



North Central Texas Emergency
Communications District

Board of Managers Meeting

December 10, 2025



Item 1: Approval of the September 10, 2025, Minutes



Item 2: Resolution Adopting Revisions to the NCT9-1-1 Policy ADM 2.7: Requesting to Operate as an Emergency Communications Center

The recommended updates to Policy ADM 2.7 include:

- Explicit clarification that Secondary ECCs must be operated by Public Agencies and cannot be owned or operated by for-profit businesses, per state statute.
- Additional administrative updates to ensure clearer guidance for Public Agencies and alignment with current operational practices.
- Refinements to definitions, required documentation, and process steps to improve clarity and facilitate consistent implementation by staff.

Item 3: Resolution Authorizing Contracts for 9-1-1 AI Translation and Transcription Services

Why AI Language Tools Are Needed

- Growing regional population = increased linguistic diversity
- Upcoming 2026 FIFA World Cup will bring an influx of international visitors
- Current translation workflow is slow, outdated, and dependent on third-party services

How AI Improves 9-1-1 Communications

- Real-time translation & transcription to support both callers and telecommunicators
- Enhances clarity during high-stress calls, even in English
- Reduces repeated questions and cognitive load for TCs
- Improves accuracy, documentation quality, and overall response workflows

Procurement & Funding

- Completed through TXShare cooperative purchasing program under RFP #2025-093



Item 3: Resolution Authorizing Contracts for 9-1-1 AI Translation and Transcription Services

Funding & Strategic Timing

- NCT9-1-1 received up to \$200,000 from the NCTCOG Regional Transportation Council to support the project in preparation for FIFA World Cup
- Funding supports one year of service covering all games and events
- Combined project budget not to exceed \$300,000
 - \$100,000 NCT9-1-1 funds
 - \$200,000 RTC allocation

Recommended Vendors for Pilot Year

- GovWorx, Inc, Invictus Apps Inc. (Prepared), RapidDeploy, Inc.
- Multi-vendor approach provides: Flexibility and redundancy, Comparative performance evaluation, and Optimized service deployment across the region



Item 4: Resolution Authorizing a Contract with CyraCom International, Inc. for Live Human Interpretation Services

- Trained interpreters can accurately understand and relay critical information when a caller does not speak English fluently.
- Core component of our services required while we pilot new translation technologies, ensuring TCs have time and support needed to become conformable with emerging tools with maintaining high-quality service.
- DIR Cooperative
- Maximum three (3) years, NTE \$200,000



Item 5: Quarterly Financial Reports

September 2025 Financial Status Report-Background

- September represents twelve (12) months of fiscal year 2025.
- Budget represents approved fiscal year 2025 budget.
- Preliminary fiscal year 2025 results. Final audited statements to be presented in March 2026.



Item 5: Quarterly Financial Reports

September 2025 Financial Status Report-Summary

- Revenues total \$19.7 million or 108% of the twelve (12) month budget.
- Expenses total \$12.7 million or 88% of the twelve (12) month budget.

Item 5: Quarterly Financial Reports

September 2025 Financial Status Report-Revenue

- Revenues totaled \$19.7 million for the twelve (12) months or 108% of budget.
 - Wireless revenue totaled 113% of budget for the twelve (12) months totaling \$12.6 million.
 - Landline revenue totaled 87% of budget for the twelve (12) months totaling \$1.3 million
 - Interest revenue totaled 305% of target the twelve (12) months totaling \$915 thousand.
 - ❖ Interest income was conservatively projected for the FY 2025 budget. Interest rates of return remained higher than anticipated.

Item 5: Quarterly Financial Reports

September 2025 Financial Status Report - Expenses

- Expenses totaled \$12.6 million for the twelve (12) months or 88% of budget.
 - Staff costs totaled \$4.9 million for the twelve (12) months or 85% of budget.
 - ❖ Below target due to three (3) unfilled staff positions.
 - ❖ Travel below budget for the twelve (12) months.
 - Fiscal Agent support totaled \$327,000 or 78% of budget.
 - Cost of Operations totaled \$7.3 million or 93% of budget.
 - Capital Expenditures totaled \$113,000 or 49% of budget.
 - ❖ Primarily due to capital costs paid with grant funding.



Item 5: Quarterly Financial Reports

September 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 submitted in October 2025.



Item 5: Quarterly Financial Reports

September 2025 Financial Status Report – NG9-1-1 Grant

- Contract to date revenue and expenses total \$8.2 million
- Grant accepted at March 2022 Board meeting.
- Grant continues until December 2026.
- Capital replacement fund balance to “back stop” expenses until reimbursed by CSEC (as authorized by Board in FY 2023 Budget).



Item 5: Quarterly Financial Reports

September 2025 Financial Status Report – Next Step

- Deliver and present final audited fiscal year 2025 financial report during the March 2026 meeting.
- Present financial status reports throughout the year for operating and grant results.
- Answer any questions today.



Item 6: Overview of County Endorsement Strategy for Fee Increase Initiative

Item 7: Transmitting Requests for Emergency Aid

Item 8: FIFA Update

FIFA Update

- World Cup Draw December 5th
- Dallas Fort Worth group stages: F, J, L
 - **Match 11** – Sunday, June 14, 2026 at 3:00 p.m.: Netherlands vs Japan (Group F)
 - **Match 22** – Wednesday, June 17, 2026 at 3:00 p.m.: England vs Croatia (Group L)
 - **Match 43** – Monday, June 22, 2026 at 12:00 p.m.: Argentina vs Austria (Group J)
 - **Match 57** – Thursday, June 25, 2026 at 6:00 p.m.: Japan vs Ukr/Swe/Pol/Alb (Group F)
 - **Match 70** – Saturday, June 27, 2026 at 9:00 p.m.: Jordan vs Argentina (Group J)
- Matches that will be determined by performance:
 - Round of 32: Tuesday, June 30.
 - Round of 32: Friday, July 3.
 - Round of 16: Monday, July 6.
 - Semi-final match: Tuesday, July 14.
- Update on the conversations with NCT9-1-1 the FIFA White House Task Force
- Update on international mobile device testing



Item 9: Director’s Report

Staff Service Awards

| | | |
|------------------------------------|---|---|
| 5 Years Kristin McKinney | 10 Years Melissa Tutton Chris Woodruff | 15 Years Jessie Shadowens-James |
|------------------------------------|---|---|

Board Positions for Appointment/Reappointment

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|----------------------|----------------|
| City of McKinney | Hood County |
| City of Murphy | Hunt County |
| City of Prosper | Navarro County |
| Dallas County Cities | Parker County |
| Ellis County | |



Item 9: Director's Report

Setting Meeting Dates for Calendar Year 2026

- March 11, 2026
- June 10, 2026
- September 9, 2026
- December 9, 2026

2025 Early Adopter Summit Recap

2026 9-1-1 Appreciation Event

Building Update

NGCS Update

Accomplishments

Quarterly Reporting

Attendance