



North Central Texas Emergency Communications District Board of Managers Meeting

December 10, 2025
12:30 PM

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

REGULAR SESSION

- Call to order time: _____
- Welcome and Introductions

PUBLIC COMMENT

Individuals may provide oral and/or written comments on any agenda item.

ACTION ITEMS

1. Approval of the September 10, 2025, Minutes – President, Danny Chambers
2. Resolution Adopting Revisions to the NCT9-1-1 Policy ADM 2.7: Requesting to Operate as an Emergency Communications Center – LeAnna Russell
3. Resolution Authorizing Contracts for 9-1-1 AI Translation and Transcription Services – Rodger Mann
4. Resolution Authorizing a Contract with CyraCom International, Inc. for Live Human Interpretation Services – Jason Smith

INFORMATIONAL ITEMS

5. Quarterly Financial Report – Megan Short
6. Overview of County Endorsement Strategy for Fee Increase Initiative – LeAnna Russell
7. Transmitting Requests for Emergency Aid – LeAnna Russell
8. FIFA Update – Rodger Mann
9. Director's Report – Christy Williams
 - a. Staff Service Awards
 - b. Board Positions for Appointment/Reappointment
 - c. Setting Meeting Dates for Calendar Year 2026
 - d. 2025 Early Adopter Summit
 - e. 2026 9-1-1 Gala
 - f. Building Update
 - g. Next Generation Core Services Update
 - h. Accomplishments
 - i. Quarterly Reporting
 - j. Attendance
 - k. Additional Items of Community Interest



OTHER BUSINESS

10. Calendar / Future Items

11. Adjourn

Next Meeting: Tentative March 11, 2026

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 – September 10, 2025
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President Danny Chambers called the meeting of the NCT9-1-1 Board of Managers to order at 12:30 PM on September 10, 2025.

Members of the Board Present:

1. Danny Chambers (President) – County Judge, Somervell County
2. Terry Garrett (Secretary) – Sheriff, Rockwall County
3. Kerry Crews – Judge (JOP), Hunt County
4. Darrell Hale – Commissioner, Collin County
5. Brandon Huckabee – County Judge, Erath County
6. Paul Paschall – Mayor, Parker County
7. John Patterson – Sheriff, Palo Pinto County
8. Randy Stinson – Commissioner, Ellis County
9. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Skeet Phillips (Vice-President) – Commissioner, Kaufman County
2. Dr. Jene Butler – Councilmember, City of Murphy
3. Roger Deeds – Sheriff, Hood County
4. Richard Franklin – Councilmember, City of McKinney
5. Jose Hernandez – Councilmember, City of Seagoville
6. Jeff Hodges – Councilmember, City of Prosper
7. Cary Mellema – Sheriff, Wise County
8. Eddie Perry – Commissioner, Navarro County
9. Michael Schaeffer – Councilmember, City of Allen

Members of the Staff Present:

1. Todd Little – NCTCOG Executive Director
2. Monte Mercer – NCTCOG Deputy Director
3. Christy Williams – 9-1-1 Program Director
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. Rodger Mann – 9-1-1 Chief Innovation Officer
9. Hilaria Perez – 9-1-1 Admin Program Coordinator
10. James Powell – Deputy Counsel for NCT9-1-1
11. Randy Richardson – NCTCOG Assistant Director of Finance
12. LeAnna Russell – 9-1-1 GIS Manager
13. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
14. Megan Short – NCTCOG Fiscal Manager
15. Jason Smith – 9-1-1 Operations Manager
16. Deborah Orlor – Temporary 9-1-1 Scrum Master

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

President Danny Chambers stated that the minutes to be approved were from the June 11, 2025, Board meeting.

Attachment A

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

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Per the District's bylaws, the Board of Managers is required to approve an annual budget, which includes setting the amount of the 9-1-1 emergency service fee. The statute provides the following related to the fee:

1. The amount of the fee may not exceed fifty (.50) cents per month for each line.
2. The fee must have uniform application throughout the District and be imposed in each participating county or municipality in the District.
3. The fee may be imposed only on the base rate charge or the charge's equivalent, excluding charges for coin-operated telephone equipment.
4. The Board shall set the fee each fiscal year and notify each supplier in the District of any change to the fee by the 91st day after the effective date of the change.

Staff requested Board approval for the FY 2026 budget recommending the fee amount of fifty (.50) cents per local exchange access line remain unchanged to meet forecasted expenditures of the District.

Attachment B

NCT9-1-1 has been awarded a \$9.0 million federal grant from the Commission on State Emergency Communications (CSEC). These funds have been primarily designated to purchase equipment that will enable the District to deploy and operate next generation 9-1-1 services. The grant has a performance period from November 8, 2021, through December 31, 2026.

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

Item 3 Resolution Approving the Fiscal Year 2026 Strategic Plan

NCT9-1-1 develops a strategic plan annually to outline the proposed projects for the upcoming fiscal year, as well as forecast what projects are anticipated in the proceeding four (4) fiscal years. The strategic plan provides high-level direction for the funding of projects and reflects each of the District's teams' areas of focus for the five-year period. The District's annual budget is crafted based on the projects supplied in the plan. In accordance with the District's bylaws, the Board of Managers is required to approve an annual strategic plan.

Attachment C

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

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

NCT9-1-1 utilizes public safety consultants to complete a variety of projects for the program. Examples include, but are not limited to: network design, contingency planning, equipment installation, contract negotiation, technical requirement writing, and pre-procurement research. These consultants are utilized to supplement in-house expertise and third-party contractors.

In coordination with NCT9-1-1 Program staff, the North Central Texas Council of Governments (NCTCOG) conducted a procurement for public safety strategic consulting services and entered into contract #2019-074 with Mission Critical Partners, LLC, as part of its TXShare cooperative purchasing program in August 2019. NCT9-1-1 is able to utilize this cooperative contract which satisfies local procurement requirements.

NCT9-1-1 requested Board approval to amend the FY 2026 contract with Mission Critical Partners, LLC, in an amount not to exceed \$100,000.

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

INFORMATIONAL ITEMS

Item 5 Quarterly Financial Report

Megan Short presented the Financial Status Report which included the nine months ending June 2025.

Attachment D

Item 6 Conflict of Interest Overview

James Powell briefed the Board on conflicts of interest and the proper protocol for notifying staff about potential conflicts.

Item 7 Camp Mapping Initiative

LeAnna Russell reported that several camps with large acreage within the NCT9-1-1 service area currently have inadequate GIS addressing points identified in the system. The GIS Team will lead an initiative during FY 2026 to map overnight camps in the region. Future years may focus on non-overnight camps.

Item 8 FIFA Update

Rodger Mann presented FIFA update including 9-1-1 initiatives to ensure addressing an influx of international devices during that time that may need to call 9-1-1.

Item 9 Drones as First Responders

Rodger Mann presented how drones can be beneficial for first responders, including NCT9-1-1's plans to create a program that would assist interested agencies in developing their own programs.

Item 10 Director's Report

Legislative Update- The Board was briefed on current grant status and potential additional state funding.

Next Generation Core Service Update – The core of the system has been implemented and now the remaining piece is OSP migration. This portion must be completed by the phone companies and is beyond the control of both NCT9-1-1 and the vendor.

Accomplishments – NCT9-1-1 accomplishments and achievements were reviewed for the period of June 2025-August 2025.

Attachment E

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

Attachment F

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

Attachment G

OTHER BUSINESS

Item 11 Other Business

Item 12 Adjourn

Upon a motion by Commissioner Randy Stinson (seconded by Commissioner Mike White) and by unanimous vote of all members present, the meeting was adjourned at 2:00 PM.

Next Meeting: December 10, 2025



North Central Texas Emergency Communications District

Item # 2025-12-02

Meeting Date: December 10, 2025

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

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

The NCT9-1-1 Board of Managers originally approved Policy ADM 2.7, *Requesting to Operate as an Emergency Communications Center (ECC)*, in June 2024 to outline requirements and procedures for Public Agencies seeking to operate a new ECC within the District.

Since adoption, NCT9-1-1 has encountered situations in which private companies have expressed interest in operating as Secondary ECCs. Chapter 772, Subchapter H of the Texas Health and Safety Code establishes requirements for ECC operation, including limitations that prevent ECCs from being owned or operated by for-profit private businesses.

While NCT9-1-1 staff have adhered to these statutory requirements operationally for many years, the policy did not explicitly include these restrictions. To ensure transparency, consistency, and alignment with state law, staff recommend that the policy be updated to directly incorporate these legal requirements.

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.

These updates do not alter existing statutory obligations but formalize practice into written policy.

The Strategic Advisory Committee (SAC) has reviewed the proposed revisions and recommends adoption by the Board of Managers. The revised policy is included as Attachment B within the Board packet. Future changes to this policy will require Board approval. Staff will continue to maintain internal procedures and guidelines that support detailed program implementation.

A draft resolution is attached for Board consideration.

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



Item # 2025-12-02

**RESOLUTION AMENDING THE NCT9-1-1 POLICY: REQUESTING TO OPERATE AS AN EMERGENCY
COMMUNICATIONS CENTER**

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

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

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

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

WHEREAS, NCT9-1-1 has established various policies that govern interactions with external parties, including the Emergency Communications Centers (ECCs) served by the District; and,

WHEREAS, the Board of Managers originally approved Policy ADM 2.7, *Requesting to Operate as an Emergency Communications Center*, in June 2024; and,

WHEREAS, NCT9-1-1 staff recommends updating ADM 2.7 to incorporate statutory requirements related to the operation of Emergency Communications Centers—specifically, to clarify that Secondary ECCs must be operated by Public Agencies and may not be owned or operated by for-profit private businesses, consistent with Chapter 772, Subchapter H of the Texas Health and Safety Code; and,

WHEREAS, staff further recommends adopting additional administrative updates that enhance clarity, align with current operational practices, and ensure consistency in evaluating requests to operate an ECC; and,

WHEREAS, the Strategic Advisory Committee (SAC) has reviewed these revisions and recommends adoption.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The Board of Managers adopts the revisions to NCT9-1-1 Policy: *Requesting to Operate as an Emergency Communications Center* policy (ADM 2.7), as shown in Attachment B attached hereto.

Section 2. This resolution shall be in effect immediately upon 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 December 10, 2025.

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



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

POLICY NUMBER:
ADM 2.7

Policy Name: Requesting to Operate as an Emergency Communications Center	Description: Guidance for Public Agencies and the District regarding requests to operate a new Emergency Communications Center (ECC), including the designation of a Secondary ECC.
Date of Approval: 06/12/2024	Revision History: v.1.0 06/12/2024 v.2.0 12/10/2025
Effective Date: 12/10/2025	Scheduled for Review:

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

This policy also applies to requests to operate a Secondary Emergency Communications Center (Secondary ECC), as defined herein.

This policy is established pursuant to the authority granted under Chapter 772, Subchapter H, Texas Health and Safety Code, and applicable Board of Managers' directives.

DEFINITIONS AND AUTHORIZATIONS:

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

Emergency Communications Center (ECC) – An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy. For the purposes of this policy, ECC is interchangeable with Public Safety Answering Point (PSAP). ECCs operate continuously; are assigned the responsibility to receive 9-1-1 calls and, as appropriate, to dispatch emergency response services directly or to transfer or relay emergency 9-1-1 calls to other public safety agencies; are the first point of reception by a public safety agency of a 9-1-1 call; and serve the jurisdictions in which it is located or other participating jurisdictions.

Public Agency – A government entity, such as a county, city, town, or special district, with authority to provide fire-fighting, law enforcement, ambulance, medical, or other emergency services.

Secondary Emergency Communications Center (Secondary ECC) – An ECC operated by a Public Agency, such as a Fire or EMS communications center, that does not receive initial 9-1-1 calls directly from the public network. Instead, it receives calls only through transfer or relay from a primary ECC. A Secondary ECC provides call-taking, dispatch, or specialized public safety support

functions but does not serve as the initial answering point for 9-1-1 calls. A Secondary ECC must comply with all requirements for requesting to operate an ECC as outlined in this policy and cannot be owned or operated by a for-profit private business.

ACTIONS REQUIRED:

- I. A Public Agency may request to operate a new ECC within their jurisdiction provided the following criteria are met:
 - a. Their respective county has at least one active ECC.
 - b. The jurisdiction has a minimum population of 20,000 or constitutes at least 25% of the total population of the county in the NCT9-1-1 program area.
 - c. The jurisdiction has documented a minimum average of fifty (50) 9-1-1 calls per day during the preceding eighteen (18) month period, as validated by District call-delivery data or other District-approved reporting. The District will provide call-volume documentation upon request to assist Public Agencies in meeting this requirement. Secondary ECCs are not required to meet population or call-volume thresholds but must demonstrate operational necessity or continuity benefit to the jurisdiction.
- II. The following steps must be taken:
 - a. The requesting Public Agency must complete the 'Request to Add a New ECC' form and submit it to the District.
 - b. The Public Agency must submit requests and supporting documentation for requesting a new ECC to the District at least one month prior to the March Board of Managers meeting.
 - c. The District evaluates if the request meets the criteria outlined in Section I. In addition, the District considers the following when developing a recommendation:
 - i. Verifying call volume data and population estimates to support recommendations/requests.
 - ii. Considering microwave network connectivity when adding an ECC.
 - d. Within ten (10) business days following the request, the District will make a recommendation and return a recommendation based on the criteria listed within this policy.
 - e. The District will bring recommendations for granting/denying requests to operate a new ECC to the March Board of Managers' meeting immediately following the request.
 - i. If the District recommends granting the request and the Board of Managers approves, funding for new equipment, network, and microwave costs must be added to the next fiscal year budget; therefore, these items will not be available until the subsequent fiscal year. The District will execute an Interlocal Agreement with the new ECC and schedule a kickoff meeting.
 - ii. If the District denies the request, the Public Agency may follow the escalation/appeals process outlined in Section III.

- iii. No equipment purchases, installations, or service activations will occur until the District's budget for the approved ECC has been adopted by the Board of Managers.

III. Escalations/Appeals

- a. Should the Public Agency want to file an appeal, it must do so within ten (10) business days of notification. Appeals will be presented annually at the March Board of Managers meeting.
- b. District staff will present the original request to the Board of Managers with its recommendation. After the presentation to the Board of Managers, the Public Agency will have the opportunity to speak to the Board of Managers and provide reasoning why it should receive an exception to the policy. Each presentation is limited to three (3) minutes.
- c. The Public Agency must follow the appeal process, or it forfeits its right to appeal. The Public Agency is allowed one appeal per request and the decision of the Board of Managers is final.
- d. A Public Agency can only appeal the decision to the Board of Managers once every two years.

IV. The Public Agency may be responsible for:

- a. Obtaining a resolution from their governing body agreeing to provide the duties and responsibilities of 9-1-1 service for the specified area.
- b. Obtaining written authorization from the current agency to release the 9-1-1 calls to the proposed jurisdiction.
- c. Providing adequate facilities and personnel to house and operate an ECC with a minimum of two call handling workstations.
- d. Having an established Geographic Information Systems (GIS) program or have a contract in place for GIS services.
- e. Establishing and maintaining a published 10-digit emergency number that can accept emergency calls 24-hours a day, 7 days a week, 365 days a year answered by a Texas Commission on Law Enforcement licensed telecommunicator or a certified fire/medical telecommunicator.
- f. Following the NCT9-1-1 Technical requirements.

V. The District is responsible for:

- a. Maintaining ownership of all network and call-delivery equipment used to route 9-1-1 calls to ECCs.
- b. Ensuring reliable and continuous delivery of 9-1-1 calls to authorized ECCs within the District's program area.
- c. Providing and maintaining the technical infrastructure required for 9-1-1 call delivery, including network connectivity and applicable interfaces.
- d. Coordinating with ECCs on connectivity needs, equipment installations, and configuration necessary for 9-1-1 call delivery.
- e. Supporting ECCs in meeting technical requirements necessary for receipt of 9-1-1 calls.

- f. All equipment or network costs associated with establishing a new or Secondary ECC will be planned and budgeted by the District through the normal fiscal process. Implementation will occur only after funds are approved by the Board of Managers.

RELATED POLICIES/RESOURCES:

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

Approved

Todd Little

Executive Director

North Central Texas Emergency Communications District



600 Six Flags Drive, Suite 226
Arlington, Texas 76005-5888
Phone: 817-695-9200
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Moved down [1]: Secondary Emergency Communications Center (Secondary ECC) – An ECC operated by a Public Agency, such as a Fire or EMS communications center, that does not receive initial 9-1-1 calls directly from the public network. Instead, it receives calls only through transfer or relay from a primary ECC. A Secondary ECC provides call-taking, dispatch, or specialized public safety support functions but does not serve as the initial answering point for 9-1-1 calls. A Secondary ECC must comply with all requirements for requesting to operate an ECC as outlined in this policy and cannot be owned or operated by a for-profit private business.¶

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functions but does not serve as the initial answering point for 9-1-1 calls. A Secondary ECC must comply with all requirements for requesting to operate an ECC as outlined in this policy and cannot be owned or operated by a for-profit private business.

ACTIONS REQUIRED:

- I. A Public Agency may request to operate a new ECC within their jurisdiction provided the following criteria are met:

- a. Their respective county has at least one active ECC.
- b. The jurisdiction has a minimum population of 20,000 or constitutes at least 25% of the total population of the county in the NCT9-1-1 program area.
- c. The jurisdiction has documented a minimum average of fifty (50) 9-1-1 calls per day during the preceding eighteen (18) month period, as validated by District call-delivery data or other District-approved reporting. The District will provide call-volume documentation upon request to assist Public Agencies in meeting this requirement. Secondary ECCs are not required to meet population or call-volume thresholds but must demonstrate operational necessity or continuity benefit to the jurisdiction.

- II. The following steps must be taken:

- a. The requesting Public Agency must complete the 'Request to Add a New ECC' form and submit it to the District.
- b. The Public Agency must submit requests and supporting documentation for requesting a new ECC to the District at least one month prior to the March Board of Managers meeting.
- c. The District evaluates if the request meets the criteria outlined in Section I. In addition, the District considers the following when developing a recommendation:
 - i. Verifying call volume data and population estimates to support recommendations/requests.
 - ii. Considering microwave network connectivity when adding an ECC.
- d. Within ten (10) business days following the request, the District will make a recommendation and return a recommendation based on the criteria listed within this policy.
- e. The District will bring recommendations for granting/denying requests to operate a new ECC to the March Board of Managers' meeting immediately following the request.
 - i. If the District recommends granting the request and the Board of Managers approves, funding for new equipment, network, and microwave costs must be added to the next fiscal year budget; therefore, these items will not be available until the subsequent fiscal year. The District will execute an Interlocal Agreement with the new ECC and schedule a kickoff meeting.
 - ii. If the District denies the request, the Public Agency may follow the escalation/appeals process outlined in Section III.

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iii. No equipment purchases, installations, or service activations will occur until the District's budget for the approved ECC has been adopted by the Board of Managers.

III. Escalations/Appeals

- a. Should the Public Agency want to file an appeal, it must do so within ten (10) business days of notification. Appeals will be presented annually at the March Board of Managers meeting.
- b. District staff will present the original request to the Board of Managers with its recommendation. After the presentation to the Board of Managers, the Public Agency will have the opportunity to speak to the Board of Managers and provide reasoning why it should receive an exception to the policy. Each presentation is limited to three (3) minutes.
- c. The Public Agency must follow the appeal process, or it forfeits its right to appeal. The Public Agency is allowed one appeal per request and the decision of the Board of Managers is final.
- d. A Public Agency can only appeal the decision to the Board of Managers once every two years.

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IV. The Public Agency may be responsible for:

- a. Obtaining a resolution from their governing body agreeing to provide the duties and responsibilities of 9-1-1 service for the specified area.
- b. Obtaining written authorization from the current agency to release the 9-1-1 calls to the proposed jurisdiction.
- c. Providing adequate facilities and personnel to house and operate an ECC with a minimum of two call handling workstations.
- d. Having an established Geographic Information Systems (GIS) program or have a contract in place for GIS services.
- e. Establishing and maintaining a published 10-digit emergency number that can accept emergency calls 24-hours a day, 7 days a week, 365 days a year answered by a Texas Commission on Law Enforcement licensed telecommunicator or a certified fire/medical telecommunicator.
- f. Following the NCT9-1-1 Technical requirements.

Deleted: <#>Providing funding to the District or acquiring necessary equipment and software licenses if the request is approved but funding is not available from the District's budget.¶

V. The District is responsible for:

- a. Maintaining ownership of all network and call-delivery equipment used to route 9-1-1 calls to ECCs.
- b. Ensuring reliable and continuous delivery of 9-1-1 calls to authorized ECCs within the District's program area.
- c. Providing and maintaining the technical infrastructure required for 9-1-1 call delivery, including network connectivity and applicable interfaces.
- d. Coordinating with ECCs on connectivity needs, equipment installations, and configuration necessary for 9-1-1 call delivery.
- e. Supporting ECCs in meeting technical requirements necessary for receipt of 9-1-1 calls.

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f. All equipment or network costs associated with establishing a new or Secondary ECC will be planned and budgeted by the District through the normal fiscal process. Implementation will occur only after funds are approved by the Board of Managers.

RELATED POLICIES/RESOURCES:

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

Approved

Todd Little

Executive Director

North Central Texas Emergency Communications District

Deleted: Mike Eastland



North Central Texas Emergency Communications District

Item # 2025-12-03

Meeting Date: December 10, 2025

Submitted By: Rodger Mann
Chief Innovation Officer

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

As artificial intelligence (AI) becomes increasingly integrated into everyday technology, NCT9-1-1 has been evaluating how these tools can responsibly support 9-1-1 operations. One focus has been exploring AI solutions that supplement and assist telecommunicators (TCs) in their work. Real-time AI translation and transcription of 9-1-1 calls is one such technology that can provide critical support for both the caller and the TC.

With the rapid growth of the NCT9-1-1 region, the variety of languages spoken in our communities continues to increase. The current translation workflow, however, is outdated. When a TC is not fluent in a caller's language, they must rely on a third-party translation service, a process that can consume critical seconds during an emergency. When the caller's language is unknown, the time required to identify it can delay the response even further. In addition to these timing challenges, indirect communication through a human translator can introduce discrepancies between what the caller says and what the TC receives.

Transcription services can also improve understanding during emergencies when even English-speaking callers may be difficult to discern due to panic, background noise, or emotional distress. By enhancing clarity and reducing the need for repeated questions, these capabilities lighten call-taker workload, increase accuracy, and improve overall documentation and quality control.

With that in mind, NCT9-1-1 partnered with the North Central Texas Council of Governments' (NCTCOG) cooperative purchasing program, TXShare, to complete a competitive procurement process (RFP #2025-093). The following service categories were evaluated and procured as part of the process: Artificial Intelligence (AI) Language Translation for 9-1-1, Artificial Intelligence (AI) Language Transcription for 9-1-1, Artificial Intelligence (AI) Quality Control for 9-1-1, and any additional 9-1-1 AI services not explicitly referenced by the RFP.

As North Texas prepares to host the 2026 World Cup and welcome a diverse global audience, the need for enhanced language support tools becomes even more urgent. To advance this effort, NCT9-1-1 has received an amount not to exceed \$200,000 from the NCTCOG Regional Transportation Council (RTC). These funds will provide one year of service covering all World Cup games and related events and will be incorporated into the appropriate fiscal year(s) budget to align with implementation and subscription requirements.

Staff recommends contracting with three potential vendors: GovWorx, Inc. and Invictus Apps Inc (dba Prepared) through the TXShare cooperative purchasing contract #2025-093 and RapidDeploy, Inc. through an existing TXShare contract issued under RFP #2025-052. Cumulative spend will not exceed \$300,000, which includes \$100,000 in available NCT9-1-1 funds and the \$200,000 RTC allocation. Multiple contracts for the first pilot year will allow flexibility in service deployment, redundancy, and the ability to conduct comparative performance evaluations during the contract term.

Attached for Board consideration is a draft resolution authorizing contracts with GovWorx, Inc., Invictus Apps Inc (dba Prepared) and RapidDeploy, Inc. for maximum one (1) year terms and in a cumulative amount not to exceed \$300,000.

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



Item # 2025-12-03

**RESOLUTION AUTHORIZING CONTRACTS FOR
9-1-1 AI TRANSLATION AND TRANSCRIPTION 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 (ECC) within its 9-1-1 service area; and,

WHEREAS, NCT9-1-1 recognizes the incorporation of 9-1-1 Artificial Intelligence (AI) translation and transcription tools can provide critical support to both telecommunicators and 9-1-1 callers; and,

WHEREAS, NCT9-1-1 partnered with the North Central Texas Council of Governments (NCTCOG) TXShare cooperative purchasing program to conduct a competitive procurement (RFP #2025-093) for 9-1-1 AI language translation, transcription, quality control, and related services; and,

WHEREAS, NCT9-1-1 has obtained funding not to exceed \$200,000 from the Regional Transportation Council (RTC) to provide one year of services, including coverage during the 2026 World Cup events, and an additional amount of up to \$100,000 is available from NCT9-1-1's operational budget to support the pilot project; and,

WHEREAS, staff recommends contracting with up to three vendors: GovWorx, Inc., Invictus Apps Inc (dba Prepared) and RapidDeploy, Inc. to ensure flexibility, redundancy, and comparative performance evaluation during deployment; and,

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

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. Contracts between NCT9-1-1 and GovWorx, Inc., Invictus Apps Inc. (dba Prepared), and RapidDeploy, Inc. (a Motorola Solutions company) for 9-1-1 AI Transcription-Translation Services, for maximum one (1) year terms and in a cumulative amount not to exceed \$300,000, be and are hereby approved.

Section 2. The Board of Managers authorizes receipt in an amount not to exceed \$200,000 from the Regional Transportation Council. These funds shall be incorporated into the appropriate fiscal year(s) budget.

Section 3. The Executive Director or designee is authorized to execute necessary agreements to carry out the initiatives described herein, in the name of the North Central Texas Emergency Communications District.

Section 4. This resolution shall be in effect immediately upon 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 December 10, 2025.

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



North Central Texas Emergency Communications District

Item # 2025-12-04

Meeting Date: December 10, 2025

Submitted By: Jason Smith
Operations Manager

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

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with CyraCom International, Inc. for live human interpretation services.

Human interpretation of 9-1-1 calls is essential because trained interpreters can accurately understand and relay critical information when a caller does not speak English fluently. This service will remain a core component of our operations while we pilot new translation technologies, ensuring Telecommunicators have the time and support needed to become comfortable with emerging tools while maintaining the high-quality service our callers depend on.

NCT9-1-1 currently utilizes CyraCom International, Inc., for these services. If approved, the contract will be procured utilizing cooperative contract DIR-TSO-4152 for a maximum three (3) year term and in an amount not to exceed \$200,000.

A draft resolution is attached for the Board's consideration.

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



Item # 2025-12-04

**RESOLUTION AUTHORIZING A CONTRACT WITH CRYACOM INTERNATIONAL, INC. FOR
LIVE HUMAN INTERPRETATION 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 Communication Centers within its 9-1-1 service area; and,

WHEREAS, human interpretation of 9-1-1 calls is essential because trained interpreters can accurately understand and relay critical information when a caller does not speak English fluently; and,

WHEREAS, NCT9-1-1 currently utilizes CyraCom International, Inc., for live human interpretation services and staff is recommending a new, maximum three (3) year contract in an amount not to exceed \$200,000 utilizing cooperative contract DIR-TSO-4152; and,

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

NOW, THEREFORE, BE IT RESOLVED THAT:

Section 1. A contract between NCT9-1-1 and CyraCom International, Inc. for Live Human Interpretation Services, for a maximum three (3) year term and in an amount not to exceed \$200,000, be and is hereby approved.

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

Section 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 December 10, 2025.

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



FINANCIAL STATUS REPORT OPERATING FUND*

FOR TWELVE MONTHS ENDING: SEPTEMBER 30, 2025

TOTAL RESOURCES AVAILABLE:					
Resources Category	Adjusted Revenue Budget	Actual Revenue	September 2024 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
Revenue (1)					
Wireless	11,140,000	12,554,434	11,344,784	1,414,434	113%
Landline	1,490,000	1,289,369	1,489,837	(200,631)	87%
Interest	300,000	915,433	596,171	615,433	305%
Other Revenue	2,086,125	1,678,329	6,556	(407,796)	80%
Proposition 8	3,292,903	3,292,903	7,061,372	-	100%
Total Resources Available	18,309,028	19,730,468	20,498,720	1,421,440	108%

EXPENDITURES:					
NCT9-1-1 STAFF COSTS (2)					
Category	Adjusted Budget	Actual Expenditures	September 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,668,880	2,317,383	2,269,253	(351,497)	87%
Fringe Benefits	1,275,725	1,083,289	1,173,810	(192,436)	85%
NCTCOG Indirect Costs	698,195	576,558	475,871	(121,637)	83%
Occupancy	435,000	435,000	417,904	-	100%
NCTCOG Information Technology	210,150	210,150	205,910	-	100%
Travel	137,000	83,528	76,898	(53,472)	61%
Other Staff Costs	387,500	228,786	280,951	(158,714)	59%
Total NCT9-1-1 Staff Costs	5,812,450	4,934,694	4,900,597	(877,756)	85%
FISCAL AGENT SUPPORT (3)					
Category	Adjusted Budget	Actual Expenditures	September 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	418,500	327,116	387,851	(91,384)	78%
COST OF OPERATIONS (4)					
Categories	Adjusted Budget	Actual Expenditures	September 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	4,728,578	5,310,710	5,234,782	582,132	112%
Equipment and Software Supp & Maint	999,600	623,126	1,095,516	(376,474)	62%
Contract Services	688,160	149,037	133,840	(539,123)	22%
Communications (Public Education)	156,250	91,473	124,102	(64,777)	59%
ECC Training	46,500	40,238	52,067	(6,262)	87%
County Reimbursements	610,000	567,754	474,241	(42,246)	93%
Telco	635,850	517,178	597,234	(118,672)	81%
Total Cost of Operations	7,864,938	7,299,516	7,711,782	(565,422)	93%
CAPITAL EXPENDITURES (5)					
Category	Adjusted Budget	Actual Expenditures	September 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	229,000	112,521	151,196	(116,479)	49%
TOTAL EXPENDITURES					
Category	Adjusted Budget	Actual Expenditures	September 2024 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Totals	14,324,888	12,673,847	13,151,426	(1,651,041)	88%

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



FINANCIAL STATUS REPORT
SPECIAL REVENUE FUND - PROPOSITION 8
COSTS THROUGH SEPTEMBER 30, 2025

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

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

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



FINANCIAL STATUS REPORT
SPECIAL REVENUE GRANT (CSEC)
COSTS THROUGH SEPTEMBER 30, 2025

TOTAL REVENUE:*						
Revenue Category	Revenue Grant Budget	Actual Revenue (FY25)	Prior Years' Revenue	Total Cumulative Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,701	2,476,764	5,709,501	8,186,265	803,436	91%
Total Revenue	8,989,701	2,476,764	5,709,501	8,186,265	803,436	91%

EXPENDITURES:						
Category	Grant Budget	Actual Expenditures (FY25)	Prior Years' Expenditures	Total Cumulative Expenditures	Grant Budget Remaining	% of Grant Expended
Network	7,003,080	2,131,724	4,425,359	6,557,083	445,996	94%
Geographic Information System	1,342,082	218,368	830,614	1,048,982	293,100	78%
ECC Call Handling Systems & Application	173,955	-	173,955	173,955	-	100%
Operational Planning	470,585	126,672	279,573	406,245	64,340	86%
Total Expenditures	8,989,702	2,476,764	5,709,501	8,186,265	803,436	91%

* Capital replacement portion of the operating 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 capital replacement fund will be replenished with CSEC funding once it's received.



FINANCIAL STATUS REPORT
CONSOLIDATED

FOR TWELVE MONTHS ENDING: SEPTEMBER 30, 2025

REVENUE			
Resources Category	Special Revenue Grant (CSEC)	Operating/General Fund Revenue	Grand Total
Wireless	-	12,554,434	12,554,434
Landline	-	1,289,369	1,289,369
Interest	-	915,433	915,433
Other Revenue	-	1,678,329	1,678,329
Proposition 8 Funding (CSEC)	-	3,292,903	3,292,903
Grant Funding (CSEC)	2,476,764	-	-
Total Revenue	2,476,764	19,730,468	19,730,468

EXPENDITURES:			
NCT9-1-1 STAFF COSTS			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Salaries	-	2,317,383	2,317,383
Fringe Benefits	-	1,083,289	1,083,289
NCTCOG Indirect Costs	-	576,558	576,558
Occupancy	-	435,000	435,000
NCTCOG Information Technology	-	210,150	210,150
Travel	-	83,528	83,528
Other Staff Costs	-	228,786	228,786
Total NCT9-1-1 Staff Costs	-	4,934,694	4,934,694
FISCAL AGENT SUPPORT			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Administrative, Legal Support	-	327,116	327,116
COST OF OPERATIONS			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
9-1-1 Network	-	5,310,710	5,310,710
Equipment and Software Supp & Maint	-	623,126	623,126
Contract Services	-	149,037	149,037
Communications (Public Education)	-	91,473	91,473
ECC Training	-	40,238	40,238
County Reimbursements	-	567,754	567,754
Telecom	-	517,178	517,178
Total Cost of Operations	-	7,299,516	7,299,516
COST OF GRANT OPERATIONS			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Network	2,131,724	-	2,131,724
Geographic Information System	218,368	-	218,368
ECC Call Handling Systems & Application	-	-	-
Operational Planning	126,672	-	126,672
Total Cost of Operations	2,476,764	-	2,476,764
CAPITAL EXPENDITURES			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Capital Expenditures	-	112,521	112,521
Total Capital Expenditures	-	112,521	112,521
TOTAL EXPENDITURES			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Totals	2,476,764	12,673,847	15,150,611

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 108% of the annual budget</p> <p>A. Wireless revenue - (113% of budget)</p> <p>State bases allocation on cell phone billing address. Our region's population has increased and thus the wireless revenue allocation has increased by approximately 12%.</p> <p>B. Landline revenue - (87% of budget)</p> <p>Landline revenue continues to reflect the decreasing trend. This is expected as landline usage continues to decrease.</p> <p>C. Interest revenue - (305% of target)</p> <p>Interest revenue is approximately \$615,000 greater than expected for the year as interest rates of return remained higher than anticipated.</p> <p>D. Other Revenue - (80% of target)</p> <p>Tower rental income is budgeted for the fiscal year but was received in February, \$6,753.</p> <p>Additional revenue for the fiscal year was \$1,671,576. This revenue relates to the Synergem Settlement and is utilized to fund increased NGCS costs. The remaining nonrecurring costs initially anticipated in FY2025 will occur in FY2026.</p> <p>E. Proposition 8 revenue - (100% of target)</p> <p>Proposition 8 was received in FY2024 and fully expended in March 2025.</p>
2	NCT9-1-1 Staff Costs	<p>Costs total 85% of the annual budget</p> <p>A. Salaries, fringe benefits and indirect costs-(85% of budget)</p> <p>These costs are below target primarily due to equivalent of three (3) unfilled full-time positions and three (3) part-time intern positions were vacant during this period.</p> <p>B. Travel-(61% of budget)- Travel remained less than budgeted for the fiscal year.</p> <p>C. Other Staff Costs - (59% of budget)</p> <p>1. Annual payment to reimburse 9-1-1 Alliance was \$52,000 less than anticipated.</p> <p>2. Staff training costs were \$49,000 less than anticipated.</p> <p>3. Fleet vehicle costs were \$14,000 less than anticipated.</p>
3	Fiscal Agent Support	<p>Costs total 78% of the annual budget</p> <p>A. Less staff charges than anticipated including fringe and indirect account for approximately \$77,000 of the budget savings.</p> <p>B. Annual auditing costs were \$10,000 lower than planned.</p>

NOTES (Continued)		
Reference No.	Category	Description
4	Cost of Operations	<p>Costs total 93% of the annual budget.</p> <p>A. Network-(112% of budget)</p> <ol style="list-style-type: none"> 1. Increased costs related to the implementation of NGCS from the legacy system accounts for \$275,000 of the variance. 2. Annual payments for GDT software maintenance accounts for \$140,000 of the variance. Costs in this category have increased beyond what was anticipated in FY2025. 3. Annual payment for initial trial of SDWAN project accounts for \$61,500. This item was not initially budgeted but was approved by the Board in December 2024. 4. Oracle Maintenance accounts for \$60,000 of the variance. Costs in this category have increased beyond what was anticipated in FY2025. 5. Annual payment for UPS (Backup Power) accounts for \$23,000 of the variance. Costs in this category have increased beyond what was anticipated in FY2025. <p>B. Equipment, Software Support and Maintenance - (62% of budget).</p> <p>Costs remained below target throughout the fiscal year primarily due to cost savings related to the termination of legacy systems as NGCS has been implemented.</p> <p>C. Contract Services-(22% of budget)</p> <ol style="list-style-type: none"> 1. GIS consulting and Professional Services costs were \$241,000 less than anticipated. 2. Website migration costs were \$183,500 less than anticipated. 3. Legal contingency costs were not utilized during the fiscal year resulting in \$100,000 of budgetary savings. <p>D. Communications (59% of budget)</p> <p>Costs remained below target for the fiscal year. Savings primarily related to advertising and public education material costs.</p> <p>E. ECC Training-(87% of budget)</p> <p>Accreditation costs were less than anticipated.</p> <p>F. County Reimbursements-(93% of budget)</p> <p>Recorder Reimbursements were less than anticipated for the fiscal year.</p> <p>G. Telco - (81% of budget)</p> <p>Internal review of lines is ongoing as the legacy system is phased out and NextGeneration services are implemented.</p>
5	Capital Expenditures	<p>Costs total 49% of the annual budget.</p> <p>Capital costs remained under budget for the fiscal year as new Cisco items were not purchased.</p>



North Central Texas Emergency Communications District

Attachment D

Members of the Board of Managers serve two-year terms, corresponding to the city or county they represent. Members are eligible for reappointment and may serve multiple consecutive terms.

The jurisdictions listed below must appoint or reappoint their representative prior to the March 2026 meeting.

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



Attachment E
Accomplishments
September 2025-November 2025

Staff achieved the following during the previous period:

Operations & Public Engagement

1. **NCT9-1-1 CARES Team**
Hosted the September NCT9-1-1 CARES Team meeting.
2. **Text-to-9-1-1 Promotional Campaign**
Completed a promotional campaign focused on Text-to-9-1-1 services.
3. **ECC Wellness Initiative**
Completed the fourth-quarter ECC Wellness Initiative and strategic plan project.
4. **PRINT Assessment Debriefings**
Conducted PRINT assessment debriefings at Midlothian PD and Parker County Hospital District and provided a refresher session during the NCT9-1-1 staff meeting.
5. **TCOLE Consortium Committee**
Completed a three-year tenure as a board member of the TCOLE Consortium Committee.
6. **TAG Team Meetings**
Hosted a TAG Team meeting for the west region ECCs.
7. **North Texas PIO Meeting**
Attended the quarterly North Texas PIO Group meeting in Fort Worth, including a media studio tour.
8. **ECC Supervisor Meeting**
Hosted the October ECC Supervisor Meeting with representatives from 30 ECCs.
9. **Quarterly PETS Meeting**
Attended the quarterly PETS meeting during the Texas Public Safety Fall Symposium.
10. **Wise County Courthouse Rededication**
Attended the Wise County courthouse rededication.

Training & Regional Coordination

11. **Regional Telecommunicator Academy #019**
Completed the after-action report and began implementing mitigation items.
12. **Mental Health & Wellness Training**
Hosted a telecommunicator mental health and wellness course with 19 students from eight ECCs.
13. **Government Social Media Training**
Completed virtual training on short-form video and social media content strategies.
14. **TERT Training – Basic Awareness**
Hosted the TERT Basic Awareness course with students from multiple ECCs.
15. **107 Remote UAS Pilot Training Course**
Completed the internal 107 remote UAS pilot training course.
16. **Regional GIS Data Provider Meeting**
Hosted the NCT9-1-1 GIS Data Provider Meeting, attended by 12 of 13 counties and three cities.



17. RPA Volunteering

Volunteered with the Regional Police Academy to support scenario-based training.

18. Transportation Partnership: AI Translation/Transcription

Partnered with Transportation to support AI-related services ahead of the 2026 World Cup, including one year of funding assistance.

19. Metro X Regional Exercise Participation

Participated in the Metro X event in a variety of roles, including staffing the RSOC, serving as role-players (victims), and supporting exercise operations, traveled to multiple exercise sites to capture digital content for EP.

20. TERT Train-the-Trainer Course

Hosted the course, certifying five new TERT trainers.

21. Lunch & Learn Session for ECCs

Hosted a regional training session on an emergency data platform for ECCs.

22. Hostage Negotiators for 9-1-1 Telecommunicators Course

Hosted the two-day training, attended by 22 telecommunicators.

23. TERT Basic Awareness – Regional Delivery

Hosted the Basic Awareness course for Denco, with 15 students from six ECCs.

Professional Conferences & Training

27. AI Public Safety Panel Speaker

Spoke on an AI panel at a regional public safety summit alongside national public safety leaders.

28. CISM Instructor Certification

Earned CISM Instructor certification (valid five years).

29. Project Management Certification Progress

Completed Unit 3 of 6 toward a project management certification.

30. Advanced GIS Leadership Academy

Completed the advanced GIS Leadership Academy.

31. Government AI Innovation Summit

Attended the summit to bring best practices back to future Early Adopter initiatives.

Technology & Infrastructure

32. AI Translation & Transcription RFP Progress

Completed the procurement process for 9-1-1 AI Translation and Transcription.

33. Next-Generation Location Technology Deployment

Preparing for region-wide deployment of a new 3D/Z-Axis location system, making NCT9-1-1 the first in the nation to adopt it.

34. Data Center Audit & SOP Updates

Completed a data center audit and updated documentation.

35. Microwave Tower Inspections

Completed inspections of in Erath, Hood, Johnson, and Somervell counties.

36. International Cellular Testing

Conducted the first widescale international cellular testing effort in the region, partnering with technical resources and sharing findings with neighboring jurisdictions.



37. International Emergency Applications Collaboration

Met with an international public safety technology organization to explore options for improving interoperability for foreign travelers and emergency roaming issues.

38. Real-Time Text (RTT) Deployment

Implemented RTT capability at all ECCs.

39. Selective Router Migration Completion

Completed AT&T migration away from the legacy selective router environment.

40. Alternative Data Collection Method

Launched Web Services as an improved alternative to replication for data providers.

Legal & Compliance

41. NG911 Fund Quarterly Reporting

Worked with Admin to complete required grant fund reporting.

42. 2026–2027 GIS and ECC ILAs

Completed the biannual ILA process for GIS and ECCs.

Agency Annual Performance Reporting

43. Governor's Goals Submission

Completed and submitted the Agency Annual Performance Report.

FIFA World Cup 2026 (SWC26) Support

44. Federal Task Force Collaboration

Met with Federal Task Force regarding international cellular topics and scheduled meetings with all host city CEOs and security groups.

45. International Cellular Testing Report Completion

Completed a comprehensive international cellular testing report and supported additional testing for regional ECCs.

Training

Number of Agencies: 29

Total Number of Attendees:

53

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
9/9/2025	Solacom CHE 9-1-1 Equipment Training #5205	4 hour training for new hire in-regional call handling equipment training for Solacom position	4	Sachse Police Department Life Care EMS Terrell Police Department
9/9/2025	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	4	Sachse Police Department Life Care EMS Terrell Police Department
10/7/2025	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 variety of first aid, breathing, and cardiac emergencies involving adults, children and babies.	5	Forney Police Department Seagoville Police Department Wise County Sheriff's Office Parker County Sheriff's Office Mineral Wells Police Department
10/15/2025	TERT Basic Awareness Course #3817	This training course is designed to train experienced 9-1-1 telecommunicators in one Emergency Communications Center (ECC) to assist another temporary, alternate, or permanent ECC when assistance is needed.	8	Parker County Hospital District Cleburne Police Department Wise County Sheriff's Office Hood County Sheriff's Office Tarrant Regional Water District North Richland Hills Police Department
10/20/25-10/31/25	TCOLE Basic Telecommunicator Licensing Course #1080	2 week long course designed to provide the new career Telecommunicator with an understanding of the emergency communications environment, and the core competencies in both emergency and non-emergency situations required by the Commission for licensing.	5	Palo Pinto County Sheriff's Office Mineral Wells Police Department Benbrook Police Department Parker County Sheriff's Office Wise County Sheriff's Office
10/30/2025	TERT Train the Trainer #3824	The purpose of the TERT Train the Trainer course is to prepare TERT Basic Awareness and TERT Team Leader certified public safety telecommunicators with the training and skills to become an effective TERT instructor. TERT trainers will collaborate with the TX-TERT State Coordinator to identify training needs, assist with scheduling, and host training courses. TERT trainers must follow TCOLE training standards when hosting courses and have the capability to report continuing education hours to TCOLE. The TERT Train the Trainer course is not available online; individuals must attend the classroom course to become certified.	5	Allen Police Department Waxahachie Police Department Tarrant County 911 District Lamar County Sheriff's Office Wylie Police Department
11/10/25-11/11/25	Critical Incident Training for Telecommunication Officers #3395	2 Day/16 hour to prepare Telecommunicators with skill in dealing with critical incidents from the telecommunicator perspective.	22	Terrell Police Department Wilmer Police Department Parker County Sheriff's Office NRH Police Department Ellis County Sheriff's Office Smith County Sheriff's Office Midlothian Police Department(NEED) Navarro County Sheriff's Office Irving Police Department Athens Police Department Palo Pinto County Sheriff's Office Cleburne Police Department Denton Police Department Hood County Sheriff's Office

Quality Assurance / Monitoring

Number of Monitoring Visits: 39 **Number of Findings: 0**

Terrell Police Department	Navarro County Sheriff's Office		
Rockwall County Sheriff's Office	Cleburne Police Department		
Kaufman County Sheriff's Office	Johnson County Sheriff's Office		
Murphy Police Department	Johnson County ESD		
Rockwall Police Department	Balch Springs Police Department		
Parker County Hospital District	Collin County Sheriff's Office		
Sachse Police Department	Frisco Police Department		
Allen Police Department	McKinney Police Department		
Commerce Police Department	Prosper Police Department		
Erath County Sheriff's Office			
Stephenville Police Department			
Hunt County Sheriff's Office			

Communication

Facebook

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Sep-25	287,543	356,518	4,643	7
Oct-25	91,271	98,221	4,676	20+
Nov-25	12,418	5,440	4,675	0

Website

Home Page Views

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Sep-25	32,911	32,718	1	0.022
Oct-25	14,532	14,322	1	0.035
Nov-25	21,987	21,733	1	0.034

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>
Sep-25	9,576	283	17,763	3,969	20	1
Oct-25	8,166	192	166	4,350	5	0
Nov-25	10,611	212	219	9,778	34	0

Public Education Supplies

<u>Date</u>	<u>Total Supplies Disbursed</u>
Sep-25	29,217
Oct-25	14,788
Nov-25	6,560

Public Education Events

<u>Name of Event</u>	<u>Agency</u>
Midlothian National Night out Kickoff and PSC Grand Opening	Midlothian Police Department
National Night Out	Decatur Police Department
National Night Out	Cockrell Hill Fire Department
National Night Out	Alvarado Police Department
Educator Expo	Allen Police Department
Red Oak, Midlothian, and Oak leaf National Night Out	Ellis County Constable
National Night Out	Prosper Police Department
National Night Out	Cockrill Hill Police Department
National Night Out	Rio Vista Police Department
National Night Out	Royce City Police Department
National Night Out	Parker County Hospital District
Coyote Squadron Air Show	Corsicana Police Department
National Night Out	Corsicana Police Department
National Night Out	Forney Police Department
National Night Out	Somervell County Sheriff's Office
National Night Out	Mineral Wells Police Department
National Night Out	Collin County Sheriff's Office
Eighter from Decatur Bike Rally	Decatur Fire Department
National Night Out	Wilmer Police Department
National Night Out	Dublin Police Department
National Night Out	Sachse Police Department
Super hero day	Allen Police Department
Patrol Stories Safety Day	Patrol Stories
National Night Out	Seagoville Police Department
Kerens Cotton Harvest Festival	Navarro County Sheriff's Office

Service Interruptions

Number of Outages: 0

Call Volume Report

Emergency Communications Center	Sep-25	Oct-25	Nov-25
ALLEN POLICE DEPARTMENT	2751	2698	2690
BALCH SPRINGS POLICE DEPARTMENT	1844	2135	1784
BRIDGEPORT POLICE DEPARTMENT	297	320	257
CLEBURNE POLICE DEPARTMENT	1492	1361	1336
COCKRELL HILL POLICE DEPARTMENT	102	102	94
COLLIN COUNTY SHERIFF'S OFFICE	7794	7463	6954
COMMERCE POLICE DEPARTMENT	334	342	348
CORSICANA POLICE DEPARTMENT	1316	1579	1360
DECATUR POLICE DEPARTMENT	598	683	557
ELLIS COUNTY SHERIFF'S OFFICE	2698	2754	2231
ERATH COUNTY SHERIFF'S OFFICE	751	786	702
FORNEY POLICE DEPARTMENT	1490	1577	1437
FRISCO POLICE DEPARTMENT	5765	6080	5420
GREENVILLE POLICE DEPARTMENT	1767	1689	1560
HOOD COUNTY SHERIFF'S OFFICE	2115	2288	1938
HUNT COUNTY SHERIFF'S OFFICE	2606	2689	2564
JOHNSON COUNTY ESD	1352	1411	1238
JOHNSON COUNTY SHERIFF'S OFFICE	3707	3826	3393
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	5105	5060	4962
MCKINNEY POLICE DEPARTMENT	6409	6593	6505
MINERAL WELLS POLICE DEPARTMENT	726	783	692
MURPHY POLICE DEPARTMENT	520	528	452
NAVARRO COUNTY SHERIFF'S OFFICE	1410	1591	1300
NORTH ELLIS EMERGENCY DISPATCH	2326	2565	2262
PALO PINTO COUNTY SHERIFFS OFFICE	1060	1055	1028
PARKER COUNTY HOSPITAL DISTRICT	703	677	690
PARKER COUNTY SHERIFF'S OFFICE	3391	3357	3013
PROSPER POLICE DEPARTMENT	1231	1316	1045
ROCKWALL COUNTY SHERIFF'S OFFICE	1965	2029	1862
ROCKWALL POLICE DEPARTMENT	2216	2580	2240
SACHSE POLICE DEPARTMENT	790	749	611
SEAGOVILLE POLICE DEPARTMENT	1198	1152	1119
SOMERVELL COUNTY SHERIFF'S OFFICE	328	386	275
SPRINGTOWN POLICE DEPARTMENT	199	161	135
STEPHENVILLE POLICE DEPARTMENT	744	777	595
TERRELL POLICE DEPARTMENT	1560	1597	1614
WAXAHACHIE POLICE DEPARTMENT	1980	2084	2065
WEATHERFORD POLICE DEPARTMENT	1491	1575	1415
WILMER POLICE DEPARTMENT	516	522	530
WISE COUNTY SHERIFF'S OFFICE	1728	1907	1644
Total	71650	73909	67422

Average Calls per Day

Emergency Communications Center	Sep-25	Oct-25	Nov-25
ALLEN POLICE DEPARTMENT	91.7	87.0	86.8
BALCH SPRINGS POLICE DEPARTMENT	61.5	68.9	57.5
BRIDGEPORT POLICE DEPARTMENT	9.9	10.3	8.3
CLEBURNE POLICE DEPARTMENT	49.7	43.9	43.1
COCKRELL HILL POLICE DEPARTMENT	3.4	3.3	3.0
COLLIN COUNTY SHERIFF'S OFFICE	259.8	240.7	224.3
COMMERCE POLICE DEPARTMENT	11.1	11.0	11.2
CORSICANA POLICE DEPARTMENT	43.9	50.9	43.9
DECATUR POLICE DEPARTMENT	19.9	22.0	18.0
ELLIS COUNTY SHERIFF'S OFFICE	89.9	88.8	72.0
ERATH COUNTY SHERIFF'S OFFICE	25.0	25.4	22.6
FORNEY POLICE DEPARTMENT	49.7	50.9	46.4
FRISCO POLICE DEPARTMENT	192.2	196.1	174.8
GREENVILLE POLICE DEPARTMENT	58.9	54.5	50.3
HOOD COUNTY SHERIFF'S OFFICE	70.5	73.8	62.5
HUNT COUNTY SHERIFF'S OFFICE	86.9	86.7	82.7
JOHNSON COUNTY ESD	45.1	45.5	39.9
JOHNSON COUNTY SHERIFF'S OFFICE	123.6	123.4	109.5
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	170.2	163.2	160.1
MCKINNEY POLICE DEPARTMENT	#REF!	#REF!	#REF!
MINERAL WELLS POLICE DEPARTMENT	213.6	212.7	209.8
MURPHY POLICE DEPARTMENT	24.2	25.3	22.3
NAVARRO COUNTY SHERIFF'S OFFICE	17.3	17.0	14.6
NORTH ELLIS EMERGENCY DISPATCH	47.0	51.3	41.9
PALO PINTO COUNTY SHERIFF'S OFFICE	77.5	82.7	73.0
PARKER COUNTY HOSPITAL DISTRICT	23.4	21.8	22.3
PARKER COUNTY SHERIFF'S OFFICE	113.0	108.3	97.2
PROSPER POLICE DEPARTMENT	41.0	42.5	33.7
ROCKWALL COUNTY SHERIFF'S OFFICE	65.5	65.5	60.1
ROCKWALL POLICE DEPARTMENT	73.9	83.2	72.3
SACHSE POLICE DEPARTMENT	26.3	24.2	19.7
SEAGOVILLE POLICE DEPARTMENT	39.9	37.2	36.1
SOMERVELL COUNTY SHERIFF'S OFFICE	10.9	12.5	8.9
SPRINGTOWN POLICE DEPARTMENT	6.6	5.2	4.4
STEPHENVILLE POLICE DEPARTMENT	24.8	25.1	19.2
TERRELL POLICE DEPARTMENT	52.0	51.5	52.1
WAXAHACHIE POLICE DEPARTMENT	66.0	67.2	66.6
WEATHERFORD POLICE DEPARTMENT	49.7	50.8	45.6
WILMER POLICE DEPARTMENT	17.2	16.8	17.1
WISE COUNTY SHERIFF'S OFFICE	57.6	61.5	53.0
Total	2388.3	2384.2	2247.4

#2025-12-09
Attachment G

Last Name	First Name	Entity	Appointee Title	12/02/2024	3/12/2025	6/11/2025	9/10/2025
Chambers	Danny	Somervell County	Judge	P	P	P	P
Phillips	Skeet	Kaufman County	Commissioner	P	P	P	A
Garrett	Terry	Rockwall County	Sheriff	P	P	P	P
Butler	Jene	City of Murphy	Councilmember	N/A	P	A	A
Crews	Kerry	Hunt County	Judge (JOP)	P	P	A	P
Deeds	Roger	Hood County	Sheriff	A	P	A	A
Franklin	Rick	City of McKinney	Councilmember	A	P	P	A
Hale	Darrell	Collin County	Commissioner	P	A	P	P
Hernandez	Jose	Dallas Co. Cities (Seagoville)	Councilmember	A	P	A	A
Hodges	Jeff	City of Prosper	Councilmember	A	A	P	A
Huckabee	Brandon	Erath County	Judge	A	P	P	P
Mellema	Cary	Wise County	Sheriff	N/A	P	A	A
Paschall	Paul	Parker County	Mayor	P	A	A	P
Patterson	John "JR"	Palo Pinto County	Sheriff	N/A	P	P	P
Perry	Eddie	Navarro County	Commissioner	A	A	A	A
Schaeffer	Michael	City of Allen	Councilmember	P	P	P	A
Stinson	Randy	Ellis County	Commissioner	P	P	P	P
White	Mike	Johnson County	Commissioner	P	P	P	P
		City of Frisco		Vacant	Vacant	Vacant	Vacant