



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.

DocuSigned by:

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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 December 10, 2025.

Signed by:

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



Item # 2025-12-03

RESOLUTION AUTHORIZING CONTRACTS WITH GOVWORX, INC., INVICTUS APPS INC. (DBA PREPARED), AND RAPIDDEPLOY, INC (A MOTOROLA SOLUTIONS COMPANY) 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.



DocuSigned by:

A handwritten signature in black ink that reads "Danny Chambers".

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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 December 10, 2025.

Signed by:

A handwritten signature in black ink that reads "Skeet Phillips".

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



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,

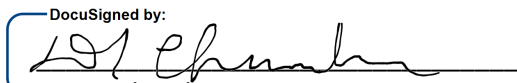
WHEREAS, NCT9-1-1 has complied with State regulations regarding contract and procurement proceedings.

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.

DocuSigned by:

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.

Signed by:

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