



**North Central Texas Emergency Communications District  
Board of Managers Meeting**

June 10, 2026  
12:30 PM

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

REGULAR SESSION

- Call to order time: \_\_\_\_\_
- Welcome and Introductions

PUBLIC COMMENT ON AGENDA ITEMS (Must be physically present)

Members of the public may comment on any item(s) on today's agenda at this time. If speaking, please announce your name, city of residence, and the agenda item(s) on which you are commenting. A maximum of three (3) minutes is permitted per speaker. At the conclusion of this item, no further opportunities for public comment will be provided for the duration of the meeting.

ACTION ITEMS

1. Approval of the March 11, 2026, Meeting Minutes – President, Skeet Phillips
2. Resolution Adopting Revisions to NCT9-1-1 Policy ADM 2.8: Boundary Changes and Annexations – LeAnna Russell
3. Resolution Authorizing a Contract with Verizon Wireless for Wireless Communication Services – Tommy Tran
4. Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licensing Maintenance Services – Tommy Tran

INFORMATIONAL ITEMS

5. FIFA Update – Rodger Mann
6. Quarterly Financial Report – Megan Short
7. Director's Report – Christy Williams
  - a. Call Handling Equipment – Workstation Utilization
  - b. Call Handling Equipment – Special Meeting
  - c. SS4A Update – New Application
  - d. Legislative Update
  - e. Strategic Visioning 2050 Process
  - f. Next Generation Core Services Update
  - g. Accomplishments
  - h. Quarterly Reporting
  - i. Attendance
  - j. Additional Items of Community Interest



8. Adjourn

Next Meeting: September 9, 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 – March 11, 2026  
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 12:31 PM on March 11, 2026

**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. Dr. Jene Butler – Deputy Mayor Pro Tem, City of Murphy
5. Patrick Cloutier – Councilmember, City of McKinney
6. Roger Deeds – Sheriff, Hood County
7. Darrell Hale – Commissioner, Collin County
8. Jose Hernandez – Councilmember, City of Seagoville
9. Jeff Hodges – Councilmember, City of Prosper
10. John Patterson – Sheriff, Palo Pinto County
11. Randy Stinson – Commissioner, Ellis County
12. Mike White – Commissioner, Johnson County

**Members of the Board Absent:**

1. Kerry Crews – Judge (JOP), Hunt County
2. Brandon Huckabee – County Judge, Erath County
3. Cary Mellema – Sheriff, Wise County
4. Paul Paschall – Mayor, Parker County
5. Eddie Perry – Commissioner, Navarro County
6. Michael Schaeffer – Councilmember, City of Allen

**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. Deborah Orlor – 9-1-1 Technical Project Administrator
7. Hilaria Perez – 9-1-1 Admin Program Coordinator
8. LeAnna Russell – 9-1-1 Data Manager
9. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
10. Tommy Tran – 9-1-1 Chief Technology Officer

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

1. Shala Geer-Smith – NCTCOG Administrative Program Coordinator
2. Ken Kirkpatrick – Counsel for NCT9-1-1
3. Maggie Lira – NCTCOG Controller
4. James Powell – Deputy Counsel for NCT9-1-1
5. Randy Richardson – NCTCOG Director of Administration
6. Megan Short – NCTCOG Fiscal Manager

**REGULAR SESSION**

**Action:**

**Item 1 Approval of the December 10, 2025, Minutes**

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

Attachment A

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

**Item 2 Resolution Endorsing a Contract with RapidDeploy, Inc. (a Motorola Solutions Company) for RadiusPlus and Associated 9-1-1 AI Services**

At its December 2025 Board meeting, the Board of Managers authorized a one-year pilot agreement with RapidDeploy, Inc. as part of NCT9-1-1's broader 9-1-1 AI Translation and Transcription pilot initiative in preparation for the upcoming FIFA World Cup. This action authorized staff to implement and evaluate RapidDeploy's RadiusPlus mapping and related AI-enabled capabilities alongside two other pilot vendors in order to measure operational impact, system performance, and overall value to the District.

In subsequent negotiations with RapidDeploy, Inc., NCT9-1-1 staff secured preferential multi-year pricing for up to four additional years (Years 2–5) should the District determine that continuation of services is beneficial following the pilot year. Because RapidDeploy, Inc. was recently acquired, staff determined that securing favorable long-term pricing during the initial negotiation was prudent, as comparable pricing may not be available in the future.

NCT9-1-1 requested Board approval to contract with RapidDeploy, Inc. (a Motorola Solutions Company) for RadiusPlus and Associated 9-1-1 AI Services for a maximum five (5) year term and in an amount not to exceed \$650,000.

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

**Item 3 Resolution Supporting a Statewide Wireless 9-1-1 Service Fee Adjustment and Sustainable Funding Model for Next Generation 9-1-1 AI Services**

NCT9-1-1, in accordance with requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for providing reliable 9-1-1 service to residents and visitors throughout our region. Emergency Communication Districts do not have authority to levy property taxes and rely solely on state-authorized service fees to fund the operation, cybersecurity protection, maintenance, and modernization

of critical 9-1-1 infrastructure. The fee has remained at \$0.50 per device since 1997, despite significant increases in technology, cybersecurity, and operational costs, as well as the Legislature's mandate to implement Next Generation 9-1-1 (NG911) statewide by September 2025 without a corresponding long-term funding solution.

In preparation for the 90th Texas Legislative Session, staff suggests the Board formally support a statewide wireless 9-1-1 fee adjustment and sustainable funding model for NG911. Staff also requested member jurisdictions within the NCT9-1-1 service area consider adopting a similar position and prepared a template resolution for distribution. The template is intended to provide a consistent, regionally coordinated approach for member jurisdictions to formally express support for a funding strategy that ensures the continued operation, maintenance, cybersecurity protection, resiliency, and modernization of the regional emergency communications system, including ongoing NG911 enhancements and technology upgrades. Resolutions adopted by member jurisdictions, together with the Board's formal support, will be utilized to demonstrate broad regional support for a fee adjustment and sustainable 9-1-1 funding to the Legislature.

#### Attachment B

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

#### **Item 4 Resolution to Accept and Acknowledge Receipt of the Annual Financial Report for the Fiscal Year Ending September 30, 2025**

NCT9-1-1, in accordance with the requirements outlined in Chapter 772 of the Texas Health and Safety Code, is responsible for administering 9-1-1 service within its service area. Section 772.610 requires an annual report to include amount and source of receipts, expenditures, and the results of an audit prepared by an independent certified public accountant. The North Central Texas Council of Governments (NCTCOG), acting as fiscal and administrative agent of the District, procured financial audit services to be completed regarding the District's fiscal year 2025 fiscal transactions.

NCT9-1-1's Annual Comprehensive Financial Report, including the single audit report and the accompanying independent auditor's report for the fiscal year ended September 30, 2025, were presented for acceptance and acknowledgment by the Board of Managers. Representatives from NCTCOG's independent auditing firm, Patillo Brown & Hill, LLP, were available to review the reports with Board members.

#### Attachment C

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

#### **Item 5 Election of NCT9-1-1 Board of Managers Officers**

In accordance with Section 2.6 of the North Central Texas Emergency Communications District (NCT9-1-1) Bylaws, the officers of the Board shall be President, Vice-President, and Secretary, who shall be elected by the Board at the first meeting of each calendar year. Elected officers shall hold office for one (1) year, said term to begin immediately following the aforementioned meeting and continuing until the next election or until such time a replacement has been elected. If both President and Vice-President are absent at any meeting, Board members in attendance shall designate a presiding officer pro tem.

#### President

- Attend all Board of Managers meetings
- Oversee Board of Managers meetings
- Call special meetings as necessary

Vice-President

- Attend all Board of Managers meetings
- Understand the responsibilities of the Board President and be able to perform these duties in the President's absence

Secretary

- Attend all Board of Managers meetings
- Perform roll call and confirm the presence of a quorum at meetings
- Review Board of Managers minutes

The following individuals have expressed interest in being considered for election to serve as officers for the March 2026 - March 2027 term:

President – Commissioner Skeet Phillips, Kaufman County

Vice-President – Sheriff Terry Garrett, Rockwall County

Secretary – County Judge Brandon Huckabee, Erath County

Upon a motion by Commissioner Randy Stinson (seconded by Council member Jose Hernandez) and by unanimous vote of all members present, the Board approved the resolution as presented.

**INFORMATIONAL ITEMS**

**Item 6 FIFA Update**

Steven Gorena presented a FIFA update on behalf of Rodger Mann, covering match dates and durations, high-profile players, and communication support during the games.

**Item 7 Quarterly Financial Report**

Megan Short presented the Financial Status Report which included the twelve (12) months ending December 2025.

Attachment D

**Item 8 Director's Report**

Board Service Recognition – Congratulated councilmember Jeff Hodges for 10 years on the Board Committee. Welcomed new Board member councilmember Patrick Cloutier from City of McKinney.

Legislative Update – Informed Board Members that Legislation will be voted this month.

Strategic Visioning 2050 Process –

- 9-1-1 Stakeholder – NCTCOG contracted with Civic Solutions to conduct a Vision 2050 exercise and planning. NCT9-1-1 will receive a separate report as part of this process.
- Building Update – NCT9-1-1 will continue to work with NCTCOG administration and the Regional Police Academy on potential locations, while refining requirements and preparing to engage a broker to explore market conditions, timing, growth plans, and building investment.

Next Generation Core Service Update – NCT9-1-1 is now down to the last three vendors for OSP migration.

Call Handling Equipment – Workstation Utilization – RFP was released the week of the Board Meeting.

Accomplishments – NCT9-1-1 accomplishments and achievements were reviewed for the period of

Attachment E

Quarterly Report – Quarterly reporting for the previous quarter was included in the review.

Attachment F

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

Attachment G

**OTHER BUSINESS**

**Item 10 Calendar/Future Items**

**Item 11 Adjourn**

The meeting was adjourned at 1:18 PM

Next Meeting: June 10, 2026



**North Central Texas Emergency Communications District**

**Item # 2026-06-02**

Meeting Date: June 10, 2026

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

Item Title: Resolution Adopting Revisions to NCT9-1-1 Policy ADM 2.8: Boundary Changes and Annexations

The North Central Texas Emergency Communications District (NCT9-1-1) Board of Managers originally approved Policy ADM 2.8, *Boundary Changes and Annexations*, in December 2021 to outline requirements and procedures for how boundary changes are made within NCT9-1-1's 9-1-1 systems.

The proposed revisions update the policy to align with Next Generation 9-1-1 (NG9-1-1) standards by emphasizing GIS-based service boundaries and modern, location-driven call routing practices rather than legacy 9-1-1 concepts. The changes also reflect the District's current operational structure by consolidating responsibility for boundary management under the GIS Team, which improves clarity, efficiency, and accountability in the boundary change process.

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 # 2026-06-02

**RESOLUTION ADOPTING REVISIONS TO NCT9-1-1 POLICY 2.8: BOUNDARY CHANGES AND ANNEXATIONS**

**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 2.8, *Boundary Changes and Annexations*, in December 2021; and,

**WHEREAS**, NCT9-1-1 staff recommends updating ADM 2.8 to align with Next Generation 9-1-1 (NG9-1-1) standards by emphasizing GIS-based service boundaries and modern, location-driven call routing practices rather than legacy 9-1-1 concepts; and,

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

**NOW, THEREFORE, BE IT RESOLVED THAT:**

**Section 1.** The Board of Managers adopts the revisions to the NCT9-1-1 Policy: *Boundary Changes and Annexations* (ADM 2.8), as shown in Attachment B attached hereto.

**Section 2.** This resolution shall be in effect immediately upon adoption.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 10, 2026.

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Brandon Huckabee  
North Central Texas Emergency Communications District  
Judge, Erath County



600 Six Flags Drive, Centerpoint Three  
P.O. Box 5888 | Arlington, Texas 76005-5888  
Phone: 817-695-9200  
E-mail: 911Projects@NCT911.org  
In Partnership with the North Central Texas Council of Governments

**POLICY NUMBER:**  
ADM 2.8

<b>Policy Name:</b> Boundary Changes and Annexations	<b>Description:</b> <a href="#">This policy outlines how boundary changes within the 9-1-1 systems will be made.</a> <a href="#">This policy outlines how NG9-1-1 service boundary changes within the GIS-based 9-1-1 environment will be requested, reviewed, approved, and implemented.</a>
<b>Date of Approval:</b> 12/02/2021	<b>Revision History:</b> v.1.0 12/02/2021 <a href="#">v.2.0 05/19/2026</a>
<b>Effective Date:</b> 12/02/2021	<b>Scheduled for Review:</b>
<b>Policy Topic:</b> Boundary Changes	<b>Administering Department:</b> North Central Texas Emergency Communications District

**POLICY STATEMENTS:** The District is responsible for maintaining 9-1-1 systems-Next Generation 9-1-1 (NG911) GIS data layers and service boundaries throughout the NCT9-1-1 service area. Boundary accuracy is essential for routing of 9-1-1 calls (voice) and requests for service (data)-standards-based location validation, call delivery, and routing of voice, text, and other NG9-1-1 requests for service to the appropriate Public Safety Answering Point and responding agencies .

NCT9-1-1 NG911 GIS data includes the following service boundary layers:

- County
- Law, Fire, and Medical
- ~~MSAG Community~~
- ~~ECC~~
- PSAP

**DEFINITIONS AND AUTHORIZATIONS:**

*Court Order* – Any legal document from a Commissioner’s Court, a municipality annexation resolution, or orders from a county court at law or district court.

*Master Service Address Guide (MSAG) Boundary*—Boundary based on a community as identified in the MSAG-

Service Boundary – A GIS representation of the geographic area used in the NG911 environment to support location-based validation and routing for emergency communications and dispatch-related functions.

**ACTIONS REQUIRED:**

Any requests for service boundary changes must be submitted sixty (60) calendar days prior to the desired activation- implementation date. NCT9-1-1 GIS service boundaries will be changed-updated only under the following conditions:

- I. County Boundaries
  - i) By court order (if between two counties, a court order from both counties is required to make any changes to the boundaries); or
  - ii) By legislative statute.

II. Law, Fire, and Medical Boundaries

By change request submitted on department letterhead to NCT9-1-1 and signed by the department head (if the law, fire, and/or medical boundary change is requested by a public agency, then a letter from the surrendering public agency and receiving public agency on letterhead and signed by the department head is needed).



III. ~~MSAG~~ Community [and Jurisdictional Service](#) Boundaries

i) By an annexation ordinance.

IV. ~~ECC/PSAP~~ Boundaries

i) By an annexation ordinance; or,

ii) If the ~~ECC/PSAP~~ boundary change is requested by a Public Agency, a letter from the surrendering ~~ECC/PSAP~~ and receiving ~~ECC/PSAP~~ on letterhead and signed by the department head.

**Steps to change boundaries**

- I. Public agency(ies) provide required documentation to [911DataTeam@NCT911.org](mailto:911DataTeam@NCT911.org) ~~for the proposed~~ [NG9-1-1 GIS service boundary change to 911GISTeam@nct911.org](#).
- II. ~~Data~~ GIS Team provides notice to [Strategic Business](#) Services Team.
- III. [Strategic Business](#) Services Team files documentation as part of the program records.
- IV. GIS Team works with the appropriate addressing authority to confirm changes are applied.
- V. ~~Data~~ GIS Team provides notification [when updated GIS data has been published data to](#) [for NG911 operational use by](#) ~~to~~ affected public agency(ies).

**RELATED POLICIES/RESOURCES:**

**INQUIRIES:** Direct questions regarding this policy to [911DataTeam@NCT911.org](mailto:911DataTeam@NCT911.org) [911GISTeam@NCT911.org](mailto:911GISTeam@NCT911.org).

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**Approved**

Todd Little

[Mike Eastland](#)

Executive Director

North Central Texas Emergency Communications District



## North Central Texas Emergency Communications District

Item # 2026-06-03

Meeting Date: June 10, 2026

Submitted By: Tommy Tran  
Chief Technology Officer

Item Title: Resolution Authorizing a Contract with Verizon Wireless for Wireless Communication Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with Verizon Wireless for wireless communication services supporting emergency communications infrastructure.

Verizon provides a secure wireless connection that serves two important functions for NCT9-1-1 operations:

1. Remote Support Connectivity – The service allows authorized technical staff to securely access and support emergency communications systems remotely when needed, helping reduce downtime and improve response to technical issues.
2. Emergency Backup Communications Path – The wireless network also serves as an additional backup path for 9-1-1 call delivery. In the event primary and secondary network connections become unavailable, this service can provide a last-resort communications pathway to help maintain continuity of emergency call handling operations.

The use of this service improves the resiliency and reliability of NCT9-1-1's emergency communications network and supports continuity of operations for participating Emergency Communications Centers (ECCs).

NCT9-1-1 currently utilizes Verizon Wireless for these services. Verizon Wireless' services are available through the Texas Department of Information Resources Cooperative Contracts Program (DIR) under contract DIR-TELE-CTSA-003. Staff requests approval of a new contract with Verizon Wireless for these services in an amount not to exceed \$150,000.

A draft resolution is attached for the Board's consideration. I will be available to answer any questions at the Board meeting.



Item # 2026-06-03

**RESOLUTION AUTHORIZING A CONTRACT WITH VERIZON WIRELESS FOR WIRELESS COMMUNICATION 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**, the resiliency and reliability of NCT9-1-1's emergency communications network is critical for the operations and support of participating Emergency Communications Centers; and,

**WHEREAS**, NCT9-1-1 currently utilizes Verizon Wireless, for wireless communications services supporting emergency communications infrastructure; and

**WHEREAS**, staff is recommending a new contract with Verizon Wireless in an amount not to exceed \$150,000 utilizing the Texas Department of Information Resources Cooperative Contracts Program (DIR) contract DIR-TELE-CTSA-003; 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 Verizon Wireless for wireless communications services in an amount not to exceed \$150,000, 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 10, 2026.

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Brandon Huckabee  
North Central Texas Emergency Communications District  
Judge, Erath County



**North Central Texas Emergency Communications District**

**Item # 2026-06-04**

Meeting Date: June 10, 2026

Submitted By: Tommy Tran  
Chief Technology Officer

Item Title: Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licensing Maintenance Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into an agreement with SHI for annual Microsoft licensing maintenance services supporting the District's technology infrastructure.

The Microsoft products included under this agreement support foundational systems that are essential to NCT9-1-1 operations, including:

1. Windows Server Licensing – Supports core server infrastructure, authentication services, system administration, and application hosting throughout the District environment.
2. Microsoft SQL Enterprise Database Management Licensing – Supports enterprise database services utilized by critical applications and operational systems that support emergency communications services.

These products provide the underlying technology framework required to maintain secure, reliable, and supported operational systems throughout the District. Microsoft licensing maintenance services are available through the Texas Department of Information Resources Cooperative Contracts Program (DIR) under contract DIR-CPO-5237. Staff requests approval of a contract with SHI Government Solutions for Microsoft licensing maintenance services in an amount not to exceed \$250,000.

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

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



Item # 2026-06-04

**RESOLUTION AUTHORIZING A CONTRACT WITH SHI GOVERNMENT SOLUTIONS FOR MICROSOFT LICENSING MAINTENANCE 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**, Microsoft server and database management products are part of the foundational systems supporting District operations and emergency communications infrastructure; and,

**WHEREAS**, Microsoft licensing maintenance services are available through SHI Government Solutions under the Texas Department of Information Resources Cooperative Contracts Program (DIR) contract DIR-CPO-5237; and,

**WHEREAS**, staff is recommending a new contract with SHI Government Solutions for Microsoft licensing maintenance services in an amount not to exceed \$250,000; 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 SHI Government Solutions for Microsoft licensing maintenance services in an amount not to exceed \$250,000, 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.

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

I hereby certify that this Resolution was adopted by the Board of Managers of the North Central Texas Emergency Communications District on June 10, 2026.

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Brandon Huckabee  
North Central Texas Emergency Communications District  
Judge, Erath County



**FINANCIAL STATUS REPORT  
GENERAL FUND/OPERATING  
FOR SIX MONTHS ENDING: MARCH 31, 2026**

<b>TOTAL RESOURCES AVAILABLE:</b>						
Resources Category	Revenue Budget	6 Mo Target	Actual Revenue	March 2025 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
<b>Revenue (1)</b>						
Wireless	12,100,000	6,050,000	6,564,839	5,929,965	514,839	109%
Landline	1,200,000	600,000	598,728	665,365	(1,272)	100%
Interest	720,000	360,000	439,727	460,384	79,727	122%
Other Revenue	177,390	88,695	288,164	613,989	199,469	325%
<b>Subtotal Revenue</b>	<b>14,197,390</b>	<b>7,098,695</b>	<b>7,891,458</b>	<b>7,669,703</b>	<b>792,763</b>	<b>111%</b>
Capital Replacement Fund Balance	93,000	46,500	-	-	(46,500)	0%
<b>Total Resources Available</b>	<b>14,290,390</b>	<b>7,145,195</b>	<b>7,891,458</b>	<b>7,669,703</b>	<b>746,263</b>	<b>110%</b>

<b>EXPENDITURES:</b>						
<b>NCT9-1-1 STAFF COSTS (2)</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,888,780	1,444,390	1,128,728	1,131,066	(315,662)	78%
Fringe Benefits	1,380,837	690,419	530,910	540,615	(159,509)	77%
NCTCOG Indirect Costs	755,722	377,861	293,756	295,888	(84,105)	78%
Occupancy	458,744	229,372	224,744	217,500	(4,628)	98%
NCTCOG Information Technology	251,536	125,768	123,230	105,075	(2,538)	98%
Travel	173,789	86,895	20,222	30,832	(66,673)	23%
Other Staff Costs	504,482	252,241	111,254	62,393	(140,987)	44%
<b>Total NCT9-1-1 Staff Costs</b>	<b>6,413,890</b>	<b>3,206,946</b>	<b>2,432,843</b>	<b>2,383,369</b>	<b>(774,103)</b>	<b>76%</b>

<b>FISCAL AGENT SUPPORT (3)</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	419,420	209,710	168,069	195,348	(41,641)	80%

<b>COST OF OPERATIONS (4)</b>						
Categories	Budget	6 Mo Target	Actual Expenditures	March 2025 Actual Expenditures*	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	4,979,160	2,489,580	2,491,965	899,305	2,385	100%
Equipment and Software Supp & Maint	575,090	287,545	273,010	12,728	(14,535)	95%
Contract Services	636,600	318,300	120,655	8,761	(197,645)	38%
Communications (Public Education)	139,500	69,750	24,197	32,139	(45,553)	35%
ECC Training	46,500	23,250	12,831	9,033	(10,419)	55%
County Reimbursements	380,000	190,000	155,653	282,749	(34,348)	82%
Telco	607,230	303,615	257,798	38,017	(45,817)	85%
<b>Total Cost of Operations</b>	<b>7,364,080</b>	<b>3,682,040</b>	<b>3,336,109</b>	<b>1,282,732</b>	<b>(345,931)</b>	<b>91%</b>

<b>CAPITAL EXPENDITURES (5)</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	93,000	46,500	-	94,157	(46,500)	0%

<b>TOTAL EXPENDITURES</b>						
Category	Budget	6 Mo Target	Actual Expenditures	March 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
<b>Totals</b>	<b>14,290,390</b>	<b>7,145,196</b>	<b>5,937,021</b>	<b>3,955,606</b>	<b>(1,208,175)</b>	<b>83%</b>

\*Proposition 8 funding was utilized during fiscal year 2025 to cover Network, Equipment, Contract Services, and Telco costs. During the first half of FY2025, Proposition 8 costs totaled \$3,292,903.



**FINANCIAL STATUS REPORT  
SPECIAL REVENUE FUND/GRANT (CSEC)  
COSTS THROUGH MARCH 31, 2026**

<b>TOTAL REVENUE:*</b>					
Revenue Category	Revenue Grant Budget	FY26 Revenue	Total Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,702	446,274	8,632,539	357,163	96%
<b>Total Revenue</b>	<b>8,989,702</b>	<b>446,274</b>	<b>8,632,539</b>	<b>357,163</b>	<b>96%</b>

<b>EXPENDITURES:</b>					
Category	Grant Budget	FY26 Expenditures	Total Expenditures	Grant Budget Remaining	% of Grant Expended
Network	7,003,080	140,267	6,697,350	305,730	96%
Geographic Information System	1,342,082	290,000	1,338,982	3,100	100%
ECC Call Handling Systems & Application	173,955	-	173,955	-	100%
Operational Planning	470,585	16,007	422,252	48,333	90%
<b>Total Expenditures</b>	<b>8,989,702</b>	<b>446,274</b>	<b>8,632,539</b>	<b>357,163</b>	<b>96%</b>

\* The 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 fund will be replenished with CSEC funding once it's received.



**FINANCIAL STATUS REPORT  
CONSOLIDATED**

FOR SIX MONTHS ENDING: MARCH 31, 2026

<b>REVENUE</b>			
Resources Category	Special Revenue Fund Grant (CSEC)	General Fund/Operating Revenue	Grand Total
Wireless	-	6,564,839	6,564,839
Landline	-	598,728	598,728
Interest	-	439,727	439,727
Other Revenue	-	288,164	288,164
Proposition 8 Funding (CSEC)	-	-	-
Grant Funding (CSEC)	446,274	-	446,274
<b>Total Revenue</b>	<b>446,274</b>	<b>7,891,458</b>	<b>8,337,732</b>

**EXPENDITURES:**

<b>NCT9-1-1 STAFF COSTS</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Salaries	-	1,128,728	1,128,728
Fringe Benefits	-	530,910	530,910
NCTCOG Indirect Costs	-	293,756	293,756
Occupancy	-	224,744	224,744
NCTCOG Information Technology	-	123,230	123,230
Travel	-	20,222	20,222
Other Staff Costs	-	111,254	111,254
<b>Total NCT9-1-1 Staff Costs</b>	<b>-</b>	<b>2,432,843</b>	<b>2,432,843</b>

<b>FISCAL AGENT SUPPORT</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Administrative, Legal Support	-	168,069	168,069

<b>COST OF OPERATIONS</b>			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
9-1-1 Network	-	2,491,965	2,491,965
Equipment and Software Supp & Maint	-	273,010	273,010
Contract Services	-	120,655	120,655
Communications (Public Education)	-	24,197	24,197
ECC Training	-	12,831	12,831
County Reimbursements	-	155,653	155,653
Telecom	-	257,798	257,798
<b>Total Cost of Operations</b>	<b>-</b>	<b>3,336,109</b>	<b>3,336,109</b>

<b>COST OF GRANT OPERATIONS</b>			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Network	140,267	-	140,267
Geographic Information System	290,000	-	290,000
ECC Call Handling Systems & Application	-	-	-
Operational Planning	16,007	-	16,007
<b>Total Cost of Operations</b>	<b>446,274</b>	<b>-</b>	<b>446,274</b>

<b>CAPITAL EXPENDITURES</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Capital Expenditures	-	-	-
Estimated Capital Replacement Contribution	-	-	-
<b>Total Capital Expenditures</b>	<b>-</b>	<b>-</b>	<b>-</b>

<b>TOTAL EXPENDITURES</b>			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
<b>Totals</b>	<b>446,274</b>	<b>5,937,021</b>	<b>6,383,295</b>

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	<p>Total Revenues are 110% of the 6 month target</p> <ul style="list-style-type: none"> <li>A. Wireless revenue - (109% of target) State bases allocation on cell phone billing address. Our region's population has increased and thus the wireless revenue allocation has increased by approximately 3%.</li> <li>B. Landline revenue - (100% of target) Landline revenue is on target for the fiscal year. The year over year decrease is expected as landline usage continues to decrease.</li> <li>C. Interest revenue - (122% of target) Interest revenue is \$80,000 greater than expected for the quarter as interest rates of return remain high for the beginning of FY 2026.</li> <li>D. Other Revenue - (325% of target) Additional settlement funding was carried forward and recognized in FY 2026. This accounts for \$55,000 of the variance. Unbudgeted revenue from NCTCOG Transportation department for AI Translation services related to FIFA account for \$54,750 of the variance. Target is 50% of the total annual budget. Revenue will continue to exceed target throughout the year.</li> </ul>
2	NCT9-1-1 Staff Costs	<p>Costs total 76% of the 6 month target</p> <ul style="list-style-type: none"> <li>A. Salaries, fringe benefits and indirect costs - (78% of target) These costs are below target primarily due to equivalent of four (4) unfilled full-time positions and two (2) part-time intern positions were vacant during this period.</li> <li>B. Travel - (23% of target) Travel is below target for the 2nd quarter, however, it is expected to increase as the year progresses.</li> <li>C. Other Staff Costs - (44% of target) Annual payment to reimburse 9-1-1 Alliance is not paid until the end of the fiscal year. On a straight-line target, this amounts to \$62,500 of the variance.</li> </ul> <p>Below budget facilities costs account for \$45,000 of the variance. These costs will likely remain under budget for the fiscal year as some budgeted building renovation projects have been delayed.</p>
3	Fiscal Agent Support	<p>Costs total 80% of the 6 month target</p> <ul style="list-style-type: none"> <li>A. Salaries and salary related costs accounted for \$44,000 of the budget variance. This decrease relates to a less staff time utilized for these support services.</li> </ul>
4	Cost of Operations	<p>Costs total 91% of the 6 month target.</p> <ul style="list-style-type: none"> <li>A. Network - (100% of target) This budget category will likely exceed target by fiscal year-end due to unforeseen additional data center move costs. However, overall costs are expected to be within the total Board Authorized amount of \$14,290,390.</li> <li>B. Equipment and Software - (95% of target) Annual payments for several softwares account for this variance. These costs are expected to approach target by fiscal year-end.</li> <li>C. Contract Services - (38% of target) <ul style="list-style-type: none"> <li>1. Strategic and Geographic Information System consultant costs account for \$74,250 of the variance. These costs are anticipated to remain below target for the fiscal year.</li> <li>2. AI Language Interpretation Services account for \$60,250 of the variance. This project is expected to approach target as the year progresses.</li> <li>3. Professional Service costs account for \$29,000 of the variance. This cost is anticipated to remain below target for the fiscal year.</li> </ul> </li> <li>D. Communications (Public Education) - (35% of target) Costs are expected to approach target by fiscal year-end.</li> <li>E. Emergency Communication Center (ECC) Training - (55% of target) Costs are expected to remain below target for the fiscal year due to the cancellation of summer training sessions driven by FIFA scheduling.</li> <li>F. County Reimbursements - (82% of target) There were two Recorder Reimbursements and half of the year's County Addressing Disbursements processed during the first half of the fiscal year. Costs are expected to approach target by fiscal year-end.</li> <li>G. Telco - (85% of target) Costs are expected to remain below target by fiscal year-end due to the Outside Plant (OSP) migration.</li> </ul>
5	Capital Expenditures	<p>Costs total 0% of the 6 month target. Capital costs will be paid in later quarters.</p>



**Attachment D**  
**Accomplishments**  
**March 2026-May 2026**

Staff achieved the following during the previous period:

Operations & Public Engagement

**1. ECC Leadership Summit**

Hosted the inaugural ECC Leadership Summit with 37 representatives from 23 Emergency Communications Centers participating in collaborative discussions on regional priorities and leadership development.

**2. 9-1-1 Awards Banquet**

Hosted the annual 9-1-1 Awards Banquet to recognize outstanding achievements and service by 9-1-1 telecommunicators throughout the region.

**3. Community Engagement Event**

Participated in a Weatherford ISD career fair to promote awareness of emergency communications careers and public safety opportunities.

**4. ECC Supervisor Meeting**

Hosted the quarterly ECC Supervisor Meeting with representatives from 29 Emergency Communications Centers.

**5. Regional Telecommunicator Academy Class #020**

Completed all required activities for Regional Telecommunicator Academy Class #020 and graduated nine licensed 9-1-1 telecommunicators.

**6. TERT Training Delivery**

Hosted Texas Emergency Response Taskforce (TERT) Basic Awareness and Team Leader courses, providing training opportunities for public safety personnel from across the state.

**7. TAG Team Meeting**

Hosted the quarterly TAG Team meeting to support collaboration and information sharing among participating ECCs.

**8. ECC Recognition Ceremonies**

Attended recognition ceremonies honoring telecommunicators for exceptional service, career milestones, and life-saving contributions.

**9. CPR and ACD Training**

Hosted CPR and Automated Cardiac Dispatch training for regional 9-1-1 telecommunicators to enhance emergency medical response capabilities.

**10. CISM Support Services**

Provided Critical Incident Stress Management (CISM) support and peer assistance for telecommunicators following critical incidents.



## Training & Professional Development

### **11. Texas Emergency Management Conference Participation**

Participated in the Texas Emergency Management Conference to enhance emergency management knowledge and strengthen professional partnerships.

### **12. Texas Public Safety Conference Participation**

Attended the Texas Public Safety Conference to engage with public safety leaders and learn about emerging trends and initiatives.

### **13. Transforming Local Government Conference Participation**

Participated in the Transforming Local Government Conference focused on innovative practices and organizational effectiveness.

### **14. Mental Health Summit Participation**

Attended a regional Mental Health Summit to gain insights into mental wellness resources and support strategies.

### **15. APCO Staffing and Retention Course Completion**

Completed APCO's Staffing and Retention for ECCs course to strengthen workforce planning and employee retention strategies.

### **16. Critical Incident Stress Management Instructor Certification**

Completed instructor certification through the International Critical Incident Stress Foundation, expanding regional training capabilities.

### **17. Google Project Management Certificate Progress**

Successfully completed an additional course toward the Project Management Certificate program.

## GIS & Data Initiatives

### **18. Public Safety Indoor Mapping and Location Tracking Roundtable**

Participated in a federal stakeholder roundtable and geospatial conference focused on advancing indoor mapping and responder location technologies.

### **19. FME Phase II Project Kickoff**

Initiated Phase II of the FME project in partnership with vendor to further enhance GIS workflow automation and data management capabilities.

### **20. 3D Indoor Mapping Data Expansion**

Added 3D indoor floor plans for additional school facilities to the regional basemap, improving situational awareness for emergency responders.

## Technology & Infrastructure

### **21. Regional SIP Trunk Deployment**

Completed the first deployment of NCT9-1-1 managed SIP trunks at a regional ECC, enabling



international calling capabilities and supporting future communications modernization efforts.

**22. Network Resiliency Enhancement**

Implemented additional network redundancy measures following a data center provider event by deploying a secondary connection to improve resiliency and continuity of operations.

**23. Microwave Tower Inspections**

Completed annual microwave tower inspections and maintenance assessments at multiple regional communications sites to support network reliability.

**24. UAS Tower Inspection Program**

Conducted unmanned aircraft system inspections of microwave tower infrastructure throughout the southeast service area, improving efficiency and safety of inspection activities.

**25. Aerial Situational Awareness Training**

Completed advanced aerial situational awareness training and certification activities to enhance UAS operational capabilities.

Innovation & Strategic Initiatives

**26. AI Translation and Transcription Rollout**

Completed deployment of AI-powered translation and transcription capabilities for 9-1-1 operations across all regional ECCs and initiated pilots supporting non-emergency operations.

**27. International Caller Location Improvement Initiative**

Led a multi-agency effort with wireless carriers and public safety partners to address international caller callback number and location challenges, resulting in carrier commitments to implement corrective solutions.

**28. International Device White Paper**

Collaborated with industry partners to develop a white paper for NENA addressing international device challenges and opportunities to improve emergency communications.

**29. Federal AI Technology Collaboration**

Hosted representatives from the National Telecommunications and Information Administration (NTIA) to highlight the use of artificial intelligence technologies within 9-1-1 operations.

**30. SS4A Grant Application Submission**

Coordinated development and submission of a Safe Streets and Roads for All grant application supporting Automated Crash Detection and Regional Post-Crash Care initiatives.



**31. Strategic Analysis and SWOT Assessment**

Conducted a strategic analysis and SWOT assessment of the Regional Telecommunicator Academy to identify opportunities for future program enhancements.

**32. Texas TERT Deputy State Coordinator Initiative**

Established a new Texas TERT Deputy State Coordinator position and successfully secured appointments to support succession planning and long-term program sustainability.

Organizational Excellence

**33. Departmental Governing Document Acknowledgements**

Successfully completed the annual acknowledgement process for departmental governing documents and operational policies.

**34. Drones as First Responders Strategic Review Initiative**

Continued development of the Drones as First Responders strategic review effort, including preparation of questionnaires and stakeholder engagement activities.

**35. NG911 Fund Reporting**

Submitted required annual and quarterly Next Generation 9-1-1 Fund reports to the Commission on State Emergency Communications (CSEC).

**Training**

Number of Agencies: 16

Total Number of Attendees:

35

<u>Date</u>	<u>Course Name</u>	<u>Course Description</u>	<u>Number of Attendees</u>	<u>Agencies</u>
03/25/26-03/27/26	Communication Training Officer #5304	3 Day/24 hour course to prepare licensed telecommunicator to become Communication Training Officer. This course covers teaching and learning styles, documentation and training evaluation.	9	Decatur Police Department Hunt County Sheriff's Office Dart Police Department Palo Pinto County Sheriff's Office Rockwall County Sheriff's Office Terrell Police Department Kaufman County Regional Communications
4/8/2026	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.	3	Corsicana Police Department Forney Police Department Regional Police Academy
4/28/2026	Solacom CHE 9-1-1 Equipment Training #5205	4 hour training for new hire in-regional call handling equipment training for Solacom position	8	Parker County Sheriff's Office Ellis County Sheriff's Office Cleburne Police Department
4/28/2026	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	8	Parker County Sheriff's Office Ellis County Sheriff's Office Cleburne Police Department
5/12/2026	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.	7	Forney Police Department Navarro County Sheriff's Office

**Quality Assurance / Monitoring**

Number of Monitoring Visits: 46

Number of Findings:

0

Springtown Police Department	Cockrell Hill Police Department	Sachse Police Department	Rockwall County Sheriff's Office	Kaufman County Regional Communications Center Terrell Police Department
Bridgeport Police Department	Sachse Police Department	Wilmer Police Department	Rockwall Police Department	
Wise County Sheriff's Office	Wilmer Police Department	Seagoville Police Department	Hunt County Sheriff's Office	
Decatur Police Department	Seagoville Police Department	Balch Springs Police Department	Greenville Police Department	
Palo Pinto County Sheriff's Office	Balch Springs Police Department	Prosper Police Department	Commerce Police Department	
Mineral Wells Police Department	Prosper Police Department	Frisco Police Department	Corsicana Police Department	
Parker County Sheriff's Office	Frisco Police Department	McKinney Police Department	Navarro County Sheriff's Office	
Parker County Hospital District	McKinney Police Department	Collin County Sheriff's Office	Ellis County Sheriff's Office	
Weatherford Police Department	Collin County Sheriff's Office	Allen Police Department	Waxahachie Police Department	
Erath County Sheriff's Office	Allen Police Department	Murphy Police Department	Midlothian Police Department (NEED)	
Stephenville Police Department	Murphy Police Department	Palo Pinto County Sheriff's Office	Seagoville Police Department	
Hood County Sheriff's Office	Palo Pinto County Sheriff's Office	Rockwall County Sheriff's Office	Forney Police Department	

**Communication**

**Facebook**

<u>Dates</u>	<u>Total Reach</u>	<u>Total Impression</u>	<u>Engaged Users</u>	<u>Negative Feedback</u>
Mar-26	18310	12322	4756	0
Apr-26	261667	25711	4935	4
May-26	124260	17691	4967	3

**Website**

**Home Page Views**

<u>Date</u>	<u>Unique View</u>	<u>Users</u>	<u>Bounce Rate</u>	<u>Time on Page</u>
Mar-26	13,489	13,112	1	0
Apr-26	12,787	12,621	1	0
May-26	13,499	13,120	1	0

**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>
Mar-26	8,997	153	170	3,527	4	0
Apr-26	8,520	154	92	3,638	1	0
May-26	9,020	134	146	3,725	0	0

**Public Education Supplies**

<u>Date</u>	<u>Total Supplies Disbursed</u>
Mar-26	2,800
Apr-26	4,690
May-26	8,470

**Public Education Events**

<u>Name of Event</u>	<u>Agency</u>
Coffee with Cops	McKinney Police Department
Career Day	Seagoville Police Department
Valentine's Day for 5th Grade	Ovilla Police Department
Job Fair	McKinney Police Department
Red Oak Community Awareness Day	Red Oak Police Department

**Service Interruptions**

Number of Outages: 0
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Due to issues with the data analytics product, no call stats are available for this quarter. They will be included in the next performance report

Last Name	First Name	Entity	Appointee Title	6/11/2025	9/10/2025	12/10/2025	3/10/2026
Butler	Jene	City of Murphy	Deputy Mayor Pro Tem	A	A	A	P
Chambers	Danny	Somervell County	Judge	P	P	P	P
Cloutier	Patrick	City of McKinney	Councilmember	N/A	N/A	N/A	P
Crews	Kerry	Hunt County	Judge (JOP)	A	P	A	A
Deeds	Roger	Hood County	Sheriff	A	A	P	P
Hale	Darrell	Collin County	Commissioner	P	P	P	P
Hernandez	Jose	Dallas Co. Cities (Seagoville)	Councilmember	A	A	P	P
Huckabee	Brandon	Erath County	Judge	P	P	P	A
Garrett	Terry	Rockwall County	Sheriff	P	P	P	P
Mellema	Cary	Wise County	Sheriff	A	A	A	A
Paschall	Paul	Parker County	Mayor	A	P	A	A
Patterson	John "JR"	Palo Pinto County	Sheriff	P	P	P	P
Phillips	Skeet	Kaufman County	Commissioner	P	A	P	P
Perry	Eddie	Navarro County	Commissioner	A	A	A	A
Reeves	Cameron	City of Prosper	Councilmember	N/A	N/A	N/A	N/A
Schaeffer	Michael	City of Allen	Councilmember	P	A	P	A
Stinson	Randy	Ellis County	Commissioner	P	P	P	P
White	Mike	Johnson County	Commissioner	P	P	P	P