problem Statement

As the telecommunications landscape shifts towards digital systems, the Plain Old Telephone System (POTS) lines, previously pivotal for NCT9-1-1's operations, are becoming obsolete. NCT9-1-1 faces the challenge of transitioning to digital trunks while upgrading its abandoned call management. These POTS lines are currently crucial for follow-up on abandoned emergency calls.

Initiative Description/Business Case

NCT9-1-1 envisions centralizing control at a dedicated data center during the transition, allowing streamlined administration and improved response to abandoned calls. The project seeks to ensure a seamless analog-to-digital transition, enhance administrative control, and optimize abandoned call resolution. It encompasses the selection of digital trunk technologies, establishment of the data center, and implementation of advanced analytics. The outcome aims to position NCT9-1-1 as a technologically adept and responsive emergency service provider well-equipped to serve the community.

The Technology Team would purchase digital trunks either PRI or SIP trunks that would give a number of channels or trunks that could be programmed to allow the ECCs to make outbound calls. Each ECC would have access to these trunks for outbound calls.

FISCAL YEAR 2027

7.25 Additional Data Repository (ADR) Lab

Problem Statement

ECCs currently perform complex operations with only ANI/ALI and data obtained verbally from a caller. The influx of "smart" data from the IoT would be beneficial to both the public and first responders; however, it must be integrated into the NCT9-1-1 system. An ADR is required for this integration.

Initiative Description/Business Case

The GIS and Technology Teams will collaborate with vendors and utilize the "dev-portal" to plan for the integration of ADR into the CHE/ECC and test emerging technology and services accessible via the NG9-1-1 clearinghouse. NCT9-1-1 is eager to incorporate ADR in the CHE using the best solution available. This will require coordination with vendors and some development. Alternately, if development and funding is unavailable or technology roadblocks prevail, NCT9-1-1 will develop a plan for implementing a portal to obtain this additional information. NCT9-1-1 will also follow the data lake work being conducted in California with two vendors as well as the NCTCOG Transportation Department Data Lake project in order to leverage their efforts.

7.26 Commission on Accreditation for Law Enforcement Agencies (CALEA) Training Academy Accreditation

Problem Statement

The NCT9-1-1 training program has a creditable reputation for providing quality training and services while maintaining Texas Commission on Law Enforcement (TCOLE) training standards. Though the training program is compliant with state training standards, having CALEA accreditation would allow us to address a combination of national and state standards, would improve the quality of the program, and would increase the credibility of the program.

Initiative Description/Business Case

Obtaining CALEA (Commission on Accreditation for Law Enforcement Agencies) accreditation is a meticulous process that law enforcement agencies undertake to demonstrate their adherence to professional standards. The process involves expressing intent, forming a team, and conducting a self-assessment to align policies with CALEA standards. The agency then submits an application, leading to an on-site assessment where CALEA reviewers evaluate operations and provide feedback. After

addressing areas of improvement, the agency's materials are reviewed by the CALEA Commission, and if compliant, accreditation is granted, reflecting the agency's commitment to professionalism and accountability.

The CALEA accreditation process entails expressing intent, self-assessment, application submission, on-site assessment, and review by the CALEA Commission. Accreditation showcases an agency's dedication to adhering to high standards and prompts periodic re-evaluation to maintain compliance and excellence.

7.27 Developing ECC Training and Career Track for NG9-1-1

Problem Statement

Today there are limited types of positions in a 9-1-1 ECC: telecommunicators or dispatchers, trainers, supervisors, and managers. With all the new technology that will be introduced in the next several years, current training and SOPs will become obsolete. In addition, the new technology will present the opportunity for new roles such as data and video analysts, social media experts, and more administration data handlers. These positions have not been defined, nor are there job descriptions in existence today.

Initiative Description/Business Case

Partnering with local, state, and national 9-1-1 organizations/associations, NCT9-1-1 will identify and develop future NG9-1-1 positions and job descriptions (for example job descriptions related to: training, volunteers, administrative 9-1-1 telecommunicators, data analytics, artificial intelligence, etc.). This will be achieved by hosting focus groups including ECCs and private industry experts. NCT9-1-1 will partner with other early adopters throughout the country on this effort and provide work to associations for sharing.

7.28 ECC Consolidation Research and Collaboration

Problem Statement

There is a staffing crisis in the ECCs throughout the country. ECCs are also experiencing funding shortages and a need for transitioning to advanced technology. The pandemic demonstrated that illness can cripple the staffing in a center. All of these problems could be reduced by the consideration for ECC consolidation.

Initiative Description/Business Case

NCT9-1-1 staff will research successful ECC consolidations and study what has worked and what has not. Co-locations and technology consolidation will be researched as options as well. NCT9-1-1 will collaborate with Tarrant County 9-1-1 (TC911) on their successful consolidations, as well as those that

are in the plans for the future and the results of a formal study they are conducting. NCT9-1-1 staff will develop presentations that could be offered at conferences around the state that address our public safety leaders in the region.

7.29 Network Automation, Monitoring, and Troubleshooting Tools – Phase I

Problem Statement

The current network infrastructure utilizes manual processes and time-consuming trouble shooting efforts. It lacks efficient automation for monitoring and troubleshooting capabilities that are now commercially available. There is a need for an integrated network automation, monitoring, and troubleshooting tool that can streamline network operations, proactively monitor performance, and provide real-time insights to swiftly troubleshoot and resolve network incidents, thereby enhancing overall network reliability and performance.

Initiative Description/Business Case

Implementing a comprehensive network automation, monitoring, and troubleshooting tool will significantly benefit our agency. The tool's automation capabilities will streamline network operations, reducing manual effort and human errors, resulting in improved network reliability and availability. The proactive monitoring features will provide real-time visibility into network performance, enabling faster detection and resolution of issues, which in turn, will reduce network downtime and enhance end-user experience. By investing in this tool, we will optimize network resources, increase operational efficiency, and ensure a robust and stable network infrastructure, ultimately leading to greater customer satisfaction and a competitive advantage in the market.

7.30 Social Media Integration into ECCs and 9-1-1 Call Flow

Problem Statement

The absence of a systematic method to incorporate real-time information from social media into the 9-1-1 emergency call flow hinders emergency responders' ability to access crucial insights during crises. To bridge this gap, a comprehensive system is required that seamlessly integrates social media data into the emergency response process. This would enhance situational awareness by allowing operators to monitor and extract relevant information from social media posts related to ongoing incidents, enabling more informed decision-making and efficient resource allocation. However, challenges such as data filtering, privacy concerns, and operator training must be addressed for successful implementation.

Initiative Description/Business Case

This project aims to enhance emergency response by seamlessly integrating social media data into the 9-1-1 call flow through the utilization of third-party AI software for efficient data scraping based on

predefined keywords. The initiative seeks to provide emergency operators with real-time insights from social media platforms during critical events or disasters, facilitating more informed decision-making and coordination. The project involves developing robust algorithms for data extraction, filtering, and prioritization, as well as integrating the scraped data into the existing call flow interface. By ensuring privacy, conducting operator training, and rigorous testing, this integration holds the potential to revolutionize emergency response capabilities by harnessing the power of social media for timely and relevant information.

7.31 Telecommunicator (TC) Application Development

Problem Statement

There are limited opportunities for communicating with each of the approximately 600 telecommunicators in our region. Currently, most outreach is directly with the center manager or supervisor and the messages are trickled down with various degrees of success. NCT9-1-1 needs a methodology for reaching each telecommunicator for notifications and training.

Initiative Description/Business Case

This project seeks to collaborate with students or a vendor to create an innovative telecommunicator application, revolutionizing communication with the District. The envisioned application aims to bridge the communication gap by directly reaching telecommunicators, offering real-time alerts on service issues and important announcements related to events, training, and technological advancements. In addition to its practical features, the application is designed to foster a sense of community and empowerment among telecommunicators. It will offer functionalities such as job postings, a story collector to share success stories, recognition opportunities through shout-outs and award notifications, and a platform to share articles and pose challenges for group feedback. The application's purpose lies in its ability to gather valuable feedback from telecommunicators, provide a channel for announcing wellness initiatives and competitions, and serve as a central hub for all telecommunicator-related communication needs. By creating this telecommunicator application, NCT9-1-1 aims to establish an inclusive and efficient communication framework that not only addresses practical information dissemination but also nurtures a supportive and collaborative environment for TCs to thrive."

7.32 Unified Emergency Data Integration and Visualization Services

Problem Statement

Increasing diversity and volume of information sources, such as caller details, location data, and additional data, have made it challenging for telecommunicators to efficiently access and integrate all relevant information during the brief duration of a 9-1-1 call. This fragmentation of information can lead to delayed or incomplete situational awareness, potentially impacting the speed and accuracy of response efforts. There is a need to develop solutions that empower telecommunicators with improved tools and technologies to seamlessly gather, integrate, and present key information from multiple

sources in a concise and accessible manner. By addressing this issue, emergency response systems can enhance their ability to provide timely and effective assistance, ultimately contributing to better outcomes during critical incidents.

Initiative Description/Business Case

Aimed at improving the efficiency of telecommunicators during emergency calls, this project addresses the issues of handling diverse data from sources like crash notifications, telematics, IoT sensors, and more. The project involves building a secure and efficient data pipeline to collect, integrate, and enrich information from these sources. The centerpiece is a user-friendly web portal that provides telecommunicators with a centralized view of integrated data. This real-time portal offers customizable visualization tools, enabling quick access to critical information and facilitating better decision-making. By streamlining data access and presentation, the project enhances the effectiveness of emergency response operations. Efforts will be made to streamline the process of accessing and integrating diverse data sources for 911 and contributes to faster and more accurate decision-making during emergencies, ultimately enhancing the overall effectiveness of emergency response efforts.

FISCAL YEAR 2028

7.33 CAD-to-CAD Interoperability

Problem Statement

Each ECC in the NCT9-1-1 region is responsible for its own Computer Aided Dispatch (CAD). Therefore, there are numerous CAD solutions throughout the region. In the current environment, CAD is unable to share data between systems, sometimes even when the systems are the same software provider.

Initiative Description/Business Case

This project would include researching, planning, and implementing a standardized system enabling seamless communication and information sharing between different ECCs' CAD systems. Through a robust infrastructure and real-time data exchange, the project intends to enhance multi-agency coordination, resource allocation, and incident management. By ensuring secure data transfer, standardized user interfaces, and geospatial integration, the project seeks to improve response times, reduce redundancy, and enhance situational awareness for more effective emergency services across participating 9-1-1 centers.

7.34 FirstNet Integration

Problem Statement

There is currently an unmet expectation that all content received during a 9-1-1 call will be sent to first responders in the field. In order to effectively get additional data to Police/Fire/EMS, 9-1-1 will need to

integrate with FirstNet network. Doing so will allow for better situational awareness and complete data access for incident management.

Initiative Description/Business Case

The project focuses on seamlessly integrating Next Generation 911 (NG911) with the FirstNet network to enhance emergency response and public safety communication. The integration aims to enable real-time data sharing between NG911 call centers and FirstNet-connected responders, improve location accuracy, provide priority access to the network during emergencies, ensure interoperability, and offer multi-channel communication capabilities. By achieving these goals, the project seeks to create a robust and efficient emergency communication infrastructure that accelerates response times, promotes effective collaboration among agencies, and ultimately enhances public safety.

7.35 Next Generation Contact Center – Phase I

Problem Statement

Not all ECCs have the resources or desire to handle all the additional data and processing that NG911 and FirstNet will be offering in the future.

Initiative Description/Business Case

The project involves research the development of a cutting-edge virtual or physical center for operational communications, focused on coordinated incident response and management within a regional NG9-1-1 smart center framework. This center will enhance emergency calls by processing multimedia messages and additional data while integrating data and video analytics. Collaborative partnerships will be formed with key regional information providers, including the regional fusion center, poison control, and 2-1-1 services, to ensure comprehensive support. The center's core functions include efficient incident handling, advanced analytics, seamless distribution to Emergency Communication Centers (ECCs), and the integration of NG9-1-1 technology. Through enhanced collaboration and technology, the project aims to significantly improve incident response effectiveness, public safety, and regional coordination.

7.36 Research and Implementation of Regional Supplemental CAD Services

Problem Statement

The implementation of a supplemental regional CAD system for 9-1-1 ECCs focuses on overcoming the limitations of standalone CAD systems by enabling the seamless sharing of call data among ECC jurisdictions. This enhanced data sharing will facilitate coordinated responses to incidents spanning multiple areas, ensuring timely and appropriate mutual aid. The system will provide advanced

notifications for cross-jurisdictional incidents, optimize resource allocation, and improve disaster response capabilities, thereby reducing overall response times and enhancing public safety.

Initiative Description/Business Case

NCT9-1-1 will explore options for providing CAD functionality to its member ECCs through a regional CAD with ECC licensing in order to reduce ECC costs. The host CAD application would reside in the cloud in order to offer connectivity to other ECCs in the region, NCT9-1-1 and even other ECCs around the country. This could be a supplemental CAD in addition to their current product. However, ECCs would have the option to license their own primary CAD services through the regional solution. A regional CAD could provide back up to ECCs across the country in times of disaster and for sharing information for volunteer response.

7.37 Smart Initiative – SmartNCT

Problem Statement

The lack of rural broadband in select areas of our region is impeding public access, education, and local development, further highlighted by the COVID-19 pandemic's demand for remote services. Despite the growing success of "Smart" projects nationwide, the NCTCOG region lacks the necessary infrastructure, necessitating increased bandwidth and diverse network support. Existing funding falls short, making alternative funding, including grants, vital. A holistic approach is urgently needed to address these challenges, ensuring equitable digital access, enabling Smart initiatives, fostering community collaboration, and establishing the goal of owning a 9-1-1 fiber network instead of leasing ESInet services, thereby enhancing the region's self-sufficiency and resilience.

Initiative Description/Business Case

The project's core objective is to tackle the rural broadband gap in the NCTCOG region by extending the existing fiber network initiative. By collaborating with Texas A&M University and strategic consultants, the plan involves securing grants to construct a fiber network for the regional 9-1-1 system. The project's phases encompass grant application and initial planning, expanding the fiber network into underserved areas, and partnering with local governments to implement Smart initiatives. To ensure long-term success, a consultant will be engaged to develop a comprehensive fiber plan for the regional 9-1-1 network. The project's benefits include improved broadband access, enhanced Smart project capacity, and community resilience through better infrastructure.

However, the endeavor faces potential challenges such as securing grant funding, technical deployment hurdles, and potential stakeholder resistance. To mitigate these, the project proposes diversifying funding sources, collaborating closely with technical experts, and maintaining proactive communication to garner stakeholder support. By establishing a sustainable fiber network and Smart project ecosystem, the plan strives to bridge the digital divide, foster collaboration, and usher in a more technologically inclusive future for the NCTCOG region.

8. FISCAL YEAR 2023 STRATEGIC INITATIVES ATTAINMENT

8.1 2D Floor Plans – Phase II

Project Overview

Currently, when a 9-1-1 call is made from within a building, the 9-1-1 telecommunicator receives the approximate location of the caller. However, there is no frame of reference to understand what room a call is being made from, what other areas surround the caller, etc. For example, the 9-1-1 telecommunicator does not know if a call is being made from a bathroom or an auditorium. This situational awareness would benefit field responders. As part of Phase I, 2D floorplans were gathered from ISDs within our region. At least one floorplan was obtained from each county. This collection and tracking process will continue. In Phase II, the Strategic Services Team will work with the GIS Engineering and Geodata Teams to create Methods of Procedure (MOPs) that will address how to ingest collected floorplans into the dispatch mapping system.

Project Attainment

- Staff established foundational framework by completing a pilot mapping project with Glen Rose, ISD.
- There is currently a digitization intern on staff to georeferenced and digitize floorplans previously collected for our region.
- Potential 3D data collection technologies are being explored. The goal is to create more dynamic views of schools' interiors.
- A focus group consisting of police officers and telecommunicators from around the region was formed.

8.2 9-1-1 Awareness for Public Officials and Associations

Project Overview

NCT9-1-1 staff will work with the early adopters around the country to develop presentations for conferences. Staff will present at various public-safety or government conferences about current 9-1-1 issues to increase awareness. When free or offered at a low rate, booths will be hosted at these conferences.

Meetings will also be coordinated with local public officials. At these meetings, NCT9-1-1 staff will work to increase education and awareness about the importance of NG9-1-1 and any other pressing 9-1-1 issues. These meetings will help develop relationships and will also allow the opportunity to answer any questions the official may have.

Project Attainment

- Staff completed comprehensive research which identified organizations, conferences, and events within the public safety and government sectors that align with NCT9-1-1's mission and objectives. Potential points of contact were identified.
- Legislative contacts and key stakeholders were researched and included in an internal database.
- Staff developed marketing materials which included the design, development, and workshop of comprehensive documentation. Presentation materials were created that offered an informative overview of the legislative outreach process. These materials were used as part of the 2023 *9-1-1 Goes to Austin* event.
- Staff orchestrated the planning and execution of *9-1-1 Goes to Austin*, managed additional meetings with legislators, and developed a well-structured schedule that encompasses conferences, meetings, and other relevant engagements throughout the year.
- Staff coordinated meetings with 16 legislators in Austin.

8.3 ECC Power Management Assistance

Project Overview

Generators and UPS systems are designed to provide power redundancy during a power outage. When engineered to work together, the combination can allow systems to work for days without interruption. The best proactive method to test these systems is to schedule a controlled outage and remove commercial power on a main breaker to the site. NCT9-1-1 will develop a proper test plan with affected stakeholders in order to avoid failures.

Project Attainment

- Communication has been developed to explain the purpose of the project and request testing from the ECCs.
- A test plan has been created and will delivered to ECCs to begin coordination of proper testing.

8.4 Emergency Communications Center (ECC) Summits

Project Overview

NCT9-1-1 understands that the success of the technology and services it provides is dependent on adoption by the telecommunicators. Currently, there is a slow adoption rate for new functions and features available. In addition, NCT9-1-1 currently does not have a mechanism to collect feedback from telecommunicators for the challenges he/she faces that NCT9-1-1's technology or services could potentially address.

The transition to Next Generation 9-1-1 introduces new solutions and technology for call handling and dispatching. These solutions can offer additional caller information and new functionality that has not

been available in past call handling equipment. NCT9-1-1 will offer ECCs the opportunity to learn more about existing resources and what is to come. NCT9-1-1 will host in-person, geographically based summits in the region to promote higher ECC attendance. These summits will also offer the opportunity for telecommunicators, supervisors, and managers to provide feedback which will assist NCT9-1-1 in developing its roadmap. These summits will include general overviews of current equipment functionality, upcoming changes/releases, ECC feedback, and enhancement/new feature requests.

Project Attainment

- NCT9-1-1 hosted four in-person summits at the following locations: Hood County, Rockwall Police Department, Weatherford Police Department, and Waxahachie Police Department.
- An agenda was created which followed a template which included: Welcome and introductions, purpose of the meeting, new feature enhancements, discussion of existing resources, future roadmap and potential solution discussion, and open floor/open comments.
- Staff established an effective feedback collection process to ensure pertinent information was documented and concerns are addressed. All actions and inquiries are tracked in a Smartsheet database.
- Staff are finalizing a repeatable process to ensure the continuation of the summits.

8.5 Geographic Information Systems (GIS) Data Preparation for Next Generation Core Services (NGCS)

Project Overview

NCT9-1-1's GIS data will need to be updated in preparation for when GIS becomes a more substantial part of 9-1-1 call routing. Current GIS data only partially adheres to the standards put forth in NENA's i3 infrastructure mainly because of NCT9-1-1's hybrid approach which still accommodates some legacy elements. Current NGCS procurements necessitate a change in this approach, however, and GIS data will need to be added before this process is completed. This is anticipated to be an entirely internal process.

Project Attainment

- Staff added data into the legacy data fields using the calculation function.
- It was discovered the requirement to change schema, which has been included as a FY2024 project.

8.6 Imagery Services Refresh

Project Overview

Updated/current imagery is essential for public safety. The 2D imagery is used by telecommunicators in the ECC dispatch mapping application to locate callers in emergencies and to guide field responders

to the callers. Additionally, the imagery is used for 9-1-1 addressing purposes by the county addressing authorities and NCT9-1-1 staff. It is important to contract services with an imagery provider that is able to provide regular updates, whether it be via ortho flights or using satellite technology. Research is being undertaken to identify 2D services, and possibly combining 3D and 2D bundles. A new solution will need to be procured during fiscal year 2023 to prepare for the end of the current contract.

Project Attainment

- Staff completed an implementation timeline for new imagery.
- An initial procurement was completed but the decision was made to re-release the RFP with a requirement for more frequent imagery updates. The re-release of the RFP is possible due to the extension of the grant timeline.
- Staff are currently updating RFP requirements for re-release.

8.7 Lab-to-Lab Initiative

Project Overview

An ESInet is a managed IP network that is used for emergency services communications and can be shared by all public safety agencies. ESInets enable the sharing of emergency data between various ECCs, expanding the possibilities of collaborative emergency response across the nation. This project will help us validate voice calls, data transfers, and real-time texts (RTT) to and from our lab using the call handling solution with different partners through the ESInet network connection. This will give staff the ability to pre-test and pre-validate new implementations before pushing them into the production network.

Project Attainment

- The Network group extended ESInet to NCT9-1-1 and provided access to different 9-1-1 authorities in order to connect NCT9-1-1's network for successful lab-to-lab testing.
- Based on successful tests, some testing moved beyond the lab and into production.
- RTT calls are now being received in one county and transfers from 9-1-1 authorities are now possible.

8.8 NCT9-1-1 Wellness Initiative – Phase I

Project Overview

NCT9-1-1 understands the importance of a positive work environment for its staff. This not only creates a direct benefit for those involved, but also has the subsequent benefit of improving culture and staff retention. NCT9-1-1 desires to develop a program to recognize, appreciate, and provide opportunities for its staff. NCT9-1-1 would like to be able to replicate this program within our ECCs in subsequent years.

Project Attainment

- A survey was released to staff to solicit ideas for potential wellness programs. It was determined events/information should focus on one of three areas of wellness: physical, mental, financial.
- A wellness committee and comprehensive framework was created. The committee meets regularly to ensure activities are ongoing.
- The committee hosted at least one initiative each quarter including: distributing content in the weekly staff newsletter, organizing a health-focused luncheon for staff, distributing blue light blocking glasses, providing branded water bottles, and planning an upcoming financial wellness lunch and learn.

8.9 Next Generation Core Services (NGCS) Replacement – Implementation

Project Overview

NCT9-1-1 staff worked with consultants to create a gap analysis and draft functional standards and interface requirements that were used to create a Request for Proposals (RFP). This RFP included two components: NGCS and call aggregation services. Vendors were allowed to submit for one or both of these components. Staff evaluated several different solutions and models including Software as a Service (SaaS), an independent in-house solution, or a hybrid of both SaaS and in-house technology and resources. In addition, NCT9-1-1 utilized consultants to help coordinate demonstrations and to serve as the point of contact for the vendors. In June 2022, NCT9-1-1 staff received approval from its governing body, the Board of Managers, to contract for these services. This project will include a coordinated effort between all NCT9-1-1 teams, the NGCS and NG9-1-1 call aggregation vendors, and operational consultants to migrate existing services and functionality to the new contracted platform.

Project Attainment

- Staff worked with the selected vendor to create an implementation timeline.
- Implementation is ongoing. The Implementation Team meets weekly to monitor progress on the transition to the new NGCS.

8.10 Quality Assurance Resource Model – Phase III

Project Overview

Phase I of the Quality Assurance Resource Model identified a formal mechanism for public safety agencies to certify their training programs met American National Standards Institute (ANSI) standards. Phase II provided public safety agencies with a process to systemically review and internally assess its operations and procedures to ensure compliance with national standards. Phase III introduces the APCO and NENA Quality Assurance/Quality Improvement (QA/QI) program, which provides a matrix for ECCs to evaluate, build, and implement a successful 9-1-1 call handling quality assurance and quality

improvement program. NCT9-1-1 will provide training on this program so it can be implemented on an optional basis throughout the region.

Project Attainment

- A model was created which outlined how to evaluate, build, and implement quality assurance and quality improvement programs based on the standards provided by APCO and NENA.
- Guidance and clarification was provided to the ECCs including the benefits of incorporating their program into their call handling policies and procedures.

8.11 Partnerships with Academia – Phase I

Project Overview

NCT9-1-1 has encountered multiple areas where the program could benefit from partnerships with academia. NCT9-1-1 desires to develop relationships with professors and university staff primarily focused on the following areas:

Recruitment: NCT9-1-1 believes that developing relationships with universities will assist with recruitment in the following areas: technology, GIS, communications/marketing/public relations, emergency management, public administration, and digital technology. This includes developing internship opportunities in these areas as NCT9-1-1 has been successful in the past transitioning interns to full time employees. In addition, the program desires to develop a pipeline of qualified candidates from these universities by creating awareness around our program.

Class Projects: NCT9-1-1 has previously conducted class projects with local universities. These projects were centered around specific areas of interest for NCT9-1-1: programmatic business review and marketing/public relations. NCT9-1-1 foresees future opportunities in these areas including in GIS, UAS, communications, and new technology. Universities also have an awareness of new and upcoming technology. Partnering with them may present the opportunity to learn about and test new technology that is typically out of reach for NCT9-1-1. These relationships may also lead to grant opportunities.

Project Attainment

- Staff created outreach materials (flyers, digital graphics, etc.) to showcase NCT9-1-1's program and expertise.
- Staff initiated contact and organized discussions with local professors and university staff. These relationships included fostering ongoing relationships with career development services.
- An internship framework was designed and executed. This framework includes guidelines for recruiting and managing interns.
- A database was developed to manage contacts and track vital information.
- A research request portal was instituted for NCT9-1-1 staff to request to the assistance of an intern.

8.12 Regional Telecommunicator Academy (RTA) – Program Analysis and Recruitment Development

Project Overview

Upon completion of an academy, students return back to their ECCs to complete on-the-job training. Though a questionnaire is provided to students 30 days following graduation, NCT9-1-1 staff members do not obtain updates on how students are progressing with their training or advancements they have made (i.e. becoming a CTO, shift supervisor, etc.). In addition, there is also no current recruitment mechanism for the RTA.

Project Attainment

- A spreadsheet was created to track current RTA alumni.
- A focus group was hosted where participating RTA alumni were asked questions related to their RTA experience, how the RTA prepared them for their careers, progression in their position, and enhancement requests for future RTAs.
- Video content captured will be used to create promotional advertisements for ECCs to recruit and for the RTA.

8.13 Security Framework Documentation

Project Overview

The Technology Team currently follows industry best practices; however, this is often done without the aid of written processes and documented security framework. This project will allow technical staff to work with consultants and other resources to document a plan that supports business needs and aligns with security standards.

Project Attainment

- Technical staff and consultants were engaged to develop a comprehensive security framework.
- A repeatable process for review and documentation was created including tabletop discussions.
- A schedule for regular reviewing and updating of documentation was created.

8.14 Texas 3D Users Group

Project Overview

This project will establish a 3D users group including a diverse collection of industry professionals to collaborate in a virtual workgroup setting. This "think tank" style format will allow for numerous perspectives from industries including (but not limited to): addressing authorities, ECC staff, fire, law,

EMS service members, vendors, and other organizations with a passion for moving 9-1-1 forward. The plan is to meet virtually every quarter and could include presentations, current testing, knowledge share, and open discussion. Depending on progress, post meeting "sub-groups" may be formed to further test and collaborate. Examples of this could include test calling, imagery insight, data uncertainty, etc.

This is intended to be an informal collaboration effort from several different perspectives, yet all moving collectively towards the same goal. The direction of the group will be largely driven by the information gathered during the meetings. Participation, discussion of current work or testing, and the ability to attend or be removed from the group is completely voluntary.

Project Attainment

- The group, which consists of agencies of various sizes and includes various areas of expertise, collaborated on the current state and challenges of 3D in a dispatch mapping environment.
- A schedule of periodic meetings was established to discuss various 3D-related topics going forward.

9. FISCAL YEARS CAPITAL REPLACEMENT SCHEDULE

Type	QTY	Purchase Year	Estimated Life	FY2024	FY2025	FY2026	FY2027	FY2028
Network	19	2017	9			$563,124.00		
Network	1	2023	7					
Network	2	2018	8			$55,200.00		
Network	2	2018	7		$88,368.00			
Network	43	NEW	5		$1,500,000.00			
Network	2	2018	10				$166,920.00	
Network	6	2019	9				$129,360.00	
Network	2	2019	7			$255,600.00		
Network	10	2019	7			$54,000.00		
Network	55	2024	5					
Network	4	2024	5					
Network	6	2024	5					
Network	104	2024	5					
Network	10	2024	5					
Network	4	2024	5					
Network	4	2024	5					
Network	2	2024	5					
Network	55	2024	5					
Network	2	2024	5					
Network	1	2024	5					
Network	30	2024	5					
Network	4	2024	5					
Network	4	2024	5					

Network	4	2024	5					
Network	10	2024	5					
Network		2024	5					
Network	132	2024	7					
Network	32	2023	5					$46,080.00
Network	45	2017		$64,800.00				
Network								
CHE	180	2019	7			$3,720,000.00		
CHE	180	2023	5					$216,000.00
CHE	180	2023	4				$54,000.00	
CHE	180	2023	4				$108,000.00	
Office	1							$17,400.00
Office	1							
Office	1							
Office	1	2023						
Office	1							
Office	1							
Drone	2	2023	5					$19,200.00
AV	3	2023	4				$84,000.00	
AV	3	2023	4				$4,800.00	
AV	3	2023	4				$10,800.00	
Power	33	2017	10				$1,045,440.00	
Power	2	2017	10				$88,800.00	
Power	20	2017	10				$60,000.00	
Vehicle	1	2010	6					$50,000.00
Vehicle	1	2012	6			$70,000.00		
Vehicle	1	2013	6					$70,000.00
Vehicle	1	2016	6				$50,000.00	
Vehicle	1	2016	6	$70,000.00				
Vehicle	1	2019	6		$50,000.00			
Vehicle	1	2020	6	$70,000.00				
Vehicle	1	2021	6		$50,000.00			
Vehicle	1	2023	6					
Vehicle	1	2023	6					
				$204,800.00	**$1,688,368.00**	**$4,717,924.00**	**$1,802,120.00**	**$418,680.00**

10. GLOSSARY OF TERMS

Additional Data Repository (ADR). A data storage facility for additional data.

Application Programming Interface (API). A set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service.

Area of Interest. Represents the geographic extent of your job, helps confine the unit of work to a geographic area.

Artificial Intelligence (AI). The theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.

Automatic Location Identification (ALI). The automatic display at the ECC of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.

Automatic Number Identification (ANI). Telephone number associated with the call origination, originally associated with the access line of the caller.

Board of Managers (BOM). The governing body of the NCT9-1-1 program.

Border Control Function (BCF). Provides a secure entry in to the ESInet for emergency calls presented to the network; incorporates firewall, admission control, and may include anchoring of session and media as well as other security mechanisms to prevent deliberate or malicious attacks on ECCs or other entities connected to the ESInet.

Computer Aided Dispatch (CAD). A computer-based system, which aids ECC 9-1-1 telecommunicators by automating selected dispatching and record keeping activities.

Call Detail Record (CDR). A record stored in a database recording the details of a received or transmitted call.

Call Handling Equipment (CHE). The equipment used to process 9-1-1 calls.

Certified Telecommunications Utility (CTU). A telecommunications utility that has certificate of convenience and necessity, certificate of operating authority, or service provider certificate of operating authority by the state public utilities commission to offer local exchange telephone service.

Commission on State Emergency Communications (CSEC). A State of Texas agency and the state's authority on emergency communications.

Continuity of Operations Plan (COOP). A COOP plan provides guidance on the system restoration for emergencies, disasters, mobilization, and for maintaining a state of readiness to provide the necessary level of information-processing support commensurate with the mission requirements/priorities identified by the respective functional proponent. The federal government and its supporting agencies traditionally use this term to describe activities otherwise known as Disaster Recovery, Business Continuity, Business Resumption, or Contingency Planning.

Critical Incident Stress Management (CISM). A peer-to-peer support program that allows trained 9-1-1 telecommunicators to meet with those that have been affected by a serious type of event.

Customer Premises Equipment (CPE). Communications or terminal equipment located in the customer's facilities, terminal equipment at a ECC.

Department of Homeland Security (DHS). U.S. federal executive department responsible for public security.

Department of Public Safety (DPS). A department of the state of Texas that is responsible for statewide law enforcement and vehicle regulation.

Developer Portal (dev-portal). An interface between a set of APIs and their various stakeholders.

Device-based Hybrid (DBH). Location that combines multiple sensors to find a more exact location than the traditional method.

Digital Elevation Models (DEMs). A 3D computer graphics representation of elevation data to represent terrain.

Emergency Call Routing Function (ECRF). A functional element in the NGCS (Next Generation 9-1-1 Core Services) which is a LoST protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a URI used to route an emergency call toward the appropriate ECC for the caller's location or towards a responder agency.

Emergency Communications Advisory Committee (ECAC). Committee established to assist CSEC in coordinating the development, implementation, interoperability, and internetworking of interconnected emergency services Internet Protocol networks (ESInets). Interconnected, interoperable ESInets providing Next Generation Core Services covering all of Texas constitute the State-level ESInet.

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

Emergency Management Assistance Compact (EMAC). A national interstate mutual aid agreement that enables states to share resources in times of disaster.

Emergency Number Professional (ENP). NENA certification program for individuals involved in emergency number program management.

Emergency Operations Center (EOC). The physical and/or virtual location from which strategic decisions are made and all activities of an incident are directed, coordinated, and monitored.

Enhanced 9-1-1 (E9-1-1). A telephone system which includes network switching, database, and ECC premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number.

Environmental Systems Research Institute (Esri). An American multinational geographic information system (GIS) software company.

ESInet. A managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies.

Extract-Transform-Load (ETL). A data integration process that combines data from multiple data sources into a single, consistent data store that is loaded into a data warehouse or other target system.

Federal Emergency Management Agency (FEMA). Agency of the U.S. Department of Homeland Security which coordinates the response to disaster.

Forest-Guide (FG). A core functional element to allow for transfer of calls between ESInets.

Full Feature Engine (FME). A data integration process that combines data from multiple data sources into a single, consistent data store that is loaded into a data warehouse or other target system.

Functional Elements (FE). A set of software features that may be combined with hardware interfaces and operations on those interfaces to accomplish a defined task. Some Functional Elements may contain other Functional Elements. FE can be part of ECC or NGCS without regard to physical location.

Geographic Information System (GIS). A system for capturing, storing, displaying, analyzing, and managing data and associated attributes which are spatially referenced.

Global Positioning System (GPS). A global navigation satellite system that provides location, velocity, and time synchronization.

Government Emergency Telecommunications Service (GETS). A program of the Department of Homeland Security, Office of Emergency Communications that prioritizes calls over wireline networks.

i3. The concept of an Emergency Services IP network (ESInet), which is designed as an IP-based inter-network shared by all agencies which may be involved in any emergency.

Independent School District (ISD). A type of school district in some US states for primary and secondary education that operates as an entity independent and separate from any municipality, county, or state.

Integrated Public Alert and Warning System (IPAWS). Architecture that unifies the United States Emergency Alert System, National Warning System, Wireless Emergency Alerts, and NOAA Weather Radio, under a single platform. Designed to modernize these systems by enabling alerts to be aggregated over a network and distributed to the appropriate system for public dissemination.

Interlocal Agreement (ILA). A written contract between local government agencies such as a city, a county, a school board, or a constitutional office. These agreements are often entered into by NCT9-1-1 when working with other public agencies.

Internet of Things (IoT). System of interrelated computing devices, mechanical and digital machines provided with unique identifiers and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.

Internet Protocol (IP). The method by which data is sent from one computer to another on the internet or other networks.

IP Selective Routing (IPSR). Replaces the function of legacy selective routers by routing 9-1-1 calls via IP to a ECC. It routes calls using existing mechanisms and converts incoming calls to session initiation protocol signaling.

Light Detection and Ranging (LiDAR). An airborne, spaceborne, or ground-based laser-ranging technique commonly used for acquiring high-resolution topographic data.

Machine Learning (ML). The use and development of computer systems that are able to learn and adapt without following explicit instructions, by using algorithms and statistical models to analyze and draw inferences from patterns in data.

Master Street Address Guide (MSAG). A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

Multi-Line Telephone System (MLTS). A system comprised of common control unit(s), telephone sets, control hardware and software and adjunct systems used to support the following capabilities: network and premises-based systems and includes systems owned or leased by governmental agencies and non-profit entities, as well as for profit businesses.

Monthly Recurring Charges (MRC). Regularly recurring charges for provision of services set forth in a contract.

National Emergency Number Association (NENA). A not-for-profit corporation established in 1982 to further the goal of "One Nation-One Number." NENA is a networking source and promotes research, planning, and training. NENA strives to educate, set standards, and provide certification programs, legislative representation, and technical assistance for implementing and managing 9-1-1 systems.

National Institute of Standards and Technology (NIST). A physical sciences laboratory and non-regulatory agency of the United States Department of Commerce.

National Joint Telecommunicator Joint Response Taskforce (NJTI). A national system that allows for mutual aid by providing operational support to communications centers and their personnel.

Next Generation 9-1-1 Cores Services (NGCS). The base set of services needed to process a 9-1-1 call on an ESInet. Includes the ESRP, ECRF, LVF, BCF, Bridge, Policy Store, Logging Services, and typical IP services such as DNS and DHCP. The term NG9-1-1 core services includes the services and not the network on which they operate.

Near Real Time (NRT). Time delay introduced, by automated data processing or network transmission, between the occurrence of the even and use of the processed data, such as for display or feedback for control purposes. Implies that there are no significant delays.

Next Generation 9-1-1 (NG911). The initiative aimed at updating the 9-1-1 service infrastructure in the United States to improve public emergency communications services in a growing wireless mobile society. In addition to calling 9-1-1 from a phone, it intends to enable the public to transmit text, images, video, and data to the 9-1-1 center (ECC).

Network Operations Center (NOC). Also known as a "network management center", one or more locations from which network monitoring and control, or network management, is exercised over a computer, telecommunication or satellite network.

North Central Texas Council of Governments (NCTCOG). Voluntary association of, by and for local governments, established to assist in regional planning. NCT9-1-1 is part of the NCTCOG region.

North Central Texas Emergency Communications District (NCT9-1-1) (District). The Emergency Communications District created pursuant of Chapter 772, Subchapter H, of the Texas Health and Safety Code.

Plain Old Telephone Service (POTS). Refers to the Voice-grade telephone service employing analog signal transmission over twisted pair copper wire.

Private Branch Exchange (PBX). Telephone switching system within an enterprise.

Public Safety Unmanned Response Team (PSURT). Committee's whose mission is to provide professional UAS assistance to jurisdictions and emergency operations centers in support of their response, relief, and immediate recovery efforts.

Public Utility Commission (PUC). The governing body that regulates and rates and services of a public utility.

Real-time Text (RTT). Text transmission that is character at a time, as in TTY.

Security Operations Center (SOC). A facility that houses an information security team responsible for monitoring and analyzing an organization's security posture on an ongoing basis. The SOC team's goal is to detect, analyze, and respond to cybersecurity incidents using a combination of technology solutions and a strong set of processes.

Session Border Controller (SBC). A commonly available functional element that provides security, NAT traversal, protocol repair and other functions to VoIP signaling such as SIP. A component of a Border Controller Function.

Session Initiated Protocol (SIP). An IETF defined protocol (RFC3261) that defines an application-layer control (signaling) protocol for creating, modifying, and terminating sessions with one or more participants. These sessions include Internet telephone calls, multimedia distribution, and multimedia conferences.[

Short Message Service (SMS). A text messaging service component of most telephone, Internet, and mobile device systems. It uses standardized communication protocols that let mobile devices exchange short text messages. These messages are done in a store-and-go method where the message must be typed and sent prior to the recipient receiving a message.

Software as a Service (SaaS). Software licensing and delivery model in which software is licenses on as subscription basis and is centrally hosted.

Software Defined Wide Area Network (SD-WAN). Simplifies the management and operation of a WAN by decoupling the network hardware from its control mechanism.

Standard Operating Procedure (SOP). A step-by-step, repeatable process for any routine task.

Telecommunicators (TCs). An emergency response coordination professional trained to receive, assess, and prioritize emergency requests for assistance.

Texas Commission on Law Enforcement (TCOLE). Regulatory agency for all peace officers, jailers, and 9-1-1 telecommunicators in Texas.

Texas 9-1-1 telecommunicator Emergency Response Taskforce (Texas TERT). A comprehensive program that includes assistance to the Public Safety Answering Point (ECC) and leads to the establishment of predetermined and selected teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

Text Telephone (TTY). A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate. Also sometimes called TDD or Telecommunication Device for the Deaf.

Unmanned Aircraft Systems (UAS). Unmanned aircraft and the equipment to control it remotely.

Virtual Provide LAN Service (VPLS). Way to provide ethernet-based multipoint to multipoint communication over IP or MPLS networks.

Wireless Priority Service (WPS). A Federal program that authorizes cellular communications service providers to prioritize calls over wireless networks.

North Central Texas Emergency Communications District

Item # 2023-09-04

Meeting Date: September 13, 2023

Submitted By: Norman Marquart
NCTCOG Sr. Fiscal Manager

Item Title: 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 has prepared the FY 2024 budget as contained in Attachment C and recommends 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.

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, as reflected within Attachment C, 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.

A draft resolution approving the FY 2024 North Central Texas Emergency Communications District operating budget, including setting the 9-1-1 emergency service fee at fifty (.50) cents, is attached for Board consideration.

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

Item # 2023-09-04

RESOLUTION APPROVING THE FISCAL YEAR 2024 BUDGET AND SETTING THE 9-1-1 EMERGENCY SERVICE FEE

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

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

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

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

WHEREAS, staff has prepared the FY 2023 NCT9-1-1 Budget and recommends its approval, including setting the 9-1-1 emergency service fee at fifty (.50) cents per local exchange access line, and the inclusion of the CSEC federal grant award.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the FY 2024 North Central Texas Emergency Communications District Budget in the amount of $11,800,000, including setting the 9-1-1 emergency fee at fifty (.50) cents. In addition, the NCT9-1-1 Board of Managers approves the FY 2024 Next Generation 9-1-1 grant budget from CSEC in the amount of $7,281,137.

Section 2. The Executive Director and designees are authorized to receive federal, state, and local funding for FY 2024.

Section 3. The Executive Director and designees are authorized to utilize the capital replacement fund balance as necessary in the implementation of the Next Generation 9-1-1 project.

Section 4. The Executive Director and designees are authorized to transfer funds between programs and line items as necessary as allowed by applicable state and federal laws, regulations, and grant requirements.

Section 5. The Executive Director and designees are authorized to execute contracts for goods and services up to $100,000 and to equip and provide facilities as allowed by applicable state and federal laws, regulations, and grant requirements.

Section 6. This resolution shall be in effect as of October 1, 2023.

_____

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 September 13, 2023.

_____

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

Item # 2023-09-04
Attachment C

NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT PROPOSED BUDGET

Fiscal Year 2024

BUDGET EXECUTIVE SUMMARY

FISCAL YEAR 2024

MISSION AND GOALS STATEMENT

The North Central Texas Emergency Communications District (NCT9-1-1) is a 9-1-1 district with the responsibility to research, plan, implement, maintain, and coordinate a regional 9-1-1 system which serves as an integral part of public safety emergency communications in the region. A priority for the upcoming year is to continue to focus on the implementation of a new Next Generation 9-1-1 (NG9-1-1) system. In addition, staff will take on several other NG9-1-1 related projects such as: updating GIS mapping datasets, refining security policies, researching opportunities to utilize Artificial Intelligence (AI) and Machine Learning (ML), and upgrading microwave equipment. With many large-scale projects planned for the upcoming year, NCT9-1-1 will remain committed to our mission of *Saving Lives and Making a Difference!*

9-1-1 SERVICES

The NCT9-1-1 service area includes 14 counties and five municipalities in Dallas County: Balch Springs, Cockrell Hill, Sachse, Seagoville and Wilmer. The District provides 9-1-1 services to over 40 Emergency Communications Centers (ECCs). The Board of Managers, represented by elected officials in each county in the service area, provides policy oversight of the District. In addition, the Strategic Advisory Committee fosters cooperation, collaboration, planning, and engagement regarding regional plans. NCT9-1-1 continues to administer the regional 9-1-1 system by managing and improving existing services and planning for the future of 9-1-1.

FUNDING

NCT9-1-1 receives its funding from a 50-cent charge on all wireless and wireline telephone lines per Health and Safety code 772 Subchapter H. In addition, NCT9-1-1 continues to manage the grant award amount of $8,989,702, as part of Texas Legislature House Bill 2911 (HB2911) which amended Health and Safety Code Chapter 771 to establish September 1, 2025, as a target date for "all parts of the state [to] be covered by next generation 9-1-1 service." These funds are administered via the Commission on State Emergency Communications (CSEC) and the grant period is expected to be extended to a period from November 2021-December 2026.

NCT9-1-1's operational budget for FY2024 is $11.8 million. Primary areas of focus of the operational budget for the upcoming year include:

Network

The District has allocated approximately $2.3 million to network costs in FY2024. Main costs items for included in the network budget are the following:

- Terrestrial and backhaul circuits totaling $703 thousand.
- Annual software support and maintenance totaling $623 thousand.
- Core Services totaling $331 thousand.
- Call Handling Equipment maintenance totaling $300 thousand.

Equipment/Software Support and Maintenance

Approximately $1.2 million of the FY2024 budget is for equipment/software support and maintenance. This includes large software maintenance agreements and digital mapping services.

County Reimbursements

Approximately $590 thousand of the FY2024 budget is set aside for county reimbursements including $420 thousand for county addressing reimbursement and $170 thousand for recorder reimbursements. This is the maximum county reimbursements available; however, actuals may be lower based on county addressing accuracy and recorders purchased.

Capital Expenditures and Capital Replacement Contribution
NCT9-1-1 will utilize operating funds totaling $235 thousand in FY2024 for the following capital costs:

- Replacement of two trucks totaling $140 thousand.
- LTE Routers totaling $65 thousand.
- GIS Feature Manipulation System totaling $30 thousand.

The FY2024 budget includes a contribution from operating funds to the capital replacement fund balance for future capital replacements totaling $467 thousand (See Schedule B Fund Balance Summary).

The NG9-1-1 grant budget for FY2024 includes the projected remainder of the CSEC grant award totaling $7.3 million. The grant's period of performance ends December of 2026. The plan is to complete the remainder of the award in FY024. The FY2024 Grant budget includes:

Network
This includes non-capitalized network costs. Total grant network costs are $3.4 million. FY 2024 proposed amount totals $2.0 million as follows:

- Next Generation 9-1-1 Core Services (NGCS)
  The District has allocated approximately $3.2 million from the grant award ($1.4 million expended before fiscal year 2024. $1.8 million planned for fiscal year 2024) for new NGCS including call aggregation. NCT9-1-1 began implementation of NG9-1-1 in 2008 by building an IP infrastructure consisting of 9-1-1 equipment and systems, as well as a network that would act as the backbone for future applications. The network and systems have been implemented and updated in a phased approach. Today the network transport layer and core services serve as the infrastructure of the NCT9-1-1 system. That platform will allow work on some "no cost" applications and services that sit on the infrastructure and can enhance the overall services 9-1-1 can provide to protect our first responders and enhance the response for the public.
- Network Security
  $182 thousand of the grant budget has been allocated for security and includes a cyber and physical security assessment, as well as penetration testing.

Equipment/Software Support and Maintenance
The total grant amount totals $764 thousand. FY2024 proposed amounts totals $590 thousand for the purchase of updated 2-dimensional GIS imagery and the purchase of a 3-dimensinal data set. These data sets help with tactical mapping and 9-1-1 addressing. $174 thousand of the grant funds were allocated to new Call Handling Equipment. This project has been completed.

Contract Services
$400 thousand has been allocated for operational planning as part of the grant budget. $280 thousand of the $400 thousand is planned for fiscal year 2024. The assistance of outside consultants is required to complete the size and scale of the projects included in the grant funding, specifically within the limited grant timeline.

Capital Expenditures
$4.4 million of the grant budget was allocated for various capital expenditures. The majority of this allocation is included in the FY 2024 budget. The following items are included in the capital expenditure budget.

- Network Gear:
  Including $2.6 million for the procurement of new capital network gear in the FY2024 budget.
- Microwave Radio Replacements:
  Including $1.8 million for the replacement of microwave radio network This is included in the FY2024 budget.
- Unmanned Aerial System (UAS) Purchase:
  $90 thousand was allocated to the purchase of new drones. $31 thousand has been expended for two drones. The remainder of the budget totaling $59 thousand is included in the FY2024 budget.

Proposed Fiscal Year 2024 Operating Revenue Budget
Budget Period: 10/01/2023 - 09/30/2024
Schedule A

Revenue	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Proposed FY 2024	Comparison FY 2023 Budget	
				Amount Change	Percentage Change
Wireless Funding CSEC (1)	9,479,918	9,640,000	10,070,000	430,000	4.46%
Landline Receipts from Providers (2)	1,663,425	1,640,000	1,560,000	(80,000)	-4.88%
Other Revenue (3)	30,580	7,000	170,000	163,000	2328.57%
Total Revenue	$ 11,173,923	$ 11,287,000	$ 11,800,000	$ 513,000	4.55%

1 Wireless revenue includes an increase of projected fiscal year 2023 receipts of $9,870,000 plus 2%. Wireless receipts to the state have increased over 3% in the last several years.
2 Landline revenues are based on fiscal year 2023 projection of $1,589,619 less 2% for decreasing usage.
3 Other revenue includes $163,000 for interest. Interest increased in fiscal year 2023 due to increased rates and fund balance.

Largest Landline Providers:	Avg Monthly Receipts
Southwestern Bell	$ 28,000
Spectrum Advanced Services	25,000
AT&T Corp	7,800
Bandwidth	5,400
Ring Central	5,200
Total of largest providers	$ 71,400
Annualized amount from largest providers	$ 856,800

Proposed Fiscal Year 2024 Operating Expenses

Budget Period: 10/01/2023 - 09/30/2024

Schedule B

Budget Category	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Proposed FY 2024	Comparison FY 2023 Budget	
				Amount Change	Percentage Change
Non-Capital Expenditures					
NCT9-1-1 Staff Costs					
FTE Authorized	33	33	33	-	0.00%
FTE Funded	31	31	31	-	0.00%
PTE	3	3	3	-	0.00%
Salaries (1)	$ 2,007,159	$ 2,568,430	$ 2,618,960	$ 50,530	1.97%
Fringe Benefits (2)	964,832	1,253,400	1,252,620	(780)	-0.06%
Indirect Costs (3)	508,605	676,460	685,270	8,810	1.30%
Occupancy (4)	416,954	402,000	417,900	15,900	3.96%
NCTCOG IT Costs (5)	175,511	186,000	206,000	20,000	10.75%
Travel (6)	36,322	77,490	165,000	87,510	112.93%
Other Staff Costs (7)	284,457	275,800	310,470	34,670	12.57%
Total NCT9-1-1 Staff Costs	$ 4,393,840	$ 5,439,580	$ 5,656,220	$ 216,640	3.98%
Cost of Operations					
Network (8)	$ 2,750,880	$ 2,903,380	$ 2,320,790	$ (582,590)	-20.07%
Equipment & Software Support & Maintenance (9)	828,263	925,370	1,162,560	237,190	25.63%
Contract Services	279,322	196,490	199,920	3,430	1.75%
Public Education (10)	38,585	70,000	153,750	83,750	119.64%
ECC Training (11)	33,757	38,750	220,500	181,750	469.03%
County Reimbursements	543,658	580,000	590,000	10,000	1.72%
Telecom (12)	543,964	637,610	363,410	(274,200)	-43.00%
Total Cost of Operations	$ 5,018,429	$ 5,351,600	$ 5,010,930	$ (340,670)	-6.37%
NCTCOG Admin / Legal (Schedule C)	$ 347,124	$ 411,230	$ 430,700	$ 19,470	4.73%
Total Non-Capital Expenditures	$ 9,759,393	$ 11,202,410	$ 11,097,850	$ (104,560)	-0.93%
Capital Expenditures	123,025	83,000	234,800	151,800	182.89%
Estimated Capital Replacement Contribution*			467,350	467,350	
Total Capital Expenditure & Contribution (13)	123,025	83,000	702,150	619,150	745.96%
Total Expenditures	$ 9,882,418	$ 11,285,410	$ 11,800,000	$ 514,590	4.56%

Fund Balance Summary	
Estimated Fund Balance @ 9/30/2023	$ 7,450,000
Estimated Capital Replacement Contribution*	467,350
Estimated Ending Fund Balance @ 9/30/2024	$ 7,917,350
Estimated Fund Balance Operating / Capital Replacement	
Operating Fund Balance @ 9/30/2024	$ 1,180,000
Capital Replacement Fund Balance @9/30/2024	6,737,350
Total Estimated Fund Balance @ 9/30/2024	$ 7,917,350

Proposed Fiscal Year 2024 Operating Expenses
Budget Period: 10/01/2023 - 09/30/2024
Schedule B Notes

1. **Salaries -** No additional staff members from fiscal year 2023 budget. Salaries reflect a 4.0% merit increase for fiscal year 2024. Budget reflects funding for a GIS Manager but is only funded or one-half of fiscal year 2024. This was funded at 100% for fiscal year 2023.
2. **Fringe Benefits -** Fringe benefits at 47.8% of salaries, 1% less than fiscal year 2023 budget.
3. **Indirect Costs -** Indirect costs remain unchanged from fiscal year 2023, totaling 17.7% of salaries plus fringe benefits.
4. **Occupancy -** Rent totals $22.00 per square foot. NCT9-1-1 currently rents 19,000 square feet. This is a $0.84 per square foot increase as compared to the fiscal year 2023 budget.
5. **NTCOG IT Costs -** Increased $20,000 from fiscal year 2023 primarily due to increases in salaries and hardware and software maintenance agreements.
6. **Travel -** Increased $87,510 from the fiscal year 2023 budget. Travel decreased in prior years due to COVID restrictions. More travel for training is projected for fiscal year 2024.
7. **Other Staff Costs -** Increased $34,670 from fiscal year 2023 primarily due to $18,000 in increased training and development costs for fiscal year 2024. The fiscal year 2024 budget includes $5,000 for audio / video maintenance.
8. **Network -** Decreased $582,590 from FY 2022 due to an expected refund totaling $753,760 from Synergem. See Syntergem refund note. This refund will offset costs to extend existing agreements until the Next Generation Core Services are operational.
9. **Equipment & Software Support and Maintenance** – Increased $237,190 from fiscal year 2023 due to the following changes:
    - RapidDeploy Analytics totaling $250,000. This is the final phase of the original contract. This was not part of the fiscal year 2023 budget.
    - New 2D and 3D Imagery software totaling $100,000.
    - The above is offset by the Synergem refund totaling $121,000 for GeoComm and 911 Datamaster contracts.
10. **Public Education -** Increased $83,750 from fiscal year 2023 due to the following changes:
    - Public education materials increased $60,000 from the fiscal year 2023 budget.
    - New District Collaboration Campaigns totaling $10,000.
    - New Public Relations Services totaling $10,000.
11. **Emergency Communication Center (ECC) Training** – Increased $181,750 from fiscal year 2023 due to the following new items:
    - New Learning Management System totaling $150,000.
    - Replace Google Chromebooks totaling $15,000.
    - State Licensing Devices totaling $10,000.
12. **Telecom -** Decrease $274,200 primarily due to the Synergem refund. Seen Synergem refund note below.

13. **Capital Expenditures and Contributions**

Capital costs for FY 2024 include the following items:

- Two new fleet vehicles totaling $140,000.
- LTE Routers totaling $64,800.
- GIS Feature Manipulation System (FMS) totaling $30,000.

Capital contribution (from operating funds) for future Capital Replacements totaling $467,350.

Synergem Refund (Refer to Notes 8, 9 and 12) – Synergem was awarded a contract for Next Generation Core Services. The agreement is part of the NG9-1-1 grant. Synergem currently has not met the required milestones.

Due to the delay in implementation, NCT9-1-1 had to extend contracts with several vendors. Synergem has agreed to reimburse NCT9-1-1 for those costs for six months.

The fiscal year 2024 budget includes amounts for current vendors for a full year. When Synergem completes implementation, NCT9-1-1 will be able to end the current contracts. Synergem on-going costs will be funded with the NG9-1-1 grant. Below is a table reflecting the effects of the extended contracts and the Synergem refund amounts.

Budget Category	Vendor	Vendor Annual Budget	Synergem Refund
Network	Comtech	$ 985,000	$ 561,760
	AT&T	215,000	192,000
	Total Network	$ 1,200,000	$ 753,760
Equipment Software Support & Maintenance	911 Datamaster	$ 175,000	$ 85,500
	GeoComm	190,000	36,000
	Total Equipment Software Support	$ 365,000	$ 121,500
Contract Services	Mission Critical Partners	$ 100,000	$ 18,000
	Greater Harris County	25,000	13,000
	Total Contract Services	$ 125,000	$ 31,000
Telecom	Selective Routers	$ 602,250	$ 238,840
	Grand Total	$ 2,292,250	$ 1,145,100

Proposed Fiscal Year 2024 NCTCOG Fiscal Agent Support

Budget Period: 10/01/2023 - 09/30/2024

Schedule C

Budget Category	Fiscal Year 2023 Budget	Proposed FY 2024 Budget			Comparison FY 2023 Budget	
		Accounting	Legal	Total	Amount Change	Percentage Change
FTE	1.74	1.60	0.14	1.74	-	0.00%
PTE						0.00%
Salaries	$ 183,210	$ 169,870	$ 21,530	$ 191,400	$ 8,190	4.47%
Fringe Benefits	89,400	81,200	10,290	91,490	2,090	2.34%
Indirect Costs	48,250	44,440	5,630	50,070	1,820	3.77%
Facilities Allocation	9,670	8,980	950	9,930	260	2.69%
Network Services Allocation	15,860	15,290	1,600	16,890	1,030	6.49%
Travel	2,500	2,500		2,500	-	0.00%
Audit Services	17,000	18,000		18,000	1,000	5.88%
Insurance	40,800	45,800		45,800	5,000	12.25%
Staff Support	1,540	1,550		1,550	10	0.65%
Training / Professional Development	3,000	3,070		3,070	70	2.33%
Total NCTCOG ADMIN / LEGAL	$ 411,230	$ 390,700	$ 40,000	$ 430,700	$ 19,470	4.73%

Proposed Fiscal Year 2024 Authorized Staffing Summary

Budget Period: 10/01/2023 - 09/30/2024

Schedule D

Position Title	Full Time		
	2022	2023	2024
9-1-1 Administrative Program Coordinator	1	1	1
9-1-1 Chief Admin Officer (d)			1
9-1-1 Chief Technology Officer (a)			1
9-1-1 Communications Coordinator	1	1	1
9-1-1 Data Manager	1	1	1
9-1-1 Database Analyst II	1	1	1
9-1-1 Field Support Supervisor	1	1	1
9-1-1 GIS Applications Developer		1	1
9-1-1 GIS Data Administrator	1	1	1
9-1-1 GIS Manager	1	1	1
9-1-1 GIS Project Coordinator	1		
9-1-1 GIS Solutions Analyst II	1		
9-1-1 GIS Specialist II or III		1	1
9-1-1 GIS Specialist III (c)	4	3	2
9-1-1 GIS Specialist IV (c)			1
9-1-1 Network Engineer I (b)	2	2	1
9-1-1 Network Engineer II (b)			1
9-1-1 Operations Manager	1	1	1
9-1-1 Operations Specialist (e)	1	1	1
9-1-1 Program Director	1	1	1
9-1-1 Project Specialist	1		
9-1-1 Quality Assurance Coordinator	1	1	1
9-1-1 Solutions Architect (a)	1	1	
9-1-1 Strategic Services Coordinator	1	2	2
9-1-1 Strategic Services Specialist		1	1
9-1-1 Strategic Services Manager (d)	1	1	
9-1-1 System Administrator I	1	1	1
9-1-1 System Administrator II	1	1	1
9-1-1 Technical Specialist II (e)		1	1
9-1-1 Technical Specialist III	1		1
9-1-1 Technical Specialist IV	2	2	2
9-1-1 Technology Manager	1	1	1
9-1-1 Training Coordinator	1	1	1
9-1-1 Visual Media Coordinator	1	1	1
Administrative Assistant II	1	1	
Sr Administrative Assistant	1	1	1
Totals	**33**	**33**	**33**

Position Title	Temporary / Part Time		
	2022	2023	2024
Intern	3	3	3
Totals	**3**	**3**	**3**

Proposed Fiscal Year 2024 Authorized Staffing Summary

Budget Period: 10/01/2023 - 09/30/2024

Schedule D Notes

(a) Change Solutions Architect to Chief Technology Officer

(b) Change One Network Engineer I to Network Engineer II

(c) Change One GIS Specialist III to GIS Specialist IV

(d) Change Strategic Services Manager to Chief Admin Officer

(e) These are authorized but unfunded positions.

Proposed Fiscal Year 2024 NG9-1-1 Grant Budget

Budget Period: 10/01/2023 - 09/30/2024

Schedule E

Budget Category	Total Projected Costs 9/30/2023	FY 2024	Total Costs
Network			
NG9-1-1 Core Services	$ 1,367,000	$ 1,833,000	$ 3,200,000
Security Assessments		127,986	127,986
Penetration Testing		54,000	54,000
Total Network	$ 1,367,000	$ 2,014,986	$ 3,381,986
Equipment & Software Support & Maintenance			
Dimensional GIS Imagery for Tactical Mapping and 9-1-1 Addressing		$ 340,000	$ 340,000
Dimensional GIS Data for Tactical Mapping		$ 250,000	$ 250,000
Call Handling Equipment	173,955		173,955
Total Equipment & Software Support & Maintenance	$ 173,955	$ 590,000	$ 763,955
Contract Services			
Operational Planning	$ 120,000	$ 280,000	$ 400,000
Total Non-Capital Expenditures	$ 1,660,955	$ 2,884,986	$ 4,545,941
Capital Expenditures			
Capital Network Gear	$ 17,000	$ 2,583,000	$ 2,600,000
Microwave Network Radio Replacements		1,753,761	1,753,761
Unmanned Aerial System (UAS) Purchase	30,610	59,390	90,000
Total Capital Expenditures	$ 47,610	$ 4,396,151	$ 4,443,761
Total Grant Expenditures	$ 1,708,565	$ 7,281,137	$ 8,989,702

Proposed Fiscal Year 2024 NG9-1-1 Grant Budget
Budget Period: 10/01/2023 - 09/30/2024
Schedule E Notes

1. Administered through Commission on State Emergency Communications (CSEC).
2. Funding to help meet State target date of September 1, 2025, to be covered by NG9-1-1 service.
3. Period of performance is October 8, 2021 – December 31, 2024. Expecting a change in the end date to December 31, 2026. NCT9-1-1 still expects to complete the grant activities by the original end date.
4. Budget splits funding for projected costs by the end of FY 2023 and FY 2024. Actual costs may vary by fiscal year and carry over into fiscal year 2025.
5. Cost reimbursement grant. NCT9-1-1 will "float" costs utilizing capital replacement fund balance until reimbursed by CSEC.

Proposed Fiscal Year 2024 Budget Summary
Budget Period: 10/01/2023 - 09/30/2024
Schedule F

Budget Category	Operating	Grant	Total
Revenue			
State Revenue	$ -	$ 7,281,137	$ 7,281,137
Local Revenue	11,800,000	-	11,800,000
Total Revenues	$ 11,800,000	$ 7,281,137	$ 19,081,137
Non-Capital Expenditures			
NCT9-1-1 Staff Costs	$ 5,656,220	$ -	$ 5,656,220
Cost of Operations	5,010,930	2,884,986	7,895,916
NCTCOG Admin / Legal	430,700	-	430,700
Total Non-Capital Expenditures	$ 11,097,850	$ 2,884,986	$ 13,982,836
Capital Expenditures & Contributions	$ 702,150	$ 4,396,151	$ 5,098,301
Total Expenditures	$ 11,800,000	$ 7,281,137	$ 19,081,137
Revenues Over / (Under) Expenses	$ -	$ -	$ -

North Central Texas Emergency Communications District

Item # 2023-09-05

Meeting Date: September 13, 2023

Submitted By: Jessie Shadowens-James
9-1-1 Chief Administrative Officer

Item Title: Resolution Authorizing a Contract for Fiscal Year 2024 with Mission Critical Partners, LLC, for Public Safety Strategic Consulting

The North Central Texas Emergency Communications District (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 utilitzed 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, as part of its SHARE cooperative purchasing program. NCT9-1-1 is able to utilize this cooperative contract which satisfies local procurement requirements.

A draft resolution authorizing a FY 2024 contract with Mission Critical Partners, LLC, 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 # 2023-09-05

RESOLUTION AUTHORIZING A CONTRACT FOR FISCAL YEAR 2024 WITH MISSION CRITICAL PARTNERS, LLC, FOR PUBLIC SAFETY STRATEGIC CONSULTING

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

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

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

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

WHEREAS, NCT9-1-1 desires to enter into a contract with Mission Critical Partners, LLC, for FY 2024 to provide various public safety related consulting services utilizing NCTCOG SHARE contract #2019-074; 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 Mission Critical Partners, LLC, for public safety strategic consulting, in an amount not to exceed $100,000, be and is hereby approved.

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

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

_____

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 September 13, 2023.

_____

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

North Central Texas Emergency Communications District

Item # 2023-09-06

Meeting Date: September 13, 2023

Submitted By: Jessie Shadowens-James
Chief Administrative Officer

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

The North Central Texas Emergency Communications District (NCT9-1-1) requests 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 is 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.

A draft resolution approving an agreement with TxDOT for STIC funding to complete a project which includes sharing emergency response to roadway incidents using traffic speed deviation alerts data is attached for Board consideration.

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

Item # 2023-09-06

RESOLUTION AUTHORIZING AN AGREEEMENT WITH THE TEXAS DEPARTMENT OF TRANSPORTATION (TXDOT) FOR SHARING EMERGENCY RESPONSE TO ROADWAY INCIDENTS USING TRAFFIC SPEED DEVIATION ALERTS DATA

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 submitted a STIC Incentive Program project proposal for the Sharing of Emergency Response to Roadway Incidents Using Traffic Speed Deviation Alerts Data to TxDOT on December 22, 2022; and,

WHEREAS, TxDOT approved the proposal documentation and submitted the documents to the Federal Highway Administration on May 3, 2023; and

WHEREAS, TxDOT confirmed the approval of the project and issued a Project Number: "5-9056-01, FY2023 STIC Incentive Project, Improving Emergency Response to Roadway Incidents Using Traffic Speed Deviation Alerts from Crowdsourced Data" on June 6, 2023; and

WHEREAS, NCT9-1-1 requests authorization to enter into an agreement with Texas Department of Transportation (TxDOT) to accept funding via the STIC Incentive Program to provide Emergency Communication Centers with roadway speed deviation alerts.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. An agreement between NCT9-1-1 and TxDOT via the STIC Incentive Program in an amount of $125,000.00 for Project 5-9056-01, FY2023 STIC Incentive Project, Improving Emergency Response to Roadway Incidents Using Traffic Speed Deviation Alerts from Crowdsourced Data is hereby approved.

Section 2. The Executive Director or designee is authorized to execute an agreement with TxDOT 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 September 13, 2023.

_____

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

North Central Texas Emergency Communications District

Item # 2023-09-07

Meeting Date: September 13, 2023

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

Item Title: Resolution Amending Contract Authorization with RapidDeploy Inc. for Data Analytics and Reporting

Prior to the North Central Texas Emergency Communications District (NCT9-1-1) formation, the North Central Texas Council of Governments (NCTCOG) 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 is requesting NCT9-1-1 Board of Mangers to authorized the 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 recommends amending the contract authorization by $412,500 (25%), for a revised total not to exceed amount of $2,062,500.

A draft resolution outlining these changes is attached for Board consideration.

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

Item # 2023-09-07

RESOLUTION AMENDING CONTRACT AUTHORIZATION 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, prior to NCT9-1-1 formation, the North Central Texas Council of Governments (NCTCOG) Executive Board authorized a contract with RapidDeploy, Inc., in an amount not to exceed $1,650,000; and,

WHEREAS, NCT9-1-1 staff desires to utilize the available five (5) year optional renewal but believes expenses will exceed the initial estimate and is recommending increasing the original contract authorization by $412,500 (25%), for a revised total not to exceed amount of $2,062,500; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. An amendment to increase the contract authorization for RapidDeploy Inc., by 412,500 (25%), from $1,650,000 to a revised total not to exceed amount of $2,062,500, be and is hereby approved.

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

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

_____

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 September 13, 2023.

_____

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

North Central Texas Emergency Communications District

Item # 2023-09-08

Meeting Date: September 13, 2023

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

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

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to contract with SHI Government Solutions 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.

A draft resolution authorizing a contract with SHI Government Solutions utilizing DIR cooperative contract #DIR-TSO-4092 for a maximum of three (3) years in an amount not to exceed $400,000, is attached for Board consideration.

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

Item # 2023-09-08

RESOLUTION AUTHORIZING A CONTRACT WITH SHI GOVERNMENT SOLUTIONS FOR MICROSOFT LICENSES ANNUAL SOFTWARE SUPPORT AND MAINTENANCE RENEWALS

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

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

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

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

WHEREAS, NCT9-1-1 desires to enter into a contract with SHI Government Solutions to provide Microsoft licenses software support and maintenance for a maximum of three years; 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 SHI Government Solutions for Microsoft licenses renewals in an amount not to exceed $400,000, be and is hereby approved.

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

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

_____

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 September 13, 2023.

_____

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

North Central Texas Emergency Communications District

Item # 2023-09-09

Meeting Date: September 13, 2023

Submitted By: Steven Gorena
9-1-1 Field Support Supervisor

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

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting Board authorization to enter into a contract with Rockdale County Ford, LLC for the purchase of fleet vehicles.

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).

A draft resolution authorizing a contract with Rockdale County Ford, LLC in an amount not to exceed $180,000, is attached for Board consideration.

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

Item # 2023-09-09

RESOLUTION AUTHORIZING A CONTRACT WITH ROCKDALE COUNTRY FORD, LLC (DBA CALDWELL COUNTRY CHREVROLET-FORD) FOR FLEET VEHICLES

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 has a fleet of vehicles for various 9-1-1 purposes including maintaining the ability to respond to calls for service 24/7/365; and,

WHEREAS, NCT9-1-1 desires to enter into a contract with Rockdale Country Ford, LLC (dba Caldwell Country Ford) to purchase up to four fleet vehicles in an amount not to exceed $180,000; 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 Rockdale Country Ford for the purchase of up to four fleet vehicles in an amount not to exceed 180,000, be and is hereby approved.

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

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

_____

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 September 13, 2023.

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

North Central Texas Emergency Communications District

Item # 2023-09-10

Meeting Date: September 13, 2023

Submitted By: Tommy Tran
NCT9-1-1 Chief Technology Officer

Item Title: Resolution Adopting 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 recommends it for adoption.

The draft NCT9-1-1 Physical Security Access policy is attached for your consideration (Attachment D).

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

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

Item # 2023-09-10

RESOLUTION ADOPTING THE NCT9-1-1 POLICY FOR PHYSICAL FACILITY ACCESS

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 Director of NCT9-1-1 is responsible for establishing facility access requirements to ensure the security of the 9-1-1 network and other critical infrastructure; and,

WHEREAS, staff recommends the adoption of certain polices to promote effective and efficient operations to carry out NCT9-1-1's mission; and,

WHEREAS, the Strategic Advisory Committee reviewed the policy at its August 2023 meeting and recommends it for adoption; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers hereby adopts the NCT9-1-1 policy on Physical Facility Access as shown in Attachment D.

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

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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 September 13, 2023.

_____

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

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

POLICY NUMBER:
ADM 2.9

Policy Name: NCT9-1-1 Physical Facility Access	**Description:** This policy establishes rules for management, control, monitoring, and removal of physical access to NCT9-1-1 district offices.
Date of Approval:	**Revision History:** v.1.0 09/13/2023
Effective Date: 09/13/2023	**Scheduled for Review:**
Policy Topic: Security	**Administering Department:** North Central Texas Emergency Communications District (NCT9-1-1)

POLICY STATEMENTS: 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.

Unescorted access is granted only to personnel whose job responsibilities are NCT9-1-1 related. Personnel with access are required to complete the appropriate fingerprinting and background checks in accordance with Criminal Justice Information Services (CJIS) standards. Non-9-1-1 personnel requesting access must also go through the same fingerprinting and background check process and once approved must still provide notice of intended access so that NCT9-1-1 can provide escorted access. Electronic access control systems shall be used to manage access to NCT9-1-1 facilities.

The process for granting card access resides with the Director of NCT9-1-1. The Director of NCT9-1-1 or his/her designee shall regularly review card access rights and remove access for individuals that no longer require access or fail to follow NCT9-1-1 access requirements. Access rights shall be based on the role or function with NCT9-1-1 (ex. employee, visitor, contractor, etc.)

ACTIONS REQUIRED:

Management Responsibilities

The Director of NCT9-1-1, or his/her designee, shall ensure:

I. Secure areas are protected by appropriate entry and controls.
II. Processes are in place to control and validate access to facilities with the use of identification

badges and approved access cards.

III. Processes exist that establish visitor controls including visitor sign-in logs and wearing of visitor badges for both entry and exit of NCT9-1-1 facilities.
IV. Policies specify leadership's review of the list of individuals with physical access to NCT9-1-1 facilities and infrastructure.
V. A complete inventory of critical assets is maintained with NCT9-1-1 ownership defined and documented.
VI. Card access records and visitor logs for NCT9-1-1 facilities are kept for periodic review based upon the criticality of the information being protected and security necessity.

Physical Site Access

The following pertains to access to the NCT9-1-1 secure area:

I. All areas containing sensitive information shall be physically restricted.
II. All individuals in these areas must wear an identification badge on his/her person so that both the picture and information on the badge are clearly visible to NCT9-1-1 personnel.
III. Restricted Information Technology (IT) areas and similar areas containing IT resources shall be restricted based upon functional business needs.
IV. Physical access shall be restricted to records or data containing sensitive information and storage of such records and data shall remain in locked facilities, storage areas, or containers.
V. Access shall be recorded by NCT9-1-1 video cameras and card access control systems shall monitor individual physical access to sensitive areas.
VI. North Central Texas Council of Governments (NCTCOG) employees, including NCT9-1-1 personnel, with both CJIS compliance and fingerprints on file with NCT9-1-1 must escort all non-9-1-1 personnel and visitors in NCT9-1-1 areas.
VII. Physical access to NCT9-1-1 wireless access points, gateways, networking, communications hardware, telecommunications lines, network jacks, and connections will be restricted.

Card Access Systems

The following pertains to all facility access cards:

I. Employee access cards must not be shared or loaned to others.
II. Access cards that are no longer required must be returned to NCT9-1-1 staff or Human Resources (HR).
III. Lost or stolen cards must be reported immediately to NCT9-1-1 and HR.
IV. NCT9-1-1 shall immediately remove card access rights of individuals that change roles or are separated from their relationship with NCT9-1-1.
V. The Director of NCT9-1-1 or his/her designee shall regularly review access records and visitor logs for the facility and is responsible for investigating any unusual events or incidents related to physical facility access.

Enforcement

I. Staff members found in violation of the policy may be subject to disciplinary action, up to and including termination.

DEFINITIONS AND AUTHORIZATIONS:

RELATED POLICIES/RESOURCES:

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

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Approved
Mike Eastland
Executive Director
North Central Texas Emergency Communications District

FINANCIAL STATUS REPORT
FOR NINE MONTHS ENDING: JUNE 30, 2023
ATTACHMENT E

REVENUE (1)

Resources Category	Revenue Budget	9 Mo Target	Actual Revenue June 2023	June 2022 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
Wireless	9,640,000	7,230,000	7,556,927	7,086,603	326,927	105%
Landline	1,640,000	1,230,000	1,196,098	1,246,936	(33,902)	97%
Other Revenue	7,000	5,250	155,911	11,862	150,661	2,970%
Total Revenue	**11,287,000**	**8,465,250**	**8,908,936**	**8,345,401**	**443,686**	**105%**

EXPENDITURES:

NCT9-1-1 STAFF COSTS (2)

Category	Budget	9 Mo Target	Actual Expenditures June 2023	June 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,568,430	1,926,323	1,630,162	1,515,657	(296,161)	85%
Fringe Benefits	1,253,400	940,050	793,958	739,706	(146,092)	84%
NCTCOG Indirect Costs	676,460	507,345	429,069	399,199	(78,276)	85%
Occupancy	402,000	301,500	301,318	312,716	(182)	100%
NCTCOG Information Technology	186,000	139,500	139,318	131,633	(182)	100%
Travel	77,490	58,118	39,450	20,582	(18,668)	68%
Other Staff Costs	275,800	206,850	110,899	168,961	(95,951)	54%
Total NCT9-1-1 Staff Costs	**5,439,580**	**4,079,686**	**3,444,174**	**3,288,453**	**(635,512)**	**84%**

FISCAL AGENT SUPPORT (3)

Category	Budget	9 Mo Target	Actual Expenditures June 2023	June 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	411,230	308,423	280,170	228,489	(28,253)	91%

COST OF OPERATIONS (4)

Categories	Budget	9 Mo Target	Actual Expenditures June 2023	June 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	2,903,380	2,177,535	2,027,245	2,131,793	(150,290)	93%
Equipment and Software Supp & Maint	925,370	694,028	621,221	685,154	(72,807)	90%
Contract Services	196,490	147,368	64,644	207,328	(82,724)	44%
Communications (Public Education)	70,000	52,500	18,257	15,765	(34,243)	35%
ECC Training	38,750	29,063	10,278	17,228	(18,785)	35%
Telecom	637,610	478,208	456,307	445,909	(21,901)	95%
County Reimbursements	580,000	435,000	417,280	365,006	(17,721)	96%
Total Cost of Operations	**5,351,600**	**4,013,702**	**3,615,231**	**3,868,183**	**(398,471)**	**90%**

CAPITAL EXPENDITURES (5)

Category	Budget	9 Mo Target	Actual Expenditures June 2023	June 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	83,000	62,250	7,325	123,025	(54,925)	12%

TOTAL EXPENDITURES

Category	Budget	9 Mo Target	Actual Expenditures June 2023	June 2022 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Totals	11,285,410	8,464,061	7,346,901	7,508,150	(1,117,160)	87%

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	Total Revenues are 105% of the 9 month target A. Wireless revenue - (105% of target) Wireless collections at the State has increased 5% this fiscal year over the same period last year. The current budget included a 2% increase. B. Landline revenue - (97% of target) Landline revenue has decreased annually. This year's decrease is more than anticipated. C. Other revenue - (2,970% of target) Annual budget was for tower rental income. There was $149,500 of interest income earned during the 9 month period. Due to low amounts in previous years, there was not any budget for this interest this fiscal year.
2	NCT9-1-1 Staff Costs	Costs total 84% of the 9 month target A. Salaries, fringe benefits and indirect costs-(85% of target)- Staffing is closer to target at the end of June. There are still two full-time positions unfilled. Salaries increased from 80% of target in March to 85% of target in June. B. Travel-(68% of target)- Travel increased during the last two quarters and it is projected to be closer to targets by the end of the fiscal year. C. Other Staff Costs - (54% of target) 1. Annual payment to reimburse 9-1-1 Alliance is not paid until the end of the fiscal year. On a straight-line target, this amounts to $67,000 of the variance. 2. Fleet maintenance costs below plan for the first quarter. This totals to $8,000 of the variance. 3. Purchase of laptops and monitors totals $12,000 of the target variance. 4. Training totals $6,000 of the target variance.
3	Fiscal Agent Support	Costs total 91% of the 9 month target A. There were 292 hours less charged than the straight-line budget for the 1st quarter. This accounted for $40,000 of the straight-line target variance including salaries and salary related costs. Salaries were offset by the following costs that are over target for the 9 months. 1. Annual auditing costs account for $8,400 of the straight-line variance. All audit costs are paid for the year. Audit costs for the year are $4,000 higher than the target due to costs for the grant single audit that was not expected at the time the budget was prepared. 2. Insurance costs account for $4,000 of the straight-line variance. Some annual costs were paid in the 2nd quarter. This will come closer to target by end of the year.

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	Costs total 90% of the 9 month target. A. Network-(93% of 9 month target) Below target due to the following annual maintenance costs: 1. JTS microwave tower maintenance accounts for $74,000 of the straight-line variance. This is for repairs when needed. There has been less need than planned. 2. Terrestrial and backhaul circuits account for $71,000 of the straight-line variance. This is due to more costs planned than needed. This will remain below target all year. B. Equipment, Software Support and Maintenance - (90% of 9 month target). Below target due to the following annual software maintenance and licensing payments (These should be closer to target by the end of the year: 1. GeoComm Data hub accounts for $52,000 of the straight-line variance. 2. RapidDeploy Dispatch Mapping accounts for $40,500 of the straight-line variance. RapidDeploy has not totally installed the software. 3. GeoComm maintenance accounts for $34,000 of the straight-line variance. This annual costs was less than anticipated. These were offset by the following above target costs: 1. 911 Datamaster software accounts for $38,750 of the straight-line variance. This is paid for the entire year at the first of the year. 2. ESRI Enterprise ARC license was paid at the first of the year. This accounts for $13,000 of the straight-line variance. C. Contract Services-(44% of 9 month target) Under target due to the following: 1. Mission Critical Partners strategic consulting accounts for $50,500 of the straight-line variance. Most of consulting time was with the NG9-1-1 grant. This is projected to be closer to target by the end of the fiscal year. 2. Annual payments not paid through March for ESRI EEAP and Greater Harrrs County annual reimbursements account for $30,000 of the straight-line variance. These payments should be made by the end of the fiscal year. D. Communications (Public Education)-(35% of 9 month target) Public Education materials and campaign/promotions costs are expected to increase in the last quarter of the year. This is expected to be under target at year end.
5	Capital Expenditures	Costs total 12% of the 9 month target. The majority of the capital costs were paid for by a separate NCTCOG grant.

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

TOTAL REVENUE:*

Revenue Category	Revenue Grant Budget	Actual Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,701	1,657,375	7,332,326	18%
Total Revenue	**8,989,701**	**1,657,375**	**7,332,326**	**18%**

EXPENDITURES:

Category	Grant Budget	Actual Expenditures	Grant Budget Remaining	% of Grant Expended
Network	4,353,760	0	4,353,760	0%
Geographic Information System	680,000	30,614	649,386	5%
Next Generation Core Services	3,200,000	1,366,400	1,833,600	43%
ECC Call Handling Systems & Application	173,955	173,955	0	100%
Security	181,986	0	181,986	0%
Operational Planning	400,000	86,407	313,593	22%
Total Expenditures	**8,989,701**	**1,657,375**	**7,332,326**	**18%**
Totals	-	-	-	0%

Attachment F
Culture Champion
3rd Quarter 2023

Bruno Blanco

Values Exhibited:

Innovation, Commitment, Collaboration, Public Service

Bruno has an unwavering commitment to public service. He is not just content to merely lead but to serve as a humble steward of our culture. His commitment to public service is a testament to his selflessness, tireless laboring to elevate the GIS program.

Bruno singlehandedly worked with our vendors to create an imagery service hosted by our servers, and a workflow to keep that service up to date with the newest imagery at our disposal. The result is the imagery service that has helped not just the region, but our internal staff in the rest of the GIS team as well. When Bruno ran into issues setting this service up, he did not quit. He persevered knowing that he was helping those in the region. Since the service has been functional, he's pursued constant improvements, making the service faster, lighter, better. Bruno showcased the core values of NCT9-1-1, putting others at the forefront in order to create a tool. The tool would be used by our counties to input updated data and make corrections, and therefore, be used by our telecommunicator's in our dispatch map.

Bruno also automated receiving data from cities that do not follow the NCT9-1-1 GIS schema and makes is usable data for the dispatch map and NGCS components. He has exhibited extreme commitment to enhancing the automation.

In addition to his technical achievements, Bruno also builds connections, helping newer staff establish relationships with GIS Data Providers.

Attachment G
Accomplishments
June 2023-August 2023

Accomplishments

1. Bret Batchelor (Operations) completed the first half of CISM training to become a CISM instructor.
2. Bret Batchelor (Operations) hosted CPR training for seven students from five ECCs.
3. Operations Team hosted the ECC Supervisor Meeting. Thirty-two representatives from 24 ECCs attended.
4. Christy Williams and Robert Kozub (GIS) attended the AWS Imagine Conference, where NCT9-1-1 was awarded a Local Government Champion and Christy was part of the closing session panel, speaking on using technology in local government.
5. Staff attended TxDot Transportation Center Tour in Mesquite, TX.
6. Staff worked with Matterport to complete mapping of middle school in Glen Rose ISD.
7. The Wellness Committee hosted a "Popsicle Pick Me Up".
8. The Call Handling Equipment refresh of CPUs purchase made using grant funds has been completed.
9. The Technology Team completed the PDU replacement in both data centers.
10. The Technology Team completed the Admin Integration for the Forney remodel.
11. Tommy Tran (Technology) attended the Texas Digital Government Summit in Austin and brought back information to the Leadership Team.
12. Staff met to update the capital replacement schedule with more accurate numbers, dates, and by adding new items being funded by the current grant project.
13. Christy Williams presented at the national TDI conference to discuss the implementation of RTT to 9-1-1 for the deaf and hard of hearing community as a speaker at their opening ceremony.
14. Jon Gutman (Strategic Services) was invited to Dr. Marcus Hendershot's Administrative Politics undergraduate course at UT-Arlington to discuss NCT9-1-1, emergency communications, and careers in Political Science.
15. The Operations Team hosted a reunion/focus group session for RTA alumni. The event allowed alumni to discuss their progression in the profession since graduation and provide feedback for academy enhancements. Also, video interviews were conducted to use for promoting the RTA.
16. Staff attended the annual APCO conference in Nashville, TN. Bret Batchelor (Operations) was awarded APCO International Trainer of the Year award at the conference.
17. Brittney Burross (Operations) completed all required courses for the NCTCOG Professional Training Series and will be recognized as a graduate during the COG's annual service awards ceremony in December.
18. Kristin McKinney (Operations) participated in a collaboration project with Denco and TC9-1-1 to develop a general survey to collect public engagement and awareness responses. Survey data will be used to develop future promotional awareness campaigns.
19. Jon Gutman (Strategic Services) became a Certified Civilian Response to Active Shooter Events Instructor through the Texas A&M Engineering Extension Service (TEES).
20. The Operations Team hosted the four weeklong academy and graduated 20 9-1-1 telecommunicators from 14 ECCs.
21. Kristin McKinney (Operations) created a NCT9-1-1 media kit to use for district awareness when staff attend events/conferences.
22. Rebecca Charles, Ellis County Addressing, and Bobby Kozub (GIS), worked with all the cities that Loop 9 will intersect on an addressing pattern, so that the addressing will be consistent, no matter which city the segment falls in.
23. Bret Batchelor (Operations) presented the topic of Hiring Selection and Placement for the weekly TX NENA ENP study group session.
24. Christy Williams and Jason Smith (Operations) finalized a process on how to maintain the TX DPS FACT Clearinghouse database.
25. Christy attended and presented at the APCO Conference.
26. Christy participated and assisted Tarrant County 9-1-1 with their Strategic Analysis on moving to a new facility with critical infrastructure.
27. Representative from Horry County, South Carolina (Myrtle Beach area) came for a site visit to meet with NCT9-1-1 staff.

NCT9-1-1
SAVING LIVES AND MAKING A DIFFERENCE

Performance Report
June 2022

Attachment H

Training

Number of Agencies: 17 **Total Number of Attendees: 27**

Date	Course Name	Course Description	Number of Attendees	Agencies
7/6/2023	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.	7	Waxahachie PD, Rockwall County SO, Terrell PD, Mineral Wells PD, Irving PD
07/10/23-08/04/23	Regional Telecommmunicator 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	20	Cleburne PD, Collin County SO, Dallas College PD, Decatur PD, Forney PD, Irving PD, Mineral Wells PD, Murphy PD, Rockwall County SO, Sachse PD, SMU PD, Terrell PD, Waxahachie PD, Wise County SO

Quality Assurance / Monitoring

Number of Monitoring Visits: 35 **Number of Findings: 0**

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

NCT9-1-1
SAVING LIVES AND MAKING A DIFFERENCE

Performance Report
June 2022

Communication
Facebook

Dates	Total Reach	Total Impression	Engaged Users	Negative Feedback
Jun-23	2207	342	3550	0
Jul-23	294170	842527	3583	0
Aug-23	346843	1206950	3649	5

Twitter

Date	Impressions	Engagements	Retweets	Likes	Clicks	Expands	Followers
Jun-23	927	32	7	9	3	23	-4
Jul-23	866	21	5	9	4	16	-1
Aug-23	461	12	3	9	2	4	-5

Website
Home Page Views

Date	Unique View	Users	Bounce Rate	Time on Page
Jun-23	10260	10195	0.9	0:19
Jul-23	16000	16000	0.84	1:07
Aug-23	23000	23000	0.8	0:23

Sources Overview

Date	Direct Traffic	Referrals	Social Media	Search	Email	Paid
Jun-23	7226	221	94	2774	33	7
Jul-23	7800	214	4244	3114	8	2126
Aug-23	8389	344	3921	3124	88	10039

Public Education Supplies

Date	Total Supplies Disbursed
Jun-23	3200
Jul-23	1600
Aug-23	8300

Public Education Events

Name of Event	Agency
15th Annual Summer Reading Kickoff	Terrell Police Department
Tacos with Cops	McKinney Police Department
Calvin Travers JamFest	Hunt County Sheriff's Office
Connect Event	McKinney Police Department
Back to School Rally	Navarro County Sheriff's Office
Senior Center Health Fair	Allen Police Department
Discovery Montessori Academy event	Allen Police Department
Allen Knowledge Beginnings	Allen Police Department

Service Interruptions
Number of Outages: 0

Call Volume Report

PSAPName	Jun-23	Jul-23	Aug-23	Total Calls
ALLEN POLICE DEPARTMENT	3,974	3,150	3,173	**10,297**
BALCH SPRINGS POLICE DEPARTMENT	2,695	2,511	2,221	**7,427**
BRIDGEPORT POLICE DEPARTMENT	265	231	236	**732**
CLEBURNE POLICE DEPARTMENT	1,845	1,673	1,494	**5,012**
COCKRELL HILL POLICE DEPARTMENT	77	55	43	**175**
COLLIN COUNTY SHERIFF'S OFFICE	9,981	7,788	6,914	**24,683**
COMMERCE POLICE DEPARTMENT	427	378	331	**1,136**
CORSICANA POLICE DEPARTMENT	1,846	1,566	1,480	**4,892**
DECATUR POLICE DEPARTMENT	529	576	454	**1,559**
ELLIS COUNTY SHERIFF'S OFFICE	4,070	3,554	3,251	**10,875**
ERATH COUNTY SHERIFF'S OFFICE	1,027	717	781	**2,525**
FORNEY POLICE DEPARTMENT	1,540	1,512	1,409	**4,461**
FRISCO POLICE DEPARTMENT	8,888	7,844	7,237	**23,969**
GREENVILLE POLICE DEPARTMENT	2,460	2,299	2,002	**6,761**
HOOD COUNTY SHERIFF'S OFFICE	2,771	2,735	2,690	**8,196**
HUNT COUNTY SHERIFF'S OFFICE	4,120	3,354	3,090	**10,564**
JOHNSON COUNTY ESD	1,235	1,308	1,414	**3,957**
JOHNSON COUNTY SHERIFF'S OFFICE	5,378	4,637	4,389	**14,404**
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	5,997	5,860	5,253	**17,110**
MCKINNEY POLICE DEPARTMENT	8,489	7,154	6,311	**21,954**
MINERAL WELLS POLICE DEPARTMENT	977	906	809	**2,692**
MURPHY POLICE DEPARTMENT	514	455	385	**1,354**
NAVARRO COUNTY SHERIFF'S OFFICE	2,728	2,281	1,899	**6,908**
NORTH ELLIS EMERGENCY DISPATCH	2,769	2,323	2,253	7,345
PALO PINTO COUNTY SHERIFF'S OFFICE	1,170	1,029	1,047	3,246
PARKER COUNTY HOSPITAL DISTRICT	809	836	666	2,311
PARKER COUNTY SHERIFF'S OFFICE	4,850	4,266	4,023	13,139
PROSPER POLICE DEPARTMENT	1,690	1,404	1,280	4,374
ROCKWALL COUNTY SHERIFF'S OFFICE	2,496	2,076	1,654	6,226
ROCKWALL POLICE DEPARTMENT	3,504	3,023	2,647	9,174
SACHSE POLICE DEPARTMENT	784	730	685	2,199
SEAGOVILLE POLICE DEPARTMENT	1,780	1,684	1,525	4,989
SOMERVELL COUNTY SHERIFF'S OFFICE	473	454	388	1,315
SPRINGTOWN POLICE DEPARTMENT	157	127	131	415
STEPHENVILLE POLICE DEPARTMENT	726	723	631	2,080
TERRELL POLICE DEPARTMENT	1,733	1,807	1,828	5,368
WAXAHACHIE POLICE DEPARTMENT	2,586	2,273	2,201	7,060
WEATHERFORD POLICE DEPARTMENT	1,648	1,713	1,495	4,856
WILMER POLICE DEPARTMENT	617	440	419	1,476
WISE COUNTY SHERIFF'S OFFICE	2,734	2,761	2,369	7,864
Total	**96,314**	**88,106**	**81,514**	**265,934**

Average Calls per Day

PSAPName	Jun-23	Jul-23	Aug-23
ALLEN POLICE DEPARTMENT	132.5	101.6	102.4
BALCH SPRINGS POLICE DEPARTMENT	89.8	81.0	71.6
BRIDGEPORT POLICE DEPARTMENT	8.8	7.5	7.6
CLEBURNE POLICE DEPARTMENT	61.5	54.0	48.2
COCKRELL HILL POLICE DEPARTMENT	2.6	1.8	1.4
COLLIN COUNTY SHERIFF'S OFFICE	332.7	251.2	223.0
COMMERCE POLICE DEPARTMENT	14.2	12.2	10.7
CORSICANA POLICE DEPARTMENT	61.5	50.5	47.7
DECATUR POLICE DEPARTMENT	17.6	18.6	14.6
ELLIS COUNTY SHERIFF'S OFFICE	135.7	114.6	104.9
ERATH COUNTY SHERIFF'S OFFICE	34.2	23.1	25.2
FORNEY POLICE DEPARTMENT	51.3	48.8	45.5
FRISCO POLICE DEPARTMENT	296.3	253.0	233.5
GREENVILLE POLICE DEPARTMENT	82.0	74.2	64.6
HOOD COUNTY SHERIFF'S OFFICE	92.4	88.2	86.8
HUNT COUNTY SHERIFF'S OFFICE	137.3	108.2	99.7
JOHNSON COUNTY ESD	41.2	42.2	45.6
JOHNSON COUNTY SHERIFF'S OFFICE	179.3	149.6	141.6
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	199.9	189.0	169.5
MCKINNEY POLICE DEPARTMENT	283.0	230.8	203.6
MINERAL WELLS POLICE DEPARTMENT	32.6	29.2	26.1
MURPHY POLICE DEPARTMENT	17.1	14.7	12.4
NAVARRO COUNTY SHERIFF'S OFFICE	90.9	73.6	61.3
NORTH ELLIS EMERGENCY DISPATCH	92.3	74.9	72.7
PALO PINTO COUNTY SHERIFF'S OFFICE	39.0	33.2	33.8
PARKER COUNTY HOSPITAL DISTRICT	27.0	27.0	21.5
PARKER COUNTY SHERIFF'S OFFICE	161.7	137.6	129.8
PROSPER POLICE DEPARTMENT	56.3	45.3	41.3
ROCKWALL COUNTY SHERIFF'S OFFICE	83.2	67.0	53.4
ROCKWALL POLICE DEPARTMENT	116.8	97.5	85.4
SACHSE POLICE DEPARTMENT	26.1	23.5	22.1
SEAGOVILLE POLICE DEPARTMENT	59.3	54.3	49.2
SOMERVELL COUNTY SHERIFF'S OFFICE	15.8	14.6	12.5
SPRINGTOWN POLICE DEPARTMENT	5.2	4.1	4.2
STEPHENVILLE POLICE DEPARTMENT	24.2	23.3	20.4
TERRELL POLICE DEPARTMENT	57.8	58.3	59.0
WAXAHACHIE POLICE DEPARTMENT	86.2	73.3	71.0
WEATHERFORD POLICE DEPARTMENT	54.9	55.3	48.2
WILMER POLICE DEPARTMENT	20.6	14.2	13.5
WISE COUNTY SHERIFF'S OFFICE	91.1	89.1	76.4
Total	**3210.5**	**2842.1**	**2629.5**

Attachment I
Board Attendance

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