



North Central Texas Emergency Communications District Board of Managers Meeting

September 9, 2026
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 Minutes from June 10, 2026, Meeting – President, Skeet Phillips
2. Resolution Approving and Adopting the Fiscal Year 2027 Budget and Setting the 9-1-1 Emergency Service Fee – Megan Short
In accordance with Texas Government Code Sec. 551.043(c), the FY2027 budget has been posted on NCT911.org. Further, no taxpayer impact statement is required as the North Central Texas Emergency Communications District has no taxing authority.
3. Resolution Approving the Fiscal Year 2027 Strategic Plan – Jessie Shadowens-James
4. Resolution Authorizing a Contract with Comtech Solacom Technologies, Inc. for NG9-1-1 Call Handling Equipment (CHE) Services – Steven Gorena
5. Resolution Authorizing a Contract with Johnston Technical Services, Inc. (JTS) for Support of NCT9-1-1's Microwave Tower Infrastructure – Steven Gorena

INFORMATIONAL ITEMS

6. CHE Workstation and Related Policy Overview and Update – LeAnna Russell
7. Quarterly Financial Report – Megan Short
8. Conflict of Interest Overview – James Powell
9. Director's Report – Christy Williams
 - a. Palo Pinto TERT Deployment
 - b. Strategic Vision Workshop
 - c. Interim Board Communication
 - d. Legislative Update
 - e. Board Member Orientations
 - f. Next Generation Core Services Update
 - g. Accomplishments
 - h. Quarterly Reporting
 - i. Attendance
 - j. Additional Items of Community Interest



OTHER BUSINESS

10. Calendar/Future Items

11. Adjourn

Next Meeting: December 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 – June 10, 2026
9-1-1 Training Center Room A
600 Six Flags Drive
Arlington, Texas

President Skeet Phillips called the meeting of the North Central Texas Emergency Communications District (NCT9-1-1) Board of Managers to order at 12:30 PM on June 10, 2026.

Members of the Board Present:

1. Skeet Phillips (President) – Commissioner, Kaufman County
2. Terry Garrett (Vice-President) – Sheriff, Rockwall County
3. Brandon Huckabee (Secretary) – County Judge, Erath County
4. Dr. Jene Butler – Deputy Mayor Pro Tem, City of Murphy
5. Danny Chambers – County Judge, Somervell County
6. Patrick Cloutier – Councilmember, City of McKinney
7. Kerry Crews – Judge (JOP), Hunt County
8. Roger Deeds – Sheriff, Hood County
9. Darrell Hale – Commissioner, Collin County
10. Paul Paschall – Mayor, Parker County
11. John Patterson – Sheriff, Palo Pinto County
12. Cameron Reeves – Councilmember, City of Prosper
13. Michael Schaeffer – Councilmember, City of Allen
14. Randy Stinson – Commissioner, Ellis County
15. Mike White – Commissioner, Johnson County

Members of the Board Absent:

1. Jose Hernandez – Councilmember, City of Seagoville
2. Cary Mellema – Sheriff, Wise County
3. 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. Hilaria Perez – 9-1-1 Admin Program Coordinator
6. LeAnna Russell – 9-1-1 Data Manager
7. Jessie Shadowens-James – 9-1-1 Chief Administrative Officer
8. Jason Smith – 9-1-1 Operations Manager
9. Tommy Tran – 9-1-1 Chief Technology Officer

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

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

REGULAR SESSION

Action:

Item 1 Approval of the March 11, 2026, Minutes

President Skeet Phillips stated that the minutes to be approved were from the March 11, 2026, Board meeting.

Attachment A

Upon a motion by Sheriff Terry Garrett (seconded by Commissioner Randy Stinson) 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 2.8: Boundary Changes and Annexations

The Board 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 Strategic Advisory Committee (SAC) reviewed the proposed revisions and recommended adoption by the Board of Managers. The revised policy was 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.

Attachment B

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

Item 3 Resolution Authorizing a Contract with Verizon Wireless for Wireless Communication Services

NCT9-1-1 requested 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 requested approval of a new contract with Verizon Wireless for these services in an amount not to exceed \$150,000.

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

Item 4 Resolution Authorizing a Contract with SHI Government Solutions for Microsoft Licensing Maintenance Services

NCT9-1-1 requested 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 requested approval of a contract with SHI Government Solutions for Microsoft licensing maintenance services in an amount not to exceed \$250,000.

Attachment C

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

INFORMATIONAL ITEMS

Item 5 FIFA Update

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

Item 6 Quarterly Financial Report

Megan Short presented the Financial Status Report, which included the six (6) months ending March 2026.

Attachment D

Item 7 Director's Report

Director of NCT9-1-1, Christy Williams, updated the Board on the following items:

- Call Handling Equipment – Workstation Utilization
- SS4A Grant
- Legislative Update
- Strategic Visioning 2050

- Building Update
- Next Generation Core Services
- Accomplishments – Attachment E
- Quarterly Reporting – Attachment F
- Attendance – Attachment G

OTHER BUSINESS

Item 10 Calendar/Future Items

Item 11 Adjourn

Upon a motion by Commissioner Randy Stinson (seconded by Judge Kerry Crews) and by unanimous vote of all members present, the meeting was adjourned at 1:34 PM.

Next Meeting: September 9, 2026



North Central Texas Emergency Communications District

Item # 2026-09-02

Meeting Date: September 9, 2026

Submitted By: Megan Short
NCTCOG Fiscal Manager

Item Title: Resolution Approving and Adopting the Fiscal Year 2027 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 has prepared the FY 2027 budget as contained in Attachment B and recommends the fee amount formerly imposed by CSEC and adopted for FY 2019 - FY 2026 of fifty (.50) cents per local exchange access line remain unchanged to meet forecasted expenditures of the District. In addition to the fifty (.50) cents service fee, other sources of funding for the 2027 Budget primarily include the CSEC NG9-1-1 grant award.

1. 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. This funding was approved by the Board in March of 2022. Projected FY 2027 expenditures total \$152,277. No further approval is required for expenditures occurring in FY 2027.

A draft resolution approving and adopting the FY 2027 North Central Texas Emergency Communications District operating budget, including setting the 9-1-1 emergency service fee at 50 (.50) cents, is attached for Board consideration.

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



Item # 2026-09-02

**RESOLUTION APPROVING AND ADOPTING THE FISCAL YEAR 2027 BUDGET AND
SETTING THE 9-1-1 EMERGENCY SERVICE FEE**

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, staff has prepared the FY 2027 NCT9-1-1 Budget and recommends its approval, including setting the 9-1-1 emergency service fee at fifty (.50) cents per local exchange access line.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

- Section 1.** The NCT9-1-1 Board of Managers approves and adopts the FY 2027 North Central Texas Emergency Communications District Budget in the amount of \$15,365,000, including setting the 9-1-1 emergency fee at fifty (.50) cents.
- Section 2.** The Executive Director and his designees are authorized to receive federal, state, and local funding for FY 2027.
- Section 3.** The Executive Director and his designees are authorized to utilize the capital replacement fund balance as necessary in the implementation of the Next Generation 9-1-1 project.
- Section 4.** The Executive Director and his designees are authorized to transfer funds between programs and line items as necessary as allowed by applicable state and federal laws, regulations, and grant requirements.
- Section 5.** The Executive Director and his designees are authorized to execute contracts for goods and services up to \$100,000 and to equip and provide facilities as allowed by applicable state and federal laws, regulations, and grant requirements.
- Section 6.** This resolution shall be in effect as of October 1, 2026.

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 September 9, 2026.

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



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT PROPOSED BUDGET

Fiscal Year 2027

BUDGET EXECUTIVE SUMMARY
FISCAL YEAR 2027

MISSION AND ORGANIZATION

NCT9-1-1's mission is to research, plan, implement, maintain, and coordinate a reliable, resilient, and innovative regional 9-1-1 system that serves as an integral component of public safety emergency communications throughout North Central Texas.

A priority for the upcoming year is to advance strategic initiatives that strengthen the future of emergency communications across the region. Key efforts include implementing new and upgraded call handling equipment, evaluating options for a more secure and resilient 9-1-1 facility, and expanding the District's strategic planning efforts beyond the current five-year horizon to establish a long-term vision through 2050.

The District will also continue exploring opportunities to integrate additional public safety and geospatial data into a regional data hub with enhanced information to support emergency response and decision-making. As technology continues to evolve, NCT9-1-1 remains committed to identifying, evaluating, and implementing innovative solutions that provide the highest level of service to the region's ECCs and the communities they serve. Through these efforts, the District remains dedicated to its mission of *Saving Lives and Making a Difference!*

9-1-1 SERVICES

The NCT9-1-1 service area includes 14 counties and five municipalities in Dallas County: Balch Springs, Cockrell Hill, Sachse, Seagoville and Wilmer. The District provides 9-1-1 services to over 40 Emergency Communications Centers (ECCs). The Board of Managers, represented by elected officials in each county in the service area, provides policy oversight of the District. In addition, the Strategic Advisory Committee fosters cooperation, collaboration, planning, and engagement regarding regional plans. NCT9-1-1 continues to administer the regional 9-1-1 system by managing and improving existing services and planning for the future of 9-1-1.

FUNDING

NCT9-1-1 receives its funding from a 50-cent charge on all wireless and wireline telephone lines per Health and Safety code 772 Subchapter H. NCT9-1-1's operational budget for FY2027 is \$15.4 million.

In addition, NCT9-1-1 continues to manage the grant award amount of \$8,989,701, as part of Texas Legislature House Bill 2911 (HB2911) which amended Health and Safety Code Chapter 771 to establish September 1, 2025, as a target date for "all parts of the state [to] be covered by next generation 9-1-1 service." These funds are administered via the Commission on State Emergency Communications (CSEC) and the grant period ends December 2026.



Proposed Fiscal Year 2027 Operating Revenue Budget

Budget Period: 10/01/2026 - 09/30/2027

Schedule A

Revenue	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Proposed FY 2027	Comparison FY 2026 Budget	
				Amount Change	Percentage Change
Regular Operating Revenue					
Wireless Funding CSEC (1)	12,554,434	12,100,000	13,200,000	1,100,000	9.09%
Landline Receipts from Providers (2)	1,290,913	1,200,000	1,000,000	(200,000)	-16.67%
Local Contributions & Other Income (3)	2,706,761	720,000	800,000	80,000	11.11%
Regular Operating Revenue Subtotal	16,552,108	14,020,000	15,000,000	980,000	
Nonrecurring Revenue					
Proposition 8 Funding (4)	3,292,903	-	-	-	0.00%
Other Revenue (5)	2,476,767	177,390	-	(177,390)	-100.00%
Nonrecurring Revenue Subtotal	5,769,670	177,390	-	(177,390)	
Capital Replacement					
Fund Balance Transfer (6)	-	93,000	365,000	272,000	292.47%
Total Resources Available	\$ 22,321,778	\$ 14,290,390	\$ 15,365,000	\$ 1,074,610	7.52%

1. Wireless revenue includes a 2% increase of projected fiscal year 2026 receipts (\$12,970,000) resulting in a total of \$13,200,000 for fiscal year 2027. Wireless receipts to the state have increased an average of over 3% in the last few years.
2. Landline revenues are based on fiscal year 2026 projection of \$1,129,900 less 10% for reduced usage and service availability.
3. Interest is projected to be \$800,000. Interest is anticipated to increase by \$80,000 in fiscal year 2027 primarily due to an increased fund balance.
4. Proposition 8 Funding was received in FY2024 after Texas voters approved Constitutional Proposition 8 establishing the Texas Broadband Infrastructure Fund in November 2023. It was fully expended in FY2025.
5. In fiscal year 2026, the remainder of the Synergem settlement was recognized.
6. Capital Replacement Fund balance was utilized to purchase assets beginning in FY2026.



Proposed Fiscal Year 2027 Operating Expenses
Budget Period: 10/01/2026 - 09/30/2027
Schedule B

Budget Category	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Proposed FY 2027 Budget	Comparison FY 2026 Budget	
				Amount Change	Percentage Change
Non-Capital Expenditures					
NCT9-1-1 Staff Costs					
FTE Authorized	33	33	33	-	0.00%
FTE Funded	31	32	32	-	0.00%
PTE	3	5	5	-	0.00%
Salaries (1)	\$ 2,317,383	\$ 2,888,780	\$ 3,030,090	141,310	4.89%
Fringe Benefits	1,083,289	1,380,837	1,448,383	67,546	4.89%
Indirect Costs	576,558	755,722	792,260	36,538	4.83%
Occupancy	435,000	458,744	465,393	6,649	1.45%
NCTCOG IT Costs (2)	210,150	251,536	278,857	27,321	10.86%
Travel (3)	83,528	173,789	90,000	(83,789)	-48.21%
Other Staff Costs (4)	228,786	504,482	316,875	(187,607)	-37.19%
Total NCT9-1-1 Staff Costs	\$ 4,934,694	\$ 6,413,890	\$ 6,421,858	\$ 7,968	0.12%
Cost of Operations					
Network (5)	\$ 2,056,690	\$ 2,490,480	\$ 3,926,497	1,436,017	57.66%
Next Generation Core Services	3,254,020	2,488,680	2,295,480	(193,200)	-7.76%
Equipment & Software Support & Maintenance (6)	623,126	575,090	1,124,365	549,275	95.51%
Contract Services (7)	149,037	636,600	351,100	(285,500)	-44.85%
Public Education (8)	124,102	139,500	113,500	(26,000)	-18.64%
ECC Training (9)	52,067	46,500	52,500	6,000	12.90%
County Reimbursements (10)	474,241	380,000	170,000	(210,000)	-55.26%
Telecom (11)	517,178	607,230	100,000	(507,230)	-83.53%
Total Cost of Operations	\$ 7,250,460	\$ 7,364,080	\$ 8,133,442	\$ 769,362	10.45%
NCTCOG Admin / Legal (Schedule C)	\$ 327,116	\$ 419,420	\$ 444,700	\$ 25,280	6.03%
Total Non-Capital Expenditures	\$ 12,512,271	\$ 14,197,390	\$ 15,000,000	\$ 802,610	5.65%
Capital Expenditures (12)	\$ 64,958	\$ 93,000	\$ 365,000	\$ 272,000	292.47%
Total Capital Expenditures	\$ 64,958	\$ 93,000	\$ 365,000	\$ 272,000	292.47%
Total Expenditures	\$ 12,577,228	\$ 14,290,390	\$ 15,365,000	\$ 1,074,610	7.52%
Revenues	\$ 22,321,778	\$ 14,290,390	\$ 15,365,000	\$ 1,074,610	7.52%
Net Available for Fund Balance Contributions	\$ 9,744,550	\$ -	\$ -	\$ -	0.00%



Proposed Fiscal Year 2027 Operating Expenses

Budget Period: 10/01/2026 - 09/30/2027

Schedule B Notes

1. **Salaries** – Increased \$141,000 or 5% primarily due to a 3% merit increase and staff promotions for fiscal year 2027.
2. **NCTCOG IT Costs** - Increased \$27,000 or 11% from the prior fiscal year primarily due to increases in salaries, hardware and software maintenance agreements.
3. **Travel** - Decreased \$84,000 or 48% from the prior fiscal year budget. The budgeted cost has been adjusted to better align with actual historical costs.
4. **Other Staff Costs** - Decreased \$188,000 or 37% from fiscal year 2026 primarily due to removing \$86,000 related to renovations and moving budgeted employee development costs to the travel budget category.
5. **Network** - Increased \$1,436,000 or 58% from FY 2026 due to the following projected increases:
 - Call Handling Equipment Maintenance and support costs have increased \$1,195,000. Potential additional costs relate to maintaining the system until such time the system is replaced.
 - Smartnet costs are included which accounts for an increase of \$195,000.The following items were previously paid through the NG911 grant:
 - Microwave Tower Service costs have been added back, increasing costs by \$125,000.
 - Software-Defined Wide Area Network (SDWAN) costs have been added back increasing costs by \$77,500.
6. **Equipment & Software Support and Maintenance** – Increased \$549,000 or 96% from the prior fiscal year due to the following items which were previously paid through the NG911 grant:
 - RapidDeploy Dispatch Mapping costs increased by \$173,000.
 - 2D imagery has been added back increasing costs by \$150,000.
 - RapidDeploy Analytics has been added back increasing costs by \$150,000.
 - RapidDeploy NextNav has been added back increasing costs by \$64,000.
7. **Contract Services** – Decreased \$286,000 or 45% from the prior fiscal year due to the following projected reductions to be in line with historical actual expenditures:
 - Academia Partnership costs in the amount of \$50,000 are not included in FY 2027.
 - GIS Consulting costs have been reduced by \$50,000.
 - Professional Service Contingency costs have been reduced by \$55,000.
 - Strategic Consulting Services with Mission Critical Partners has been reduced by \$90,000.
 - Translation Service costs have been reduced by \$38,000.
8. **Public Education** – Decreased \$26,000 or 19% from fiscal year 2026 due to a reduction in anticipated Public Material purchases.
9. **ECC Training** – Increased \$6,000 or 13% as professional development for telecommunications is now included.
10. **County Reimbursements** – Decreased \$210,000 or 55% from fiscal year 2026 as Addressing Reimbursements have been phased out the program to prioritize infrastructure upgrades and ensure regulatory compliance.
11. **Telco** – Decreased \$507,000 or 84% from fiscal year 2026 as under FCC Rule and Order 24-78, the District is no longer required to remit payment for these charges.
12. **Capital Expenditures:**
 - Other Equipment related to Backup Storage and Routers totaling \$365,000.



Proposed Fiscal Year 2027 NCTCOG Fiscal Agent Support
Budget Period: 10/01/2026 - 09/30/2027

Schedule C

Budget Category	Fiscal Year 2026 Budget	Proposed FY 2027 Budget			Comparison FY 2026 Budget	
		Accounting	Legal	Total	Amount Change	Percentage Change
FTE	1.84	1.55	0.14	1.69	(0.15)	-8.15%
PTE						0.00%
Salaries (1)	\$ 171,000	\$ 160,830	\$ 27,720	\$ 188,550	\$ 17,550	10.26%
Fringe Benefits	81,740	76,880	13,250	90,130	8,390	10.26%
Indirect Costs	44,730	42,070	7,250	49,320	4,590	10.26%
Facilities Allocation	10,540	8,420	780	9,200	(1,340)	-12.71%
Network Services Allocation	19,360	15,290	1,300	16,590	(2,770)	-14.31%
Travel	2,450	2,400	50	2,450	-	0.00%
Audit Services (2)	18,000	15,000		15,000	(3,000)	-16.67%
Insurance	66,050	67,800		67,800	1,750	2.65%
Staff Support	1,550	1,510	150	1,660	110	7.10%
Training / Professional Development	4,000	4,000		4,000	-	0.00%
Total NCTCOG ADMIN / LEGAL	\$ 419,420	\$ 394,200	\$ 50,500	\$ 444,700	\$ 25,280	6.03%

Schedule C Notes

1. Increase in salaries is due to merit raises and promotions.
2. Decrease in Audit services as NG911 funding has primarily been expended and will not require additional efforts.



Proposed Fiscal Year 2027 Authorized Staffing Summary
Budget Period: 10/01/2026 - 09/30/2027
Schedule D

Position Title	Grade	Full Time		
		2025	2026	2027
9-1-1 Program Director	23	1	1	1
9-1-1 Chief Admin Officer	19	1	1	1
9-1-1 Chief Innovation Officer	19	-	1	1
9-1-1 Chief Technology Officer	19	1	1	1
9-1-1 Technology Manager (2)	18	1	1	-
9-1-1 Data Manager	16	1	1	1
9-1-1 GIS Manager	16	1	1	-
9-1-1 Operations Manager	16	1	1	1
9-1-1 Sr. Network Enterprise Engineer	16	1	1	1
9-1-1 System Administrator II	16	1	1	1
9-1-1 Field Support Supervisor	15	1	1	1
9-1-1 GIS Applications Developer	14	1	1	-
9-1-1 GIS Data Administrator	14	1	1	1
9-1-1 Network Engineer I	14	1	1	1
9-1-1 System Administrator I	14	1	1	1
9-1-1 Technical Project Administrator (1)	14	-	1	1
9-1-1 Contracts and Funding Administrator (2)	12	-	-	1
9-1-1 GIS Specialist IV	12	1	-	-
9-1-1 GIS Specialist III	12	3	3	4
9-1-1 Strategic Services Coordinator	12	2	2	1
9-1-1 Technical Specialist IV	12	2	2	2
9-1-1 Administrative Program Coordinator	11	1	1	1
9-1-1 Community Engagement Coordinator	11	1	1	1
9-1-1 ECC Regional Coordinator (3)	11	1	1	1
9-1-1 Training Coordinator	11	1	1	1
9-1-1 Visual Media Coordinator	11	1	1	1
9-1-1 GIS Specialist II	10	1	1	-
9-1-1 Operations Specialist	10	1	1	-
9-1-1 Strategic Services Specialist	10	1	1	-
9-1-1 Technical Specialist III	10	1	1	1
Sr Administrative Assistant	07	1	-	-
Administrative Assistant	03	1	1	1
Vacancy 1	TBD	-	-	1
Vacancy 2	TBD	-	-	1
Vacancy 3	TBD	-	-	1
Vacancy 4	TBD	-	-	1
Vacancy 5 (4)	TBD	-	-	1
Totals		33	33	33

Position Title	Grade	Temporary / Part Time		
		2025	2026	2027
Intern	01	5	5	5
Totals		5	5	5

Schedule D Notes

1. Title changed 9-1-1 GIS Project Coordinator to 9-1-1 Technical Project Administrator.
2. 9-1-1 Contracts and Funding Administrator is a new position which replaces the FTE position previously held by the 9-1-1 Technology Manager position.
3. Title changed 9-1-1 Quality Assurance Coordinator to 9-1-1 ECC Regional Coordinator.
4. There is one (1) unfunded position for FY2027.



Proposed Fiscal Year 2027 NG9-1-1 Grant Budget

Budget Period: 10/01/2026 - 09/30/2027

Schedule E

Budget Category	Total Budget	Actual to Date as of FY 2025	FY 2026 Budget	FY2027 Budget	Amount Change
Network					
NG9-1-1 Core Services	\$ -		\$ -	\$ -	\$ -
Security Assessments	-		-	-	-
Penetration Testing	-		-	-	-
SDWAN	707,077	476,657	3,100	40,000	36,900
Total Network	\$ 707,077	\$ 476,657	\$ 3,100	\$ 40,000	\$ 36,900
Equipment & Software Support & Maintenance					
2-Dimensional GIS Imagery for Tactical Mapping and 9-1-1 Addressing	\$ 600,000	\$ 400,000	\$ 200,000	\$ -	\$ (200,000)
3-Dimensional GIS Imagery for Tactical Mapping	90,000	-	45,000	-	(45,000)
GIS Data Analytics	600,000	600,000	-	-	-
Total Equipment & Software Support & Maintenance	\$ 1,290,000	\$ 1,000,000	\$ 245,000	\$ -	\$ (245,000)
Operating Expenses					
Operational Planning	\$ 470,585	\$ 406,245	\$ 50,000	\$ 30,000	\$ (20,000)
Total Operating Expenses	\$ 2,467,662	\$ 1,882,902	\$ 298,100	\$ 70,000	\$ (228,100)
Capital Expenses					
Call Handling Equipment	\$ 173,955	\$ 173,955	\$ -	\$ -	\$ -
Capital Network Gear	2,438,683	2,438,491	-	-	-
Microwave Network Radio Replacements	3,857,319	3,641,935	497,000	82,277	(414,723)
Unmanned Aerial System (UAS) Purchase	52,082	48,982	-	-	-
Total Capital Expenses	\$ 6,522,039	\$ 6,303,363	\$ 497,000	\$ 82,277	\$ (414,723)
Total Grant Expenses	\$ 8,989,701	\$ 8,186,265	\$ 795,100	\$ 152,277	\$ (642,823)

Schedule E Notes

- Administered through Commission on State Emergency Communications (CSEC). Period of performance is October 8, 2021 – December 31, 2026.
- The total grant award is \$8,989,701. The grant funding was approved by the Board in March 2022.
- Cost reimbursement grant. NCT9-1-1 will “float” costs utilizing capital replacement fund balance until reimbursed by CSEC.



Proposed Fiscal Year 2027 Budget Summary

Budget Period: 10/01/2026 - 09/30/2027

Schedule F

Budget Category	Operating	Grant	Total
Revenue			
State Revenue	\$ -	\$ 152,277	\$ 152,277
Local Revenue	15,000,000	-	15,000,000
Fund Balance Utilization	365,000	-	365,000
Total Revenues	\$ 15,365,000	\$ 152,277	\$ 15,517,277
Non-Capital Expenses			
NCT9-1-1 Staff Costs	\$ 6,421,858	\$ -	\$ 6,421,858
Cost of Operations	8,133,442	70,000	8,203,442
NCTCOG Admin / Legal	444,700	-	444,700
Total Non-Capital Expenses	\$ 15,000,000	\$ 70,000	\$ 15,070,000
Capital Expenses & Contributions	\$ 365,000	\$ 82,277	\$ 447,277
Total Expenses	\$ 15,365,000	\$ 152,277	\$ 15,517,277
Revenues Over / (Under) Expenses	\$ -	\$ -	\$ -



North Central Texas Emergency Communications District

Item # 2026-09-03

Meeting Date: September 9, 2026

Submitted By: Jessie Shadowens-James
NCT9-1-1 Chief Administrative Officer

Item Title: Resolution Approving the Fiscal Year 2027 Strategic Plan

The North Central Texas Emergency Communications District (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.

NCT9-1-1 staff has prepared the FY 2027 Strategic Plan, provided in Attachment C, and recommends its approval.

A draft resolution approving the FY 2027 North Central Texas Emergency Communications District Strategic Plan is attached for Board consideration.

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



Item # 2026-09-03

RESOLUTION APPROVING THE FISCAL YEAR 2027 STRATEGIC PLAN

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 creates an annual strategic plan outlining the program's primary projects for the upcoming fiscal year; and,

WHEREAS, staff has prepared the Fiscal Year 2027 NCT9-1-1 Strategic Plan and recommends its approval.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The NCT9-1-1 Board of Managers approves the Fiscal Year 2027 North Central Texas Emergency Communications District Strategic Plan.

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

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 September 9, 2026.

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



NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT STRATEGIC PLAN

Fiscal Year 2027

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1. INTRODUCTION

A glossary of terms and acronyms can be found in Section 9 of this document.

Executive Summary

The North Central Texas Emergency Communications District (NCT9-1-1/the District) is a 9-1-1 district with the responsibility to research, plan, implement, maintain, and coordinate a regional 9-1-1 system that is an integral part of public safety emergency communications. The District serves 13 counties, along with five cities in Dallas County, surrounding the Dallas/Fort Worth metroplex, and operates more than 40 Emergency Communications Centers (ECCs) that provide services to approximately 2.2 million residents.

For many years, NCT9-1-1 has engaged in formal strategic planning, which fosters trust with stakeholders by demonstrating a clear and thoughtful direction. This planning process focuses the organization on its strategic goals, encouraging a critical thought process and constructive debate informed by diverse expertise and perspectives. The resulting Strategic Plan (Plan) brings clarity and alignment to advance the District's mission.

The development of the Plan involved input and feedback from staff members. The Plan's execution depends on available funding, and the projects planned for Fiscal Year 2027 (FY2027) are aligned with the budget for that year. The FY2027 projects are outlined in detail to help staff avoid distractions that appear as opportunities. Decisions on implementing new products and services are guided by the organization's mission, vision, and budget constraints. NCT9-1-1 remains committed to solving problems rather than merely adopting new technologies.

As in previous years, this Plan extends over a five-year period (FY2027-FY2031), with future years (FY2028-FY2031) having projects described in less detail. This five-year forecast offers a snapshot of the District's roadmap and planning priorities as they currently stand, highlighting issues under consideration and research for the coming years. The Plan is designed to be flexible, allowing for adjustments based on evolving circumstances. Projects in this section may be accelerated or removed depending on various factors, including external influences and internal requirements. Some projects are scheduled for the later years because they are not yet commercially available or lack the necessary funding in FY2027.

2. MISSION STATEMENT AND VALUES

NCT9-1-1 exists to save lives and make a difference by providing a vital connection between the community and emergency responders within the region NCT9-1-1 serves. NCT9-1-1 leads the advancement of 9-1-1 through planning, implementation, and maintenance of emergency communications systems and advocates for exceptional ECCs and 9-1-1 telecommunicators.

Mission

SAVING LIVES AND MAKING A DIFFERENCE!



COURAGE
Innovation
Public Service
Initiative



ATTITUDE
Servant Leadership
Integrity
Perseverance



HEART
Commitment
Collaboration
Advocacy

3. NCT9-1-1 PROGRAM CONTACTS

NCT9-1-1 Director	Christy Williams, CWilliams@NCT911.org
NCT9-1-1 Chief Administrative Officer	Jessie Shadowens-James, JShadowens@NCT911.org
NCT9-1-1 Chief Information Officer	Rodger Mann, RMann@NCT911.org
NCT9-1-1 Chief Technology Officer	Tommy Tran, TTran@NCT911.org
NCTCOG Fiscal Manager	Megan Short, 911Finance@NCTCOG.org
NCT9-1-1 Location Address	600 Six Flags Drive, Arlington, Texas 76011
NCT9-1-1 Mailing Address	PO Box 5888, Arlington, Texas 76005-5888
NCT9-1-1 Telephone Number	817-695-9200

4. FISCAL YEAR 2026 MAJOR ACCOMPLISHMENTS

Below is a sample of the accomplishments from the previous fiscal year.

Strategic Leadership & Partnerships

NCT9-1-1 continued to collaborate at the state and national level to advance emergency communications.

- Launched a regional interoperability subcommittee in preparation for the 2026 FIFA World Cup, including collaboration with Tarrant County, Denton County, Dallas, Arlington, and CSEC.
- Hosted technical showcase sessions with regional agencies to evaluate interoperability solutions.
- Deployed TERT resources to relieve Palo Pinto ECC staff during the August 2026 fires.
- Partnered with federal and state agencies (NTIA, NASNA, CSEC) on NGCS transitions, AI in 9-1-1, and innovation initiatives.

- Presented at major events including CalNENA, MECDA, AI in 9-1-1 Symposium, and national panels on Z-Axis, AI, and TERT deployments.
- Submitted the Safe Streets for All (SS4A) Grant, proposing mobile applications for first responder safety and quicker incident clearance.

Community Engagement & Public Education

Our staff remained committed to educating the public about 9-1-1 services and supporting local communities.

- Hosted booths at the UNT Job Fair (Dallas), Decatur PD National Night Out, Weatherford ISD Career Fair, Terrell Community Engagement Event, Rhome Public Education Day, and the RPA 5K/10K event, where staff also competed and placed in races.
- Participated in career and community events including the quarterly North Texas PIO group meeting, city fairs, and school presentations.
- Led seasonal public education campaigns: “Know Your Location,” a Back-to-School supply drive (collecting 5,000 items), and a teaching kids about 9-1-1 toolkit for parents.
- Partnered with schools to celebrate first responders through the First Responder Mural Program. Ceremonies were held in Bridgeport and Italy, TX, displaying student artwork honoring public safety professionals.
- Produced new public service announcements and recruitment videos, distributed via web and social media, to encourage careers in 9-1-1.
- Hosted the annual 9-1-1 Awards Gala, recognizing excellence among telecommunicators and ECCs across the region.
- Supported school programs and city council engagements through presentations and public displays.

Professional Development, Training & Staff Support

NCT9-1-1 invested in staff and regional training to strengthen operations, improve wellness, and grow future leaders.

- Hosted multiple Regional Telecommunicator Academies (RTA #018 & #019), graduating over 30 licensed telecommunicators from several ECCs.
- Hosted training programs including:
 - Regional Telecommunicator Academy (2).
 - Basic Telecommunicator Licensing Course.
 - CPR: Adult, Child, Infant, AED (10) training and recertification courses.
 - Spanish for Telecommunicators.
 - Communications Training Officer course
 - TERT Basic Awareness (5) and Team Leader (5) courses in partnership with Tarrant County.
 - The Team Leadership Approach: Igniting a Morale-Driven Mindset
 - Protect 9-1-1 and Moral Injury (Mental Health Training Class)
 - Call Handling Equipment (CHE) (10)
 - TDD/TTY/RTT (10)
 - CISM Basic Individual and Group Crisis Intervention (1)

- Created the ECC Professional Development Program, offering reimbursement opportunities for ECCs attending outside training.
- Hosted quarterly ECC Supervisor Meetings and TAG Team gatherings to strengthen regional collaboration.
- Delivered CARES Team activities such as wellness events, canine therapy visits, team-building workshops, and leadership book studies.
- Engaged in major conferences including APCO International, NENA, IWCE, the Women's Leadership Symposium, TCOLE, First Responder Conference, ESRI User Conference, and Motorola Summit, with several staff members also presenting at national events on 9-1-1, Z-Axis technology, and interoperability planning for FIFA 2026.
- Completed professional certifications, including the PSRA Public Affairs program and Project Management coursework toward certification.

Technology & Infrastructure

The Technology Team and partners delivered significant upgrades to keep the 9-1-1 network reliable, modern, and secure.

- Replaced firewalls at both data centers (completed twice within the year for resiliency).
- Completed SD-WAN deployments, replacing legacy systems with modern IP-based connectivity.
- Transitioned ECCs from legacy selective routers to the NGCS platform, now supporting Real-Time Text (RTT) and wireless VoIP integration.
- Migrated a carrier's traffic onto NGCS, fully enabling RTT.
- Conducted back-to-back system upgrades.
- Completed ATP (Acceptance Testing Plan) of core and remote ECCs, with initial deployments at four sites.
- Implemented new internal firewalls to support higher bandwidth, introduced centralized management tools, and deployed load balancers for ECC-level routing.
- Introduced automation enhancements for ticketing, password management, and system health checks.
- Tested and piloted new technology solutions.
- Supported ECC building moves and remodels in Decatur, Parker County, and Midlothian, relocating call-handling equipment without interrupting 9-1-1 service.

GIS & Mapping Advancements

Our GIS Team played a vital role in supporting location accuracy and preparing for NGCS requirements.

- Completed major schema changes to align with NGCS, and hosted data provider meetings to guide county partners.
- Attended the GeoSpatial Leadership Academy and presented at Texas Alliance Operations Meetings.
- Resolved complex issues such as database connections for Somervell County and revamped the Weatherford ETL Tool to support schema updates.
- Implemented new GIS enterprise upgrades and updated servers to latest versions.

- Partnered with Operations to implement new features in our mapping software, including turn-by-turn directions and floor filtering.
- Completed 3D/Z-Axis testing at multiple ECCs, providing enhanced mapping for dispatchers.

Unmanned Aircraft Systems (UAS) & Innovation

The UAS Team advanced drone operations for training, public education, and public safety.

- Led UAS flights for the Cleburne Christmas Parade, Dallas-Fort Worth growth corridor imaging, and microwave tower inspections across all quadrants of the region.
- Expanded program readiness with FAA registrations, insurance, and flight training for new drones.
- Partnered with high schools and universities to introduce students to UAS applications in public safety and STEM careers.
- Supported the Drone as a First Responder (DFR) Program research visit at Prosper PD.
- Completed annual tower inspection flights and began refining program expectations and objectives to expand capabilities.

Administration, Reporting, & Recognition

Our staff continued to ensure compliance, accountability, and recognition for excellence.

- Submitted all required state and federal reports, including NG9-1-1 Fund Reports, Prop 8 filings, annual PUC CLEC report, and Governor's Goal reporting which were all accepted.
- Obligated NG9-1-1 grant funding within required timelines, ensuring financial compliance.
- Implemented automated invoice approval workflows to improve transparency in financial processes.
- Rolled out a new departmental purchasing card request process to simplify approvals.
- Delivered appreciation gifts to ECCs during National Public Safety Telecommunicators Week, thanking them for their critical service.

5. NCT9-1-1 PROGRAM AREA DEMOGRAPHICS

The following data reflects the demographics of the NCT9-1-1 program area as of July 2026.

Number of Counties	13
Number of Incorporated Cities	143
Population in Region	2,272,447
Area of Region in Square Miles	9,891
Governing Body of Program	Board of Managers
Number of ECCs	41

6. FISCAL YEAR 2027 STRATEGIC PLAN INITIATIVES

6.1 Call Handling Equipment (CHE) Evaluation and Recommendation

Problem Statement

North Central Texas Emergency Communications District (NCT9-1-1) must evaluate and select a next-generation Call Handling Equipment (CHE) platform capable of supporting the region's current operational requirements and future Next Generation 9-1-1 (NG9-1-1) needs. The selection of a mission-critical communications platform requires a thorough review of technical capabilities, system interoperability, security, reliability, vendor support, pricing, and the needs of participating Emergency Communications Centers (ECCs).

Because the selected platform will have significant operational and financial impacts across the region, NCT9-1-1 must complete a structured and comprehensive evaluation before making a final vendor selection. An incomplete assessment or selection that does not adequately account for regional requirements, existing technologies, long-term costs, and implementation considerations could increase operational risk, limit interoperability, and create unanticipated costs or challenges in future years.

Initiative Description/Business Case

This initiative follows the completion of a competitive Request for Proposals (RFP) conducted through the TXShare Cooperative Purchasing Program, resulting in the award of contracts to multiple qualified CHE vendors. NCT9-1-1 developed the requirements and services as the selection committee for this initiative. Building upon that procurement process, NCT9-1-1 will evaluate the available solutions to identify the platform that best meets the operational, technical, and strategic needs of the region. NCT9-1-1 will assess vendor proposals, conduct technical and operational evaluations, validate system capabilities, review pricing and contract terms, and engage stakeholders as needed.

The evaluation will consider the platform's ability to integrate with supporting technologies and services, including, but not limited to: Real-Time Text (RTT), Text-to-9-1-1, language translation and transcription services, Geographic Information Systems (GIS), Next Generation 9-1-1 Core Services (NGCS), logging systems, and other operational applications. The review will also address cybersecurity, resiliency, scalability, system administration, training, technical support, reporting, and long-term total cost of ownership.

Following completion of the evaluation, NCT9-1-1 will identify a preferred vendor and work toward finalizing the contractual and preliminary planning activities necessary to support a potential future implementation.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Complete the technical, operational, financial, and contractual evaluation of CHE vendor proposals.
- Conduct vendor discovery sessions, interviews, reference checks, proof-of-concept activities, or other validation efforts as appropriate.
- Evaluate each proposed platform's ability to meet regional requirements for reliability, resiliency, cybersecurity, scalability, interoperability, and system administration.
- Assess integration capabilities with NGCS, GIS, RTT, Text-to-9-1-1, language translation and transcription services, logging systems, and other supporting technologies.
- Review vendor pricing, licensing models, support services, contract terms, and total cost of ownership.
- Identify and document potential infrastructure, network, hardware, staffing, training, and facility requirements associated with a future implementation.
- Identify a preferred CHE vendor based on the established evaluation and approval process.
- Negotiate and finalize applicable agreements, pricing, and contract terms, subject to required approvals.

6.2 Dedicated 9-1-1 Facility – Phase I

Problem Statement

NCT9-1-1 engaged with an outside security firm to complete a comprehensive assessment of its current facilities and determined that its existing office space does not provide the long-term security, resiliency, operational control, or expansion capacity necessary to support its mission as a critical infrastructure organization. As a tenant within a multi-tenant facility, NCT9-1-1 faces limitations related to physical security, operational autonomy, growth, and the specialized infrastructure required to support evolving NG9-1-1 technologies.

To ensure long-term continuity of operations and meet future operational requirements, NCT9-1-1 must identify a viable path toward acquiring or developing a dedicated facility. This requires evaluating potential locations, ownership and occupancy options, financing strategies, partnerships, and implementation approaches before a future capital project can be considered.

Initiative Description/Business Case

This initiative will focus on developing a comprehensive strategy for the acquisition or development of a future NCT9-1-1 facility. Building upon the previously completed facility assessment, NCT9-1-1 will evaluate potential sites, ownership models, financing mechanisms, partnership opportunities, and project delivery approaches to determine the most feasible long-term solution.

The outcome of this initiative will be a strategic roadmap that provides decision-makers with the information necessary to evaluate future facility investments, identify preferred development options, estimate project costs and funding strategies, and establish a phased approach toward developing a secure, resilient, and purpose-built public safety facility capable of supporting NCT9-1-1's long-term mission.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Evaluate potential facility acquisition, renovation, and new construction options.
- Evaluate ownership, leasing, partnership, and other occupancy models.
- Research and identify potential funding opportunities, including grants, legislative appropriations, philanthropic contributions, public-private partnerships, and financing options.
- Develop preliminary cost estimates and funding scenarios for viable facility alternatives.
- Develop high-level space programming and facility requirements to support long-term operational needs.
- Develop a strategic roadmap outlining recommended facility options, estimated costs, potential funding strategies, and next steps for future Board consideration.

6.3 Dispatch Mapping Procurement

Problem Statement

NCT9-1-1 currently provides a regional dispatch mapping solution that delivers critical location and geographic information to ECCs during 9-1-1 call processing. The current contract is approaching the end of its term, requiring the District to procure a replacement solution that continues to provide reliable mapping capabilities while supporting evolving NG9-1-1 technologies, improved location intelligence, and future operational needs.

Initiative Description/Business Case

Dispatch mapping is a mission-critical component of the District's NG9-1-1 ecosystem, providing Telecommunicators with the geographic information needed to verify caller locations and support the timely delivery of emergency services. Procuring a modern, standards-based dispatch mapping solution will ensure continued operational reliability, improve interoperability with current and future NG9-1-1 technologies, enhance situational awareness, and provide a scalable platform capable of supporting the District's long-term strategic objectives.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Conduct a competitive procurement and execute a contract for a next-generation dispatch mapping solution.
- Implement and deploy the new/updated dispatch mapping platform to all participating ECCs with minimal disruption to operations.
- Complete system acceptance and transition to production, ensuring the solution meets operational requirements and is fully integrated into the District's NG9-1-1 environment.

6.4 Texas Telecommunicator Emergency Response Taskforce (TX TERT) Program Modernization

Problem Statement

The Texas Telecommunicator Emergency Response Taskforce (TX TERT) plays a critical role in supporting emergency communications during disasters and large-scale incidents throughout Texas. However, the program's governance, organizational structure, and operational processes must evolve to remain aligned with current public safety standards and emergency management practices. Existing policies are based on older American National Standards Institute (ANSI) standards developed by the Association of Public-Safety Communications Officials (APCO) and the National Emergency Number Association (NENA), while emergency management frameworks continue to evolve through the Federal Emergency Management Agency (FEMA), the National Incident Management System (NIMS), and the Texas Division of Emergency Management (TDEM).

In addition, the program's committee structure, leadership roles, and deployment processes should be evaluated to ensure they continue to effectively support statewide operations, organizational sustainability, and future leadership succession.

Initiative Description/Business Case

This initiative will evaluate and modernize the TX TERT program to ensure continued alignment with current national standards, emergency management best practices, and state deployment requirements. Working collaboratively with TX TERT leadership, APCO and NENA representatives, TDEM, and other stakeholders, the project will assess existing governance documents, organizational structure, committee responsibilities, and deployment processes.

The initiative will also examine opportunities to strengthen leadership development, improve succession planning, enhance coordination with emergency management partners, and evaluate

emerging deployment models, including virtual support capabilities. Modernizing the TX TERT program will improve operational effectiveness, strengthen statewide coordination during emergencies, and ensure the program remains sustainable and adaptable as emergency communications continues to evolve.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Conduct a comprehensive review of the TX TERT program's governance, organizational structure, and operational processes.
- Evaluate existing policies and governing documents for alignment with current APCO/NENA ANSI standards, FEMA guidance, NIMS principles, and TDEM deployment requirements.
- Assess committee structure, leadership roles, and responsibilities to identify opportunities for improved efficiency and effectiveness.
- Develop recommendations for strengthening leadership succession planning, including the evaluation of additional leadership positions as appropriate.
- Identify opportunities to enhance coordination and collaboration with the Texas Division of Emergency Management and other emergency response partners.
- Research and evaluate emerging deployment models, including virtual deployment capabilities and other innovative response strategies.
- Develop recommendations and an implementation roadmap to support the continued modernization and long-term sustainability of the TX TERT program.

6.5 Phase 2 Federal Communications Commission 24-78

Problem Statement

As NG9-1-1 technologies continue to evolve, NCT9-1-1 must ensure its Emergency Services IP Network (ESInet) remains compliant with emerging federal requirements and industry standards. Phase 2 of Federal Communications Commission (FCC) 24-78 introduces additional NGCS capabilities which are essential for supporting standards-based location validation, routing, and interoperability across NG9-1-1 networks.

Failure to implement these capabilities in a timely manner could impact regulatory compliance, reduce interoperability with neighboring NG9-1-1 systems, and limit the District's ability to support future emergency communications technologies and services.

Initiative Description/Business Case

This initiative focuses on planning and implementing the Phase II requirements of FCC 24-78 to enhance the District's NGCS infrastructure. The project will evaluate existing ESInet capabilities, identify required system enhancements, coordinate implementation activities with technology partners, and validate operational readiness for the new standards.

By implementing these enhancements, NCT9-1-1 will strengthen the resiliency, interoperability, and long-term sustainability of its NG9-1-1 infrastructure while ensuring compliance with evolving federal requirements. Completing this initiative will also position the District to support future NG9-1-1 capabilities and emerging public safety technologies as national standards continue to evolve.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Define requirements, design options, and security protocols for remote CHE operation.
- Conduct a comprehensive readiness assessment of existing District Next Generation Core Services capabilities and identify requirements for Phase 2 compliance.
- Develop a phased implementation plan for meeting FCC 24-78 Phase 2 requirements.
- Coordinate with technology partners to implement required enhancements and submit Phase 2 request to the FCC.
- Perform system integration, testing, and validation to ensure operational readiness and compliance with applicable standards.
- Update technical documentation, operational procedures, and implementation records to reflect the new capabilities.
- Develop recommendations for ongoing maintenance, future enhancements, and continued compliance with evolving NG9-1-1 standards and federal requirements.

6.6 Language Translation and Transcription Evaluation and Future Operational Benefit Analysis

Problem Statement

ECCs rely on human language interpretation services to communicate with callers who speak languages other than English. While these services remain an important resource, connecting to an interpreter can introduce delays during emergency calls.

NCT9-1-1 implemented Artificial Intelligence (AI)-assisted translation and transcription solutions in preparation for the Fédération Internationale de Football Association (FIFA) World Cup to provide ECCs with additional options for multilingual communications. Following this pilot period, NCT9-1-1 must evaluate how these solutions perform in live operations, where they provide value compared to current human interpretation services, and what role AI-assisted translation should play in the region's future language service model.

Initiative Description/Business Case

In preparation for the FIFA World Cup, NCT9-1-1 researched available solutions, procured and implemented one regionwide AI translation service, and deployed additional vendor solutions in select ECCs.

The evaluation will include using the data and operational experience from these implementations to evaluate the effectiveness of AI-assisted translation and transcription. The evaluation will compare accuracy, speed, reliability, usability, cost, and impact on Telecommunicator workflows and identify where AI provides an operational benefit compared with current human interpretation services.

The findings will also help determine the appropriate long-term strategy for NCT9-1-1, including whether a regional AI solution should be prioritized, whether ECCs should be provided with evaluated solution options to implement based on their individual needs, and how AI and human interpretation services should work together going forward.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Complete the structured evaluation of the three AI translation and transcription solutions implemented.
- Evaluate translation/transcription accuracy, speed, reliability, usability, workflow impact, integration, security, and cost.
- Compare AI-assisted translation with current human interpretation services to identify where each provides the greatest operational benefit.
- Identify situations where escalation to a professional human interpreter should remain part of the operational workflow, including low-confidence translations, uncommon languages, and sensitive or high-risk incidents.
- Develop recommended procedures and escalation criteria for using AI and human interpretation services together.
- Develop a recommendation for the future regional language translation and transcription service model.

6.7 Legislative Efforts and Sustainment of 9-1-1 Services

Problem Statement

The long-term sustainability of 9-1-1 services depends on a funding model that keeps pace with increasing operational costs, technological advancements, and the evolving needs of emergency communications. The current funding structure in Texas has not kept pace with these demands. The primary 9-1-1 fee was established in 1997 and has remained unchanged for nearly three decades despite significant inflation, increased operating costs, population growth, and the

substantial technology investments required to support modern emergency communications and NG9-1-1 capabilities. As a result, emergency communications districts face increasing challenges in maintaining existing service levels, replacing aging infrastructure, implementing new technologies, and supporting future innovation.

In addition, reliance on a limited number of revenue sources increases financial vulnerability and reduces the flexibility needed to respond to changing economic conditions, legislative priorities, and emerging public safety requirements. Ensuring the long-term sustainability of emergency communications requires both legislative engagement to modernize the funding model and the exploration of diversified funding opportunities.

Initiative Description/Business Case

This initiative focuses on advancing long-term funding sustainability for NCT9-1-1 through legislative engagement, strategic partnerships, and the pursuit of diversified revenue opportunities. Working collaboratively with state legislators, regulatory agencies, industry associations, local governments, and public safety stakeholders, NCT9-1-1 will identify funding models that better support the ongoing operation and modernization of emergency communications throughout Texas.

In parallel, the initiative will evaluate grants, cooperative partnerships, philanthropic opportunities, fee-based services, and other innovative funding mechanisms that can supplement traditional revenue sources. Because legislative sessions occur on a biennial cycle, this initiative will continue as an ongoing effort until a sustainable long-term funding model has been established. By diversifying funding sources and strengthening legislative support, NCT9-1-1 will improve financial resilience while ensuring the continued delivery of reliable, technologically advanced emergency communications services for the region.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Refine current strategy, resulting in a comprehensive legislative approach supporting long-term 9-1-1 funding sustainability.
- Educate legislators, regulatory agencies, industry associations, and public safety stakeholders to promote awareness of emergency communications funding needs.
- Research, develop, and communicate proposals and policy recommendations to legislative officials that support sustainable funding for 9-1-1 services.
- Evaluate alternative funding opportunities, including grants, cooperative partnerships, philanthropic initiatives, fee-based services, and other innovative revenue sources.
- Strengthen partnerships with local, state, federal, and private-sector organizations to support long-term financial sustainability.
- Pursue competitive grant opportunities and other external funding sources that advance strategic initiatives and technology modernization as appropriate.

- Monitor legislative and regulatory developments that may impact emergency communications funding and develop appropriate response strategies.

6.8 Strategic Visioning 2050

Problem Statement

As technology, public safety, demographics, and regional needs continue to evolve, NCT9-1-1 must ensure its long-term vision remains aligned with the future needs of the communities and agencies it serves. While annual strategic planning supports near-term priorities, a long-range vision is needed to identify emerging trends, anticipate future challenges, and position the District for sustained success through 2050.

Initiative Description/Business Case

NCT9-1-1 will participate in a Strategic Visioning 2050 initiative, coordinated by our fiscal and administrative agent, North Central Texas Council of Governments (NCTCOG), while conducting a District-specific strategic visioning process focused on the long-term future of emergency communications. NCT9-1-1 will independently engage its Board of Managers and other District stakeholders to ensure the vision reflects the unique mission, governance, and operational needs of the District.

The initiative will evaluate items such as: emerging technologies, public safety trends, governance, funding, regional partnerships, workforce considerations, and other factors that may influence the future of emergency communications. The resulting vision will complement the District's annual strategic planning process by providing a long-term framework to guide future investments, initiatives, and policy decisions.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Coordinate NCT9-1-1 participation in the Strategic Visioning 2050 initiative.
- Identify and engage District stakeholders, including the Board of Managers and key regional partners.
- Conduct stakeholder interviews/workshops and gather input regarding the future of emergency communications.
- Assess long-term trends, opportunities, and challenges affecting the District.
- Develop a District-specific Strategic Vision document through 2050 that complements annual strategic planning efforts.
- Identify strategic priorities and recommendations to guide future governance, investments, partnerships, and operational planning.

7. FISCAL YEARS 2028-2031 ANTICIPATED PROJECTS

FISCAL YEAR 2028

7.1 Commission on Accreditation for Law Enforcement Agencies (CALEA) Training Academy Accreditation – Phase I

Problem Statement

The NCT9-1-1 training program has a proven reputation for providing quality training and services while maintaining Texas Commission on Law Enforcement (TCOLE) training standards. Though the training program is compliant with state training standards, having CALEA accreditation would allow us to address a combination of national and state standards, would improve the quality of the program, and would increase the credibility of the program.

Initiative Description/Business Case

Obtaining CALEA accreditation is a meticulous process that law enforcement agencies undertake to demonstrate their adherence to professional standards. The process involves expressing intent, forming a team, and conducting a self-assessment to align policies with CALEA standards. The agency then submits an application, leading to an on-site assessment where CALEA reviewers evaluate operations and provide feedback. After addressing areas of improvement, the agency's materials are reviewed by the CALEA Commission, and if compliant, accreditation is granted, reflecting the agency's commitment to professionalism and accountability.

The CALEA accreditation process entails expressing intent, self-assessment, application submission, on-site assessment, and review by the CALEA Commission. Accreditation showcases an agency's dedication to adhering to high standards and prompts periodic re-evaluation to maintain compliance and excellence.

7.2 Data Analytics Procurement

Problem Statement

NCT9-1-1 currently relies on a data analytics platform to monitor 9-1-1 system performance, operational metrics, and service delivery across the District. The current contract is nearing completion, and as operational demands evolve, there is a need for enhanced capabilities, improved system integration, real-time insights, and user-friendly reporting to support operational decision-making, performance monitoring, and compliance with District objectives.

Initiative Description/Business Case

A modern, adaptable data analytics solution is critical to the District's ability to monitor the performance of its Next Generation 9-1-1 (NG9-1-1) systems and support data-driven decision-making. The next system must provide reliable, real-time operational analytics, streamline reporting, integrate with District technology platforms, and scale to meet future operational needs. Implementing an updated analytics platform will improve operational visibility, support performance management, and provide actionable information that enhances the delivery of 9-1-1 services throughout the region.

7.3 Regional Drones as First Responder (DFR) Interoperability and Integration Framework – Phase II

Problem Statement

DFR programs are rapidly expanding across North Texas, providing public safety agencies with new capabilities to improve situational awareness, assess incidents before responders arrive, and support more informed deployment of resources. As individual agencies implement DFR programs, differences in technology platforms, operating procedures, 9-1-1 and computer-aided dispatch (CAD) integration, data sharing, airspace coordination, and mutual-aid practices may create new interoperability challenges. At the same time, increasing public safety, commercial, governmental, and private unmanned aircraft systems (UAS) activity, along with the expansion of Beyond Visual Line of Sight (BVLOS) operations, will create an increasingly complex low-altitude operating environment. Without regional planning, independently developed DFR programs may be unable to easily share information, coordinate operations across jurisdictional boundaries, provide mutual aid during major incidents and disasters, or safely operate in an environment that may also require detection and response to unauthorized UAS activity. A regional framework is needed to ensure DFR capabilities evolve as an interoperable component of the region's emergency communications and response ecosystem while preserving local agency control and operational authority.

Initiative Description/Business Case

This initiative will develop a Regional DFR Interoperability and Integration Framework addressing the technical, operational, governance, and policy requirements necessary to support coordinated DFR operations across North Texas. NCT9-1-1 will partner with the North Central Texas Council of Governments (NCTCOG) Transportation Department and build upon its existing regional UAS initiatives and UAS portal. This partnership will connect transportation, emergency communications, public safety, and regional airspace planning rather than developing separate or duplicative UAS efforts. The initiative will also explore how counter-UAS capabilities and protocols intersect with DFR operations, particularly during major incidents, special events, critical-infrastructure events, and unauthorized or potentially threatening UAS activity. The framework will examine opportunities to integrate DFR with 9-1-1, CAD, geographic information

systems (GIS), real-time crime center (RTCC), broadband, and other public safety systems so information originating with a 9-1-1 call can appropriately support DFR deployment and drone-derived information can be made available to Telecommunicators, responders, and incident commanders. Pilot projects with participating agencies, NCTCOG Transportation, and technology partners will demonstrate and evaluate multi-agency DFR coordination; 9-1-1/CAD/GIS integration; public-safety airspace coordination and prioritization; secure sharing of video, location, and incident information; regional DFR mutual aid; counter-UAS coordination; and emerging BVLOS and automated DFR capabilities. The resulting framework and pilot findings will provide a regional roadmap for agencies implementing or expanding DFR while helping prevent the creation of isolated systems and operational practices that cannot effectively work together. The District's role will be to facilitate regional coordination, interoperability, integration, and shared infrastructure opportunities, not to replace or assume operational control of individual agencies' DFR programs.

7.4 Safe Streets and Roads for All (SS4A) Grant Implementation

Problem Statement

First responders in rural and suburban North Central Texas face delays in locating crash scenes and coordinating emergency response due to communication gaps, limited real-time data sharing, and infrastructure challenges. High-risk corridors such as I-20, I-35, I-45, US-287, US-380, and US-281 often experience crashes in remote areas with poor geospatial accuracy from 9-1-1 calls. These limitations are especially acute for rural volunteer fire departments and multi-jurisdictional incidents where interoperability is restricted.

Initiative Description/Business Case

NCT9-1-1 applied for funding for the Mobile Applications for First Responders initiative as part of the Federal Safe Streets and Roads for All (SS4A) grant program. If awarded the funding, staff will work to design and deploy a mobile-first, global positioning system (GPS)-integrated platform to improve location accuracy, on-scene situational awareness, and inter-agency coordination. This solution will deliver precise caller location and crash mapping with automatic vehicle location (AVL) integration, real-time hazard and traffic data, and seamless cross-jurisdiction communication. The initiative will extend advanced technology capabilities to rural and underserved communities, addressing equity gaps in emergency response. By building on NCT9-1-1's leadership in regional communications, the project will directly support SS4A's mission to reduce roadway fatalities and injuries and establish a scalable model for potential statewide or national adoption.

7.5 Technologies to Aid in Mental Health of 9-1-1 Telecommunicators – Phase I

Problem Statement

9-1-1 Telecommunicators face high-stress, emotionally intense work environments where they are continuously exposed to traumatic events, distressing calls, and high call volumes. These conditions can lead to compassion fatigue, secondary traumatic stress, vicarious trauma, and burnout, directly affecting both personal well-being and job performance. Despite the critical role these professionals play in emergency response, many Emergency Communications Centers (ECCs) lack readily available resources outside of the traditional Employee Assistance Program (EAP) offered by insurance companies. As technology continues to develop, integrated solutions are becoming available to proactively address mental health and provide ongoing resilience support for Telecommunicators.

Initiative Description/Business Case

Research enabled mental health solutions that proactively support 9-1-1 Telecommunicators, reduce burnout, promote healthy lifestyles, and enhance workforce resilience leading to improved performance, lower turnover, and higher service continuity for the communities served. A living resource center developed specifically for Telecommunicators could provide individuals with direct access to both traditional and alternative wellness opportunities that are verified to be law-enforcement knowledgeable and prepared to work with public safety professionals. Proposed technologies could include virtual counseling platforms, AI-driven wellness check-ins, biofeedback and wearable devices, and mindfulness and resilience training apps. Expected benefits could include reduced burnout and turnover, increased productivity, enhanced morale and engagement, reduced mental health related illness, and flexible support.

FISCAL YEAR 2029

7.6 Augmented Reality (AR) – Phase I

Problem Statement

The current computer screen space limitations faced by 9-1-1 Telecommunicators pose challenges in efficiently managing emergency calls. The restricted visual real estate makes it difficult for call takers to access critical information, potentially leading to delays in response times, decreased call handling efficiency, and limited situational awareness. This creates a pressing need for a solution that can enhance the call takers' capabilities and improve their overall performance. The constraints in space and budget make it difficult for ECCs to deploy an adequate number of monitors required to optimize call handling efficiency.

Initiative Description/Business Case

The implementation of AR glasses with screen mirroring technology for 9-1-1 call takers presents a compelling business case. The use of AR glasses could provide ECCs with a cost-effective solution that expands the virtual screen space available to call takers, enabling them to access critical information and enhance call handling efficiency. This strategic investment in AR glasses demonstrates the organization's commitment to leveraging innovative technologies to improve operational effectiveness, streamline emergency response processes, and ultimately deliver enhanced public safety services. By addressing the limitations associated with traditional monitors, ECCs can optimize their resources, reduce costs, and achieve higher call handling standards, thereby ensuring the timely and efficient provision of emergency assistance to those in need. This pilot project aims to evaluate the effectiveness and usability of AR glasses with screen mirroring technology as a solution to the challenges associated with limited computer screen space for 9-1-1 call takers, both in the ECC and if a Telecommunicator must relocate to an alternate location.

7.7 Commission on Accreditation for Law Enforcement (CALEA) Training Academy Accreditation – Phase II

Problem Statement

The NCT9-1-1 training program has a credible reputation for providing quality training and services while maintaining Texas Commission on Law Enforcement (TCOLE) training standards. Though the training program is compliant with state training standards, having CALEA accreditation would allow us to address a combination of national and state standards, would improve the quality of the program, and would increase the credibility of the program.

Initiative Description/Business Case

Obtaining CALEA accreditation is a meticulous process that law enforcement agencies undertake to demonstrate their adherence to professional standards. The process involves expressing intent, forming a team, and conducting a self-assessment to align policies with CALEA standards. The agency then submits an application, leading to an on-site assessment where CALEA reviewers evaluate operations and provide feedback. After addressing areas of improvement, the agency's materials are reviewed by the CALEA Commission, and if compliant, accreditation is granted, reflecting the agency's commitment to professionalism and accountability. This will be a biennial project. Phase II will focus on the completion of the accreditation process.

7.8 Legislative Efforts for Sustainment of 9-1-1 Services

Problem Statement

The current funding model for 9-1-1 services in Texas does not adequately support long-term

sustainability, technology upgrades, or evolving public safety needs. Without legislative action to modernize the funding structure, NCT9-1-1 faces increasing challenges in maintaining service levels, keeping pace with technological advancements, and meeting NG9-1-1 standards. A lack of diversified funding sources also leaves the program vulnerable to economic fluctuations and policy changes.

Initiative Description/Business Case

This initiative will pursue legislative change to establish a sustainable, equitable funding model for 9-1-1 services in Texas. NCT9-1-1 will engage with state lawmakers, industry associations, and stakeholders to educate and inform on the current state of affairs with 9-1-1. In parallel, the project will explore innovative revenue-generating strategies, such as partnerships, grants, and fee-based services, to strengthen financial resilience. By securing stable and diversified funding, NCT9-1-1 will ensure the continued delivery of high-quality emergency communications, support ongoing technological modernization, and safeguard public safety for the growing North Central Texas region. As legislative sessions occur every two years, this will be a biennial project until adequate funding is secured.

7.9 Social Media Integration into ECCs and 9-1-1 Call Flow

Problem Statement

The absence of a systematic method to incorporate real-time information from social media into the 9-1-1 emergency call flow hinders emergency responders' ability to access crucial insights during crises. To bridge this gap, a comprehensive system is required that seamlessly integrates social media data into the emergency response process. This would enhance situational awareness by allowing operators to monitor and extract relevant information from social media posts related to ongoing incidents, enabling more informed decision-making and efficient resource allocation. However, challenges such as data filtering, privacy concerns, and operator training must be addressed for successful implementation.

Initiative Description/Business Case

This project aims to enhance emergency response by seamlessly integrating social media data into the 9-1-1 call flow through the utilization of third-party AI software for efficient data scraping based on predefined keywords. The initiative seeks to provide emergency operators with real-time insights from social media platforms during critical events or disasters, facilitating more informed decision-making and coordination. The project involves developing robust algorithms for data extraction, filtering, and prioritization, as well as integrating the scraped data into the existing call flow interface. By ensuring privacy, conducting operator training, and rigorous testing, this integration holds the potential to revolutionize emergency response capabilities by harnessing the power of social media for timely and relevant information.

7.10 Technologies that Aid in Response to Vulnerable Populations – Phase I (Research)

Problem Statement

ECCs are the first point of contact for individuals experiencing emergencies. However, 9-1-1 Telecommunicators face significant challenges when responding to incidents involving vulnerable populations, such as autistic children and individuals with dementia or Alzheimer’s disease. These populations often have unique communication needs, behavioral tendencies, and safety risks that may not align with traditional emergency response protocols.

Given the rising prevalence of autism and Alzheimer’s-related conditions in the U.S., as well as the complexity of these calls, ECCs would benefit from advanced solutions that enhance situational awareness, improve call handling, and increase the effectiveness of field response for these high-risk groups.

Initiative Description/Business Case

Investing in research to identify and implement technology solutions for supporting vulnerable populations in 9-1-1 environments will yield measurable benefits for public safety, community trust, and operational efficiency. Potential technological solutions for research could include integrated health and safety profiles, AI-assisted call triage, real-time translation and sensory-friendly communication prompts, and geofencing with tracking integration. Benefits could include a faster and safer response, improved caller experience, and data-driven improvements for police and training.

FISCAL YEAR 2030

7.11 6G Network Integration

Problem Statement

The NG9-1-1 initiative seeks to replace legacy analog 9-1-1 systems with an internet protocol (IP)-based, interoperable emergency communications framework capable of handling voice, video, text, and data seamlessly. While significant progress has been made with 4G long-term evolution (LTE) and 5G integration, these networks still face constraints in coverage, latency, reliability, and scalability, all critical factors for mission-critical public safety communications.

Initiative Description/Business Case

6G will merge terrestrial and non-terrestrial (satellite, airborne) connectivity, support real-time holographic and extended reality communications, and power massive IoT sensor networks for

public safety. For NG9-1-1, this means faster response times, richer situational awareness, and resilient coverage even in disaster zones or remote communities. The arrival of 6G broadband networks, expected by the early 2030s, promises terabit-class speeds, ultra-low microsecond latency, AI-native orchestration, terahertz spectrum usage, and seamless integration with satellite and non-terrestrial networks. These capabilities could fundamentally transform emergency response, supporting real-time holographic communication, remote medical intervention, AI-driven situational awareness, and massive IoT sensor networks.

7.12 Broadband Initiative

Problem Statement

The lack of rural broadband in select areas of our region is impeding public access, education, and local development, further highlighted by the pandemic's demand for remote services. Despite the growing success of "Smart" projects nationwide, the NCT9-1-1 region lacks the necessary infrastructure, necessitating increased bandwidth and diverse network support. Existing funding falls short, making alternative funding, including grants, vital. A holistic approach is needed to address these challenges, ensuring equitable digital access, enabling Smart initiatives, fostering community collaboration, and establishing the goal of owning a 9-1-1 fiber network instead of leasing ESInet services, thereby enhancing the region's self-sufficiency and resilience.

Initiative Description/Business Case

The project's core objective is to tackle the rural broadband gap in the NCT9-1-1 region by extending the existing fiber network initiative. By collaborating with universities and strategic consultants, the plan involves securing grants to construct a fiber network for the regional 9-1-1 system. The project's phases encompass grant application and initial planning, expanding the fiber network into underserved areas, and partnering with local governments to implement Smart initiatives. To ensure long-term success, a consultant will be engaged to develop a comprehensive fiber plan for the regional 9-1-1 network. The project's benefits include improved broadband access, enhanced Smart project capacity, and community resilience through better infrastructure.

However, the endeavor faces potential challenges such as securing grant funding, technical deployment hurdles, and potential stakeholder resistance. To mitigate these, the project proposes diversifying funding sources, collaborating closely with technical experts, and maintaining proactive communication to garner stakeholder support. By establishing a sustainable fiber network and Smart project ecosystem, the plan strives to bridge the digital divide, foster collaboration, and usher in a more technologically inclusive future for the NCT9-1-1 region.

7.13 Regional Emergency Communications Capability

Problem Statement

The volume, variety, and complexity of information available to emergency communications centers continues to grow, while individual agencies vary significantly in staffing, technology, resources, and their ability to implement and support emerging capabilities. A regional approach could ensure agencies of all sizes can benefit from advanced technologies, shared information, and enhanced operational capabilities without requiring each agency to independently build and maintain them.

Initiative Description/Business Case

NCT9-1-1 will explore and develop shared regional capabilities that enhance emergency communications, situational awareness, interoperability, and coordinated response. The initiative will leverage regional infrastructure, partnerships, emerging technologies, and shared services to provide scalable capabilities that complement local operations while maintaining local control. The initiative may include development and testing of virtual and physical regional resources, integration of additional data and information sources, enhanced analytics and decision support, coordinated incident support, and capabilities that can be shared across jurisdictions during routine operations, major events, emergencies, and disasters. The long-term objective is to create an adaptable regional framework that allows NCT9-1-1 and its participating agencies to incorporate new capabilities as technology and operational needs evolve, while improving resiliency, interoperability, efficiency, and public safety.

7.14 Academic and Research Partnerships

Problem Statement

The rapidly changing emergency communications environment requires new approaches to workforce development, research, technology, data, and operational challenges. Many of these issues extend beyond the traditional 9-1-1 discipline and can benefit from expertise in areas such as technology, engineering, data science, human factors, communications, public administration, emergency management, and other fields. Strategic partnerships with academic and research institutions can connect real-world public safety challenges with multidisciplinary expertise, research, and emerging talent.

Initiative Description/Business Case

NCT9-1-1 will develop and expand partnerships with universities, colleges, research institutions, and other academic organizations to advance innovation and strengthen emergency communications. These partnerships will create opportunities to connect practitioners, researchers, faculty, and students around real-world public safety challenges. Collaborative

efforts may include applied research, student and faculty projects, internships and workforce development, technology evaluation and testing, data analysis, grant opportunities, and exploration of emerging technologies and operational practices. NCT9-1-1 will seek opportunities to serve as a bridge between academia and the public safety community by providing access to operational expertise and real-world use cases while bringing research, new perspectives, and emerging talent into the 9-1-1 environment. These partnerships will support the development of future public safety professionals, accelerate practical research and innovation, and create solutions that can benefit NCT9-1-1, its participating agencies, and the broader emergency communications community.

7.15 Public Safety Data Hub

Problem Statement

Public safety operations rely on information generated by numerous independent systems, including NG9-1-1 Core Services, CAD, GIS, logging recorders, records management systems (RMS), emergency management platforms, telephony systems, and other operational technologies. These systems often store and exchange data/video using proprietary formats, requiring complex point-to-point integrations that are costly to develop, maintain, and secure.

As the volume and variety of operational data/video continues to grow, so does the demand from internal users, ECCs, and regional partners for timely, standardized access to that information. Without a centralized platform to aggregate, normalize, govern, and distribute data/video, organizations face duplicate integration efforts, inconsistent data models, increased maintenance costs, and limited interoperability between systems. This fragmented approach also limits the ability to support emerging technologies such as artificial intelligence, advanced analytics, and real-time situational awareness.

Initiative Description/Business Case

This initiative focuses on researching and developing a public safety data hub that serves as a centralized platform for aggregating, standardizing, securing, and distributing operational public safety data/video. The platform would collect information from multiple internal and external systems, transform it into standardized data formats, and provide secure, scalable access through modern APIs and event-driven services.

By reducing direct system-to-system integrations, the Public Safety Hub will improve interoperability, strengthen data governance, enhance cybersecurity, and simplify the integration of future technologies. The platform will support operational systems, regional data sharing initiatives, analytics, dashboards, AI-enabled applications, and other next-generation public safety capabilities while providing a common, authoritative source for supplemental public safety information.

7.16 Quantum Secure Communications

Problem Statement

As quantum computing capabilities advance, traditional encryption methods used in 9-1-1 systems face the risk of being rendered obsolete. This creates potential vulnerabilities for secure communications between ECCs, first responders, and partner agencies, where a breach could compromise public trust, disrupt emergency operations, and expose sensitive information. Emerging threats such as “harvest now, decrypt later” attacks heighten the urgency to implement future-proof encryption solutions.

Initiative Description/Business Case

This initiative will explore and implement quantum key distribution (QKD) technology to protect sensitive 9-1-1 data and communications against both current and future quantum-based cyber threats. QKD leverages quantum mechanics to generate encryption keys that are immune to quantum decryption and instantly detect any interception attempts. By adopting QKD, NCT9-1-1 will ensure uninterrupted, authenticated communication channels, safeguard operational integrity, and position itself as a national leader in next-generation cybersecurity. The project will also prepare the organization for potential future compliance requirements while reinforcing public trust in the security and resilience of emergency communications.

FISCAL YEAR 2031

7.17 Accelerating Partnerships with Alternative Disciplines

Problem Statement

Emergency response and public safety agencies often operate within discipline-specific silos, limiting their ability to address complex challenges that require a multi-faceted approach. While alternative disciplines such as behavioral health, social services, technology providers, and community organizations offer unique skills and resources, collaboration is frequently slow, informal, or hindered by process gaps, cultural differences, and regulatory constraints. This results in missed opportunities for innovation, underutilized expertise, and delayed implementation of solutions that could enhance efficiency, improve outcomes, and build stronger community trust.

Initiative Description/Business Case

Accelerating partnerships with alternative disciplines enables organizations to combine their core capabilities with the specialized expertise, resources, and innovations of sectors such as behavioral health, social services, technology, and data science. These collaborations can expand service capacity, improve efficiency, reduce costs, and deliver more holistic responses to

community needs. By streamlining engagement processes, aligning goals, and fostering cross-sector innovation, agencies can implement solutions faster, address root causes more effectively, and strengthen resilience in the face of complex challenges. This proactive approach transforms partnerships from ad hoc arrangements into strategic, value-driven alliances that deliver measurable improvements in outcomes, public trust, and long-term sustainability.

7.18 Next Generation Core Services (NGCS) Backup

Problem Statement

The transition to Next Generation Core Services (NGCS) allows Telecommunicators and field first responders to receive critical additional functionality and information during a call for service. As with most 9-1-1 technology, there are redundancies and backup solutions in place. However, with the implementation of NG9-1-1 throughout the state and with neighboring 9-1-1 entities, there are increased opportunities for creating systemwide backup solutions.

Initiative Description/Business Case

Contingency solutions currently include the rerouting of emergency calls to a backup as well as system diversity and redundancy. The development of a systemwide backup solution could be achieved by partnering with another available NGCS provider or 9-1-1 authority. Staff plan to identify viable partners and create sample agreements to allow for mutual aid in rerouting emergency calls. The validation process will explore capacity planning by all parties to confirm functionality at the time of an event. Staff will also consider contracting with another NGCS vendor for a backup solution if budget is available.

7.19 Public Key Infrastructure

Problem Statement

The NG9-1-1 ecosystem relies on secure, trusted interconnections between Emergency Services IP Networks (ESInets) and other public safety networks to ensure uninterrupted, real-time communication during emergencies. Without strong, standardized public key infrastructure (PKI) controls, the system is vulnerable to unauthorized access, data tampering, and interoperability failures. Effective governance, as guided by the NG9-1-1 Interoperability Oversight Commission (NIOC), is critical to maintaining network integrity, trust, and compliance.

Initiative Description/Business Case

This initiative will implement and manage PKI across all NG9-1-1 technical systems, operational workflows, and end users in alignment with National Emergency Number Association (NENA) NIOC principles. Activities will include authenticating devices, systems, and users; enabling mutual transport layer security (TLS) and certificate-based authentication for critical data

exchanges; and applying digital signatures to ensure data integrity. PKI controls will be integrated into daily ECC and network operations, with automated certificate lifecycle management to reduce disruption. Comprehensive role-based training, quick-reference tools, and ongoing compliance monitoring will support secure adoption. By embedding PKI into both technical and operational layers, NCT9-1-1 will strengthen cybersecurity, improve interoperability, and safeguard public safety communications from emerging threats.

8. FISCAL YEAR 2026 STRATEGIC INITIATIVES ATTAINMENT

8.1 Call Handling Equipment (CHE) Procurement and Text Translation Services Integration

Initiative Description/Business Case

This project will implement a dual-track approach: procuring next-generation CHE and integrating advanced translation capabilities into existing Text-to-9-1-1 and Real-Time Text (RTT) applications. The CHE procurement process will include extensive research, requirements development, and a competitive RFP to attract a broad vendor pool. The translation component will deploy a solution for accurate, real-time translation of non-English messages, improving accessibility for all residents. Together, these efforts will strengthen the region's emergency communications infrastructure, enhance operational reliability, and align with industry standards for scalability and inclusivity.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Identify feasible mitigations, associated risks, and technical constraints.
- Develop technical and functional requirements for next-generation CHE.
- Research vendor landscape and emerging technological advancements.
- Coordinate with NCTCOG Procurement for RFP issuance and vendor outreach.
- Evaluate vendor proposals against standardized scoring metrics.
- Select CHE vendor and begin the contracting process.
- Plan implementation, migration, and user training strategy.

Attainment

NCT9-1-1 worked in partnership with TXShare, a cooperative purchasing program of the District's fiscal and administrative agent, NCTCOG, to complete a competitive Request for Proposals (RFP) for next-generation Call Handling Equipment (CHE) services. This process established a procurement pathway for evaluating qualified vendors and available service options. During the upcoming fiscal year, NCT9-1-1 will focus on reviewing the resulting vendor options and selecting

the solution that best meets the District's operational, technical, financial, and long-term strategic needs.

8.2 Cloud Containers – Phase I (Research)

Initiative Description/Business Case

Conducting thorough research on cloud containers is essential to inform decision-making and strategy formulation. This initiative will involve evaluating various container technologies, analyzing their compatibility with existing infrastructure, and identifying potential use cases. The research will provide a foundation for developing a phased implementation plan, ensuring that the organization can leverage container technology to enhance operational efficiency, scalability, and flexibility.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Assess the feasibility and strategic value of cloud containers.
- Evaluate different container technologies and platforms.
- Identify potential use cases and benefits for the organization.
- Analyze compatibility with existing infrastructure and systems.
- Develop a comprehensive report to guide future implementation phases.

Attainment

Initial research concluded that, at present, cloud hosted services would both exceed the available budget and be a poor fit for the current structure of NCT9-1-1's software and network implementation.

8.3 Data Interoperability

Initiative Description/Business Case

This initiative focuses on researching and identifying standardized, secure, and scalable data interoperability frameworks to better connect CAD systems and integrate diverse emergency-related data sources. The goal is to enable real-time, multi-agency information sharing and improve operational efficiency across the NCT9-1-1 region. As NCT9-1-1 does not procure or dictate CAD system purchases for ECCs, our role will be to provide research, analysis, and guidance that local agencies can use to inform their own system decisions.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Conduct a comprehensive inventory and analysis of existing CAD systems, vendor platforms, and current interoperability gaps.
- Define detailed technical and operational requirements for CAD and multi-data-source interoperability.
- Evaluate potential vendors/solutions for integration capabilities, scalability, and compliance.
- Engage stakeholders to map cross-agency workflows, data sharing needs, and user interface requirements.
- Establish regional standards for secure data exchange, geospatial integration, and compliance.

Attainment

NCT9-1-1 conducted a regional Computer Aided Dispatch (CAD) inventory and identified the vendors that are able to implement a data sharing interoperable system. NCT9-1-1 is investigating federal funding opportunities for a potential regional solution.

8.4 Call Handling Equipment (CHE) Anywhere (CHE in a Box/Mobile ECC)

Initiative Description/Business Case

The ability for ECCs to have CHE anywhere will allow decreased downtime and the ECC can return to normal operations more quickly. CHE anywhere allows ECCs to take calls up to the same capacity currently available in the normal state of the ECC. The current CHE solution is capable of operating from a laptop with a headset and the network can now be accessed via the cloud. The CHE anywhere project could include several possible options including: “CHE in a box,” and/or a mobile ECC. In addition, providing telecommunicators with greater flexibility could lead to improved job satisfaction and performance. This project would only include call handling. Other ECC functionality, such as CAD and radio, would not be included and would be the responsibility of the agency. This project would require new services from a CHE vendor and would be a licensing and budget item.

Projected Deliverables

- Define requirements, design options, and security protocols for remote CHE operation.
- Explore procurement of necessary licensing, hardware, and cloud access from the CHE vendor.
- Create draft policy regarding use of CHE Anywhere.
- Document deployment processes, integrate into COOP, and evaluate project performance.

Attainment

Next steps for the CHE Anywhere initiative are dependent on the selection of a CHE vendor during the upcoming vendor refresh. Once a vendor is selected, NCT9-1-1 will evaluate the selected platform's capabilities for remote or alternate-site call handling, including cloud-connected and/or network VPN-secured laptops and mobile devices. Future planning may include secure remote access protocols, hardware kits, vendor licensing, implementation requirements, and operational procedures to support continuity of operations, disaster response, surge events, and workforce flexibility across served ECCs.

8.5 Disaster Planning and Support for the ECCs

Initiative Description/Business Case

Targeted disaster planning training strengthens ECC resilience, ensuring operations can continue when disasters strike. By preparing staff through realistic scenarios, relocation drills, and system redundancy practice, the center can minimize downtime, reduce errors, and maintain public safety services under extreme conditions. Coordinating training with each ECC's city or county Emergency Management leadership and the Emergency Management Program ensures consistency across jurisdictions, reinforces interoperability, and integrates ECC operations into broader disaster response frameworks. This investment aligns with national standards, protects the community, and reinforces trust in the ECC's ability to perform during its most critical moments.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Develop and adopt a standardized disaster training plan for ECC staff, ensuring alignment with city or county emergency management policies.
- Encourage and facilitate scenario-based disaster response exercises in partnership with each ECC's city or county Emergency Manager, Director, and Coordinator.
- Coordinate with the Emergency Management Program to participate in the testing of backup systems and redundancy procedures.
- Assist in planning and supporting relocation and continuity of operations drills for all shifts, in collaboration with local emergency management partners.
- Promote and participate in a post-exercise review process, jointly evaluated with Emergency Management Program staff, to inform updates to training and procedures.

Attainment

The project successfully pivoted to a tabletop exercise focused on the critical first moments—from the initial call through EOC activation and operational readiness. The exercise identified key

gaps, strengthened coordination, and improved preparedness for timely EOC operations during an emergency.

8.6 Drones as First Responders Support – Phase I (Research)

Initiative Description/Business Case

This initiative aims to research and evaluate effective methods for developing and expanding Drones as First Responder (DFR) programs across the region. By examining emerging UAS technologies and regional needs, the initiative will identify strategies to support public safety agencies through technical assistance, funding mechanisms, shared resources, and coordinated stakeholder engagement—ultimately laying the foundation for a sustainable and regionally integrated DFR infrastructure.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Develop a standardized DFR Agency Onboarding Checklist to guide new agencies through the setup, regulatory compliance, training, and operational launch phases.
- Design a Shared Drone Resource Framework to facilitate inter-agency collaboration, equipment pooling, and optimized resource utilization across jurisdictions.
- Propose a regional procurement option that streamlines the acquisition of UAS platforms, software, and services through joint purchasing and vendor coordination.
- Create DFR outreach presentations and marketing materials to educate stakeholders, engage community partners, and generate support from local leadership.

Attainment

NCT9-1-1 completed the research and discovery phase of the Drones as First Responders Support initiative and determined that the majority of leading UAS manufacturers, supporting service providers, and related technologies are already available through cooperative purchasing contracts administered by Sourcewell, a contractual partner of TXShare. As a result, the development of a new regional shared procurement contract would provide little additional value and is not necessary at this time. Research also found that DFR implementation requirements vary significantly based on the selected drone platform, operational concept, and individual agency needs. Agencies with established DFR programs reported that drone manufacturers typically serve as the primary implementation partners, providing guidance on FAA regulations and waivers, technology selection, training, documentation, and program development. Because of these variations, participating agencies did not identify a practical need for a standardized regional onboarding framework or universal implementation checklist. While these findings eliminated the original need for a shared procurement and resource framework, they highlighted a broader strategic opportunity: the absence of regional coordination among DFR programs. In partnership with NCTCOG's Transportation Aviation Team, NCT9-1-1 is uniquely

positioned to assume a regional leadership role focused on coordinating public safety UAS operations across North Texas and helping establish the Dallas-Fort Worth region as a nationally recognized model for integrated DFR operations.

8.7 ECC Regional Leadership Conference

Initiative Description/Business Case

The ECC Leadership Conference for Public Safety would offer public safety professionals a chance to explore the transformative potential of servant leadership and innovative practices. The conference would gather 9-1-1 telecommunicators and leaders to discover how applying servant leadership principles has invigorated organizational culture, amplified employee engagement, refined onboarding techniques, and nurtured leadership growth. Through expert-led keynote speeches, interactive workshops, and peer networking, attendees will immerse themselves in the principles of servant leadership and gain insights into its practical applications. By sharing real-world success stories and strategies, this event aims to motivate and empower participants to become catalysts for change in their respective agencies. Ultimately, the conference strives to equip public safety personnel with the tools to infuse their organizations with fresh ideas, fostering an environment of continuous improvement and community-centered service.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Organize the first ECC Leadership Conference including: Identifying session topics and speakers to present, identifying date and location for hosting the conference, and promoting through NCT9-1-1 social media platforms for advertising.
- Execute the first ECC Leadership Conference including creating a promotional video that highlights the conference and attendees.
- Evaluate the effectiveness of the ECC Leadership Conference including distributing survey following the conference for audience feedback.

Attainment

NCT9-1-1 successfully coordinated and hosted the ECC Regional Leadership Conference by developing relevant session topics and securing knowledgeable speakers to provide meaningful and engaging content. Following the event, an attendee survey was provided to evaluate the conference experience, gather constructive feedback, and identify opportunities for continued improvement. The event was promoted via the NCT9-1-1 social media outlets that highlighted the success and potential for future events.

8.8 Federal Communications Commission 24-78 – Phase I (Implementation)

Initiative Description/Business Case

Preparation for FCC 24-78 compliance will ensure the ECCs can accept and process IP-based 9-1-1 calls upon receipt of a valid request. This includes upgrading infrastructure to support SIP-based call delivery, implementing cybersecurity measures and coordinating with OSPs and the local 9-1-1 Authority to define NG9-1-1 delivery points. Compliance with FCC 24-78 will enable the ECCs to transition from legacy networks to NG9-1-1-compatible systems, improve operational efficiency, and meet federal interoperability standards.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Conduct a technical assessment of the network and call-handling systems for SIP readiness.
- Develop a migration plan in coordination with OSPs and the 9-1-1 Authority.
- Upgrade infrastructure to meet NG9-1-1 technical requirements.
- Implement cybersecurity controls for IP-based 9-1-1 traffic.
- Make requests with the OSPs and register with the FCC.
- Perform interoperability and functionality testing prior to cutover.

Attainment

The initiative achieved organizational and technical readiness for compliance with FCC 24-78 and the transition to IP-based NG9-1-1 call delivery. Network and call-handling systems were assessed for SIP readiness, and a coordinated migration approach was established to support interoperability with Originating Service Providers (OSPs) and the 9-1-1 Authority. Necessary infrastructure and cybersecurity controls were identified and/or implemented to support secure IP-based 9-1-1 traffic. Staff prepared the updated call-handling procedures and interoperability and functionality testing validation for the transition. These efforts position the ECCs to receive and process SIP-based 9-1-1 calls, reducing the risk of service disruption or interoperability issues, and support compliance with federal NG9-1-1 requirements.

8.9 FIFA Interjurisdictional Interoperability

Initiative Description/Business Case

This initiative will involve staff representing 9-1-1 in efforts to deploy integrated communication and data-sharing technologies to address identified interoperability, translation, and coordination gaps. The goal is to ensure NCT9-1-1 and partner agencies can rapidly connect,

share accurate data, and coordinate resources—regardless of language, jurisdiction, or device limitations.

Benefits include faster incident resolution, reduced operational costs, increased situational awareness, improved public safety outcomes, and compliance with emerging NG9-1-1 interoperability expectations. The investment will also mitigate risks associated with international events, high call volumes from non-English speakers, and complex multi-agency incidents.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Research and evaluate AI-powered translation and transcription platforms suitable for use in 9-1-1 environments, and provide guidance to ECCs on potential implementation options.
- Identify and assess interjurisdictional communication platforms, offering recommendations for technologies that can enhance cross-boundary data sharing and coordination.
- Explore mobile public safety application solutions and develop best-practice guidance for ECCs and partner agencies considering deployment.
- Review emerging network infrastructure standards and technologies, sharing findings with ECCs to support informed local investment decisions.
- Facilitate discussions and provide coordination tools that strengthen operational collaboration among ECCs, cities, counties, and regional partners.

Attainment

NCT9-1-1 chaired the FIFA 9-1-1 Texas Subcommittee and conducted several meetings with regional agencies targeting data sharing and interoperability. NCT9-1-1 found the solution to fix issues with international wireless devices and published a national white paper addressing the issue.

8.10 Full Feature Manipulation Engine (FME) Deployment

Initiative Description/Business Case

Upgrading to FME Form (desktop version) and FME Flow (server version) will unlock additional capabilities beyond what our vendor-provided version offers. These upgrades will:

- Provide more compatibility with different data formats, making it easier to work with partner agencies.
- Allow advanced processing and automation, reducing manual work and speeding up workflows.

- Improve the accuracy and reliability of critical 9-1-1 data, which is essential for emergency response.
- Support future projects without requiring major system changes.

FME Flow will also enable large portions of our data processes to run automatically, freeing up staff time for higher-priority tasks and improving efficiency. In addition, this upgrade will make it easier to share data—both critical and non-critical—with agencies across the region in a format-agnostic way.

Training will be included to ensure GIS staff can make full use of the new tools. This investment will strengthen our regional data capabilities, improve collaboration, and help ensure our 9-1-1 systems remain accurate and dependable for years to come.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Procure FME Form and FME Flow licenses.
- Install and configure software environment for GIS ETL automation.
- Migrate ETL workflows from Esri Data Interoperability extension to FME.
- Train GIS staff on FME Form and Flow capabilities.
- Document improvements in data sharing and operational efficiency.

Attainment

NCT9-1-1 successfully installed FME Form and Flow, with Flow in a fault-tolerant set up, and licenses secured for both. ETL workflows have been recreated in FME Form, and in such a way that combines all old workspaces into one for easy maintenance. Workflows have already started being automated with FME Flow, relieving the time it takes to run these tools off of the GIS team. Training for Form and Flow has been completed for FME administrators, and a course of free resources has been created for the GIS team so anyone can learn as needed.

8.11 Implementation of 3D Data in the ECCs – Phase I

Initiative Description/Business Case

NCT9-1-1 aims to enhance situational awareness and reduce emergency response times by integrating 3D location capabilities—latitude, longitude, and vertical elevation—into its ECC dispatch mapping systems. This integration will enable telecommunicators to identify not just where an emergency is occurring, but also its exact vertical location, such as a specific floor in a high-rise or elevation in a large venue. Successful implementation requires vendor development to support real-time receipt, mapping, and display of vertical data, ensuring that the benefits of the completed pilot can be fully realized in daily operations.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Enable receipt and processing of Z-axis (3D) location data.
- Display vertical data (floor/elevation) alongside 2D location on maps.
- Develop integration plan and conduct functionality testing with vendor.
- Update ECC training materials to incorporate 3D location usage.
- Deploy system to all ECCs and provide ongoing vendor support.

Attainment

NCT9-1-1 successfully implemented 3D location capabilities within ECC dispatch mapping, enabling the receipt, processing, and display of Z-axis location data alongside traditional latitude and longitude. Vendor development, integration, and functionality testing were completed, allowing vertical location information, including floor and elevation data, to be incorporated into operational mapping. Training materials were updated, and the capability was deployed to ECCs, completing the initiative's projected deliverables and supporting improved situational awareness for telecommunicators

8.12 Mitigating Artificial Intelligence Risks

Initiative Description/Business Case

AI adoption in public safety has the potential to improve call triage, enhance decision-making, and support telecommunicator well-being while reducing operational strain. Real-time analytics, language translation, and automated call handling can streamline workflows, improve accuracy, and accelerate emergency response—particularly in diverse, high-volume regions like North Texas. However, responsible AI use requires strong safeguards to mitigate risks such as bias, privacy violations, systemic errors, and cyber threats. By implementing ethical, secure AI tools, NCT9-1-1 can achieve operational efficiency, improve service quality, and strengthen public trust.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Research and evaluate AI-driven call triage solutions, assessing their potential to reduce non-urgent call volume and ease telecommunicator workload.
- Examine the use of real-time analytics tools for decision support, call prioritization, and resource routing, and share findings with ECC partners.
- Assess AI-based translation and transcription technologies, providing guidance on options that may improve response for non-English-speaking callers.

- Identify best practices for monitoring systems that can alert supervisors to high-stress call scenarios and support telecommunicator well-being.

Attainment

NCT9-1-1 deployed several secure AI applications for 9-1-1 and non-emergency calls. The vendors were chosen after a successful procurement and vetting process. The AI tools transcribe all calls and translate the call into English if the caller is speaking a non-English language.

8.13 Network and Automation Monitoring

Initiative Description/Business Case

This initiative will integrate advanced automation platforms, with intelligent network management tools to transform infrastructure and network operations. Automation will streamline configuration, deployment, and troubleshooting workflows while AI/ML-driven analytics and telemetry proactively detect and address anomalies. Security controls, rollback procedures, and human override options will ensure reliability and operational safety. The project will reduce mean time to repair (MTTR), minimize downtime, and standardize secure configurations, resulting in improved efficiency, scalability, and resilience. By modernizing network management, NCT9-1-1 will enhance service delivery, reduce operational costs, and strengthen customer satisfaction.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Review current infrastructure and network management tools and processes.
- Identify high-impact manual tasks for automation.
- Evaluate automation and orchestration platforms for implementation.
- Develop automation scripts and workflows for selected use cases.
- Embed automation into network tools with AI/ML models for predictive analytics.
- Implement real-time telemetry and proactive monitoring capabilities.
- Establish security controls, rollback procedures, and human override options.
- Create a roadmap for scaling automation across the network.
- Implement performance monitoring and continuous improvement processes.

Attainment

NCT9-1-1 has begun deploying automated network monitoring capabilities to improve visibility, efficiency, and response across the District's technology environment. Initial monitoring agents are active on the network, and staff are continuing to expand automation in a phased and controlled manner. Current efforts are focused on increasing appropriate system access,

validating functionality, and implementing safeguards before moving toward fully automated processes. This deliberate approach allows NCT9-1-1 to strengthen network operations while ensuring security, reliability, and appropriate oversight remain in place.

8.14 Non-Emergency Artificial Intelligence Proof of Concept

Initiative Description/Business Case

This pilot will test the feasibility and value of applying cloud-based AI tools to support non-emergency administrative call handling. The pilot will focus on functions such as real-time transcription, translation, sentiment analysis, intelligent routing, and automated responses to routine inquiries. By reducing administrative workload, lowering translation costs, and improving scalability during high-volume events, the initiative will provide measurable data on efficiency gains and cost savings.

The pilot is designed to serve as a limited proof-of-concept, not a permanent solution, ensuring that NCT9-1-1 and its partners can evaluate potential benefits and risks before considering broader adoption. This approach aligns with NCT9-1-1's commitment to innovation in public safety operations, while ensuring transparency, accountability, and flexibility in how emerging technologies are tested.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Configure a pilot version of the selected tool to handle non-emergency administrative lines in a cloud environment.
- Test automation of routine call handling workflows (e.g., burn permit requests, general information inquiries) in a controlled setting.
- Develop pilot use cases and demonstrations to help supervisors and regional stakeholders understand potential value.
- Measure and document pilot performance including ROI indicators, operational savings, and lessons learned.
- Produce a summary report with recommendations on whether a replicable framework for partner agencies should be considered in the future.

Attainment

NCT9-1-1 deployed a test environment using a cloud-based contact center platform. In parallel, NCT9-1-1 partnered with existing AI solution providers, and several agencies chose to procure solutions that had been reviewed and vetted by NCT9-1-1. The test environment remains in service and is considered a work in progress as staff continue to evaluate its potential use and long-term value.

8.15 Needs Assessment: Population Growth Study for Future Infrastructure Needs

Initiative Description/Business Case

This project will assess the long-term impacts of population growth on 9-1-1 operations over the next 5–20 years. The analysis will forecast call volumes, evaluate facility and system capacity, and identify operational and infrastructure gaps. Results will inform staffing strategies, facility expansion, and phased NG9-1-1 implementation to ensure the region maintains compliance, sustains reliability, and is positioned to secure necessary funding. By anticipating future demands, NCT9-1-1 can proactively adapt resources and technology to meet evolving public safety needs.

Projected Deliverables

The Projected Deliverables of this initiative are to:

- Forecast population growth and corresponding 9-1-1 call volume increases.
- Assess current and future facility, staffing, and system capacity.
- Identify operational gaps, infrastructure shortfalls, and associated risks.
- Develop a priority action plan for phased improvements and NG9-1-1 adoption.
- Produce a comprehensive final report and executive briefing for stakeholders.

Attainment

Due to an issue with the data analytics product, the information required to complete this project is currently incomplete. The underlying issue has been identified by the vendor but no timeline to implement fix has been indicated.

9. GLOSSARY OF TERMS

The following glossary defines acronyms, technical terms, and program references used throughout this Strategic Plan.

Term	Definition
AED (Automated External Defibrillator)	A portable medical device used to analyze heart rhythm and deliver an electric shock, if needed, during sudden cardiac arrest.
AI (Artificial Intelligence)	Technology that enables systems to perform tasks that typically require human decision-making or analysis.
AI/ML (Artificial Intelligence and Machine Learning)	Technologies that analyze data, identify patterns, and support automated or predictive functions.
ANSI (American National Standards Institute)	An organization that oversees voluntary consensus standards in the United States.
API (Application Programming Interface)	A method that allows software systems to securely exchange data or functionality.
APCO (Association of Public-Safety Communications Officials)	A professional association supporting public safety communications professionals and standards.
AR (Augmented Reality)	Technology that overlays digital information into a user's view of the physical environment.
ATP (Acceptance Testing Plan)	A structured process used to confirm that a system or service meets defined requirements before acceptance or deployment.
AVL (Automatic Vehicle Location)	Technology used to identify and track the real-time location of vehicles.
Board of Managers	The governing body responsible for oversight of the North Central Texas Emergency Communications District.
BVLOS (Beyond Visual Line of Sight)	Drone operations conducted when the remote pilot cannot directly see the unmanned aircraft during flight.
CAD (Computer-Aided Dispatch)	Software used by public safety agencies to manage calls for service, dispatch responders, and track incident information.
CALEA (Commission on Accreditation for Law Enforcement Agencies)	An organization that establishes professional accreditation standards for law enforcement and public safety programs.
CARES Team	An team focused on employee care, wellness, resilience, engagement, and support activities.
CHE (Call Handling Equipment)	Technology used by Emergency Communications Centers to receive, process, and manage 9-1-1 calls.
CHE Anywhere	A concept for enabling call handling from remote or alternate locations using approved call handling technology, secure connectivity, and operational procedures.

CISM (Critical Incident Stress Management)	Programs and practices designed to support individuals after exposure to stressful or traumatic incidents.
CLEC (Competitive Local Exchange Carrier)	A telecommunications provider that competes with established local telephone companies.
Cloud Containers	Technology that packages software and its dependencies so applications can run consistently across different computing environments.
COOP (Continuity of Operations Plan)	A plan that supports continued essential operations during emergencies, disruptions, or relocation events.
CPR (Cardiopulmonary Resuscitation)	An emergency lifesaving procedure performed when a person's breathing or heartbeat has stopped.
CSEC (Commission on State Emergency Communications)	The Texas agency supporting statewide 9-1-1 service planning and funding.
Cybersecurity	Practices, technologies, and controls used to protect systems, networks, and data from unauthorized access or disruption.
Data Center	A facility used to house computing, networking, storage, and telecommunications infrastructure.
DIR (Department of Information Resources)	The Texas state agency that provides technology leadership, shared technology services, and cooperative purchasing resources for public entities.
DFR (Drones as First Responders)	Public safety drone programs that deploy unmanned aircraft to provide early situational awareness during incidents.
ECC (Emergency Communications Center)	A public safety answering and dispatch center that receives and processes emergency calls.
EOC (Emergency Operations Center)	A coordination location used to support incident management, emergency response, and resource coordination.
EAP (Employee Assistance Program)	A program that provides employees with access to confidential support services and resources.
ESInet (Emergency Services IP Network)	A secure, managed IP-based network used to support Next Generation 9-1-1 services.
ETL (Extract, Transform, Load)	A data process used to collect information, convert it into a usable format, and load it into a system.
FAA (Federal Aviation Administration)	The federal agency responsible for regulating civil aviation, including unmanned aircraft operations.
FCC (Federal Communications Commission)	The federal agency that regulates interstate and international communications by radio, television, wire, satellite, and cable.
FCC 24-78	A Federal Communications Commission order related to the transition and delivery of Next Generation 9-1-1 services.

FEMA (Federal Emergency Management Agency)	The federal agency responsible for helping communities prepare for, respond to, recover from, and mitigate disasters.
FIFA (Fédération Internationale de Football Association)	The international governing body for soccer, referenced in relation to regional public safety planning for major events.
Fiscal and Administrative Agent	An organization that provides financial management, procurement, contracting, accounting, reporting, and administrative support on behalf of another entity or program.
FME (Feature Manipulation Engine)	Software used to transform, automate, validate, and exchange data between systems.
FME Flow	The server-based version of FME used to automate and manage data workflows.
FME Form	The desktop version of FME used to build and execute data transformation workflows.
FY (Fiscal Year)	A 12-month budgeting and planning period used by an organization.
Geographic Information Systems (GIS)	Systems used to collect, manage, analyze, and display geographic and location-based information.
GIS ETL (Geographic Information Systems Extract, Transform, Load)	Data processes used to prepare and move GIS information between systems.
GPS (Global Positioning System)	A satellite-based navigation system used to determine precise location, movement, and time information.
IoT (Internet of Things)	A network of connected devices and sensors that collect, exchange, and transmit data through communications networks.
IP (Internet Protocol)	A set of rules used to route data across networks.
LTE (Long-Term Evolution)	A wireless broadband technology commonly known as 4G LTE, used to support high-speed mobile data communications.
Machine Learning	A type of artificial intelligence that enables systems to learn from data and improve performance over time.
MTTR (Mean Time to Repair)	A measurement of the average time needed to restore a system or service after a failure.
NASNA (National Association of State 911 Administrators)	An organization supporting state 9-1-1 program leadership and coordination.
NCT9-1-1 (North Central Texas Emergency Communications District)	The regional 9-1-1 district serving participating communities in North Central Texas.
NCTCOG (North Central Texas Council of Governments)	A regional planning organization that also serves as the District's fiscal and administrative agent.
NENA (National Emergency Number Association)	An organization that develops standards, education, and resources for 9-1-1 and emergency communications.

NG9-1-1 (Next Generation 9-1-1)	An IP-based emergency communications system capable of supporting voice, text, data, video, and improved interoperability.
NGCS (Next Generation Core Services)	The core technical functions that support routing, location validation, and interoperability in an NG9-1-1 environment.
NIMS (National Incident Management System)	A national framework for incident management and emergency response coordination.
NIOOC (NG9-1-1 Interoperability Oversight Commission)	A governance body referenced for NG9-1-1 interoperability and trust framework principles.
NIST (National Institute of Standards and Technology)	A federal agency that develops measurement standards, cybersecurity guidance, and technical resources.
NTIA (National Telecommunications and Information Administration)	A federal agency that advises on telecommunications and information policy.
OSP (Originating Service Provider)	A telecommunications provider responsible for originating and delivering 9-1-1 traffic into the emergency communications system.
PKI (Public Key Infrastructure)	A system of digital certificates, encryption keys, and policies used to authenticate users, systems, and devices.
PIO (Public Information Officer)	A person responsible for communicating official information to the public, media, and stakeholders on behalf of an organization.
Public Safety Data Hub	A proposed centralized platform for aggregating, securing, standardizing, and sharing operational public safety data.
PUC (Public Utility Commission of Texas)	The Texas agency that regulates utilities and certain telecommunications matters in the state.
QKD (Quantum Key Distribution)	A secure method of generating and exchanging encryption keys using principles of quantum mechanics.
RTT (Real-Time Text)	A text communication method that transmits characters as they are typed, supporting more immediate communication during emergency calls.
RMS (Records Management System)	Software used by public safety agencies to manage incident reports, records, and related operational information.
RFP (Request for Proposals)	A formal procurement document used to solicit vendor proposals for goods or services.
RPO (Recovery Point Objective)	The maximum acceptable amount of data loss measured by time during a disruption or recovery event.
RTO (Recovery Time Objective)	The target amount of time within which a system or service should be restored after a disruption.
ROI (Return on Investment)	A measurement used to evaluate the value or benefit of an investment compared to its cost.

RTA (Regional Telecommunicator Academy)	A training program for telecommunicators serving Emergency Communications Centers.
RTCC (Real-Time Crime Center)	A public safety function or facility that uses real-time data, technology, and information sharing to support situational awareness and response.
RTT (Real-Time Text)	A text communication method that sends text as it is typed.
SD-WAN (Software-Defined Wide Area Network)	Technology that manages and optimizes network connectivity across multiple locations.
SIP (Session Initiation Protocol)	A protocol used to establish, manage, and terminate voice and multimedia communications over IP networks.
Sourcewell	A cooperative purchasing organization that provides competitively solicited contracts for public agencies and other eligible entities.
SS4A (Safe Streets and Roads for All)	A federal grant program that supports roadway safety planning and implementation activities.
STEM (Science, Technology, Engineering, and Mathematics)	A educational and career fields focused on technical and scientific disciplines.
TAG Team	A regional collaboration group referenced in the document for strengthening Emergency Communications Center coordination.
TCOLE (Texas Commission on Law Enforcement)	A the state agency that establishes and enforces law enforcement and telecommunicator training standards in Texas.
TDEM (Texas Division of Emergency Management)	A the state agency responsible for emergency management and disaster response coordination in Texas.
Telecommunicator	A public safety professional who receives, processes, and/or dispatches emergency and non-emergency calls.
TERT (Telecommunicator Emergency Response Taskforce)	Trained telecommunicators who can deploy to support emergency communications during disasters or large-scale incidents.
Text-to-9-1-1	A service that allows individuals to send text messages to 9-1-1 when voice calling is not possible or safe.
TLS (Transport Layer Security)	A protocol used to secure data communications across networks.
TXShare	A cooperative purchasing program affiliated with NCTCOG that supports procurement options for public entities.
TX TERT (Texas Telecommunicator Emergency Response Taskforce)	The Texas program that coordinates trained telecommunicator deployment support during emergencies.
UAS (Unmanned Aircraft Systems)	Drones and related equipment, software, pilots, and operational processes.
VPN (Virtual Private Network)	A secure connection method used to access a network remotely.
XML (Extensible Markup Language)	A structured data format used to store and exchange information between systems.

Z-Axis	Vertical location information, such as floor level or elevation, used to improve emergency location accuracy.
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North Central Texas Emergency Communications District

Item # 2026-09-04

Meeting Date: September 9, 2026

Submitted By: Steven Gorena
9-1-1 Field Support Supervisor

Item Title: Resolution Authorizing a Contract with Comtech Solacom Technologies, Inc. for NG9-1-1 Call Handling Equipment (CHE) Services

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with Comtech Solacom Technologies, Inc. for call handling equipment services in an amount not to exceed \$500,000.

Comtech Solacom Technologies, Inc. has served as NCT9-1-1's CHE vendor since 2017, providing ongoing support for the District's call handling equipment system. This contract is intended as an interim step to maintain the existing call handling equipment system in its current state while NCT9-1-1 staff complete the review and negotiation process for a new call handling equipment contract. Approval of this interim contract will help ensure continuity of CHE support and avoid disruption to participating Emergency Communications Centers during the transition period.

NCT9-1-1 is procuring these services via the TXShare cooperative, RFP #2026-033.

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



Item # 2026-09-04

**RESOLUTION AUTHORIZING A CONTRACT WITH COMTECH SOLACOM TECHNOLOGIES, INC.
FOR NG9-1-1 CALL HANDLING EQUIPMENT (CHE) 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, NG9-1-1 call handling equipment (CHE) is a critical component of NCT9-1-1's emergency communications system and supports participating Emergency Communications Centers in receiving and processing 9-1-1 calls; and,

WHEREAS, Comtech Solacom Technologies, Inc. is NCT9-1-1's current CHE vendor and the District seeks to maintain the existing CHE system in its current state while staff complete the review and negotiation process for a new CHE contract, and approval of an interim contract will help ensure continuity of CHE support and avoid disruption to participating Emergency Communications Centers during the transition period; and,

WHEREAS, NCT9-1-1 is procuring these services via TXShare cooperative RFP # 2026-033; 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 Comtech Solacom Technologies, Inc. for NG9-1-1 call handling equipment (CHE) services in an amount not to exceed \$500,000, 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.

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 September 9, 2026.

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



North Central Texas Emergency Communications District

Item # 2026-09-05

Meeting Date: September 9, 2026

Submitted By: Steven Gorena
9-1-1 Field Support Supervisor

Item Title: Resolution Authorizing a Contract with Johnston Technical Services, Inc. (JTS) for Support of NCT9-1-1's Microwave Tower Infrastructure

The North Central Texas Emergency Communications District (NCT9-1-1) is requesting authorization to enter into a contract with Johnston Technical Services, Inc. (JTS), in an amount not to exceed 2,000,000, for support of the management, maintenance, inspection, troubleshooting, and operational support of NCT9-1-1's microwave tower infrastructure.

NCT9-1-1 has utilized JTS for these services since 2015 and the agreement is intended to ensure continued reliability and availability of the tower infrastructure throughout the term of the agreement. Services to be provided include, but are not limited to: addressing incidents, repairs, materials, and equipment. The agreement is intended to complement the associated NCT9-1-1 microwave radio agreement, providing aligned support coverage for the tower infrastructure and microwave radio system throughout their operational lifecycle.

NCT9-1-1 is procuring these services via State of Texas Department of Information Resources (DIR) Contract #DIR-CPO-6090.

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



Item # 2026-09-05

**RESOLUTION AUTHORIZING A CONTRACT WITH JOHNSTON TECHNICAL SERVICES, INC. (JTS)
FOR SUPPORT OF NCT9-1-1'S MICROWAVE TOWER INFRASTRUCTURE**

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, NCT9-1-1 microwave tower infrastructure is a critical component of the emergency communications network and supports continued availability and reliability of the microwave radio system; and,

WHEREAS, NCT9-1-1 seeks support from JTS for the management, maintenance, inspection, troubleshooting, and operational support of its microwave tower infrastructure throughout the term of the agreement; and,

WHEREAS, the contract will be procured via State of Texas Department of Information Resources (DIR) Contract #DIR-CPO-6090; 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 Johnston Technical Services, Inc. (JTS) for microwave tower infrastructure support in an amount not to exceed \$2,000,000, 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.

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 September 9, 2026.

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



**FINANCIAL STATUS REPORT
GENERAL FUND/OPERATING
FOR SIX MONTHS ENDING: JUNE 30, 2026**

TOTAL RESOURCES AVAILABLE:						
Resources Category	Revenue Budget	9 Mo Target	Actual Revenue	June 2025 Actual Revenue	Amount Over / (Under) Target	% of Target Earned
Revenue (1)						
Wireless	12,100,000	9,075,000	9,790,862	8,733,027	715,862	108%
Landline	1,200,000	900,000	896,654	976,253	(3,346)	100%
Interest	720,000	540,000	659,930	682,301	119,930	122%
Other Revenue	177,390	133,043	288,861	1,146,159	155,818	217%
Subtotal Revenue	14,197,390	10,648,043	11,636,306	11,537,741	988,263	109%
Capital Replacement Fund Balance	93,000	69,750	-	-	(69,750)	0%
Total Resources Available	14,290,390	10,717,793	11,636,306	11,537,741	918,513	109%

EXPENDITURES:						
NCT9-1-1 STAFF COSTS (2)						
Category	Budget	9 Mo Target	Actual Expenditures	June 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Salaries	2,888,780	2,166,585	1,702,143	1,694,655	(464,442)	79%
Fringe Benefits	1,380,837	1,035,628	800,758	809,994	(234,870)	77%
NCTCOG Indirect Costs	755,722	566,792	443,014	443,323	(123,778)	78%
Occupancy	458,744	344,058	338,682	326,250	(5,376)	98%
NCTCOG Information Technology	251,536	188,652	185,704	157,613	(2,948)	98%
Travel	173,789	130,342	35,141	58,966	(95,201)	27%
Other Staff Costs	504,482	378,362	150,099	97,219	(228,263)	40%
Total NCT9-1-1 Staff Costs	6,413,890	4,810,419	3,655,541	3,588,020	(1,154,878)	76%
FISCAL AGENT SUPPORT (3)						
Category	Budget	9 Mo Target	Actual Expenditures	June 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Administrative, Legal Support	419,420	314,565	240,790	260,691	(73,775)	77%
COST OF OPERATIONS (4)						
Categories	Budget	9 Mo Target	Actual Expenditures	June 2025 Actual Expenditures*	Amount Over / (Under) Target	% of Target Expended
9-1-1 Network	4,979,160	3,734,370	3,419,687	1,684,091	(314,683)	92%
Equipment and Software Supp & Maint	575,090	431,318	371,826	95,445	(59,492)	86%
Contract Services	636,600	477,450	212,480	20,048	(264,970)	45%
Communications (Public Education)	139,500	104,625	44,148	34,700	(60,477)	42%
ECC Training	46,500	34,875	13,224	22,640	(21,651)	38%
County Reimbursements	380,000	285,000	170,508	412,752	(114,492)	60%
Telco	607,230	455,423	365,352	169,901	(90,071)	80%
Total Cost of Operations	7,364,080	5,523,061	4,597,225	2,439,577	(925,836)	83%
CAPITAL EXPENDITURES (5)						
Category	Budget	9 Mo Target	Actual Expenditures	June 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Capital Expenditures	93,000	69,750	-	112,234	(69,750)	0%
TOTAL EXPENDITURES						
Category	Budget	9 Mo Target	Actual Expenditures	June 2025 Actual Expenditures	Amount Over / (Under) Target	% of Target Expended
Totals	14,290,390	10,717,795	8,493,556	6,400,522	(2,224,239)	79%

*Proposition 8 funding was utilized during fiscal year 2025 to cover Network, Equipment, Contract Services, and Telco costs. Through June 2025, Proposition 8 costs totaled \$3,292,903.



FINANCIAL STATUS REPORT
SPECIAL REVENUE FUND/GRANT (CSEC)
COSTS THROUGH JUNE 30, 2026

TOTAL REVENUE:*					
Revenue Category	Revenue Grant Budget	FY26 Revenue	Total Revenue	Grant Budget Remaining	% of Grant Earned
State Revenue	8,989,702	460,939	8,632,539	357,163	96%
Total Revenue	8,989,702	460,939	8,632,539	357,163	96%

EXPENDITURES:					
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	293,100	1,338,982	3,100	100%
ECC Call Handling Systems & Application	173,955	-	173,955	-	100%
Operational Planning	470,585	27,572	422,252	48,333	90%
Total Expenditures	8,989,702	460,939	8,632,539	357,163	96%

* 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: JUNE 30, 2026

REVENUE			
Resources Category	Special Revenue Fund Grant (CSEC)	General Fund/Operating Revenue	Grand Total
Wireless	-	9,790,862	9,790,862
Landline	-	896,654	896,654
Interest	-	659,930	659,930
Other Revenue	-	288,861	288,861
Proposition 8 Funding (CSEC)	-	-	-
Grant Funding (CSEC)	460,939	-	460,939
Total Revenue	460,939	11,636,306	12,097,245

EXPENDITURES:			
NCT9-1-1 STAFF COSTS			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Salaries	-	1,702,143	1,702,143
Fringe Benefits	-	800,758	800,758
NCTCOG Indirect Costs	-	443,014	443,014
Occupancy	-	338,682	338,682
NCTCOG Information Technology	-	185,704	185,704
Travel	-	35,141	35,141
Other Staff Costs	-	150,099	150,099
Total NCT9-1-1 Staff Costs	-	3,655,541	3,655,541
FISCAL AGENT SUPPORT			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Administrative, Legal Support	-	240,790	240,790
COST OF OPERATIONS			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
9-1-1 Network	-	3,419,687	3,419,687
Equipment and Software Supp & Maint	-	371,826	371,826
Contract Services	-	212,480	212,480
Communications (Public Education)	-	44,148	44,148
ECC Training	-	13,224	13,224
County Reimbursements	-	170,508	170,508
Telecom	-	365,352	365,352
Total Cost of Operations	-	4,597,225	4,597,225
COST OF GRANT OPERATIONS			
Categories	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Network	140,267	-	140,267
Geographic Information System	293,100	-	293,100
ECC Call Handling Systems & Application	-	-	-
Operational Planning	27,572	-	27,572
Total Cost of Operations	460,939	-	460,939
CAPITAL EXPENDITURES			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Capital Expenditures	-	-	-
Estimated Capital Replacement Contribution	-	-	-
Total Capital Expenditures	-	-	-
TOTAL EXPENDITURES			
Category	Special Revenue Grant (CSEC)	Operating/General Fund Expenditures	Grand Total
Totals	460,939	8,493,556	8,954,495

NOTES		
Reference No.	Category	Description
1	Wireless / Landline Revenue	Total Revenues are 109% of the 9 month target A. Wireless revenue - (108% 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%. 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. C. Interest revenue - (122% of target) Interest revenue is \$120,000 greater than expected due to an increased fund balance and interest rates of return remaining higher than anticipated. D. Other Revenue - (217% of target) Additional settlement funding was carried forward and recognized in FY 2026. This accounts for \$92,500 of the variance. Revenue will continue to exceed target throughout the year. Unbudgeted revenue from NCTCOG Transportation department for AI Translation services related to FIFA account for \$54,750 of the variance.
2	NCT9-1-1 Staff Costs	Costs total 76% of the 9 month target 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. B. Travel - (27% of target) Travel costs are anticipated to remain below target for the fiscal year. C. Other Staff Costs - (40% 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 \$93,750 of the variance. Below budget facilities costs account for \$69,000 of the variance. These costs will likely remain under budget for the fiscal year as some budgeted building renovation projects have been delayed.
3	Fiscal Agent Support	Costs total 77% of the 9 month target A. Salaries and salary related costs accounted for \$71,500 of the budget variance. This decrease relates to a less staff time utilized for these support services.
4	Cost of Operations	Costs total 83% of the 9 month target. A. Network - (92% of target) Annual payments for several services account for this variance. The majority of this variance comes from the Security subcategory totaling \$157,000. These costs are expected to approach target by fiscal year-end. B. Equipment and Software - (86% of target) The annual payment anticipated for Feature Manipulation Engine (FME) software accounts for the majority of this variance. These costs are expected to approach target by fiscal year-end. C. Contract Services - (45% of target) 1. Strategic and Geographic Information System consultant costs account for \$111,250 of the variance. These costs are anticipated to remain below target for the fiscal year. 2. Professional Service costs account for \$55,225 of the variance. This cost is anticipated to remain below target for the fiscal year. 3. Academic Partnerships (including Regional Mural) costs account for \$52,500 of the variance. This cost is anticipated to remain below target for the fiscal year. 4. AI Language Interpretation Services account for \$45,000 of the variance. This project is expected to approach target as the year progresses. D. Communications (Public Education) - (42% of target) Costs are expected to remain below target by fiscal year-end due to cost savings related to educational materials and public relation services. E. Emergency Communication Center (ECC) Training - (38% 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. F. County Reimbursements - (60% of target) There were three Recorder Reimbursements and the County Addressing Disbursements processed through June. Costs are expected to approach target by fiscal year-end. G. Telco - (80% of target) Costs are expected to remain below target by fiscal year-end due to the Originating Service Provider (OSP) migration.
5	Capital Expenditures	Costs total 0% of the 9 month target. Capital purchases are no longer anticipated for the fiscal year and will likely remain below target.



Attachment E
Accomplishments
June 2026-August 2026

Below is a sample of staff accomplishments during the previous period:

Operations & Public Engagement

1. **TX-TERT/TDEM Incident Support Taskforce Deployment**

Collaborated with the Texas Division of Emergency Management (TDEM) Incident Support Taskforce to provide TX-TERT support to the Palo Pinto County Sheriff's Office following the Ross wildfire. Jason Smith, serving as TX-TERT State Coordinator, coordinated deployment of a TX-TERT/ISTF member for four days to provide dispatch relief and allow local staff to recover following extended emergency operations.

2. **Regional Telecommunicator Academy Strategic Analysis**

Bret Batchelor and Jason Smith conducted a strategic analysis to develop a new course for the Regional Telecommunicator Academy focused on preparing new hires for what to expect during training and throughout their careers as 9-1-1 telecommunicators.

3. **First Responder Day Mural Ceremony – Stephenville**

Hosted a First Responder Day mural ceremony in Stephenville honoring first responders in collaboration with a project partner. The mural featured artwork created by a Dublin ISD student.

4. **First Responder Day Mural Ceremony – Bridgeport**

Hosted a First Responder Day mural ceremony in Bridgeport honoring first responders in collaboration with a project partner. The mural featured artwork created by a Bridgeport ISD student.

5. **Quarterly PETS Meeting**

Hosted the quarterly PETS meeting in San Antonio to support continued collaboration and information sharing among participating stakeholders.

6. **NCT9-1-1 CARES Team Meeting**

Jason Smith and Christy Williams hosted the July NCT9-1-1 CARES Team meeting to support ongoing employee engagement and organizational initiatives.

7. **ECC Recognition**

Participated in a retirement recognition event for Stephanie Williams of the Johnson County Sheriff's Office. Williams retired after 22 years of service and was presented with a service certificate and NCT9-1-1 challenge coin.

8. **NCT9-1-1 35th Anniversary**

Completed a promotional campaign celebrating NCT9-1-1's 35th anniversary, including updates to the District's historical timeline and distribution of commemorative challenge coins to all ECCs.

Training & Professional Development

9. **APCO International Conference Participation**

Staff attended the APCO International Conference in San Antonio. Christy Williams, Nikki Newton, and Kristin McKinney co-presented a session highlighting the First Responder Day Mural project, and Kasey Orr co-presented a session focused on GIS.

10. NENA Conference Participation

Nikki Newton and Kristin McKinney attended the NENA Conference in Columbus, Ohio, and presented a session highlighting the First Responder Day Mural project.

11. National Information Officers Association Conference Participation

Nikki Newton attended the National Information Officers Association Conference in Clearwater Beach, Florida, to support continued professional development and public information expertise.

12. TCOLE Commission Meeting Participation

Bret Batchelor attended the quarterly Texas Commission on Law Enforcement (TCOLE) Commission meeting in Austin to remain informed of issues and developments affecting training and licensing.

13. Texas Alliance Directors Meeting Participation

LeAnna Russell attended the Texas Alliance Directors Meeting in San Antonio to engage with statewide partners and support collaboration on public safety communications initiatives.

GIS & Data Initiatives

14. GIS Data Provider Lesson Series

Launched a recurring GIS lesson series for regional 9-1-1 GIS Data Providers. Held every two weeks through December 2026, the lessons provide targeted instruction on requested topics and supplement formal GIS training opportunities.

15. GIS Data Provider Technical Training

Delivered GIS lessons covering SSAP field purposes, database maintenance tasks, advanced labeling using Arcade, sub-addressing, building footprint data, data maintenance processes, Addressing Authority layers, field calculations, domains, and field aliases.

16. FME Error Distribution Automation

Automated portions of the RGDQC Error Distribution process using FME. The enhanced workflow performs data processing in the background and provides a simplified webpage for error uploads, reducing software bottlenecks and allowing GIS specialists to focus on higher-value work.

17. Ross Fire Dispatch Mapping Enhancement

Added a permanent wildfire information layer to the dispatch mapping environment following the Ross wildfire in Palo Pinto County, providing ECC personnel with improved access to wildfire information during emergency operations.

18. Texas First Responder Indoor Location & Tracking Summit

GIS team members Joe Brawner, Lauren Christy, and Kasey Orr presented NCT9-1-1's 3D mapping journey at the Texas First Responder Indoor Location & Tracking Summit. The full GIS team attended the summit to engage with developments in indoor location and responder tracking technologies.

19. GIS AI Essentials Training

GIS staff completed introductory AI Essentials training focused on the use of AI assistants and related capabilities within the GIS environment.

20. GIS Innovation Summit Participation

Kasey Orr attended a national GIS innovation summit focused on the use of geospatial technology by emergency management, public safety, and first responder organizations.



Technology & Infrastructure

21. Regional SIP Trunk Strategic Plan Implementation

Completed setup of the first regional site using NCT9-1-1-managed Core SIP trunks at the Arlington Police Department, supporting international calling capabilities and advancing the District's strategic initiative to deploy SIP trunks across all sites.

Innovation & Strategic Initiatives

22. Messaging Feature Activation

Collaborated across the Innovation and Operations teams to develop ECC training and support implementation of expanded messaging functionality within the emergency communications platform.

23. Translation Service Activation for Major Event Support

Collaborated across the Operations and Technology teams to develop training and implement translation services for all ECCs. The service will remain available through major event activities and provides ECCs with an additional translation resource.



UNITED STATES DEPARTMENT OF COMMERCE
National Telecommunications and
Information Administration
Washington, D.C. 20230

August 28, 2026

Ms. Christy Williams
North Central Texas Emergency Communications District
600 Six Flags Drive
Arlington, TX 76011

Dear Ms. Williams:

On behalf of the National Telecommunications and Information Administration (NTIA), I would like to express our sincere appreciation to NCT 9-1-1 for your participation in the development of NTIA's AI in 9-1-1 video series. We are especially grateful to the members of your agency who contributed their time, expertise, and experience to this important effort.

Your contribution has resulted in a video series grounded in the real-world opportunities and considerations surrounding the use of artificial intelligence in 9-1-1. These videos will help increase awareness, encourage informed discussion, and provide practical insights as the 9-1-1 community evaluates how emerging technologies can support operations and service delivery.

As AI capabilities continue to advance, collaboration with public safety agencies that have already deployed these technologies into practice will remain critical. NTIA values the relationship developed through this effort. My colleagues and I look forward to continuing engagement with you as your use of AI evolves and as you continue to share lessons learned and practical experience with the broader 9-1-1 community.

Thank you again for your partnership and for your commitment to advancing 9-1-1 and public safety communications.

Sincerely,

Michael E. Dame
Associate Administrator for Public Safety
Communications



Performance Report
September 9, 2026

Training

Number of Agencies: 3			Total Number of Attendees: 12	
Date	Course Name	Course Description	Number of Attendees	Agencies
8/24/2026	Solacom CHE 9-1-1 Equipment Training #5205	4 hour training for new hire in-regional call handling equipment training for Solacom position	6	Balch Springs Police Department Ellis County Sheriff's Office Parker County Hospital District
8/24/2026	TDD/TTY/RTT #3812	4 hour training course that covers TDD/TTY/RTT call handling procedures and importance	6	Balch Springs Police Department Ellis County Sheriff's Office Parker County Hospital District

Quality Assurance / Monitoring

Number of Monitoring Visits: 46		Number of Findings: 1
Somervell County Sheriff's Office	Decatur Police Department	Rockwall County Sheriff's Office
Cleburne Police Department	Wise County Sheriff's Office	Rockwall Police Department
Johnson County Sheriff's Office	Bridgeport Police Department	Seagoville Police Department
Johnson County ESD	Allen Police Department	Forney Police Department
Mineral Wells Police Department	Murphy Police Department	Terrell Police Department
Erath County Sheriff's Office	Collin County Sheriff's Office	Kaufman County Regional Communications Center
Stephenville Police Department	McKinney Police Department	Palo Pinto County Sheriff's Office
Hood County Sheriff's Office	Prosper Police Department	Mineral Wells Police Department
Weatherford Police Department	Frisco Police Department	Parker County Hospital District
Parker County Sheriff's Office	Commerce Police Department	Parker County Sheriff's Office
Parker County Hospital District	Hunt County Sheriff's Office	Weatherford Police Department
Springtown Police Department	Greenville Police Department	Hood County Sheriff's Office

Communication

Dates	Total Reach	Total Impressions	Engaged Users	Negative Feedback
Jun-26	48,599	204,080	4,977	10
Jul-26	26,709	1,634	4,981	0
Aug-26	16,994	8,904	4,982	0

Website

Home Page Views	Date	Unique View	Users	Bounce Rate	Time on Page
	Jun-26	12,879	12,633	83%	42:00
	Jul-26	14,766	13,902	82%	39:00
	Aug-26	13,221	11,589	84%	52:00

Sources Overview

Date	Direct Traffic	Referrals	Social Media	Search	Emai	Paid
Jun-26	8,911	126	102	2,660	0	2
Jul-26	9,303	229	60	3,714	2	3
Aug-26	7,567	108	58	1,997	4	0

Public Education Supplies

Date	Total Supplies Disbursed
Jun-26	15,795
Jul-26	1,754
Aug-26	16,037

Public Education Events

Name of Event	Agency
Lavon Camp 9-1-1	Collin County Sheriff's Office
USA Celebration	Allen Police Department
4th of July Celebration	Forney Fire Department
Pride In the Sky	Prosper Police Department
City of Seagoville Annual Firework Event	Seagoville Fire Department
4th of July 250th Celebration	Springtown Police Department
4th of July Parade	Stephenville Police Department
Peach Festival	Weatherford Police Department
911 Education for Summer Program	Corsicana Police Department
Firehouse Kids	Northern Ellis Emergency Dispatch Center
Camp Wise Owl	Greenville Fire Rescue
Dublin Back to School Fair	Dublin Police Department
Walkins	Mineral Wells Police Department
Back to School Rally	Corsicana Police Department

Service Interruptions

Number of Outages: 0



Performance Report
September 9, 2026

PSAP	Mar-26	Apr-26	May-26
ALLEN POLICE DEPARTMENT	2,609	2,792	3,020
BALCH SPRINGS POLICE DEPARTMENT	1,868	2,014	2,096
BRIDGEPORT POLICE DEPARTMENT	306	278	270
CLEBURNE POLICE DEPARTMENT	1,383	1,354	1,291
COCKRELL HILL POLICE DEPARTMENT	77	94	142
COLLIN COUNTY SHERIFF'S OFFICE	7,368	7,464	8,264
COMMERCE POLICE DEPARTMENT	296	354	311
CORSICANA POLICE DEPARTMENT	1,411	1,411	1,435
DECATUR POLICE DEPARTMENT	635	690	704
ELLIS COUNTY SHERIFF'S OFFICE	2,410	2,404	2,619
ERATH COUNTY SHERIFF'S OFFICE	647	728	741
FORNEY POLICE DEPARTMENT	1,531	1,551	1,772
FRISCO POLICE DEPARTMENT	5,462	5,721	5,980
GREENVILLE POLICE DEPARTMENT	1,681	1,605	1,837
HOOD COUNTY SHERIFF'S OFFICE	2,154	2,192	2,243
HUNT COUNTY SHERIFF'S OFFICE	2,612	2,446	2,807
JOHNSON COUNTY ESD	1,301	1,287	1,223
JOHNSON COUNTY SHERIFF'S OFFICE	3,354	3,306	3,393
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	5,041	5,221	5,552
LIFECARE EMS (PARKER COUNTY HOSPITAL DISTRICT)	1,121	1,007	1,208
MCKINNEY POLICE DEPARTMENT	6,376	6,642	7,327
MINERAL WELLS POLICE DEPARTMENT	702	706	762
MURPHY POLICE DEPARTMENT	509	478	461
NAVARRO COUNTY SHERIFF'S OFFICE	1,317	1,231	1,379
NORTHERN ELLIS EMERGENCY DISPATCH	2,398	2,340	2,653
PALO PINTO COUNTY SHERIFF'S OFFICE	645	537	819
PARKER COUNTY SHERIFF'S OFFICE	3,276	3,241	3,464
PROSPER POLICE DEPARTMENT	1,191	1,074	1,124
ROCKWALL COUNTY SHERIFF'S OFFICE	1,982	2,061	2,062
ROCKWALL POLICE DEPARTMENT	2,332	2,290	2,612
SACHSE POLICE DEPARTMENT	740	740	770
SEAGOVILLE POLICE DEPARTMENT	1,212	934	1,238
SOMERVELL COUNTY SHERIFF'S OFFICE	332	324	395
SPRINGTOWN POLICE DEPARTMENT	161	205	241
STEPHENVILLE POLICE DEPARTMENT	496	530	506
TERRELL POLICE DEPARTMENT	1,744	1,669	1,768
WAXAHACHIE POLICE DEPARTMENT	2,171	2,059	2,293
WEATHERFORD POLICE DEPARTMENT	1,438	1,339	1,496
WILMER POLICE DEPARTMENT	532	456	490
WISE COUNTY SHERIFF'S OFFICE	1,736	1,744	1,885
NCT9-1-1 REGIONAL TOTALS	69,923	69,944	75,791



Performance Report
September 9, 2026

PSAP	Jun-26	Jul-26	Aug-26
ALLEN POLICE DEPARTMENT	2,901	2,881	2,919
BALCH SPRINGS POLICE DEPARTMENT	2,202	1,990	2,160
BRIDGEPORT POLICE DEPARTMENT	289	322	256
CLEBURNE POLICE DEPARTMENT	1,325	1,435	1,443
COCKRELL HILL POLICE DEPARTMENT	145	141	130
COLLIN COUNTY SHERIFF'S OFFICE	8,351	8,361	7,960
COMMERCE POLICE DEPARTMENT	318	341	403
CORSICANA POLICE DEPARTMENT	1,402	1,498	1,292
DECATUR POLICE DEPARTMENT	703	799	760
ELLIS COUNTY SHERIFF'S OFFICE	2,539	2,793	2,566
ERATH COUNTY SHERIFF'S OFFICE	677	764	803
FORNEY POLICE DEPARTMENT	1,485	708	316
FRISCO POLICE DEPARTMENT	6,110	6,211	5,864
GREENVILLE POLICE DEPARTMENT	1,679	1,752	1,922
HOOD COUNTY SHERIFF'S OFFICE	2,371	2,469	2,511
HUNT COUNTY SHERIFF'S OFFICE	2,806	2,997	3,076
JOHNSON COUNTY ESD	1,117	1,505	1,157
JOHNSON COUNTY SHERIFF'S OFFICE	3,324	3,715	3,784
KAUFMAN COUNTY REGIONAL COMMUNICATION CENTER	5,427	5,678	5,184
LIFECARE EMS (PARKER COUNTY HOSPITAL DISTRICT)	1,062	1,148	960
MCKINNEY POLICE DEPARTMENT	6,764	7,323	6,943
MINERAL WELLS POLICE DEPARTMENT	671	704	690
MURPHY POLICE DEPARTMENT	476	473	486
NAVARRO COUNTY SHERIFF'S OFFICE	1,462	1,590	1,540
NORTHERN ELLIS EMERGENCY DISPATCH	2,591	2,718	2,536
PALO PINTO COUNTY SHERIFF'S OFFICE	844	941	863
PARKER COUNTY SHERIFF'S OFFICE	3,441	3,799	3,520
PROSPER POLICE DEPARTMENT	1,327	1,236	1,219
ROCKWALL COUNTY SHERIFF'S OFFICE	2,133	2,087	2,050
ROCKWALL POLICE DEPARTMENT	2,332	2,562	2,368
SACHSE POLICE DEPARTMENT	737	785	698
SEAGOVILLE POLICE DEPARTMENT	1,182	1,217	1,267
SOMERVELL COUNTY SHERIFF'S OFFICE	341	351	334
SPRINGTOWN POLICE DEPARTMENT	180	181	188
STEPHENVILLE POLICE DEPARTMENT	555	568	629
TERRELL POLICE DEPARTMENT	1,629	1,783	1,504
WAXAHACHIE POLICE DEPARTMENT	2,219	2,287	2,316
WEATHERFORD POLICE DEPARTMENT	1,545	1,651	1,490
WILMER POLICE DEPARTMENT	558	580	543
WISE COUNTY SHERIFF'S OFFICE	2,061	2,273	2,115
NCT9-1-1 REGIONAL TOTALS	74,878	77,427	74,524

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