



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

June 11, 2025

12:30 PM

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

### REGULAR SESSION

- Call to order time: \_\_\_\_\_
- Welcome and Introductions

### PUBLIC COMMENT ON AGENDA ITEMS (Must be physically present)

Members of the public may comment on any item(s) on today's agenda at this time. If speaking, please announce your name, city of residence, and the agenda item(s) on which you are commenting. A maximum of three (3) minutes is permitted per speaker. At the conclusion of this item, no further opportunities for public comment will be provided for the duration of the meeting.

### ACTION ITEMS

1. Approval of the March 12, 2025, Meeting Minutes – President, Danny Chambers
2. Resolution Authorizing Agreements with Emergency Communications Centers (ECCs) for 9-1-1 Service and Counties for Local Addressing and GIS Services – Jessie Shadowens-James
3. Resolution Authorizing a Contract with Digital Realty Holdings US, LLC for Geographically Redundant Data Centers – Steven Gorena
4. Resolution Authorizing a Contract with Mythics, LLC, for Ongoing Session Border Control Maintenance and Support – Steven Gorena

### INFORMATIONAL ITEMS

5. Quarterly Financial Report – Megan Short
6. FIFA Update – Rodger Mann
7. Director's Report – Christy Williams

### OTHER BUSINESS

8. Other Business
9. Adjourn



Next Meeting: September 10, 2025

EXECUTIVE SESSION

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



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

Minutes – March 12, 2025  
9-1-1 Training Center Room A  
600 Six Flags Drive  
Arlington, Texas

Acting President Danny Chambers called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on March 12, 2025.

**Members of the Board Present:**

1. Danny Chambers (Vice- President) – County Judge, Somervell County
2. Skeet Phillips (Secretary) – Commissioner, Kaufman County
3. Dr. Jene Butler – Councilmember, City of Murphy
4. Kerry Crews – Judge (JOP), Hunt County
5. Roger Deeds – Sheriff, Hood County
6. Richard Franklin – Councilmember, City of McKinney
7. Terry Garrett – Sheriff, Rockwall County
8. Jose Hernandez – Councilmember, City of Seagoville
9. Brandon Huckabee – County Judge, Erath County
10. Cary Mellema – Sheriff, Wise County
11. John Patterson – Sheriff, Palo Pinto County
12. Michael Schaeffer – Councilmember, City of Allen
13. Randy Stinson – Commissioner, Ellis County
14. Mike White – Commissioner, Johnson County

**Members of the Board Absent:**

1. Darrell Hale – Commissioner, Collin County
2. Jeff Hodges – Councilmember, City of Prosper
3. Paul Paschall – Mayor, Parker County
4. Eddie Perry – Commissioner, Navarro County

**Members of the Staff Present:**

1. Mike Eastland – NCTCOG Executive Director
2. Monte Mercer – NCTCOG Deputy Director
3. Clay Dilday – 9-1-1 Technology Manager
4. Steven Gorena – 9-1-1 Field Support Supervisor
5. Victoria Griffin – 9-1-1 Administrative Assistant
6. Ken Kirkpatrick – Counsel for NCT9-1-1
7. Maggie Lira – NCTCOG Controller
8. Norman Marquart – NCTCOG Fiscal Manager
9. Kristin McKinney – 9-1-1 Visual Media Coordinator
10. James Powell – Deputy Counsel for NCT9-1-1
11. Randy Richardson – NCTCOG Assistant Director of Finance
12. Clayton Rogers – NCTCOG Audit Manager
13. LeAnna Russell – 9-1-1 GIS Manager
14. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
15. Megan Short – NCTCOG Fiscal Manager
16. Tommy Tran – 9-1-1 Chief Technology Officer

**Action:****Item 1 Election of NCT9-1-1 Board of Managers Officers**

In accordance with Section 2.6 of the North Central Texas Emergency Communications District (NCT9-1-1) Bylaws, the officers of the Board shall be President, Vice-President, and Secretary, who shall be elected by the Board at the first meeting of each calendar year. Elected officers shall hold office for one (1) year, said term to begin immediately following the aforementioned meeting and continuing until the next election or until such time a replacement has been elected.

After careful consideration, NCT9-1-1 staff recommended the following succession plan be implemented for the remainder of the current officer period which ended immediately followed the March 2025 Board of Managers meeting:

1. Judge Danny Chambers, Somervell County, who was serving as Vice President, be promoted to the position of President.
2. Commissioner Skeet Phillips, Kaufman County, who was serving as Secretary be promoted to the position of Vice President.
3. To fill the vacancy left by Commissioner Skeet Phillips, NCT9-1-1 recommended Sheriff Terry Garrett, Rockwall County, to serve as Secretary.

These changes were effective immediately following the meeting and will remain in effect until the next officer election scheduled for the March 2026 meeting. This does not preclude these officers from serving another term.

Upon a motion by Commissioner Randy Stinson (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the Board approved the election as presented.

**Item 2 Approval of the December 2, 2024, Board of Managers Meeting Minutes**

Acting President Danny Chambers stated that the minutes to be approved were from the December 2, 2024, Board meeting.

Attachment A

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

**Item 3 Resolution Adopting the NCT91-1-1 Policy for Prohibited Technologies**

On December 7, 2022, Governor Greg Abbott required all state agencies to ban the video-sharing application TikTok from all state-owned and state-issued devices and networks over the Chinese Communist Party's ability to use the application for surveilling Texans. Governor Abbott also directed the Texas Department of Public Safety (DPS) and the Texas Department of Information Resources (DIR) to develop a plan providing state agencies guidance on managing personal devices used to conduct state business. Following the issuance of the Governor's directive, the 88th Texas Legislature passed Senate Bill 1893, which prohibits the use of covered applications on governmental entity devices.

In response to this directive, NCT9-1-1 created the NCT9-1-1 Prohibited Technologies policy. This policy outlines the requirements for NCT9-1-1 employees, contractors, and other users regarding the

prohibition of covered applications on all NCT9-1-1-owned or leased devices. NCT9-1-1's Chief Technology Officer (CTO) is responsible for enforcing the policy, ensuring devices remain compliant, and taking necessary security measures. Employees who violate the policy may face disciplinary action. This policy aims to protect sensitive data and ensure compliance with state mandates.

Item #

2025-06-01

Attachment A

Continued

## Attachment B

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

### **Item 4                    Resolution Approving Software Maintenance Services for Phaseware Helpdesk Ticketing System**

NCT9-1-1 requested approval to contract with Phaseware for the software and maintenance services for its helpdesk ticketing system.

NCT9-1-1 has been using Phaseware's helpdesk ticketing system for 15 years. To enhance the current system, NCT9-1-1 requires software and maintenance services, which are specific to the existing Phaseware system. Procurement staff determined that this purchase is exempt from competition.

NCT9-1-1 requested authorization to purchase these services in an amount not to exceed \$100,000.

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

### **Item 5                    Resolution Authorizing a contract with General Datatech, L.P. for Geographically Redundant Data Centers**

NCT9-1-1 requested approval to contract with General Datatech, L.P. for the provision of Geographically Redundant Data Centers.

In its capacity as the administrative entity for NCT9-1-1, the North Central Texas Council of Governments (NCTCOG) issued a Request for Proposals (RFP #2025-040), which closed on February 13, 2025.

The scope of services sought as part of the RFP were as follows:

- Primary Data Centers: Two geographically redundant data centers within the Dallas/Fort Worth region to house NCT9-1-1 equipment for routing 9-1-1 and administrative calls through a private network.
- Optional Disaster Recovery Data Center: A third data center located outside the Dallas/Fort Worth region, intended for disaster recovery purposes.
- Pricing Validity: Pricing for all proposed data center locations must remain valid throughout the duration of the contract.
- Service Continuity: The data centers must support continuous 9-1-1 services by minimizing downtime, protecting data integrity, and meeting recovery objectives in the event of natural disasters, localized outages, or other disruptions.

NCT9-1-1 requested to enter a contract with General Datatech, L.P. for an amount not to exceed \$5,000,000.

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

**Item 6            Resolution Approving Fiscal Year 2026 Emergency Communications Center (ECC) Operational and Staff Recommendations**

**Item #  
2025-06-01  
Attachment  
A  
Continued**

NCT9-1-1's Request to Add a Call Handling Workstation Policy (Policy 2.10), approved by the Board of Managers in June of 2024, established guidance for adding a workstation at an ECC. ECCs can request changes by submitting a request and supporting documentation at least one month before the March NCT9-1-1 Board meeting. The Board considers any requests in March to incorporate approved changes into the next fiscal year's budget, aligned to stated call volume requirements. If a request is denied, the ECC can still implement the change but must independently fund it and acquire necessary equipment, software licenses, and support until such a time that the ECC meets the requirements of the policy.

The following criteria must be met in order to request an additional workstation(s):

- a. The ECC must have documented an increase of an average of 25 emergency requests for service per day during the preceding 18 calendar months as outlined in Section IV of the policy.
- b. The requesting Public Agency must have experienced a population growth of at least 3% over the past two years.

NCT9-1-1 received one request to add a call-taking position for FY2026 from the Parker County Hospital District (PCHD). Following review, staff determined PCHD does not meet the minimum requirements in the policy, so denial of the request was recommended. PCHD's ECC currently has two positions and averaged 29 calls per day total from August 2023- January 2025. To be eligible for an additional position, a minimum of 75 calls per day must be received.

**Attachment C**

PCHD presented their appeal during to the Board during the meeting. Upon discussion by the Board, PCHD was granted an exception to the policy subject to PCHD paying for all costs associated with the position until it meets the requirements of the Request to Add a Call Handling Policy (Policy 2.10).

Upon a motion by Commissioner Randy Stinson (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the Board approved the amended resolution.

**Item 7            Resolution to Accept and Acknowledge Receipt of the Annual Financial Report for Fiscal Year Ending September 30, 2024**

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Section 772.610 requires an annual report to include amount and source of receipts, expenditures, and the results of an audit prepared by an independent certified public accountant. The North Central Texas Council of Governments (NCTCOG), acting as fiscal and administrative agent of the District, procured financial audit services to be completed regarding the District's fiscal year 2024 fiscal transactions.

NCT9-1-1's Annual Comprehensive Financial Report, including the single audit report and the accompanying independent auditor's report for the fiscal year ended September 30, 2024, were presented for acceptance and acknowledgment by the District's Board of Managers. Representatives from NCTCOG's independent auditing firm, Pattillo, Brown & Hill, were available to review the reports with Board members.

**Attachment D**

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

**INFORMATIONAL ITEMS**

**Item 8 Quarterly Financial Report**

Megan Short presented the Financial Status Report which included 12 months ending December 31, 2024.

Attachment E

**Item 9 Director's Report**

Accomplishments- NCT9-1-1 accomplishments and achievements were reviewed for the period of December 2024 – February 2025.

Attachment F

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

Attachment G

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

Attachment G

**OTHER BUSINESS**

**Item 10 Other Business**

**Item 11 Adjourn**

Upon a motion by Judge Kerry Crews (seconded by Commissioner Skeet Phillips) and by unanimous vote of all members present, the meeting was adjourned at 1:14 PM.

Next Meeting: June 11, 2025



**North Central Texas Emergency Communications District**

**Item # 2025-06-02**

Meeting Date: June 11, 2025

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

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

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

NCT9-1-1 also provides GIS services to its member counties. In addition to these services and when funding allows, NCT9-1-1 provides member counties disbursements in exchange for maintaining accurate addressing data. For this agreement cycle, the disbursement will be available for one year of the two-year agreement term. 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, 2025, through September 30, 2027. A draft resolution authorizing agreements with NCT9-1-1 ECCs, included in Attachment B, and County Addressing Authorities, included in Attachment C, is attached for Board consideration.

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





Item # 2025-06-02

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

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

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

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

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

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

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

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

**WHEREAS**, the term of the agreements will be October 1, 2025, through September 30, 2027.

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

**Section 1.** The NCT9-1-1 Board of Managers authorizes agreements with member ECCs in substantially the same form as Attachment B.

**Section 2.** The NCT9-1-1 Board of Managers authorizes agreements with member counties for GIS services in substantially the same form as Attachment C.

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

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 11, 2025.

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Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



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

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

**Section 1: Parties and Purpose**

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

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

The Public Agency will:

**2.1 Financial/Insurance**

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

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

## **2.2. Equipment and Inventory**

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

## **2.3. Security**

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

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

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

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

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

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

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

2.3.8. Not enter into agreements with third parties that involve access or interaction with the 9-1-1 system without prior vetting and approval from NCT9-1-1. Additionally, ECCs must provide NCT9-1-1 with complete contact information, including emergency support numbers, for any third-party vendors. NCT9-1-1 will not be responsible for support applications/services purchased directly by the ECC.

2.3.9. Do not directly contract with vendors whose systems are required to integrate with the 9-1-1 system without prior review and approval from NCT9-1-1.

## **2.4. Maintenance**

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

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

## 2.5. Training

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

## **2.6. Facilities**

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

## **2.7. Moves and Remodels**

- 2.7.1. Bear full responsibility for the costs of moving or constructing microwave towers that meet 9-1-1 service requirements. The consequences of failing to meet these requirements shall be subject to further agreement and penalties.
- 2.7.2. Complete any moves or remodels in accordance with the NCT9-1-1 Technical Requirements for Moves and Remodels (Attachment C).

## **2.8. Supplies**

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

## **2.9. Monitoring/Reporting/Compliance**

- 2.9.1. Provide NCT9-1-1 staff access to all 9-1-1 equipment located in the equipment room and the 9-1-1 communications area within fifteen (15) minutes of access being requested.
- 2.9.2. Participate in quarterly monitoring ECC site visits conducted by NCT9-1-1. Site visits are unannounced due to staff's continuous travel throughout the 9-1-1 service area and to ensure compliance with this document.
- 2.9.3. Maintain and provide an up-to-date contact list to NCT9-1-1 for purposes of upgrade notifications and other related communications. It is preferred that the contact list be in the form of a distribution email that reaches multiple contacts within the ECC.

## **2.10. Media Relations**

- 2.10.1. Make every effort to communicate complete and accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. Public Agency should first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding 9-1-1 technology and service or issues with the 9-1-1 service providers.
- 2.10.2. Not disclose ECC correspondence that NCT9-1-1 has clearly noted as proprietary or confidential, unless required to do so by law.
- 2.10.3. Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 service or program specific questions.
- 2.10.4. Promptly notify NCT9-1-1 in the event of any change to their Public Information Officer (PIO) designation.

## **2.11. Operations**

- 2.11.1. Sign the contingent ECC agreement provided by NCT9-1-1 and provide at NCT9-1-1's request. Changes to contingent ECCs must be approved by NCT9-1-1.
- 2.11.2. Receive and process 9-1-1 calls within an identified service area, defined as the geographic area within which a 9-1-1 placed is answered at the associated ECC. As part of the contingency plan, if an ECC requests another ECC to receive their 9-1-1 calls, NCT9-1-1 requires an official notification on department letterhead from both the requesting and participating ECC indicating the agreement to handle 9-1-1 calls during an established time period. The official notification must be signed by both ECC's administration (i.e. police chief or sheriff). This does not apply to ad-hoc routing.
- 2.11.3. Delegate ECC supervisory personnel or a designee and provide related contact information (to include after hour contact information) as a single point of contact for NCT9-1-1. An ECC's primary point of contact or designee must be a licensed public safety official (i.e. police, fire, EMS, or 9-1-1 communications).
- 2.11.4. Provide a minimum of 180 days' prior notice of any facility moves, adds, or changes that affect the 9-1-1 system.
- 2.11.5. If no calls have been received by the end of the current shift, test all 9-1-1 CHE for proper operation of wireless and wireline calls. Test the following for proper operation and user familiarity at least once a month: texts to 9-1-1 (if applicable), TDD, and TTYs (i.e. 9-1-1 transfers to 10-digit telephone number).
- 2.11.6. NCT9-1-1 recommends power cycles (reboot not shutdown) each 9-1-1 position at least once week.
- 2.11.7. NCT9-1-1 recommends logging all TDD/TTY calls and test calls.
- 2.11.8. Complete surveys distributed by NCT9-1-1 in a timely manner.
- 2.11.9. Ensure training bulletins and change management notifications provided by NCT9-1-1 are disseminated to all ECC personnel.

- 2.11.10. Admin lines supplied by NCT9-1-1 are to be used solely for ANI callback and should not be disseminated.
- 2.11.11. In the event of a service provider failure, must maintain at least one 10-digit telephone number for emergency use that is not part of the Public Agency's interactive voice response (IVR) systems to be used for receiving 9-1-1 transfer calls and default routing. These numbers shall be answered by a telecommunicator 24/7/365 and should have the ability to be call forwarded. Any change in the 10-digit telephone number must be reported to NCT9-1-1 in writing. The number shall be provided to the public during 9-1-1 service interruptions (via notification system, website, social media and/or emergency management).
- 2.11.12. In the event of a CHE failure, NCT9-1-1 strongly recommends that the 10-digit telephone number for emergency use should not appear on the 9-1-1 CHE as it could become unusable during CHE maintenance or service interruptions. If the 10-digit telephone line is integrated with the 9-1-1 CHE, a contingency plan identifying the back-up solution for the 10-digit telephone number for emergency use and any other integrated 10-digit administrative telephone lines should be maintained. If a contingency plan is not provided to NCT9-1-1 within 30 days of contract execution, NCT9-1-1 reserves the right to remove the administrative phone lines from the 9-1-1 equipment.
- 2.11.13. Notify NCT9-1-1 in writing at least 90 days prior to changing emergency services providers including medical, law enforcement, and fire.
- 2.11.14. Have an emergency plan for 9-1-1 communications that includes, at a minimum,
- a. Emergency generator information and how to operate said generator.
  - b. Documented procedures for the transfer of administrative lines when the call center is evacuated.
- 2.11.15. Comply with NCT9-1-1 policy and procedures for ECC moves and changes.
- 2.11.16. Report discrepancies to NCT9-1-1 utilizing the tools in the dispatch mapping solution within 72 hours.
- 2.11.17. Ensure that all telecommunicators log into the 9-1-1 software at the beginning of his/her shift and logs out at the end of his/her shift.
- 2.11.18. Ensure that all telecommunicators refrain from sharing log in information with others.
- 2.11.19. In accordance with Texas Health and Safety Code 772.619 (c), the 9-1-1 database information is not available for public inspection and cannot be released to the public. If a Public Information Act request specified 9-1-1 database information, NCT9-1-1 must be notified within three (3) business days of the Public Agency receiving the request.
- 2.11.20. In accordance with Texas Health and Safety Code 771.061, do not disseminate data specific to the caller including ALI subscriber information other than during the active incident.
- 2.11.21. Be responsible for all furniture, administrative telephones, copier machines, and administrative desktop computers located within the Public Agency's operating area.
- 2.11.22. Work with the electrical transmission company to be designated as a critical load public safety/critical load industrial designation per PUC Rule 25.497. Submit application annually to maintain designation. This is for the protection of the ECC from rolling electrical service interruption. Please be aware that this designation does not guarantee an uninterrupted, regular, or continuous power supply. If electricity is a

necessity, you must make other arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.

2.11.23. Language translation services provided by NCT9-1-1 are only to be utilized for emergency call handling purposes.

2.11.24. Provide incident information related to a 9-1-1 request for service, in any format, in order for NCT9-1-1 to better analyze call data in accordance with 9-1-1 industry standards.

2.11.25. Maintain a fully operational recording system to comply with 9-1-1 service standards.

## **2.12. Geographic Information Systems (GIS) / Data**

2.12.1. Upon confirmation of a customer needing to change their address due to a 9-1-1 misroute, ECC will be responsible for notifying the customer. This requirement also applies to customers using VOIP or other similar services.

## **2.13. Implementations**

2.13.1. Request to reschedule a planned implementation as soon as possible should an unforeseen event occur that could inhibit the ECC's operations if the implementation were to continue as planned.

2.13.2. Assign a contact to complete implementation checklists with NCT9-1-1. This allows the ECC and NCT9-1-1 to test the product and serves as a refresher training.

2.13.3. Report problems to NCT9-1-1 as soon as they occur. This allows NCT9-1-1 to fix the problem quickly and confirm errors are remedied prior to completing implementations with additional ECCs.

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

NCT9-1-1 will:

### **3.1. Financial**

3.1.1. Develop a budget and strategic plan to meet Public Agency needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established and approved by the NCT9-1-1 Board of Managers.

3.1.2. Provide 9-1-1 service to include 9-1-1 equipment, software, services, and other items described in the current NCT9-1-1 Strategic Plan, throughout the region as funded by emergency services fees.

3.1.3. Maintain accurate fiscal records and supporting documentation of all 9-1-1 activities including specific details of funds distributed to Public Agency.

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

3.2.1. Allow Public Agency the opportunity to participate in the planning, implementation, and operation of 9-1-1 equipment.



- 3.2.2. Conduct a physical inventory of critical hardware annually and reconcile inventory periodically.

### **3.3. Training**

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

### **3.4. Maintenance**

- 3.4.1. Practice preventative maintenance on all NCT9-1-1 owned or leased CHE, software, and databases including, at a minimum, backing up data as necessary. NCT9-1-1 shall be responsible for any maintenance costs on NCT9-1-1 owned or leased equipment.
- 3.4.2. Provide 24/7/365 technical support to the ECCs.

### **3.5. Operations**

- 3.5.1. Register as an alerting authority through the Texas Department of Emergency Management and Federal Emergency Management Agency. NCT9-1-1 uses an approved Integrated Public Alert and Warning System (IPAWS) to alert the 9-1-1 service area of 9-1-1 service interruptions and other critical updates.
- 3.5.2. Inspect contingent ECC agreements periodically.
- 3.5.3. Implement upgrades of its ECC equipment and software, as authorized in the current annual budget, through the appropriate NCT9-1-1 processes for the purchase of new equipment and software.

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

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

### **3.7. Crisis Communications**

- 3.7.1. NCT9-1-1 will make every effort to communicate complete and accurate information to the Public Agency in a timely manner about 9-1-1 technology and services during 9-1-1 service interruptions.
- 3.7.2. NCT9-1-1 will only post information on social media platforms and the official website when such information directly affects 9-1-1 service operations. NCT9-1-1 recommends the Public Agency use the wording provided through those avenues when providing updates to the public

### **3.8. Security**

- 3.8.1. Newly hired NCT9-1-1 staff members are required to complete CJIS training within their first 30 days. All NCT9-1-1 staff members are required to complete mandated training yearly to maintain CJIS compliance.

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

- 4.1. This Agreement shall take effect October 1, 2025, and shall continue until September 30, 2027, unless earlier terminated under 8.1 Early Termination of Contract.

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

- 5.1. NCT9-1-1 may purchase, lease, or otherwise procure, on Public Agency's behalf, the 9-1-1 equipment, software, services, and other items as described in the NCT9-1-1 Strategic Plan.
- 5.2. NCT9-1-1 shall establish ownership of all 9-1-1 equipment procured with 9-1-1 funds as defined herein and located within the Public Agency's jurisdiction. NCT9-1-1 may maintain ownership, or it may transfer ownership to Public Agency. Before any such transfer of ownership, NCT9-1-1 will evaluate the adequacy of controls of Public Agency to ensure that sufficient controls and security exist by which to protect and safeguard the equipment procured with 9-1-1 funds for the purpose of delivery of 9-1-1 calls. It is understood that the ancillary equipment may or may not be procured by NCT9-1-1 on behalf of Public Agency, according to NCT9-1-1's Strategic Plan.
- 5.3. The basic equipment categories are:
- a. Call Handling Equipment (CHE) – telephone equipment located at the ECCs which may include telephones, integrated workstations, servers, ANI controllers, software, monitors, gateways, routers, and any other equipment necessary for 9-1-1 call delivery to the ECC
  - b. Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)
  - c. Uninterruptable Power Supply (UPS)
- 5.4. Transfer-of-ownership documents shall be prepared by NCT9-1-1 and signed by both parties upon transference of ownership of any 9-1-1 provided equipment. NCT9-1-1 shall maintain ownership of 9-1-1 CHE.

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

- 6.1. It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties.
- 6.2. This Agreement may not be assigned to either Party without the prior written consent of the other Party. An attempted assignment in violation of this agreement is void.
- 6.3. Public Agency may not subcontract its duties under this Agreement without the prior written consent of NCT9-1-1. Any subcontract shall be subject to all terms and conditions contained in this Agreement and Public Agency agrees to furnish a copy of this Agreement to its subcontractor(s).

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

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

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

## Section 8: Early Termination of Contract

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

## Section 9: Notice to Parties

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

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

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

If to NCT9-1-1: PO Box 5888  
Arlington, Texas 76005  
Attn: Christy Williams

If to Public Agency:

## Section 10: General Provisions

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

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

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

- 10.4. Procurement.** Both parties agree to comply with all applicable federal, State and local laws, rules and regulations for purchases under this Agreement. Failure to do so may result in ineligibility and denial of reimbursement by NCT9-1-1.
- 10.5. Force Majeure.** It is expressly understood and agreed by the Parties to this Agreement that if either party hereto is prevented from or delayed in the performance of any of its obligations hereunder by reason of force majeure, defined as acts of God, war, riots, storms, fires or any other cause whatsoever beyond the reasonable control of the party, the party so prevented or delayed shall be excused from the performance of any such obligation to the extent and during the period of such prevention or delay. The period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each Party must inform the other in writing within reasonable time the existence of such force majeure.
- 10.6. Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitute the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof.
- 10.7. Availability of Funding.** Public Agency acknowledges that NCT9-1-1's sole source of funding for this Agreement is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay Public Agency under this contract are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after Public Agency's receipt of notice. Upon suspension of payment, Public Agency's obligations under this contract are also suspended until NCT9-1-1 resumes receipt of funding.
- 10.8. Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation. In the event of such occurrence, written notice of alterations, additions, or deletions to the terms of this Agreement will be provided to Public Agency.
- 10.9. Nondiscrimination and Equal Opportunity.** Public Agency shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.
- 10.10. Immunity.** It is expressly understood and agreed that, in the execution of this Agreement, no party waives, nor shall be deemed hereby to waive, any immunity or defense that would otherwise be available to it against claims arising in the exercise of governmental powers and functions, including but not limited to sovereign and governmental immunity.
- 10.11. Attorney Fees.** If any action is necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney fees and costs in addition to any other relief which that party is entitled.
- 10.12. Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation or any other local dispute mediation process before resorting to litigation.

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

	<b>NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT</b>
--	--

<b>By:</b> _____	<b>By:</b> _____
<b>Name:</b> _____	<b>Name:</b> _____
<b>Title:</b> _____	<b>Title:</b> Executive Director
<b>Date:</b> _____	<b>Date:</b> _____

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

**Attachments:**

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

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

**Attachment C: NCT9-1-1 Technical Requirements for Moves and Remodels**

Attachment A  
Texas CJIS Systems Access Policy

**TEXAS CJIS SYSTEMS ACCESS POLICY**

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

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

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

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

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

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

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

Revised 12/18/2019



## **Attachment B**

### **Equipment Room and Electrical Requirements**

#### **Equipment:**

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

#### **Fire Protection:**

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

#### **Security Precautions:**

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

#### **Temperature and Humidity Control:**

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

#### **Static Electricity:**

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

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

#### **Lighting:**

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

#### **Grounding:**

- A single point, isolated ground is required unless superseded by local code. The source should be XO of the transformer that feeds the phase conductors to the equipment room electrical service panel.
- Terminations must be accessible for inspection during the life of the installation.
- Conductors must be continuous with no splices or junctions.
- Conductors must be no load, non-current carrying.

**Electrical:**

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





## **Attachment C**

### **NCT9-1-1 Technical Requirements for Moves and Remodels**

NCT9-1-1 is an independent extension of a participating Emergency Communications Center (ECC) with the primary responsibility of delivering 9-1-1 call services and providing equipment support. As such, NCT9-1-1 has distinct and separate requirements for wiring and backroom installations, independent from the ECC and any third-party vendors.

This document outlines the requirements and responsibilities for both the ECC and NCT9-1-1. It specifies which party will cover the costs associated with ECC remodels or relocations. Clear delineation of responsibilities ensures adequate resource planning and funding allocation for these projects. ECCs are solely responsible for third-party vendor services like electrical and microwave installations. NCT9-1-1 may facilitate by obtaining quotes, enabling ECCs to plan and secure necessary funding effectively. Early communication is crucial for project success.

NCT9-1-1 will be responsible for the following costs (if required):

- Terrestrial circuit(s)
- Physical move or relocation of Call Handling Equipment (CHE) and peripherals

The ECC will be responsible for the following costs (if required):

- Electrical cabling – (to include circuits and uninterrupted power supply connections)
- Data/voice cabling
- Microwave – (may be required for moves to new locations which could require different tower heights and microwave antenna realignments, which would require quotes from microwave vendor)

**Inspections & Meetings:** NCT9-1-1 strongly recommends multiple site inspections by NCT9-1-1 staff prior to any physical installations to prevent the need for rework or equipment conflicts. Additionally, NCT9-1-1 suggests convening meetings with all relevant dispatch-specific vendors to discuss matters such as equipment location, shared cabling, and space requirements.

#### **A) Backroom Rack / Cabinet and Telco Demarcation Requirements**

A 19" universal two post rack properly bolted and grounded to facility ground bar. This rack may be provided by NCT9-1-1 at its discretion, but in either regard must be bolted and grounded by the ECC or its vendor(s). Alternatively, the ECC may provide an enclosed four post cabinet that is grounded.

#### **B) Data/Voice Wiring Details**

NCT9-1-1 has network wiring requirements to facilitate 9-1-1 services and the ECC's ever-changing technology needs. While the final termination and mounting may vary slightly (based on individual needs) the circuit count and type are required for proper function and services. Any variations to the specifications below should be approved by NCT9-1-1 staff to avoid additional rework.

#### **C) Power/UPS (applies only to an ECC approved for a NCT9-1-1 UPS system)**

NCT 9-1-1 utilizes an Eaton UPS with corresponding manual bypass switch (wall mounted). NCT9-1-1 will provide quotes to install the physical UPS and provide wiring from the ECC handoff (master disconnect) and to the distribution panel.

#### **D) Microwave (as required)**

This requirement may not apply to simple remodels where the back-room equipment remains unchanged. However, if alterations are made, rewiring may be necessary, and quotes from a third-party vendor should be obtained. If relocating to a new site, microwave quotes will be required to assess whether a new tower or the relocation of an existing tower is needed, along with any necessary realignments to maintain the site within an existing ring, if feasible. It is essential

to contact NCT9-1-1 prior to commencing any work at a site that could impact facilities or services. For example, excavation related to the installation of a new parking lot may potentially damage conduits and cables between the microwave tower and the ECC.

### **Telco Demarcation Requirements**

NCT9-1-1 provides a dedicated telco data circuit which is to be demarcated at the 9-1-1 back board within the same room that the Backroom Rack is located. A path must be provided by the ECC if extension is required from the Telco minimum point of entry to the 9-1-1 server room. NCT9-1-1 requires a minimum of ninety (90) days for circuit ordering and turn up.

### **Data/Voice Wiring Details**

All wires should be category 6 or greater (rated to the standards of local and/or state and federal building code).

Four (4) Cat6 cables are required per 9-1-1 position. Three (3) for Data and One (1) for Voice Recording.

Three (3) of these are terminated to a standard 110 patch panel (which is installed at the top of the 9-1-1 rack).

The position data connections are split between two colors, three (3) Blue for D (Data) and one (1) White for V (Voice).

**NOTE: Colors may vary but must be two distinctly different colors according to the scheme.**

These data connections should be surface mounted inside of console near 9-1-1 equipment (when possible).

### **Electrical/UPS Wiring Details**

**EATON UPS is a free-standing UPS. This unit does NOT require bolting to the floor, in fact, it must remain mobile for maintenance purposes. NOTE: Small individual UPS at the workstations are strictly prohibited.**

Current measurements are as defined below, **but please confirm final placement with NCT9-1-1 prior to installation:**

- Length = 25.5"
- Width = 17"
- Height = 31.5"
- Max Weight = 257 Lbs.

### **Electrical/UPS Wiring Details**

The ECC is responsible for providing UPS input (**from generator feed where available**) in the form of a 120V double pole circuit terminated on a master disconnect (pictured below). This disconnect is required for use during emergency power issues or for testing which requires full and immediate UPS shutdown. **This disconnect should be as close to the NCT9-1-1 master disconnect as possible.**

If the quote is approved by ECC, NCT9-1-1 will provide installation services and connection of the UPS bypass originating from the above master disconnect. This bypass switch will reside as close to the UPS as possible.

### **Electrical/UPS Wiring Details**

If the quote is approved by ECC, NCT9-1-1 will provide and accurately label an appropriately sized distribution panel to accommodate the following:

- Single dedicated 15A 120V circuit per position.
- Two dedicated 15A 120V circuits for Backroom Server Rack.

If the quote is approved by ECC, NCT9-1-1 will provide one (1) orange 120V quad receptacles per position on its own circuit. o These receptacles should be surface mounted inside of console near 9-1-1 equipment (when possible).

If the quote is approved by ECC, NCT9-1-1 will provide two (2) orange 120V quad receptacles mounted **above the backroom 9-1-1 rack** (each quad receptacle on its own dedicated circuit).

**Any variations to the specifications above should be approved by NCT9-1-1 staff to avoid additional rework.**



**INTERLOCAL AGREEMENT BETWEEN THE  
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT  
AND  
\_\_\_\_\_  
FOR  
LOCAL ADDRESSING AND GIS SERVICES**

**1. Parties and Purpose**

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

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

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

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

- 2.1.1.** If the 9-1-1 Addressing / GIS Data Provider cannot meet the requirements outlined in this agreement, the planned funds shall be used by NCT9-1-1 to procure/provide those services for the 9-1-1 Addressing / GIS Data Provider.
- 2.1.2.** The 9-1-1 Addressing / GIS Data Provider shall coordinate 9-1-1 GIS activities within the county’s jurisdictional boundaries including all municipalities or other addressing entities (where applicable) to develop and enhance the 9-1-1 GIS coverage. The 9-1-1 Addressing / GIS Data Provider is responsible for coordinating GIS operations whenever possible, sharing all county policies and procedures with the municipalities in their county, as well as incorporating GIS data into the county datasets, when possible.

If the 9-1-1 Addressing / GIS Data Provider does not manage data for a city within its boundaries, there must be documentation provided to NCT9-1-1 and signed by both the 9-1-1 Addressing / GIS Data Provider and the city, that acknowledges such.

- 2.1.3. The 9-1-1 Addressing / GIS Data Provider shall provide and maintain GIS maintenance functions within its jurisdictional boundary in return for funding through NCT9-1-1 and within the guidelines of the GIS Data Maintenance Model (Attachment B). At a minimum, the 9-1-1 Addressing / GIS Data Provider agrees to:
- a. Select a 9-1-1 Addressing Coordinator / GIS Data Provider to serve as a single point of contact for NCT9-1-1.
  - b. Funds shall only be used for GIS and Addressing services specific to 9-1-1.
  - c. Assign street addresses and ranges, name streets, and resolve conflicts and problems. The 9-1-1 Addressing / GIS Data Provider shall not allow for duplication of community names anywhere in the county and not allow for duplicate street names wherever possible.
  - d. The 9-1-1 Addressing / GIS Data Provider shall comply with the Quality Control requirements set by NCT9-1-1 and industry standards (Attachment A).
  - e. Provide a physical address to any citizen requesting it if doing so complies with local policies/procedures/ordinances.
  - f. Establish efficient procedures for updating and maintaining all addressing data through review and revisions due to changes in the 9-1-1 ordinances and/or subdivision regulations.
  - g. Maintain addressing/database equipment (where applicable), and data.
  - h. Notify NCT9-1-1 in writing at least 30 business days prior to a 9-1-1 Addressing office move.
  - i. Notify NCT9-1-1 in writing at least 90 days prior to changing emergency services providers including medical, law enforcement, and fire.
  - j. Per industry standards as outlined in Attachment A, respond to any 9-1-1 GIS or location database errors within three business days of receipt, unless there is a valid exception. Valid exceptions include existing errors or errors that cannot be corrected due to circumstances not within the control of the 9-1-1 Addressing / GIS Data Provider.
  - k. All updates and changes to GIS data must be submitted to NCT9-1-1 within two business days of being made. Daily submissions are strongly preferred to ensure data accuracy and timely integration into the regional system.
  - l. Notify NCT9-1-1 in writing 30 business days upon receipt of notice from cities concerning annexation-related 9-1-1 boundary changes. Process the associated GIS changes as soon as possible.
  - m. Per NENA standards, it is recommended that GIS data be processed in a timely manner to ensure synchronization with 9-1-1 call routing and location validation functions. While specific processing timeframes may vary, industry's best practices suggest processing GIS data updates within five (5) business days of receipt and verification of an address to maintain data accuracy and compliance with NG9-1-1 operational requirements.
  - n. To use Esri ArcGIS Pro™ Software

## 2.2. Spatial Data Layers

2.2.1. The 9-1-1 Addressing / GIS Data Provider must develop, compile, and maintain a current comprehensive set of data layers per NCT9-1-1 GIS Data Quality Control Standards and Guidelines (Attachment A):

### Table Key

Required	Describes data layer REQUIRED to be developed, compiled, and maintained by the 9-1-1 Addressing/GIS Data Provider.
Optional	Describes data layer which may VOLUNTARILY be developed, compiled, and maintained by the 9-1-1 Addressing/GIS Data Provider.
<b>Bold</b>	Text in tables signifies that the attribute is not nullable. Edits cannot be saved until these fields are populated.
<i>Italicized</i>	Describes a data layer that is part of the NG9-1-1 geodatabase but is maintained by NCT9-1-1 GIS Staff. These layers may, or may not, be included in replica databases.

Layer Name	Condition
<b>A2 (County)</b>	<b>Required</b>
<b>A3 (Incorporated Municipality)</b>	<b>Required</b>
<b>A4 (Unincorporated Community)</b>	<b>Required</b>
<b>A5 (Neighborhood Boundary)</b>	<b>Required</b>
<b>EmsPolygon</b>	<b>Required</b>
FireHydrant	Optional
<b>FirePolygon</b>	<b>Required</b>
HazMatLocation	Optional
<i>HydrologyLine</i>	<i>Optional</i>
<i>HydrologyPolygon</i>	<i>Optional</i>
<i>LocationMarkerPoint</i>	<i>Optional</i>
LowWaterCrossing	Optional
Park	Optional
<b>MSAGComm</b>	<b>Required</b>
<b>PolicePolygon</b>	<b>Required</b>
<i>ProvisioningPolygon</i>	<i>Mandatory</i>
<i>PsapPolygon</i>	<i>Mandatory</i>
<b>QC_Line</b>	<b>Required</b>
<b>QC_Point</b>	<b>Required</b>
<b>QC_Polygon</b>	<b>Required</b>
<i>RailroadCenterLine</i>	<i>Optional</i>
<b>RoadCenterLine</b>	<b>Required</b>
<b>SiteStructureAddressPoints</b>	<b>Required</b>
SpecialDistrict	Optional
StormShelter	Optional

2.2.2. The 9-1-1 Addressing / GIS Data Provider shall provide the NCT9-1-1 GIS Department with 100% complete attribution for REQUIRED and CONDITONAL fields of features in REQUIRED feature classes. REQUIRED and

CONDITIONAL field for REQUIRED feature classes are specified below. Optional attribute fields are included in many of the feature classes in the NCT9-1-1 GIS geodatabase. These fields are not specified in this document, and it is the decision of the GIS Data Provider to use the optional fields or not. If the GIS Data Provider does choose to use the optional field, it is the Data Provider's responsibility to maintain the data in these fields to keep them accurate.

#### Table Key

Required	Describes a REQUIRED attribute.
Conditional	Describes a CONDITIONAL attribute. These attributes may not apply to all features; however, if the information does apply to the feature, it <b>MUST</b> be populated.
<b>Bold</b>	Text in tables signifies that the attribute is not nullable. Edits cannot be saved until these fields are populated.
<i>Italicized</i>	Text in tables signifies fields populated or maintained by NCT9-1-1 but need to be verified by Data Providers.

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

FromAddr_L	Conditional
ToAddr_L	Conditional
FromAddr_R	Conditional
ToAddr_R	Conditional
<b>NCT_SYMB</b>	<b>Required</b>
<b>RoadClass</b>	<b>Required</b>
<b>Parity_L</b>	<b>Required</b>
<b>Parity_R</b>	<b>Required</b>
<b>MSAGComm_L</b>	<b>Required</b>
<b>MSAGComm_R</b>	<b>Required</b>
<b>County_L</b>	<b>Required</b>
<b>County_R</b>	<b>Required</b>
<b><i>State_L</i></b>	<b><i>Required</i></b>
<b><i>State_R</i></b>	<b><i>Required</i></b>
<b><i>Country_L</i></b>	<b><i>Required</i></b>
<b><i>Country_R</i></b>	<b><i>Required</i></b>
IncMuni_L	Conditional
IncMuni_R	Conditional
LSt_PreDir	Conditional
LSt_Name	Conditional
LSt_PosDir	Conditional
LSt_Type	Conditional
AdNumPre_L	Conditional

AdNumPre_R	Conditional
St_PreMod	Conditional
St_PreDir	Conditional
St_PreTyp	Conditional
St_PreSep	Conditional
St_Name	Conditional
St_PosTyp	Conditional
St_PosDir	Conditional
St_PosMod	Conditional
Hwy_Shield	Conditional
Label	Conditional
NbrhdCom_L	Conditional
NbrhdCom_R	Conditional
UnincComm_L	Conditional
UnincComm_R	Conditional

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

Add_Number	Conditional
<b>NCT_Symb</b>	<b>Required</b>
<b>Place_Type</b>	<b>Required</b>
<b>MSAGComm</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>
Inc_Muni	Conditional
LSt_PreDir	Conditional
LSt_Name	Conditional
LSt_Type	Conditional
Lst_PosDir	Conditional
AddNum_Pre	Conditional
AddNum_Suf	Conditional
St_PreMod	Conditional
St_PreDir	Conditional
St_PreTyp	Conditional
St_PreSep	Conditional
St_Name	Conditional
St_PosTyp	Conditional
St_PosDir	Conditional
St_PosMod	Conditional
Building	Conditional

Wing	Conditional
Floor	Conditional
Unit	Conditional
Room	Conditional
LandmkName	Conditional
Nbrhd_Comm	Conditional
Uninc_Comm	Conditional
Milepost	Conditional

- b. **A3Polygon (Incorporated Municipality) - REQUIRED:** Defined boundary of a city, town, village, borough, or similar entity that has local governmental powers. Polygons are to be spatially accurate to within 10 feet of their true location, determined by the best data source or combination thereof (annexations, metes and bounds, parcels, aerial imagery, etc.). The following fields at minimum need to be attributed:

<b>Inc_Muni</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>

- c. **A2Polygon (County) - REQUIRED:** A county or its equivalent boundary is the primary legal division of a state, province, or territory.

<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>

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

<b>DisplayName</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>
<b>ServiceURI</b>	<b>Required</b>
<b>ServiceURN</b>	<b>Required</b>
<b>AVcard_URI</b>	<b>Required</b>
<b>Agency ID</b>	<b>Required</b>

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

<b>DisplayName</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>
<b>ServiceURI</b>	<b>Required</b>
<b>ServiceURN</b>	<b>Required</b>



<b>AVcard_URI</b>	<b>Required</b>
<b>Agency ID</b>	<b>Required</b>

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

<b>DisplayName</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>
<b>ServiceURI</b>	<b>Required</b>
<b>ServiceURN</b>	<b>Required</b>
<b>AVcard_URI</b>	<b>Required</b>
<b>Agency ID</b>	<b>Required</b>

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

<b>MSAG_CommName</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>

- h. **A5Polygon (Neighborhood Boundaries) - Required:** The boundary of a neighborhood, subdivision, or commercial area. The most intuitive way to refer to a place is often by the neighborhood name. Locations of similar sounding street names may be resolved when the neighborhood name is known. This layer is often beneficial to 9-1-1 telecommunicators.

<b>Nbrhd_Comm</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>
<b>Uninc_Comm</b>	<b>Conditional</b>
<b>Inc_Muni</b>	<b>Conditional</b>

- i. **A4Polygon (Unincorporated Municipality) - Required:** The boundary of an unincorporated community, either within an incorporated municipality or in an unincorporated part of the county, or both, may be useful in determining jurisdictional authority for addressing and emergency response.

<b>Uninc_Muni</b>	<b>Required</b>
<b>County</b>	<b>Required</b>
<b>State</b>	<b>Required</b>
<b>Country</b>	<b>Required</b>

- j. **QC\_Line, QC\_Point, QC\_Polygon- REQUIRED:** Point representing probable GIS data point, line, or polygon errors identified by the NG9-1-1 quality control measures. This layer can be used to track the progress while working on the errors, and to share information between the NCT9-1-1 GIS Team and the 9-1-1 Addressing /GIS Data Provider.

<b>QC_Status</b>	<b>Required</b>
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<b><i>QC_Error_Name</i></b>	<b><i>Required</i></b>
<b><i>Feature_Class</i></b>	<b><i>Required</i></b>
<b><i>Description</i></b>	<b><i>Required</i></b>

### 2.3. Operations/Documentation

2.3.1. The 9-1-1 Addressing / GIS Data Provider shall be responsible for documenting and updating applicable county processes for 9-1-1 addressing.

2.3.2. The 9-1-1 Addressing / GIS Data Provider shall make their processes available at NCT9-1-1's request.

2.3.3. The 9-1-1 Addressing / GIS Data Provider shall adhere to the following:

#### ADDRESSING AND ROAD NAMING STANDARDS

##### a. Road Naming Standards

- **No Duplicate or Similar-Sounding Road Names:** A road name shall not be duplicated within a county or in adjacent jurisdictions with overlapping emergency response areas. This includes names that differ only by suffix (e.g., "Oak St." vs. "Oak Dr.") or sound alike (e.g., "Deer Rd." vs. "Dear Rd.").
- **Unique and Distinct Names:** All road names shall be unique, unambiguous, and avoid homophones or visually similar names that may cause confusion in verbal or written communication.
- **No Reliance on Suffixes for Differentiation:** A road that shares the same base name with another road shall not be assigned a different suffix (e.g., "Court," "Lane") as a means of differentiation. This is considered a duplicate and is not allowed. The only exception being a single short street off a longer street can have the same name as the street and have a suffix of Court.
  - a. For example, Joyce Court can be a short street off Joyce Lane.
- **Avoid Special Characters & Abbreviations:** Road names shall not include special characters (e.g., @, #, &) or non-standard abbreviations that could hinder comprehension or electronic processing.
- **Sub addressing is a critical component of NG9-1-1-compliant GIS data to ensure accurate location identification within multi-unit structures such as apartments, duplexes, office complexes, and campuses.** Address points shall include sub address elements (e.g., apartment numbers, unit identifiers, suite numbers) where applicable. These elements must conform to the NENA GIS Data Model and are essential not only for dispatch mapping and emergency call routing but also for supporting the Location Validation Function (LVF), which validates civic location information during 9-1-1 call processing. All jurisdictions are required to maintain authoritative sub addressing information and include it in regular GIS data submissions.

##### b. Address Numbering Standards

- Address numbers shall follow a logical, sequential order, increasing consistently along both sides of the roadway. Odd numbers shall be assigned to one side of the road and even numbers to the opposite side, maintaining standard addressing conventions.

## **2.4. Training**

2.4.1.The 9-1-1 Addressing / GIS Data Provider is required to attend a new 9-1-1 Addressing / GIS Data Provider one-day orientation.

2.4.2.The 9-1-1 Addressing / GIS Data Provider is required to provide the necessary software training, as well as training on local addressing policies, to 9-1-1 Addressing / GIS Data Providers.

## **2.5. Media Relations**

2.5.1.Make every effort to communicate complete and accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. 9-1-1Addressing / GIS Data Provider should first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding 9-1-1 technology and service or issues with the 9-1-1 service providers.

2.5.2.Situations change quickly in the middle of service issues. Exercise caution in sharing information with the public and do not share ECC correspondence that NCT9-1-1 has noted as proprietary.

2.5.3.Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 service or program specific questions.

## **2.6. GIS Data Update Process**

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

## **2.7. Quality Control**

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

## **2.8. Communication and Meetings**

2.8.1.The 9-1-1 Addressing / GIS Data Provider shall attend regularly scheduled meetings at NCT9-1-1. NCT9-1-1 will host biannual 9-1-1 Addressing / GIS Data Provider meetings, either at NCT9-1-1's location or via virtual web technology.



2.8.2. The 9-1-1 Addressing / GIS Data Provider shall track County Commissioners Court and City Council meetings that relate to development and improvement of GIS implementation for emergency services delivery. If an issue arises where either the County Commissioners Court or City Council takes a course of action that would interfere with or be inconsistent with the data development and maintenance procedures followed by the County, the 9-1-1 Addressing / GIS Data Provider needs to notify NCT9-1-1 personnel within two business days.

### **3. Rights and Duties of NCT9-1-1**

#### **3.1. Financial**

3.1.1. Develop a budget and strategic plan to meet the 9-1-1 Addressing / GIS Data Provider needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established and approved by the NCT9-1-1 Board of Managers.

3.1.2. Provide 9-1-1 service throughout the region as funded by emergency service fees.

3.1.3. Procure/provide services to the 9-1-1 Addressing / GIS Data Provider using planned funds in the event the 9-1-1 Addressing / GIS Data Provider is unable to meet the requirements outlined in the agreement.

#### **3.2. Training**

3.2.1. NCT9-1-1 will offer a one-day orientation to all new 9-1-1 Addressing / GIS Data Providers.

3.2.2. NCT9-1-1 will provide access to additional GIS software training as budget allows.

3.2.3. A member of the NCT9-1-1 GIS Staff will make an onsite visit 9-1-1 Addressing / GIS Data Provider offices at a minimum of two times per year.

#### **3.3. GIS/Data**

3.3.1. NCT9-1-1 GIS Team will provide an informational portal with addressing resources.

3.3.2. NCT9-1-1 GIS Team will notify the 9-1-1 Addressing / GIS Data Provider within 24 hours of ECC boundary changes.

#### **3.4. Spatial Data Layers**

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

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



Source	Mandatory
DisplayName	Mandatory
County	Mandatory
State	Mandatory
Country	Mandatory
ServiceURI	Mandatory
ServiceURN	Mandatory
AVcard_URI	Mandatory
Agency ID	Mandatory
Effective	Optional
Expire	Optional

#### 4. Effective Date and Term of Agreement

4.1. This Agreement shall take effect October 1, 2025, and shall continue until September 30, 2027, unless earlier terminated under 8.1 Early Termination of Agreement.

#### 5. GIS Data Maintenance Model

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

##### 5.1. Responsibilities

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

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

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

5.2.1. **Transition Plan:** Effective FY 2027 (October 1, 2026), the incentive program will be phased out. During FY 2026 (October 1, 2025- September 30, 2026), participants will be eligible for 50% of the usual incentive amount.

5.2.2. Performance incentive amounts for FY 2026 are calculated using the following method:

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

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

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

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

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

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

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

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

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

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

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

## **Section 9: Notice to Parties**



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

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

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

If to NCT9-1-1: PO Box 5888  
Arlington, Texas 76005  
Attn: Todd Little

If to 9-1-1 Addressing / GIS  
Data Provider:

## Section 10: General Provisions

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

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

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

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

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



- 10.6. Availability of Funding.** The 9-1-1 Addressing / GIS Data Provider acknowledges that NCT9-1-1's sole source of funding for this Agreement is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay the 9-1-1 Addressing / GIS Data Provider under this Agreement are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after the 9-1-1 Addressing / GIS Data Provider's receipt of notice. Upon suspension of payment, the 9-1-1 Addressing / GIS Data Provider's obligations under this Agreement are also suspended until NCT9-1-1 resumes receipt of funding.
- 10.7. Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation. In the event of such occurrence, written notice of alterations, additions, or deletions to the terms of this Agreement will be provided to 9-1-1 Addressing / GIS Data Provider.
- 10.8. Nondiscrimination and Equal Opportunity.** The 9-1-1 Addressing / GIS Data Provider shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.
- 10.9. Immunity.** It is expressly understood and agreed that, in the execution of this Agreement, no party waives, nor shall be deemed hereby to waive, any immunity or defense that would otherwise be available to it against claims arising in the exercise of governmental powers and functions, including but not limited to sovereign and governmental immunity.
- 10.10. Attorney Fees.** If any action is necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney fees and costs in addition to any other relief to which that party may be entitled.
- 10.11. Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation or any other local dispute mediation process before resorting to litigation.

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

	<b>NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT</b>
--	--

**By:** \_\_\_\_\_  
**Name:** \_\_\_\_\_  
**Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**By:** \_\_\_\_\_  
**Name:** Todd Little  
**Title:** Executive Director  
**Date:** \_\_\_\_\_





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

Attachment A: GIS Data Quality Control Standards and Guidelines

Attachment B: GIS Disbursement Maintenance Model

Attachment C: Critical Errors List

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

### Overview

#### Purpose

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

#### Requirements

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

### Resources

#### GIS Quality Control Software

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

#### Industry Specific Standards

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

#### Data Structure Documents:

1. NENA Standard Data Formats for E9 1 1 Data Exchange & GIS Mapping
2. NENA Standard for NG9-1-1 GIS Data Model



3. NG9-1-1 Additional Data Standard
4. NENA Next Generation United States Civic Location Data Exchange Format (CLDXF)

**Data Management Documents:**

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

**Attachment B**

**GIS Disbursement Maintenance Model**

**Overview**

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

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

**Transition Plan:** Effective FY 2027 (October 1, 2026), the incentive program will be phased out. During FY 2026 (October 1, 2025- September 30, 2026), participants will be eligible for 50% of the usual incentive amount.

**The Model**

Each County is allotted a maximum annual performance incentive for amount October 1, 2025-September 30, 2026, of \$15,385, except for Collin County which is allotted a maximum annual performance amount of \$25,385.

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

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

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

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



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

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

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

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

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

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

### **Remedy Period**

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

### **Reporting**

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

**Attachment C**  
**Critical Error List**

**Definitions**

**Name Set:** A name set refers to the combination of all name-related address components that together define the street name. It includes prefixes, the base street name, suffixes, and modifiers that make the name unique and standardized. It's used to validate if two address points share the same street name configuration.

Field definitions (NENA GIS Data Model)

**PRD = Prefix Directional**

- A directional indicator before the street name.
- Example: N (North), S (South), E (East), W (West)
- Example: N Main Street → PRD = "N"

**PRM = Pre Modifier**

- A descriptive word before the street name.
- Example: "Old" in Old Main Street → PRM = "Old"

**STS = Street Name**

- The core name of the street (excluding prefixes, suffixes, types, or modifiers).
- Example: "Main", "Broadway"

**STPS = Street Type Separator**

- A separator or word placed between the street name and street type, used in some naming conventions, especially outside the U.S.
- Example: "de la" in Avenue de la République → STPS = "de la"
- Usually blank in U.S. addresses.

**STP = Street Type**

- The type of street (also known as street suffix) that indicates the street's category.
- Example: "Street", "Road", "Avenue", "Lane"
- Example: "Main Street" → STP = "Street"

**POM = Post Modifier**

- A descriptive word after the street name (and after the street type).
- Example: "Extension" in "Main Street Extension" → POM = "Extension"

**POD = Post Directional**

- A directional indicator after the street name.
- Example: "N" in "Main Street N" → POD = "N"

### LDB Errors

Unable to locate address, or other errors returns no mapping or calls routing at all	Critical
Default mapping or call routing returned	High
Multiple mappings or call routings returned with matching criteria.	Moderate
Single mapping or call routing is returned but contains some invalid field or may not be a valid dispatch location	Low

### ECRF QC Errors

Layer Name	Error Code	Error Description	Extended Description	Severity
Road	200	Road has invalid or non-LineString geometry	For any given road segment, the geometry must be valid and of type LineString.	Critical
Road	201	Road Must have a street name	For any given road segment if the RD value is empty or NULL, then an error is reported.	High
Road	238	Road Left Parity does not match address range	For any given road segment, if the L_FROM and L_TO values are both even, then L_PARITY should equal "E". If the L_FROM and L_TO values are both odd, then the L_PARITY should be "O". If the L_FROM or L_TO have an odd/even mismatch, then the L_PARITY should be "B".	High
Road	239	Road Right Parity does not match address range	For any given road segment, if the R_FROM and R_TO values are both even, then R_PARITY should equal "E". If the R_FROM and R_TO values are both odd, then the R_PARITY should be "O". If the R_FROM or R_TO have an odd/even mismatch, then the R_PARITY should be "B".	High
Road	240	Road Left address range is invalid	For any given road segment, both L_FROM and L_TO must be zero or both must be positive.	High
Road	241	Road Right address range is invalid	For any given road segment, both R_FROM and R_TO must be zero or both must be positive.	High
Address	402	Duplicate address name set with different locations	For any given address point, if its name matches another address point's name set, and its coordinates are within the CQC Duplicate Address Tolerance of the matching name set's point, then an error is reported.	Medium
Address	403	Address is outside of Provisioning Boundary	For any given address point, if the point does not fall within the Provisioning Boundary, then an error is reported	High

Address	404	Duplicate address name in set in different PSAPs	For any given address point, if its name set matches another address point's name set, and its coordinates are within a different PSAP polygon from the matching name set point, then an error is reported	High
Address	405	Address State must not be empty	For any given address point, if A1 (STATE) is empty or NULL, then an error is reported	Critical
Address	406	Address Country must not be empty	For any given address point, if the COUNTRY is empty or NULL, then an error is reported	Critical
Address	407	Address House Number and Landmark should not be empty simultaneously	For any given address point, if the house number is NULL and the landmark is NULL or empty, then an error is reported.	High
Address	408	Duplicate address name set at same location	For any given address point, if its name set matches another address point's name set, and its coordinates are within the CQC Duplicate Address Tolerance of the matching name set's point, then an error is reported.	Medium
Address	410	Address Muni has an invalid value	For any given address point, if A3 is a value of Unincorporated, then an error is reported.	Critical
Road	501	Road Left County must not be empty	For any given road segment, if L_A2 is empty or NULL, then an error is reported.	Medium
Road	502	Road Right County must not be empty	For any given road segment, if R_A2 is empty or NULL, then an error is reported.	Medium
Road	503	Road Left State must not be empty	For any given road segment, if L_A1 is empty or NULL, then an error is reported	Critical
Road	504	Road Right State must not be empty	For any given road segment, if R_A1 is empty or NULL, then an error is reported	Critical
Road	507	Road Left Country must not be empty	For any given road segment, if L_COUNTRY is empty or NULL, then an error is reported	Critical
Road	508	Road Right Country must not be empty	For any given road segment, if R_COUNTRY is empty or NULL, then an error is reported	Critical
Road	510	Road Left Muni has an invalid value	For any given segment, if L_A3 is a value of Unincorporated, then an error is reported.	Critical

Road	511	Road Right Muni has an invalid value	For any given segment, if R_A3 is a value of Unincorporated, then an error is reported.	Critical
Road	540	Road falls outside of Provisioning Boundary	For any given road segment, if the road exceeds the Provisioning Boundary, report an error.	High
Road	591	Address Range conflict	Given two or more road segments; If one segment's name set matches another road segment's name set and a segment's address range overlaps another segment's address range and their parities are comparable, then report an error.	High
Service Boundary (Police, Fire, EMS)	608	Service boundary display name must not be empty	For any given service polygon, if DISPNAME is empty or NULL, then an error is reported.	Medium
Service Boundary (Police, Fire, EMS)	630	Service boundary overlaps another	For any given service polygon, if its geometry overlaps with any other service polygon's geometry, then an errors are reported.	Critical
Service Boundary (Police, Fire, EMS)	650	Gap in service boundary layer	For any given service polygon, if its geometry is not snapped to its neighboring service polygon's geometry creating a gap, then an error is reported.	Critical
Service Boundary (Police, Fire, EMS)	680	SQL geography is not valid	For any given polygon, ensure boundary geometry that is re-projected to WGS-84 is still valid for SQL Server, if geography is not valid report an error.	Critical
Address	700	Not a registered value for Address MSAG Community	For any given address point, if MSAG_COMM is not in the Domain Values table, value column, then an error is reported.	Medium
Address	701	Not a registered value for Address PRD	For any given address point, if PRD is not in the Domain Values table, value column, then an error is reported.	Medium
Address	702	Not a registered value for Address POD	For any given address point, if POD is not in the Domain Values table, value column, then an error is reported.	Medium

Address	703	Not a registered value for Address STS	For any given address point, if STS is not in the DomainValues table, value column, then an error is reported.	Medium
Address	705	Not a registered value for Address County	For any given address point, if A2 is not in the DomainValues table, value column, then an error is reported.	Medium
Address	706	Not a registered value for Address PRM	For any given address point, if PRM is not in the DomainValues table, value column, then an error is reported.	Medium
Address	707	Not a registered value for Address POM	For any given address point, if POM is not in the Domain Values table, value column, then an error is reported.	Medium
Address	708	Not a registered value for Address STPS	For any given address point, if STPS is not in the Domain Values table, value column, then an error is reported.	Medium
Address	709	Not a registered value for Address State	For any given address point, if A1 is not in the Domain Values table, value column, then an error is reported.	Medium
Address	710	Not a registered value for Address Country	For any given address point, if Country is not in the Domain Values table, value column, then an error is reported.	Medium
Road	711	Not a registered value for Address Muni	For any given address point, if A3 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	730	Not a registered value for Road Left MSAG Community	For any given road segment, if L_MSAG_COMM is not in the Domain Values table, value column, then an error is reported.	Medium
Road	731	Not a registered value for Road Right MSAG Community	For any given road segment, if R_MSAG_COMM is not in the Domain Values table, value column, then an error is reported.	Medium
Road	732	Not a registered value for Road PRD	For any given road segment, if PRD is not in the Domain Values table, value column, then an error is reported.	Medium
Road	733	Not a registered value for Road POD	For any given road segment, if POD is not in the Domain Values table, value column, then an error is reported.	Medium
Road	734	Not a registered value for Road STS	For any given road segment, if STS is not in the Domain Values table, value column, then an error is reported.	Medium
Road	735	Not a registered value for Road STP	For any given road segment, if STP is not in the Domain Values table, value column, then an error is reported.	Medium



Road	736	Not a registered value for Road Left Validation Flag	For any given road segment, if Validation Left is not in the Domain Values table, value column, then an error is reported.	Medium
Road	737	Not a registered value for Road Right Validation Flag	For any given road segment, if Validation Right is not in the Domain Values table, value column, then an error is reported.	Medium
Road	738	Not a registered value for Road Left County	For any given road segment, if L_A2 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	739	Not a registered value for Road Right County	For any given road segment, if R_A2 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	740	Not a registered value for Road PRM	For any given road segment, if PRM is not in the Domain Values table, value column, then an error is reported	Medium
Road	741	Not a registered value for Road POM	For any given road segment, if POM is not in the Domain Values table, value column, then an error is reported.	Medium
Road	742	Not a registered value for Road STPS	For any given road segment, if STPS is not in the Domain Values table, value column, then an error is reported	Medium
Road	743	Not a registered value for Road Left State	For any given road segment, if L_A1 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	744	Not a registered value for Road Right State	For any given road segment, if R_A1 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	745	Not a registered value for Road Left Country	For any given road segment, if L_Country is not in the DomainValues table, value column, then an error is reported.	Medium
Road	746	Not a registered value for Road Right Country	For any given road segment, if R_Country is not in the DomainValues table, value column, then an error is reported.	Medium
Road	747	Not a registered value for Road Left Muni	For any given road segment, if L_A3 is not in the DomainValues table, value column, then an error is reported.	Medium
Road	748	Not a registered value for Road Right Muni	For any given road segment, if R_A3 is not in the DomainValues table, value column, then an error is reported.	Medium



**North Central Texas Emergency Communications District**

**Item # 2025-06-03**

Meeting Date: June 11, 2025

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

Item Title: Resolution Authorizing a Contract with Digital Realty Holdings US, LLC for Geographically Redundant Data Centers

The North Central Texas Emergency Communications District (NCT9-1-1) is seeking approval to contract with Digital Realty Holdings US, LLC, for the provision of Geographically Redundant Data Centers.

In its capacity as the administrative entity for NCT9-1-1, the North Central Texas Council of Governments (NCTCOG) issued a Request for Proposals (RFP #2025-040), which closed on February 13, 2025.

The scope of services sought as part of the RFP were as follows:

- Primary Data Centers: Two geographically redundant data centers within the Dallas/Fort Worth region to house NCT9-1-1 equipment for routing 9-1-1 and administrative calls through a private network.
- Optional Disaster Recovery Data Center: A third data center located outside the Dallas/Fort Worth region, intended for disaster recovery purposes.
- Pricing Validity: Pricing for all proposed data center locations must remain valid throughout the duration of the contract.
- Service Continuity: The data centers must support continuous 9-1-1 services by minimizing downtime, protecting data integrity, and meeting recovery objectives in the event of natural disasters, localized outages, or other disruptions.

Following the closure of RFP #2025-040 and subsequent evaluation of four proposals, staff initially recommended proceeding with General Datatech, L.P., for the provision of data center services at the March 2025 Board meeting. However, during contract negotiations, NCT9-1-1 was unable to reach a cost-effective agreement that met the operational and fiscal requirements of the District. Given the critical nature of the services—supporting uninterrupted 9-1-1 call routing and ensuring data center resiliency—NCT9-1-1 pursued alternative options to uphold its commitment to service continuity and fiscal responsibility. Discussions with Digital Realty Holdings US, LLC, resulted in a solution that not only satisfies the stringent technical requirements outlined in the RFP, including geographic redundancy and disaster recovery, but also offers a more favorable cost structure. This second vendor approach reflects the District's due diligence in securing high-availability infrastructure at the best value to support public safety communications. NCT9-1-1 will still use General Datatech for moving equipment and datacenter buildout as it was the sole vendor that bid on and fulfilled the requirements for that element of the RFP.

Attached for Board consideration is a draft resolution authorizing a contract with Digital Realty Holdings US, LLC, in an amount not to exceed \$5,000,000.

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



Item # 2025-06-03

**RESOLUTION AUTHORIZING A CONTRACT WITH DIGITAL REALTY HOLDINGS US, LLC FOR  
GEOGRAPHICALLY REDUNDANT DATA CENTERS**

**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**, 9-1-1 systems require geographically redundant data centers to ensure service continuity, reliability, and resilience in the event of disruptions; and,

**WHEREAS**, following procurement via RFP #2025-040, NCT9-1-1 desires to contract with Digital Realty Holdings US, LLC. for these geographically redundant data centers; and,

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

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

**Section 1.** A contract between NCT9-1-1 and Digital Realty Holdings US, LLC, for geographically redundant data centers, in an amount not to exceed \$5,000,000, be and is hereby approved.

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

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

---

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 11, 2025.

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Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



**North Central Texas Emergency Communications District**

**Item # 2025-06-04**

Meeting Date: June 11, 2025

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

Item Title: Resolution Authorizing a Contract with Mythics, LLC, for Ongoing Session Border Control Maintenance and Support

The North Central Texas Emergency Communications District (NCT9-1-1) requests authorization to contract with Mythics, LLC through OMNIA Partners, Public Sector Region 4 ESC - TX Contract #240202 for ongoing maintenance support services related to the Session Border Controllers (SBCs) located in the District's two data centers.

These services are essential for maintaining the integrity and operational performance of NCT9-1-1's telecommunications infrastructure, and the contract allows for competitive pricing through a cooperative purchasing agreement.

A draft resolution authorizing a contract in an amount not to exceed \$170,000 is presented for the Board's consideration.

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



Item # 2025-06-04

**RESOLUTION AUTHORIZING A CONTRACT WITH MYTHICS, LLC, FOR ONGOING  
SESSION BORDER CONTROL MAINTENANCE AND SUPPORT**

**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**, 9-1-1 systems require geographically redundant data centers to ensure service continuity, reliability, and resilience in the event of disruptions; and,

**WHEREAS**, Session Border Controllers (SBCs) are located within the data centers and maintenance of these SBCs is essential for maintaining the integrity and operational performance of NCT9-1-1's telecommunications infrastructure; and,

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

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

**Section 1.** A contract between NCT9-1-1 and Mythics, LLC, for ongoing session border control maintenance and support, in an amount not to exceed \$170,000, be and is hereby approved.

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

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

---

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 11, 2025.

---

Skeet Phillips  
North Central Texas Emergency Communications District  
Commissioner, Kaufman County



## FINANCIAL STATUS REPORT OPERATING\*

FOR SIX MONTHS ENDING: MARCH 31, 2025

TOTAL RESOURCES AVAILABLE:						
Resources Category	Adjusted Revenue Budget	6 Mo Target	Actual Revenue	March 2024 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
<b>Revenue (1)</b>						
Wireless	11,140,000	5,570,000	5,929,965	4,995,125	359,965	106%
Landline	1,490,000	745,000	665,365	762,537	(79,635)	89%
Interest	300,000	150,000	460,384	187,455	310,384	307%
Other Revenue	2,086,125	1,043,063	613,989	6,556	(429,074)	59%
Proposition 8	3,292,903	1,646,452	3,292,903		1,646,451	200%
<b>Total Resources Available</b>	<b>18,309,028</b>	<b>9,154,515</b>	<b>10,962,606</b>	<b>5,951,673</b>	<b>1,808,091</b>	<b>120%</b>

EXPENDITURES:						
NCT9-1-1 STAFF COSTS (2)						
Category	Adjusted Budget	6 Mo Target	Actual Expenditures	March 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,668,880	1,334,440	1,131,066	1,136,427	(203,374)	85%
Fringe Benefits	1,275,725	637,863	540,615	543,020	(97,248)	85%
NCTCOG Indirect Costs	698,195	349,098	295,888	297,262	(53,210)	85%
Occupancy	435,000	217,500	217,500	208,952	-	100%
NCTCOG Information Technology	210,150	105,075	105,075	102,955	-	100%
Travel	137,000	68,500	30,832	27,535	(37,668)	45%
Other Staff Costs	387,500	193,750	62,393	114,768	(131,357)	32%
<b>Total NCT9-1-1 Staff Costs</b>	<b>5,812,450</b>	<b>2,906,226</b>	<b>2,383,369</b>	<b>2,430,919</b>	<b>(522,857)</b>	<b>82%</b>

FISCAL AGENT SUPPORT (3)						
Category	Adjusted Budget	6 Mo Target	Actual Expenditures	March 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	418,500	209,250	195,348	237,552	(13,902)	93%

COST OF OPERATIONS (4)						
Categories	Adjusted Budget	6 Mo Target	Actual Expenditures	March 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	4,728,578	2,364,289	3,477,538	1,675,663	1,113,249	147%
Equipment and Software Supp & Maint	999,600	499,800	462,755	546,280	(37,045)	93%
Contract Services	688,160	344,080	72,239	16,210	(271,841)	21%
Communications (Public Education)	156,250	78,125	32,139	13,917	(45,986)	41%
ECC Training	46,500	23,250	9,033	11,339	(14,217)	39%
County Reimbursements	610,000	305,000	282,749	210,005	(22,251)	93%
Telco	635,850	317,925	239,182	65,779	(78,743)	75%
<b>Total Cost of Operations</b>	<b>7,864,938</b>	<b>3,932,469</b>	<b>4,575,635</b>	<b>2,539,193</b>	<b>643,166</b>	<b>116%</b>

CAPITAL EXPENDITURES (5)						
Category	Adjusted Budget	6 Mo Target	Actual Expenditures	March 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	229,000	114,500	94,157	34,984	(20,343)	82%

TOTAL EXPENDITURES						
Category	Adjusted Budget	6 Mo Target	Actual Expenditures	March 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
<b>Totals</b>	<b>14,324,888</b>	<b>7,162,445</b>	<b>7,248,509</b>	<b>5,242,648</b>	<b>86,064</b>	<b>101%</b>

\*Note, the above is inclusive of the FY2025 General Operating fund and Proposition 8 funding.



FINANCIAL STATUS REPORT  
SPECIAL REVENUE PROPOSITION 8  
COSTS THROUGH MARCH 31, 2025

REVENUE					
Resources Category	FY24 Adjusted Budget Revenue	FY24 Actual Revenue	FY25 Adjusted Budget Revenue	FY25 Actual Revenue	Total Actual Revenue
Proposition 8	7,061,372	7,061,372	3,292,903	3,292,903	10,354,275
<b>Total Revenue</b>	<b>7,061,372</b>	<b>7,061,372</b>	<b>3,292,903</b>	<b>3,292,903</b>	<b>10,354,275</b>

COST OF OPERATIONS					
Categories	FY24 Adjusted Budget Expenditures	FY24 Actual Expenditures	FY25 Adjusted Budget Expenditures	FY25 Actual Expenditures	Total Actual Expenditures
9-1-1 Network	5,234,782	5,234,782	2,578,233	2,578,233	7,813,015
Equipment and Software Supp & Maint	1,095,516	1,095,516	450,027	450,027	1,545,543
Contract Services	133,840	133,840	63,478	63,478	197,318
Telecom	597,234	597,234	201,165	201,165	798,399
<b>Total Cost of Operations</b>	<b>7,061,372</b>	<b>7,061,372</b>	<b>3,292,903</b>	<b>3,292,903</b>	<b>10,354,275</b>

Total Amount Awarded	10,354,275
Amount Utilized	10,354,275
Percent Expended	100%
Amount Remaining for FY 2025	-



FINANCIAL STATUS REPORT  
SPECIAL REVENUE GRANT (CSEC)  
COSTS THROUGH MARCH 31, 2025

TOTAL REVENUE:*					
Revenue Category	Grant Budget Revenue	FY25 Revenue	Total Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,702	1,632,477	7,341,978	1,647,724	82%
<b>Total Revenue</b>	<b>8,989,702</b>	<b>1,632,477</b>	<b>7,341,978</b>	<b>1,647,724</b>	<b>82%</b>

EXPENDITURES:					
Category	Grant Budget Expenditures	FY25 Expenditures	Total Expenditures	Grant Budget Remaining	% of Grant Expended
Network	7,003,080	1,314,406	5,739,765	1,263,315	82%
Geographic Information System	1,342,082	218,368	1,048,982	293,100	78%
ECC Call Handling Systems & Application	173,955	-	173,955	-	100%
Operational Planning	470,585	99,703	379,276	91,309	81%
<b>Total Expenditures</b>	<b>8,989,702</b>	<b>1,632,477</b>	<b>7,341,978</b>	<b>1,647,724</b>	<b>82%</b>

\* The fund balance "back stops" any unreimbursed state revenue reflected within the schedule above as approved within the budget document. The Executive Director approved the utilization of funds as authorized by the District Board. The fund will be replenished with CSEC funding once it's received.





**FINANCIAL STATUS REPORT**  
**CONSOLIDATED**  
**FOR SIX MONTHS ENDING: MARCH 31, 2025**

<b>REVENUE</b>			
Resources Category	Special Revenue Grant (CSEC)	Operating/Prop 8 Revenue	Grand Total
Wireless	-	5,929,965	5,929,965
Landline	-	665,365	665,365
Interest	-	460,384	460,384
Other Revenue	-	613,989	613,989
Proposition 8 Funding (CSEC)	-	3,292,903	3,292,903
Grant Funding (CSEC)	1,632,477	-	1,632,477
<b>Total Revenue</b>	<b>1,632,477</b>	<b>10,962,606</b>	<b>12,595,083</b>

<b>EXPENDITURES:</b>			
<b>NCT9-1-1 STAFF COSTS</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Salaries	-	1,131,066	1,131,066
Fringe Benefits	-	540,615	540,615
NCTCOG Indirect Costs	-	295,888	295,888
Occupancy	-	217,500	217,500
NCTCOG Information Technology	-	105,075	105,075
Travel	-	30,832	30,832
Other Staff Costs	-	62,393	62,393
<b>Total NCT9-1-1 Staff Costs</b>	<b>-</b>	<b>2,383,369</b>	<b>2,383,369</b>

<b>FISCAL AGENT SUPPORT</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Administrative, Legal Support	-	195,348	195,348

<b>COST OF OPERATIONS</b>			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
9-1-1 Network	-	3,477,538	3,477,538
Equipment and Software Supp & Maint	-	462,755	462,755
Contract Services	-	72,239	72,239
Communications (Public Education)	-	32,139	32,139
ECC Training	-	9,033	9,033
County Reimbursements	-	282,749	282,749
Telecom	-	239,182	239,182
<b>Total Cost of Operations</b>	<b>-</b>	<b>4,575,635</b>	<b>4,575,635</b>

<b>COST OF GRANT OPERATIONS</b>			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Network	1,314,406	-	1,314,406
Geographic Information System	218,368	-	218,368
ECC Call Handling Systems & Application	-	-	-
Operational Planning	99,703	-	99,703
<b>Total Cost of Operations</b>	<b>1,632,477</b>	<b>-</b>	<b>1,632,477</b>

<b>CAPITAL EXPENDITURES</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Capital Expenditures	-	94,157	94,157
<b>Total Capital Expenditures</b>	<b>-</b>	<b>94,157</b>	<b>94,157</b>

<b>TOTAL EXPENDITURES</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
<b>Totals</b>	<b>1,632,477</b>	<b>7,248,509</b>	<b>8,880,986</b>

NOTES		
Reference No.	Category	Description
1	Revenue	<p>Total Revenues are 120% of the 6 month target</p> <p>A. Wireless revenue - (106% of target) State bases allocation on cell phone billing address. Our region's population has increased and thus the wireless revenue allocation has increased by approximately 7%.</p> <p>B. Landline revenue - (89% of target) Landline revenue continues to reflect the decreasing trend. This is expected as landline usage continues to decrease.</p> <p>C. Interest revenue - (307% of target) Interest revenue is approximately \$310,000 greater than expected for the first six months as interest rates of return remain higher than anticipated.</p> <p>D. Other Revenue - (59% of target) Tower rental income is budgeted for the fiscal year but was received in February, \$6,753. Target is 50% of the total annual budget. Additional revenue for the fiscal year was recognized in March, \$607,236. This revenue relates to the Synergem Settlement and is utilized to fund increased NGCS costs. It is expected to approach target as the year progresses.</p> <p>E. Proposition 8 revenue - (200% of target) Proposition 8 was received in FY2024 and fully expended in March 2025. It is expected to approach target as the year progresses.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 82% of the 6 month target</p> <p>A. Salaries, fringe benefits and indirect costs - (85% of target) These costs are below target primarily due to equivalent of four (4) unfilled full-time positions and five (5) part-time intern positions were vacant during this period.</p> <p>B. Travel - (45% of target) Travel is below target for the 1st 6 months, however, it is expected to increase as the year progresses.</p> <p>C. Other Staff Costs - (32% of target) Annual payment to reimburse 9-1-1 Alliance is not paid until the end of the fiscal year. On a straight-line target, this amounts to \$62,500 of the variance. Training costs amount to approximately \$20,000 of the variance. Several trainings are scheduled during the summer months.</p>
3	Fiscal Agent Support	<p>Costs total 93% of the 6 month target</p> <p>A. Auditing costs were \$12,000 below target; they are expected to remain below target as the year progresses.</p>

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 116% of the 6 month target.</p> <p>A. Network-(147% of 6 month target)</p> <p>1. Nonrecurring costs related to NGCS accounts for \$677,000 of the straight-line variance. This will approach target by the end of the fiscal year.</p> <p>2. Annual payment for call handling equipment maintenance accounts for \$149,000 of the straight-line variance. This will approach target by the end of the fiscal year.</p> <p>3. Annual payment for initial trial of single sign on project accounts for \$92,000. This item was not initially budgeted but was approved by the Board in December 2024.</p> <p>4. Annual payments for GDT software maintenance accounts for \$84,000 of the straight-line variance. Costs in this category have increased beyond what was anticipated in FY2025.</p> <p>5. Annual payment for UPS (Backup Power) accounts for \$69,000 of the straight-line variance. Costs in this category have increased beyond what was anticipated in FY2025.</p> <p>B. Equipment, Software Support and Maintenance - (93% of 6 month target). Costs are expected to approach target by fiscal year-end.</p> <p>C. Contract Services-(21% of 6 month target) Costs are expected to remain below target throughout the remaining fiscal year primarily due to cost savings and unutilized contingency expenses.</p> <p>D. Communications (41% of 6 month target) Costs are expected to approach target by fiscal year-end.</p> <p>E. ECC Training-(39% of 6 month target) Costs are expected to approach target by fiscal year-end.</p> <p>F. County Reimbursements-(93% of 6 month target) County Addressing Disbursements and Recorder Reimbursements are on track for the year. Costs are expected to approach target by fiscal year-end.</p> <p>G. Telco - (75% of 6 month target) Telco costs are expected to approach target by fiscal year-end.</p>
5	Capital Expenditures	<p>Costs total 82% of the 6 month target.</p> <p>Additional capital costs will be paid in later quarters.</p>



**Attachment E**  
**Accomplishments**  
**March 2025-February 2025**

**Executive & Strategic Engagements**

**Federal & National Outreach**

1. Met with NTIA, BluePath Inc., and NASNA, including ECC site visits at Allen and Sachse.

**Interoperability & Regional Planning**

2. Established a regional interoperability subcommittee in preparation for the FIFA World Cup, with participation from Tarrant County, Denton County, Dallas 9-1-1, Arlington, and CSEC.
3. Hosted a Technical Showcase Series with vendors to address regional interoperability challenges.

**Strategic Partnerships & Innovation**

4. Submitted multiple reports to CSEC, including the NG9-1-1 Fund Annual and Quarterly Reports.

**Internal Strategic Coordination**

5. Onboarded a temporary project manager to support multi-team technology initiatives.

**Technology and GIS Achievements**

**Core System Enhancements**

6. Completed NGCS migration for all default ECCs and Balch Springs with T-Mobile.
7. Deployed SDWAN solution, replacing legacy serial CADout and analog recording feeds.
8. Completed ATP of core and remote ECCs; four ECCs fully deployed.
9. Deployed Cisco Catalyst Center (formerly DNA Center) for centralized network management.

**Security & Automation**

10. Advanced system automation for health checks.
11. Configured and tested new internal firewalls for higher bandwidth.

**Tool Development**

12. Revamped the Weatherford ETL Tool for schema compatibility.
13. Updated the GIS admin toolset in response to schema changes.

**Innovation Pilots**

14. Completed first 3D/Z-Axis testing at Stephenville PD.
15. Tested Alarms by Text at Somervell County.
16. Piloted invoice automation process to streamline approval and tracking.

**Operations & Training Initiatives**

**Education, Outreach & Events**

17. Hosted booths at the RPA 5K/10K and City of Rhome public education event.
18. Organized a canine therapy visit at NEED Center.
19. Hosted mural art ceremonies in Bridgeport and Italy, TX, honoring first responders with student artwork.
20. Delivered ECC appreciation gifts during National Public Safety Telecommunicators Week.



### **Training Programs**

21. Hosted a weeklong RTA with 14 licensed 9-1-1 telecommunicators graduating.
22. Hosted a Communications Training Officer course with eight attendees.
23. Hosted CHE/TDD training sessions.
24. Hosted the TCOLE Consortium quarterly virtual meeting.
25. Developed training materials for RTT call handling.

### **Training Bulletins & Features**

26. Created bulletins for MSRP texting, floor filter and turn-by-turn features.
27. Coordinated Text-to-9-1-1 transition in Somervell County with MSRP training.

## **GIS & Strategic Services Activities**

### **Drone Program & Aerial Imagery**

28. Completed tower inspections in SE and NE quadrants.
29. Conducted aerial imagery flights in Dallas for NCTCOG Transportation.
30. Completed updates to UAS Program expectations and objective refinements.

## **Administrative**

### **Policy & Document Review**

31. Finalized several process and expectation documents.
32. Creating Premise Identification Badges

### **Conferences, Engagement, & Recognition**

33. Brittney Burross was sworn in as TX NENA Second Vice President.
34. Staff hosted:
  - a. Virtual CARES Team meeting
  - b. Virtual GIS Data Provider meeting
  - c. Virtual ECC ILA review meeting (2)
  - d. Virtual GIS ILA review meeting
35. Members of staff attended:
  - a. AI in 9-1-1 Symposium hosted by the National Telecommunications and Information Administration (NTIA)
  - b. TX Public Safety Conference
  - c. International Wireless Communications Expo
  - d. Texas Alliance Operations and Directors meetings.
  - e. California National Emergency Number Association
  - f. Transforming Local Government Conference
  - g. Telecom innovation event
  - h. Weatherford ISD Career Fair

Performance Report  
June 2025



Training

Number of Agencies: 16

Total Number of Attendees:

41

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
4/8/2025	Solacom CHE 9-1-1 Equipment Training #5205	4 hour training for new hire in-regional call handling equipment training for Solacom position	5	Mildothian Police Department
4/9/2025	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	6	Terrell Police Department, Forney Police Department
4/9/2025	Solacom CHE 9-1-1 Equipment Training #5205	4 hour training for new hire in-regional call handling equipment training for Solacom position	6	Terrell Police Department, Forney Police Department
4/23/25-4/25/25	Communication Training Officer #5304	3 Day/24 hour course to prepare licensed telecommunicator to become Communication Training Officer. This course covers teaching and learning styles,	8	Athens Police Department Wise County Sheriff's Office Bonham Police Department
5/20/2025	BLS CPR: Adult, Child, Infant, AED	This Adult, Child and Baby First Aid/CPR/AED in-person course equips students to recognize and care for a	4	Balch Springs Police Department Wilmer Police Department
5/28/2025	Solacom CHE 9-1-1 Equipment Training #5205	4 hour training for new hire in-regional call handling equipment training for Solacom position	6	Kaufnan County Sheriff's Office Forney Police Department Wilmer Police Department
5/28/2025	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	6	Kaufnan County Sheriff's Office Forney Police Department Wilmer Police Department

Quality Assurance / Monitoring

Number of Monitoring Visits:

Number of Findings:

0

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



Communication  
Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Mar-25	21032	9086	3919	0
Apr-25	472226	551684	4436	5
May-25	31911	30911	4461	1

Website  
Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Mar-25	11230	11198	0.76	0:31
Apr-25	20189	20111	0.78	0:27
May-25	11902	11766	0.73	0:28

Sources Overview

<u>Date</u>	<u>Direct Traffic</u>	<u>Referrals</u>	<u>Social Media</u>	<u>Search</u>	<u>Email</u>	<u>Paid</u>
Mar-25	7647	128	40	31089	0	2
Apr-25	7721	169	2201	3306	0	6236
May-25	7873	221	530	4077	3	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Mar-25	1690
Apr-25	9163
May-25	7942

Public Education Events

<u>Name of Event</u>	<u>Agency</u>
Kerens Career Day	Navarro County Sheriff's Office
Seagoville Elementary School Career Day	Seagoville Police Department
Patrol Stories	Patrol Stories
Wortham Career Day	Navarro County Sheriff's Office
Heritage High School Frisco Career Day	McKinney Police Department
Family First Event	Corsicana Police Department
Derrick Days Festival	Corsicana Police Department
Community Safety Day	Alvarado Police Department
Shanntered Dreams	Hunt County Sheriff's Office
Career Day	Seagoville Police Department
Red Oak Elementary Career Day	Ellis County Sheriff's Office
Felty Career Day	Ellis County Sheriff's Office



Performance Report  
June 2025



Service Interruptions

Number of Outages: 0
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Call Volume Report

Emergency Communications Center	Mar-25	Apr-25	May-25
ALLEN POLICE DEPARTMENT	2,420	2,541	3,046
BALCH SPRINGS POLICE DEPARTMENT	1,884	1,993	2,170
BRIDGEPORT POLICE DEPARTMENT	180	239	304
CLEBURNE POLICE DEPARTMENT	1,381	1,366	1,339
COCKRELL HILL POLICE DEPARTMENT	104	114	96
COLLIN COUNTY SHERIFF'S OFFICE	6,700	6,964	7,824
COMMERCE POLICE DEPARTMENT	312	327	275
CORSICANA POLICE DEPARTMENT	1,222	1,321	1,422
DECATUR POLICE DEPARTMENT	396	626	676
ELLIS COUNTY SHERIFF'S OFFICE	2,464	2,232	2,925
ERATH COUNTY SHERIFF'S OFFICE	697	636	734
FORNEY POLICE DEPARTMENT	1,826	1,325	1,480
FRISCO POLICE DEPARTMENT	4,909	5,584	6,237
GREENVILLE POLICE DEPARTMENT	1,811	1,736	1,830
HOOD COUNTY SHERIFF'S OFFICE	2,185	2,108	2,148
HUNT COUNTY SHERIFF'S OFFICE	2,156	2,333	2,630
JOHNSON COUNTY ESD	1,348	1,156	1,241
JOHNSON COUNTY SHERIFF'S OFFICE	3,085	3,314	3,604
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	5,028	4,565	4,967
MCKINNEY POLICE DEPARTMENT	6,349	5,957	6,700
MINERAL WELLS POLICE DEPARTMENT	738	651	726
MURPHY POLICE DEPARTMENT	409	404	510
NAVARRO COUNTY SHERIFF'S OFFICE	1,493	1,221	1,496
NORTH ELLIS EMERGENCY DISPATCH	1,965	2,141	2,466
PALO PINTO COUNTY SHERIFFS OFFICE	601	643	791
PARKER COUNTY HOSPITAL DISTRICT	1,056	1,041	1,075
PARKER COUNTY SHERIFF'S OFFICE	3,269	3,009	3,225
PROSPER POLICE DEPARTMENT	1,030	1,091	1,071
ROCKWALL COUNTY SHERIFF'S OFFICE	1,876	1,852	2,009
ROCKWALL POLICE DEPARTMENT	2,370	2,313	2,396
SACHSE POLICE DEPARTMENT	700	685	680
SEAGOVILLE POLICE DEPARTMENT	1,251	1,178	1,262
SOMERVELL COUNTY SHERIFF'S OFFICE	304	285	398
SPRINGTOWN POLICE DEPARTMENT	144	166	151
STEPHENVILLE POLICE DEPARTMENT	480	530	577
TERRELL POLICE DEPARTMENT	1,330	1,504	1,708
WAXAHACHIE POLICE DEPARTMENT	2,238	2,095	2,038
WEATHERFORD POLICE DEPARTMENT	1,339	1,423	1,520
WILMER POLICE DEPARTMENT	391	411	468
WISE COUNTY SHERIFF'S OFFICE	1,766	1,607	1,846
Total	71,207	70,687	78,061

\*\*\*Due to database issue March 2025 call volume numbers are not complete\*\*\*



Performance Report  
June 2025



Average Calls per Day

Emergency Communications Center	Nov-24	Dec-24	Jan-25
ALLEN POLICE DEPARTMENT	80.7	82.0	98.3
BALCH SPRINGS POLICE DEPARTMENT	62.8	64.3	70.0
BRIDGEPORT POLICE DEPARTMENT	6.0	7.7	9.8
CLEBURNE POLICE DEPARTMENT	46.0	44.1	43.2
COCKRELL HILL POLICE DEPARTMENT	3.5	3.7	3.1
COLLIN COUNTY SHERIFF'S OFFICE	223.3	224.6	252.4
COMMERCE POLICE DEPARTMENT	10.4	10.5	8.9
CORSICANA POLICE DEPARTMENT	40.7	42.6	45.9
DECATUR POLICE DEPARTMENT	13.2	20.2	21.8
ELLIS COUNTY SHERIFF'S OFFICE	82.1	72.0	94.4
ERATH COUNTY SHERIFF'S OFFICE	23.2	20.5	23.7
FORNEY POLICE DEPARTMENT	60.9	42.7	47.7
FRISCO POLICE DEPARTMENT	163.6	180.1	201.2
GREENVILLE POLICE DEPARTMENT	60.4	56.0	59.0
HOOD COUNTY SHERIFF'S OFFICE	72.8	68.0	69.3
HUNT COUNTY SHERIFF'S OFFICE	71.9	75.3	84.8
JOHNSON COUNTY ESD	44.9	37.3	40.0
JOHNSON COUNTY SHERIFF'S OFFICE	102.8	106.9	116.3
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	167.6	147.3	160.2
MCKINNEY POLICE DEPARTMENT	211.6	192.2	34.7
MINERAL WELLS POLICE DEPARTMENT	24.6	21.0	216.1
MURPHY POLICE DEPARTMENT	13.6	13.0	23.4
NAVARRO COUNTY SHERIFF'S OFFICE	49.8	39.4	16.5
NORTH ELLIS EMERGENCY DISPATCH	65.5	69.1	48.3
PALO PINTO COUNTY SHERIFF'S OFFICE	20.0	20.7	79.5
PARKER COUNTY HOSPITAL DISTRICT	35.2	33.6	25.5
PARKER COUNTY SHERIFF'S OFFICE	109.0	97.1	104.0
PROSPER POLICE DEPARTMENT	34.3	35.2	34.5
ROCKWALL COUNTY SHERIFF'S OFFICE	62.5	59.7	64.8
ROCKWALL POLICE DEPARTMENT	79.0	74.6	77.3
SACHSE POLICE DEPARTMENT	23.3	22.1	21.9
SEAGOVILLE POLICE DEPARTMENT	41.7	38.0	40.7
SOMERVELL COUNTY SHERIFF'S OFFICE	10.1	9.2	12.8
SPRINGTOWN POLICE DEPARTMENT	4.8	5.4	4.9
STEPHENVILLE POLICE DEPARTMENT	16.0	17.1	18.6
TERRELL POLICE DEPARTMENT	44.3	48.5	55.1
WAXAHACHIE POLICE DEPARTMENT	74.6	67.6	65.7
WEATHERFORD POLICE DEPARTMENT	44.6	45.9	49.0
WILMER POLICE DEPARTMENT	13.0	13.3	15.1
WISE COUNTY SHERIFF'S OFFICE	58.9	51.8	59.5
Total	2373.6	2280.2	2518.1

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Last Name	First Name	Entity	Appointee Title	6/12/2024	9/18/2024	12/02/2024	03/12/2025
Chambers	Danny	Somervell County	Judge	P	P	P	P
Phillips	Skeet	Kaufman County	Commissioner	P	P	P	P
Garrett	Terry	Rockwall County	Sheriff	P	A	P	P
Butler	Jene	City of Murphy	Councilmember	A	P	N/A	P
Crews	Kerry	Hunt County	Judge (JOP)	P	A	P	P
Deeds	Roger	Hood County	Sheriff	P	A	A	P
Franklin	Rick	City of McKinney	Councilmember	P	P	A	P
Hale	Darrell	Collin County	Commissioner	P	P	P	A
Hernandez	Jose	Dallas Co. Cities (Seagoville)	Councilmember	P	P	A	P
Hodges	Jeff	City of Prosper	Councilmember	A	P	A	A
Huckabee	Brandon	Erath County	Judge	P	P	A	P
Mellema	Cary	Wise County	Sheriff	N/A	N/A	N/A	P
Patterson	John "JR"	Palo Pinto County	Sheriff	N/A	N/A	N/A	P
Paschall	Paul	Parker County	Mayor	P	P	P	A
Perry	Eddie	Navarro County	Commissioner	A	A	A	A
Schaeffer	Michael	City of Allen	Councilmember	N/A	A	P	P
Stinson	Randy	Ellis County	Commissioner	P	A	P	P
White	Mike	Johnson County	Commissioner	A	P	P	P