



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT

9-1-1 BOARD OF MANAGERS MEETING

Minutes – December 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 12:32 PM on December 10, 2025.

Members of the Board Present:

1. Danny Chambers (President) – County Judge, Somervell County
2. Skeet Phillips (Vice-President) – Commissioner, Kaufman County
3. Terry Garrett (Secretary) – Sheriff, Rockwall County
4. Roger Deeds – Sheriff, Hood County
5. Richard Franklin – Councilmember, City of McKinney
6. Darrell Hale – Commissioner, Collin County
7. Jose Hernandez – Councilmember, City of Seagoville
8. Jeff Hodges – Councilmember, City of Prosper
9. Brandon Huckabee – County Judge, Erath County
10. John Patterson – Sheriff, Palo Pinto County
11. Michael Schaeffer – Councilmember, City of Allen
12. Randy Stinson – Commissioner, Ellis County
13. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Dr. Jene Butler – Councilmember, City of Murphy
2. Kerry Crews – Judge (JOP), Hunt County
3. Cary Mellema – Sheriff, Wise County
4. Paul Paschall – Mayor, Parker County
5. Eddie Perry – Commissioner, Navarro County

Members of NCT9-1-1 Staff Present:

1. Todd Little – NCTCOG/NCT9-1-1 Executive Director
2. Christy Williams – Director of NCT9-1-1
3. Steven Gorena – 9-1-1 Field Support Supervisor
4. Victoria Griffin – 9-1-1 Administrative Assistant
5. Rodger Mann – 9-1-1 Chief Innovation Officer
6. Kristin McKinney – 9-1-1 Media Coordinator
7. Deborah Orlor – 9-1-1 Temporary Scrum Master
8. Hilaria Perez – 9-1-1 Admin Program Coordinator
9. LeAnna Russell – 9-1-1 Data Manager
10. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
11. Jason Smith – 9-1-1 Operations Manager
12. Emily Tijerina – 9-1-1 ECC Regional Coordinator
13. Christopher Woodruff – 9-1-1 Systems Administrator

Members of the NCTCOG (Fiscal/Administrative Support) Present:

1. Monte Mercer – NCTCOG Deputy Director
2. Shala Geer-Smith – NCTCOG Administrative Program Coordinator
3. Ken Kirkpatrick – Counsel for NCT9-1-1
4. Maggie Lira – NCTCOG Controller
5. James Powell – Deputy Counsel for NCT9-1-1
6. Randy Richardson – NCTCOG Assistant Director of Finance
7. Megan Short – NCTCOG Fiscal Manager
8. Caroline Vandergriff – NCTCOG Public Affairs and Communication Officer

REGULAR SESSION

Action:

Item 1 Approval of the September 10, 2025, Minutes

President Danny Chambers stated that the minutes to be approved were from the September 10, 2025, Board meeting.

Attachment A

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

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

The Board 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.

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.

Attachment B

Upon a motion by Commissioner Darrell Hale (seconded by Councilmember Hernandez) and by unanimous vote of all members present, the Board approved the resolution as presented.

Item 3 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. 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.

NCT9-1-1 requested Board approval to contract 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.

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

Item 4 Resolution Authorizing 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 requested Board approval to amend the FY 2026 contract with CyraCom International, Inc. in an amount not to exceed \$200,000.

Upon a motion by Councilmember Jose Hernandez (seconded by Councilmember Richard Franklin) 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 twelve months ending September 2025.

Attachment C

Item 6 Overview of County Endorsement Strategy for Fee Increase Initiative

LeAnna Russell provided an overview of the need to evaluate adjustments to the current 9-1-1 fee structure. She noted that the existing fee was established more than thirty (30) years ago and has not been modified since that time. She also explained that the transition to Next Generation Core Services (NGCS) has significantly increased costs and shifted many technology services toward a software-as-a-service (SaaS) model, which requires ongoing subscription payments for the life of the system. Staff indicated that a template resolution will be brought to the Board for consideration, which, if approved, would be provided to member counties and cities for adoption.

Item 7 Transmitting Requests for Emergency Aid

LeAnna Russell reported that the statute only allows transferring emergency requests to private entities with board and jurisdiction approval, this allows the board approval for ECCs to bring any future service provider changes to their approval.

Item 8 FIFA Update

Rodger Mann presented a FIFA update, including how many games will be played in the Metroplex and which teams will participate.

Item 9 Director’s Report

Staff Service Awards – NCT9-1-1 celebrated the anniversaries of Kristin Mckinney, Chris Woodruff, as well as Jessie Shadowens-James.

Attachment D

Positions Up for Appointment/Reappointment – The following Positions require appointment/reappointment prior to the March 2026 meeting.

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

Meeting Dates for Calendar Year 2026 – The Board agreed to the following meeting dates for 2026.

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

2025 Early Adopter Summit – A summary of the 2025 Early Adopter Summit was provided, where public safety agencies and technology partners shared insights on implementing next-generation 9-1-1 technologies and innovative practices.

2026 9-1-1 Gala – The Board was briefed about the 2026 event to recognize telecommunicators.

Building Updates – The Board was made aware that the process has started to locate a building for NCT9-1-1. As critical infrastructure, this change is necessary.

Next Generation Core Services Update

Accomplishments

Attachment E

Quarterly Reporting – 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 10 Calendar/Future Items

Item 11 Adjourn

Upon a motion by Commissioner Skeet Phillips (seconded by County Judge Brandon Huckabee) and by unanimous vote of all members present, the meeting was adjourned at 1:41 PM.

Next Meeting: March 11, 2026