



North Central Texas Emergency
Communications District



Board of Managers Meeting

September 10, 2025



Item 1: Approval of the June 11, 2025, Minutes



Item 2: Resolution Approving and Adopting the Fiscal Year 2026 Budget and Setting the 9-1-1 Emergency Service Fee

FY 2026 Budget Overview-Summary

- Total revenue of \$14.3 million and total expenses of \$14.3 million (*Schedules A&B*).
 - Reflects a \$4.0 million or 22% decrease in total revenue.
 - Reflects a \$34 thousand or 0.2% decrease in total expenditures.



FY 2026 Budget Overview-Projected Revenue – Schedule A

- Most NCT9-1-1 operating revenues will be from Service Providers in our area. Based on projected receipts for FY 2025:
 - Wireless – Collected by the Comptroller, distributed to NCT9-1-1 monthly (\$12.1 million annually). Reflects a \$960 thousand or 9% increase compared to the FY 2025 budget.
 - Landline – Includes residential, business, and VOIP. Sent to NCT9-1-1 directly (\$1.2 million annually). Reflects a \$290 thousand or 19% decrease compared to the FY 2025 budget.
 - Approximately 60% of landline revenue is received from five (5) providers
 - Interest – Based on market rates and fund balances (\$720 thousand for FY 2026). Reflects a \$420 thousand or 140% increase.



FY 2026 Budget Overview-Projected Revenue – Schedule A Continued

- Additional NCT9-1-1 nonrecurring funding is as follows:
 - Proposition 8 Revenue – One-time funding which was fully utilized within FY2025 (\$0 for FY 2026). This reflects a \$3.3 million or 100% decrease.
 - Other Revenue – Includes funding previously received related to the Synergem Settlement, now utilized to cover the additional costs associated with the new contract for Next Generation Core Services (\$177,000 for FY 2026). This reflects a \$1.9 million or 92% decrease.



FY 2026 Budget Overview-Projected Revenue – Schedule A Continued

- Additional NCT9-1-1 Assigned Capital Replacement funding is as follows:
 - Fund Balance – Includes funding previously received and reserved for capital expenditures (\$93,000 for FY 2026). This reflects a \$93,000 or 100% increase.



FY 2026 Budget Overview-Projected Non-Capital Expenses – Schedule B

- Total Budget - Reflects a decrease of \$34 thousand or 0.2% as compared to the \$14.3 million FY 2025 budget.
- NCT911 Staff Costs* - \$6.4 million, reflects a \$601 thousand or 10% increase as compared to FY 2025 budget. Staff costs account for 45% of total budget:
 - Authorized FTE positions remain the same as FY 2025. One additional FTE was funded for FY 2026.
 - Reflects a 3% merit pool increase.

*FTEs-33 authorized staff positions, 32 funded (exclude FTEs for NCTCOG Fiscal Agent Support)



FY 2026 Budget Overview-Projected Non-Capital Expenses Continued

- Network costs - \$2.5 million, a \$787 thousand or 46% increase as compared to the FY 2025 budget. Primary causes of increase:
 - Data center costs are expected to increase \$174 thousand.
 - Multiyear agreement for Oracle costs is expected to increase by \$130 thousand.
 - RapidSOS Single Sign-On is newly included and increases costs by \$92 thousand.
 - Additional support and security costs account for the remaining increase. Please see Attachment B – Notes in the Board Packet for a detailed breakout.



FY 2026 Budget Overview-Projected Non-Capital Expenses Continued

- Next Generation Core Service costs - \$2.5 million, a \$537 thousand or 18% decrease as compared to the FY 2025 budget. Primary causes of decrease:
 - Most nonrecurring costs were completed in FY 2025. This results in a \$897,000 decrease.
 - Additional services (Network to Network Interface) will be amended into the contract for an additional \$360,000.



FY 2026 Budget Overview-Projected Non-Capital Expenses Continued

- Equipment & Software Support and Maintenance - \$575 thousand, a \$424 thousand or 42% decrease compared to the FY 2025 budget. Primary causes of the decrease:
 - Legacy service costs in the amount of \$469,000 are not included in FY 2026 as NGCS has been implemented.
 - This savings is offset by a \$95 thousand increase for a new budget item, Feature Manipulation Engine (FME).



FY 2026 Budget Overview-Projected Non-Capital Expenses Continued

- County Reimbursements - \$380 thousand, a \$230 thousand or 38% decrease as compared to the FY 2025 budget. Primary cause of decrease:
 - 50% reduction in Addressing Reimbursements due to phasing out the program to prioritize infrastructure upgrades and ensure regulatory compliance.



FY 2026 Budget Overview-Projected Non-Capital Expenses Continued

- NCTCOG Administration/Legal:
 - \$419 thousand (Detail included within Schedule C*). This is \$1 thousand or 0.2% increase as compared to FY2025 budget. Primary causes of increase:
 - ❖ Additional cyber security insurance costs.

*FTEs-1.8 support services staff positions



FY 2026 Budget Overview - Projected Capital Expenses - Schedule B

- Capital Costs - \$93 thousand, a \$136 thousand or 59% decrease as compared to the FY 2025 budget. Capital Items for FY 2026 include:
 - 1 New Fleet Vehicle - \$50 thousand
 - Call Handling Equipment - \$43 thousandCapital Replacement Reserves will be utilized instead of Operating Fund moving forward.



FY 2026 Budget Overview – Fund Balances

- A fund balance indicates the amount of financial resources that are available for future use, subject to any restrictions or designations.
 - NCT9-1-1 has three (3) fund balance designations:
 - Operating - Required per our bylaws to maintain 10% of annual revenue budget
 - Capital Replacement – Funding intentionally set aside to cover the cost related to capital asset purchases.
 - Next Generation Core Services – Funding intentionally set aside to help support NGCS costs in future years.



FY 2026 Budget Overview - Projected Grant Costs – Schedule E

- Grant total budget \$9 million. \$795 thousand included in FY 2026 budget:
 - Equipment & Software Support & Maintenance - \$245 thousand
 - Contract Services - \$50 thousand
 - Capital Expenditures - \$497 thousand

Any grant funds unexpended in FY 2026 will move to the FY 2027 budget. Grant period of performance ends December 2026.



FY 2026 Budget Overview-Next Steps

- Answer any questions today.
- Approve proposed operating budget and service fee today.
- Monitor FY 2025 budget year close out.
- Implement FY 2026 operating budget beginning October 1.
- Continue to monitor NG911 grant budget.
- Present financial status reports throughout the year.



Item 3: Resolution Approving the Fiscal Year 2026 Strategic Plan

- Call Handling Equipment (CHE) Procurement and Text Translation Services Integration*
- Cloud Containers – Phase I (Research)
- Data Interoperability
- Call Handling Equipment (CHE) Anywhere (CHE in a Box/Mobile ECC)
- Disaster Planning and Support for the ECCs*
- Drones as First Responders Support – Phase I (Research)
- ECC Regional Leadership Conference
- Federal Communications Commission 24-78 – Phase I (Implementation)
- FIFA Interjurisdictional Interoperability
- Full Feature Manipulation Engine (FME) Deployment
- Implementation of 3D Data in the ECCs – Phase I
- Mitigating Artificial Intelligence Risks*
- Network and Automation Monitoring
- Non-Emergency Artificial Intelligence Proof of Concept
- Needs Assessment: Population Grown Study for Future Infrastructure Needs*



Item 4: Resolution Authorizing a Contract for Fiscal Year 2026 with Mission Critical Partners, LLC, for Public Safety Strategic Consulting

- Annual consulting agreement
 - Network design, contingency planning, equipment installation, contract negotiation, technical requirement writing, and pre-procurement research
- TXShare
- NTE \$100,000



Item 5: Quarterly Financial Reports

June 2025 Financial Status Report -Background

- June represents nine (9) months of fiscal year 2025.
- Target represents three-fourths (3/4) of fiscal year 2025 budget.



Item 5: Quarterly Financial Report

June 2025 Financial Status Report -Summary

- Revenues totaled \$14.8 million or 108% of the nine (9) month target of \$13.7 million.
- Expenses totaled \$9.7 million or 90% of the nine (9) month target of \$10.7 million.

June 2025 Financial Status Report - Revenue

- Revenue totaled \$14.8 million for the nine (9) months or 108% of target.
 - Wireless revenue totaled 105% of target for the nine months totaling \$8.7 million.
 - Landline revenue totaled 87% of target for the nine months totaling \$976 thousand.
 - Interest revenue totaled 303% of target for the nine months totaling \$682 thousand.
 - Other revenue totaled 73% of target for the nine months totaling \$1.1 million.
 - Proposition 8 revenue totaled 133% of target for the nine months totaling \$3.3 million.

Item 5: Quarterly Financial Report

June 2025 Financial Status Report - Expenses

- Overall Expenses totaled \$9.7 million for the nine (9) months or 90% of target. This includes costs charged to Proposition 8 funding.
 - Staff costs totaled \$3.6 million for the nine (9) months or 82% of the nine-month target.
 - ❖ Below target due to three (3) unfilled staff positions.
 - ❖ Travel below target for the nine (9) months. Travel is expected to remain under budget for the fiscal year.
 - Cost of Operations totaled \$5.7 million or 97% of target.
 - ❖ Network costs remain ahead of target amounts by approximately \$716 thousand; however, this is offset by cost savings in other budget categories including Equipment Software Support and Maintenance, Contract Services, and Telco.

Item 5: Quarterly Financial Report

June 2025 Financial Status Report – Expenses: Proposition 8

- Total funding received \$10.4 million.
- Revenue and expenses total \$10.4 million or 100% of total funding.
- Funding accepted at June 2024 Board meeting.
- Funding was fully expended in March 2025.
- The final report to CSEC will be submitted in October 2025.



Item 5: Quarterly Financial Report

June 2025 Financial Status Report - NG9-1-1 Grant

- Contract to date revenue and expenses total \$7.9 million.
- Grant accepted at the March 2022 Board meeting.
- Grant continues until December 2026.
- We anticipate the grant to be fully expended by the grant end date.
- Capital replacement fund balance to “back stop” expenses until reimbursed by CSEC (as authorized by Board in FY 2023 Budget).



Item 5: Quarterly Financial Report

June 2025 Financial Status Report - Next Steps

- Continue monitoring grant costs and reimbursements.
- Present financial status reports throughout the year for operating and grant results.
- Answer any questions today.



Item 6: Ethics / Conflict of Interest

Conflict of Interest Requirements Applicable to Board Members

Local Gov't Code Chapter 171

Requires filing of a Conflict of Interest Affidavit when:

- 1) Board member has a “substantial interest” in a business entity or real property;
- 2) that may receive a special economic effect;
- 3) by a vote or decision of the NCT9-1-1 Board of Managers; and
- 4) special economic effect is distinguishable from the effect on the general public

Abstain from any discussion, vote or decision on the merits



Item 6: Ethics / Conflict of Interest Board Member Considerations (cont'd)

Substantial Interest is defined as:

1. Ownership of 10% or more of voting stock or shares of the business entity;
 2. Ownership of 10% or \$15,000 or more of the fair market value of the business entity;
 3. Funds received from the business entity exceed 10% of Board member's gross income for previous 12 months; or
 4. Equitable or legal ownership interest in real property with a fair market value of at least \$2,500.
- * A Board member is considered to have a substantial interest if a person related to them in the first degree of consanguinity or affinity has a substantial interest.

Item 7: Camp Mapping Initiative

Item 8: FIFA Update



FIFA 9-1-1 Subcommittee

- Up to 23 participants
- Monthly meetings
- Coordination with FIFA Interop committee



Key challenges for 9-1-1 during FIFA

- ▶ **Uninitialized Numbers:** Foreign cell phone numbers appear as "uninitialized" in the 9-1-1 system. I.e., no callback number available if the call drops
- ▶ **Location Inaccuracy:** The system only shows Phase 1 location (cell tower location) rather than precise device-based location, making it difficult to locate callers in emergencies
- ▶ **No Callback Capability:** Most 9-1-1 centers cannot call back international numbers if calls drop, as their circuits aren't configured to dial international numbers.
- ▶ **Text-to-9-1-1 Failure:** Text messages from international phones to 9-1-1 don't go through due to incompatibilities between international carriers and US text control centers
- ▶ **Language Barriers:** Approximately 80% of World Cup visitors will be English as a second language. Communication challenges will be significant without proper translation services
- ▶ **Failed Message Notifications:** When international visitors attempt to text 9-1-1, they only receive failure notifications after returning to their home countries



Current solutions for 9-1-1 during FIFA

▶ **Over-The-Top (OTT) Technology:**

- Device-based location directly from the handset manufacturers
- Callback number visible
- Text from 9-1-1 with language translation

Additional solutions required for mitigation

▶ **Critical communication tools:**

- Live 9-1-1 AI Translation & Transcription services over voice channels. Human interpretation services are time consuming and tie up 9-1-1 trunks

▶ **Regional Interoperability**

- Data interoperability solutions such as CAD incident sharing
- Unified mapping and data sharing

Item 9: Drones as First Responders (DFR)

▶ Initiative Overview:

- Research and evaluate methods to develop and expand DFR programs across the region
- Deliver strategies that support agencies through technical assistance, funding pathways, shared resources, and coordinated stakeholder engagement



DFR Goals & Deliverables

- 1. DFR Agency Onboarding Checklist:** Standardized guide for setup, compliance, training, and launch.
- 2. Shared Drone Resource Framework:** Model for inter-agency collaboration and equipment pooling.
- 3. Regional Procurement Proposal:** Streamlined joint purchasing for UAS platforms, software, and services.
- 4. Outreach & Education Materials:** Presentations and collateral to engage stakeholders and community leaders.
- 5. Roadmap to Paid Operations Team:** Staffing models, budget planning, training, and long-term sustainability.



Item 10: Director's Report

- Legislative Update
- Next Generation Core Services Update
- Accomplishments- Attachment E
- Quarterly Reporting/Interruption Report- Attachment F
- Board Attendance- Attachment G
- Next Meeting- December 10, 2025