



**INTERLOCAL AGREEMENT BETWEEN THE
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT AND
[Company]
FOR REGIONAL 9-1-1 SERVICE**

Section 1: Parties and Purpose

- 1.1. The North Central Texas Emergency Communications District (hereinafter “NCT9-1-1”) is a regional emergency communications district and a political subdivision of the State of Texas organized under the Texas Health and Safety Code, Subchapter H, Chapter 772, as amended. NCT9-1-1 has developed an annual budget to operate and maintain 9-1-1 service within the district.
- 1.2. [Company] (hereinafter “Public Agency”) is a local government that operates one or more Public Safety Answering Points (“PSAPs”) that participate in NCT9-1-1 as authorized by Texas Health and Safety Code Chapter 772.
- 1.3. This Interlocal contract is entered into between NCT9-1-1 and Public Agency pursuant to Texas Government Code Chapter 791 so that it can operate and maintain its PSAPs, upgrade 9-1-1 equipment and train its personnel to participate in the Next Generation 9-1-1 emergency communications system in the District. For purposes of carrying out NCT9-1-1’s duties and obligations under this agreement, the parties understand and agree that references to NCT9-1-1 includes its employees, officers, directors, volunteers, agents (including North Central Texas Council of Governments – hereinafter “NCTCOG”), and their representatives individually, officially, and collectively.

Section 2: Rights and Duties of the Public Agency

The Public Agency will:

2.1. Financial/Insurance

- 2.1.1. Return or reimburse NCT9-1-1 any 9-1-1 funds used in noncompliance with applicable laws and/or rules within 60 days after discovery of noncompliance, unless an alternative repayment plan is approved, in writing, by both parties.
- 2.1.2. Reimburse NCT9-1-1 for damage to 9-1-1 equipment caused by intentional misconduct, abuse, misuse, or negligence by Public Agency employees or other persons granted access to the PSAP, as well as acts of force majeure. This provision does not include ordinary wear and tear or day-to-day use of the equipment.
- 2.1.3. Maintain accurate fiscal records and supporting documentation of all 9-1-1 funds distributed to Public Agency and all 9-1-1 funds spent by such Public Agency for 9-1-1 service, with specific detail for 9-1-1 funds received.
- 2.1.4. Purchase and maintain adequate insurance policies on all 9-1-1 equipment in amounts sufficient to provide for the full replacement of such equipment in cases of loss due to anything other than daily use and normal wear-and-tear. Public Agency shall name NCT9-1-1 as an Additional Insured or equivalent for all such insurance policies.

2.2. Inventory

- 2.2.1. Report any lost or stolen equipment to NCT9-1-1 immediately upon discovery.
- 2.2.2. Notify NCT9-1-1 30 days in advance of disposition of equipment due to obsolescence, failure, or other planned replacement.

2.3. Security

- 2.3.1. Protect the Customer Premise Equipment (CPE), ancillary, and database maintenance/GIS equipment by implementing measures that secure the premises (including equipment room) of its PSAPs or addressing office against unauthorized entrance or use.
- 2.3.2. Operate within local standard procedures and take appropriate security measures as may be necessary to ensure that non-approved third-party software applications cannot be integrated into the PSAP(s)' CPE/integrated or workstations.
- 2.3.3. Not attach nor integrate any hardware device (i.e. external storage devices) or software application without prior written approval of NCT9-1-1. Further, no unauthorized person shall configure, manipulate, or modify any hardware device or software application. Such authority can only be granted by NCT9-1-1.
- 2.3.4. Adhere to Health and Safety Code, Section 772.002(C), Confidentiality of Information.
- 2.3.5. Ensure each person who is authorized to receive, store, process, and/or transmit CPE information has a unique identification login and be logged into such equipment identifying their legitimacy for use.

2.4. Maintenance

- 2.4.1. Maintain 9-1-1 equipment and areas ensuring cleanliness.
- 2.4.2. Notify NCT9-1-1's Technical Team when there is any scheduled maintenance on commercial power backup generators at least 48 hours prior to work commencing.
- 2.4.3. Notify NCT9-1-1's Technical Team immediately of any power or generator outages. If the outage affects the 9-1-1 system, trouble reporting procedures should be followed.
- 2.4.4. (If administrative telephone system is integrated with NCT9-1-1 equipment) Maintain a contingency plan identifying the back-up solution for the administrative telephone system. If a contingency plan is not provided to NCT9-1-1 within 30 days of contract execution, NCT9-1-1 reserves the right to remove the administrative phone lines from the 9-1-1 equipment.
- 2.4.5. Notify NCT9-1-1's Technical Team of technical issues immediately upon discovery. The Public Agency will utilize one of the following methods:
 - a. Via telephone by calling (888) 311-3911
 - b. Via email to Support@NCT911.org
 - c. Via the Trouble Ticket System (accessed by using the icon on the toolbar)
 - d. Via the website at <https://SCC.NCT911.org>
- 2.4.6. Test generators at least monthly and conduct a load test at least once a year, to ensure that all NCT9-1-1 equipment remains functional.

2.5. Geographic Information Systems (GIS) / Data

- 2.5.1. Meet GIS requirements (Attachment A) in order to receive reimbursement. These requirements may be revised annually. If Public Agency cannot meet these requirements, the planned funds shall be used by NCT9-1-1 to procure/provide those services for Public Agency.
- 2.5.2. Acknowledge County Addressing Offices are responsible for coordinating GIS operations, policies and procedures with the cities in their county, as well as incorporating GIS data into the county datasets.
- 2.5.3. Provide and maintain GIS maintenance functions in return for funding through NCT9-1-1 and within the guidelines of the GIS Data Maintenance Model (Attachment B). At a minimum, Public Agency agrees to:
 - a. Select a 9-1-1 Addressing Coordinator to serve as a single point of contact for NCT9-1-1.
 - b. Assign street addresses and ranges, name streets, and resolve addressing conflicts and problems. County 9-1-1 Addressing Coordinator shall not allow for duplicate street and community names anywhere in the county.
 - c. Provide a physical address to any citizen requesting it as long as doing so complies with local policies/procedures/ordinances.
 - d. Establish efficient procedures for updating and maintaining all addressing data through review and revisions due to changes in Public Agency ordinances and/or subdivision regulations.

- e. Maintain addressing/database equipment and data.
- f. Adhere to Health and Safety Codes, Section 772.002 (C), Number and location identification in maintaining 9-1-1 and addressing databases.
- g. Protect the confidentiality of addressing databases and of information furnished by telecommunications providers and notify NCT9-1-1 in writing within two business days of the receipt of a request for addressing databases or information made under the Texas Public Information Act.
- h. Notify NCT9-1-1 in writing at least 30 days prior to a 9-1-1 office move.
- i. Respond to any database errors within in 72 hours of receipt.

2.6. Training

- 2.6.1. Schedule telecommunicators to receive 9-1-1 equipment training within 120 days of his/her hire date.
- 2.6.2. Ensure that telecommunicators receive TDD/TTY training every six months as mandated by the Department of Justice.
- 2.6.3. Ensure that 9-1-1 PSAP supervisory personnel or designee attend quarterly training/meetings offered by NCT9-1-1. A minimum attendance of two meetings per year are required for each PSAP.
- 2.6.4. PSAP Telecommunicators, Training Coordinators, Supervisors/Managers, and other essential personnel identified by the Supervisor/Manager are required to attend CPE training associated with the implementation of new technology software. This training will be completed during specific dates and times, but there is the option to attend at other times if PSAP scheduling does not allow personnel to attend their designated time slot.
- 2.6.5. Request the use of training facilities by sending an email to 911OperationsTeam@NCTCOG.org and specifying the date of request, time of request and type of resources needed such as Solacom or Criticall.

2.7. Facilities

- 2.7.1. Meet minimum requirement for back room requirements (Attachment C). Any expenses associated with this requirement are the responsibility of the Public Agency.
- 2.7.2. Ensure equipment room and 9-1-1 communications area maintain a temperature between 65-85 degrees Fahrenheit.
- 2.7.3. Ensure 9-1-1 equipment room and communications area complies with the Americans with Disabilities Act of 1990.
- 2.7.4. Provide access to NCT9-1-1 staff and contracted vendors that meet CJIS requirements on a 24/7/365 basis without prior notice.

2.8. Supplies

- 2.8.1. Purchase supplies such as printer paper, printer ink, cleaning materials, and other expendable items necessary for the continuous operations of its PSAPs.

2.9. Monitoring/Reporting

- 2.9.1. Maintain financial, statistical, and ANI/ALI records adequate to document performance, costs, and receipts under this contract in accordance with applicable records retention schedules. Public Agency agrees to maintain these records at Public Agency's offices and provide or make available for inspection upon request by NCT9-1-1.
- 2.9.2. Cooperate fully with all reasonable monitoring requests from NCT9-1-1 for the purposes of assessing and evaluating Public Agency's performance under this Agreement.

2.10. Media Relations

- 2.10.1. Refrain from commenting on social media, to the media, or to the public about 9-1-1 service other than that provided directly by Public Agency.

- 2.10.2. Make every effort to communicate accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. Public Agency must first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding technology and/or service concerns.
- 2.10.3. Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 program specific questions.

2.11. Operations

- 2.11.1. Sign the contingent PSAP agreement provided by NCT9-1-1 and provide annually as part of the site visit. Changes to contingent PSAPs must be approved by NCT9-1-1.
- 2.11.2. Designate PSAP supervisory personnel or a designee and provide related contact information (to include after hour contact information) as a single point of contact for NCT9-1-1.
- 2.11.3. Provide a minimum of 120 days' prior notice of any change that affects the 9-1-1 system.
- 2.11.4. Test all 9-1-1 equipment for proper operation and user familiarity at least once per month, including tests for wireless calls, wireline calls, texts to 9-1-1 and TTYs.
- 2.11.5. Power cycles each 9-1-1 position at least once per each week.
- 2.11.6. Test all 9-1-1 TDD/TTYs for proper operation and to maintain user familiarity at least once per month.
- 2.11.7. Log all TDD/TTY calls and test calls.
- 2.11.8. Keep at least one 10-digit emergency telephone number that is not part of an automated system to be used for 9-1-1 transfer calls and default routing. These numbers shall be answered by a live person 24/7/365 and should have the ability to be call forwarded. Any change in the 10-digit emergency telephone number must be reported to NCT9-1-1 in writing. The number shall be provided to the public during 9-1-1 outages (via notification system, website, social media and/or emergency management).
- 2.11.9. Notify NCT9-1-1 in writing at least 90 days prior to changing emergency services providers including medical, law enforcement, and fire.
- 2.11.10. Submit a signed Manual ALI Request form (Attachment D) to NCT9-1-1 annually and agree to use ALI lookup feature only in the handling and processing of an emergency telephone call. Have an emergency plan for 9-1-1 communications that includes, at a minimum,
 - a. Emergency generator information and how to operate said generator
 - b. Documented procedures for the transfer of administrative lines when the call center is evacuated.
- 2.11.11. Comply with NCT9-1-1 policy and procedures for PSAP moves and changes.
- 2.11.12. Report discrepancies to NCT9-1-1 utilizing the tools in the dispatch mapping solution with 72 hours.
- 2.11.13. Ensure that each Telecommunicator logs into the 9-1-1 software at the beginning of his/her shift and logs out at the end of his/her shift.
- 2.11.14. Protect the confidentiality of 9-1-1 database information and of information furnished by telecommunications providers, and notify NCT9-1-1 in writing within two business days of the receipt of the request for 9-1-1 database information made under the Texas Public Information Act.
- 2.11.15. Be responsible for all furniture, administrative telephones, copier machines, and administrative desktop computers located within the Public Agency's operating area.

Section 3: Rights and Duties of NCT9-1-1

NCT9-1-1 will:

3.1. Financial

- 3.1.1. Develop a plan to meet Public Agency needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established and approved by the NCT9-1-1 Board of Managers.
- 3.1.2. Provide 9-1-1 service throughout the region as funded by emergency service fees.

3.1.3. Maintain accurate fiscal records and supporting documentation of all 9-1-1 activities including specific details of funds distributed to Public Agency.

3.2. Inventory

3.2.1. Conduct a physical inventory of critical hardware annually and reconcile inventory quarterly.

3.3. Maintenance

3.3.1. Practice preventative maintenance on all NCT9-1-1 owned or leased CPE database maintenance, software, and databases including, at a minimum, backing up data as necessary. NCT9-1-1 shall be responsible for any maintenance costs on NCT9-1-1 owned or leased equipment.

3.4. Operations

3.4.1. Inspect contingent PSAP agreements quarterly.

3.4.2. Implement upgrades of its PSAPs equipment and software, as authorized in the current annual budget, through the appropriate NCT9-1-1 processes for the purchase of new equipment and software.

Section 4: Effective Date and Term of Contract

4.1. This Interlocal contract shall take effect upon dual execution and shall continue until September 30, 2019, unless sooner terminated under 8.1 Early Termination of Contract.

Section 5: Ownership, Transference and Disposition of Equipment

5.1. NCT9-1-1 shall establish ownership of all 9-1-1 and ancillary equipment procured with 9-1-1 funds as defined herein and located within the Public Agency's jurisdiction. NCT9-1-1 may maintain ownership, or it may transfer ownership to Public Agency. Before any such transfer of ownership, NCT9-1-1 will evaluate the adequacy of controls of Public Agency to ensure that sufficient controls and security exist by which to protect and safeguard the equipment procured with 9-1-1 funds for the purpose of delivery of 9-1-1 calls. It is understood that the ancillary equipment may or may not be procured by NCT9-1-1 on behalf of Public Agency, according to NCT9-1-1's Strategic Plan.

5.2. The basic equipment categories are:

a. 9-1-1 Equipment

- Customer Premise Equipment (CPE) – telephone equipment located at the PSAPs which may include telephones, integrated workstations, servers, ANI controllers, software, monitors, gateways, routers, and any other equipment necessary for 9-1-1 call delivery to the PSAP;
- Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY)

b. Database Maintenance/GIS Equipment

- GIS workstations and software

c. Ancillary Equipment

- Uninterruptable Power Supply (UPS)
- Recorders

5.3. Transfer-of-ownership documents shall be prepared by NCT9-1-1 and signed by both parties upon transference of ownership of any ancillary equipment. NCT9-1-1 shall maintain ownership of 9-1-1 CPE.

Section 6: Relationship between the Parties, Assignment, and Subcontracting

6.1. Public Agency is not an employee or agent of NCT9-1-1, but provides services under this agreement as an independent contractor.

- 6.2. Public Agency may not assign its rights or subcontract its duties, without prior written consent of NCT9-1-1. An attempted assignment or subcontract in violation of this agreement is void.
- 6.3. If NCT9-1-1 consents to Public Agency subcontracting its duties, each subcontract is subject to all terms and conditions of this agreement and the Public Agency agrees to furnish a copy of this agreement to each of its subcontractors.

Section 7: Records and Monitoring

- 7.1. NCT9-1-1 is entitled to inspect and copy, during normal business hours at Public Agency's office, the records maintained under this contract for as long as they are maintained.
- 7.2. NCT9-1-1 is entitled to visit Public Agency's offices, talk to its personnel, and audit its applicable 9-1-1 records during normal business hours to assist in evaluating its performance under the contract.

Section 8: Early Termination of Contract

- 8.1 NCT9-1-1 reserves the right to terminate this Agreement in whole or in part. Notice of termination shall be provided to Public Agency in writing, shall set forth the reason(s) for termination, and provide for a minimum of thirty (30) days to cure the defect(s). Termination is effective only in the event Public Agency fails to cure the defect(s) within the period stated in the notice subject to any written extensions. If the Agreement is terminated, Public Agency shall fully cooperate with NCT9-1-1 to ensure an orderly transition of services. Further, all equipment shall be returned to NCT9-1-1 in working condition and NCT9-1-1 shall only be liable for payment for services rendered before the effective date of termination. Certain reporting requirements in the Agreement shall survive termination.

Section 9: Notice to Parties

- 9.1. Notice under this contract must be in writing and received by the party or his/her representative or replacement, to which the notice is addressed. Notice is considered received by a party when it is:
 - a. Delivered to the party personally;
 - b. On the date shown on the return receipt if mailed by registered or certified mail, return receipt requested, to the party's address as specified in paragraph 14.2 and signed on behalf of the party; or
 - c. Three business days after its deposit in the United States Mail, with first-class postage affixed, addressed to the party's address specified in paragraph 14.2.

- 9.2. Notices shall be sent to the following address for each party:

If to NCT9-1-1: PO Box 5888
Arlington, Texas 76005
Attn: Mike Eastland

If to Public Agency: [Company Address]

Section 12: General Provisions

- 10.1. **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.

10.2. **Hold Harmless.** To the maximum extent permitted by law, Public Agency shall defend, indemnify, and hold harmless NCT9-1-1, NCT9-1-1's affiliates, NCTCOG and any of their respective directors, officers, employees, agents, subcontractors, successors, and assigns from any and all suits, actions, claims, demands, judgments, liabilities, losses, damages, costs, and expenses (including reasonable attorneys' fees and court costs) (collectively, "Losses") arising out of or relating to: (i) Services performed and carried out pursuant to the contract; (ii) breach of any obligation, warranty, or representation in the contract, (iii) the negligence or willful misconduct of Public Agency and/or its employees or subcontractors; or (iv) any infringement, misappropriation, or violation by Public Agency and/or its employees or subcontractors of any right of a third party.

Public Agency shall name NCT9-1-1 and NCTCOG, including their representatives and agents, as additional insured under the Public Agency's general liability insurance policy or membership agreement in any governmental risk pool or other similar entity with a duty to provide a defense, and which is provided by policy or membership agreement so that NCT9-1-1 and/or NCTCOG may seek coverage upon demand by NCT9-1-1 and/or NCTCOG in the event of a covered claim.

10.3. **Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages, or expenses were reasonably foreseeable.

Notwithstanding any provision hereof to the contrary, neither party's liability shall be limited by this agreement with respect to claims arising from breach of any confidentiality obligation, arising from such party's infringement of the other party's intellectual property rights, covered by any express indemnity obligation of such party hereunder, arising from or with respect to injuries to persons or damages to tangible property, or arising out of the gross negligence or willful misconduct of the party or its employees.

10.4. **Procurement.** Public Agency agrees to comply with all applicable federal, State and local laws, rules and regulations for purchases under this Agreement. Failure to do so may result in ineligibility and denial of reimbursement by NCT9-1-1.

10.5. **Force Majeure.** In the event that either party hereto is prevented from or delayed in the performance of any of its obligations hereunder by reason of force majeure, defined as acts of God, war, riots, storms, fires or any other cause whatsoever beyond the reasonable control of the party, the party so prevented or delayed shall be excused from the performance of any such obligation to the extent and during the period of such prevention or delay. The period of time applicable to such requirement shall be extended for a period of time equal to the period of time such Party was delayed. Each Party must inform the other in writing within reasonable time of the existence of such force majeure.

Waive any duty NCT9-1-1 owes Public Agency by virtue of this agreement in the event any act, event, or condition adversely impacts the cost of performance of, or adversely affect the ability of NCT9-1-1 to perform any obligation under this agreement and if such act, event or condition, in light of any circumstances is beyond the reasonable control and is not a result of the willful or negligent act, error, omission, or failure to exercise reasonable diligence on the part of NCT9-1-1 such action or inaction shall not be construed as a breach of this agreement or a willful or negligent act, error, omission or lack of reasonable diligence on the part of NCT9-1-1 such action or inaction shall not be construed as a breach of this agreement or a willful or negligent act, error, omission or lack of reasonable diligence of NCT9-1-1. Circumstances included above, by way of example only, are:

- a. An act of God, landslide, earthquake, fire, explosion, flood, hurricane, tornado, sabotage, or similar occurrence, actions of a public enemy, terrorism, extortion, war, blockade, insurrection, riot or civil disturbance;
- b. The failure of any appropriate governmental agency or private utility to provide and maintain utilities;

- c. Any failure of title to the facilities or any placement or enforcement of any lien, charge, or encumbrance on the facilities or on any improvements thereon that is not consented to in writing by, or arising out of any action or agreement entered into by, either party to the Agreement;
- d. The inability of NCT9-1-1 and its subcontractors to gain and maintain access to all areas of the facilities and/or adjoining the facilities to work is required to be performed hereunder;
- e. The preemption, confiscation, diversion, destructions, or other interference by, on behalf, or with authority of a governmental body relating to a declared or asserted public emergency or any condemnation or other taking by eminent domain or similar action, in the possession of property, equipment, or materials located at the facilities, or in performance of the services to be performed by NCT9-1-1 hereunder;
- f. Strikes, work stoppages, or labor disputes affecting NCT9-1-1 and any subcontractor, excluding materials suppliers, of NCT9-1-1;
- g. With respect to NCT9-1-1, damage to the facilities caused by third parties not related to or under the control of NCT9-1-1, including, but not limited to, contractors and subcontractors for the NCT9-1-1; and,
- h. The failure of any NCT9-1-1 subcontractor or supplier to furnish services, materials or equipment on the dates agreed to, but only if such failure is the result of an event that would constitute Force Majeure if it affected NCT9-1-1 directly, and the NCT9-1-1 is not able after exercising all reasonable efforts to timely maintain substitutes.

10.6. **Entire Agreement.** This Agreement and any attachments/addendums, as provided herein, constitute the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof.

10.7. **Availability of Funding.** Public Agency acknowledges that NCT9-1-1's sole source of funding for this contract is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay Public Agency under this contract are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after Public Agency's receipt of notice. Upon suspension of payment, Public Agency's obligations under this contract are also suspended until NCT9-1-1 resumes receipt of funding.

10.8. **Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation.

10.9. **Nondiscrimination and Equal Opportunity.** Public Agency shall not exclude anyone from participating under this contract, deny anyone benefits under this contract, or otherwise unlawfully discriminate against anyone in carrying out this contract because of race, color, religion, sex, age, disability, handicap, or national origin.

10.10. **Immunity.** It is expressly understood and agreed that, in the execution of this Agreement, no party waives, nor shall be deemed hereby to waive, any immunity or defense that would otherwise be available to it against claims arising in the exercise of governmental powers and functions, including but not limited to sovereign and governmental immunity.

10.11. **Attorney Fees.** If it becomes necessary for NCT9-1-1 to employ the services of any attorney(s) to enforce the provisions of this Agreement, Public Agency agrees that NCT9-1-1 shall be entitled to recover its reasonable attorney(s) fees and costs in addition to any other relief to which it may be entitled.

10.12. **Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation, arbitration or any other local dispute mediation process before resorting to litigation.

At the written request of either party, each party shall appoint one non-lawyer representative to negotiate informally and in good faith to resolve any dispute arising under this contract. The representatives appointed shall determine the location, format, frequency, and duration of the negotiations.

If the representatives cannot resolve the dispute within 30 calendar days after the first negotiation meeting, the parties agree to refer the dispute to a mutually designated legal mediator. Each party shall pay half the cost of the mediation services

The parties agree to continue performing their duties under this contract, which are unaffected by the dispute during the negotiation and mediation process.

[Company]	NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
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By: _____	By: _____
Name: _____	Name: Mike Eastland
Title: _____	Title: Executive Director
Date: _____	Date: _____

Date of governing body approval: _____

Attachments:

Attachment A: Requirements for Database and GIS Maintenance

Attachment B: GIS Data Maintenance Model

Attachment C: Equipment Room and Electrical Requirement

Attachment D: Manual ALI Request Form



Attachment A

Requirements for Database and GIS Maintenance Only applies to County Addressing Authorities

Updated: December 3, 2018

The “County” shall coordinate 9-1-1 GIS activities within the county’s jurisdictional boundaries including all municipalities to develop and enhance the 9-1-1 GIS coverage required for mapped ALI, and Next Generation 9-1-1 (NG9-1-1).

Spatial Data Layers

The 9-1-1 Addressing Coordinator must develop, compile and maintain current, seamless countywide coverage for the following layers:

- I. Address Structure Points
- II. Road Centerlines
- III. City Boundaries
- IV. County Boundaries
- V. Emergency Service Zones (ESZs)
- VI. Emergency Service Boundaries (ESBs) such as Fire, Law, EMS, and PSAP where applicable¹
- VII. MSAG Community Boundaries
- VIII. Exchange Boundaries
- IX. Fire Hydrants
- X. Mile Markers
- XI. PSAP Point locations
- XII. Zip Code Boundaries (where possible)

The County shall provide data to the NCT9-1-1 GIS Department with 100% complete attribution for all data features containing the following information:

- Road centerlines spatially accurate to within + or – 10 feet verified by GPS, or digitized over spatially accurate Satellite or Aerial Imagery, and drawn in the correct direction for the corresponding address range;
 - The following fields at a minimum need to be attributed:
 - Data Source
 - User ID
 - Date Modified
 - Range information (Left From, Left To, Right From, Right To, High and Low)
 - Pre-directional
 - Street Name
 - Road Type
 - Post Directional (Suffix)
 - Road Full Name
 - Road Class
 - ESN Left and Right
 - County Left and Right
 - State Left and Right

¹ NCT9-1-1 will discuss editing procedures for Emergency Service Boundaries (ESBs) with the counties. In certain cases, editing of these layers will be disabled on county datasets.

- MSAG Community Left and Right
 - Exchange Boundary Left and Right
- Addressed Structure Points spatially accurate to within + or – 25 feet;
 - The following fields at a minimum need to be attributed:
 - Data Source
 - User ID
 - Date Modified
 - Structure Number
 - Structure address Prefix (if applicable)
 - Structure Road Name
 - Structure Type
 - Structure address Suffix (if applicable)
 - Road Full Name
 - Structure Full Name
 - Structure Class (if applicable)
 - Structure Type (if applicable)
 - ESN Number
 - MSAG Community Name
 - Community Name
 - Exchange Boundary Left and Right
- City Boundary polygons spatially accurate to within + or – 50 feet of their true location
 - The following fields at minimum need to be attributed:
 - Data Source
 - User ID
 - Date Modified
 - City Name
 - County Name
- County Boundary polygons spatially accurate to within + or – 50 feet of their true location²
 - The following fields at minimum need to be attributed:
 - Data Source
 - User ID
 - Date Modified
 - County Name
- Emergency Service Boundary (ESB) polygons
 - Based on the Next Generation 9-1-1 Requirements and Industry Standards³, accuracy is paramount when editing the spatial properties of the ESB boundaries and attributing the fields.
 - NCT9-1-1 will need to work with each county on a case-by-case basis to resolve any spatial and attribute changes to the ESB boundaries and tables.
- Emergency Service Zone (ESZ) polygons spatially accurate to within + or – 50 feet of their true location
 - The following fields at a minimum will be attributed:
 - Data Source
 - User ID
 - Date Modified
 - Emergency Service Number (ESN)
 - ESN City Name
 - ESN County Name
 - Law Responders
 - Fire Responders
 - Medical Responders

² NCT9-1-1 understands that this may not always be possible based on political decisions and surveyor error

³ NENA 08-003v1 and NENA 71-501v1

- PSAP Name
- 9-1-1 MSAG Community polygons spatially accurate to within + or – 50 feet of their true location.
 - The following fields at a minimum will be attributed:
 - Data Source
 - User ID
 - Date Modified
 - 9-1-1 Community Name
 - County Name
- Exchange Boundary polygons spatially accurate to within + or – 50 feet of their true location.
 - The following fields at a minimum will be attributed:
 - Data Source
 - User ID
 - Date Modified
 - Exchange Telco Name
 - Exchange Name
 - Exchange Tandem Name

GIS Data Update Process

The 9-1-1 Addressing Coordinator shall ensure that the 9-1-1 Child Replica Database is synchronized with the NCT9-1-1 Parent Database on a daily basis⁴ using Web / Geodata Services hosted by NCT9-1-1. The 9-1-1 Addressing Coordinator shall be responsible for updating all GIS data in the county including municipalities within their jurisdiction as frequently as possible.

Delta-MSAG Process

The counties and cities GIS data is/will be the only authoritative data source for use in the Public Safety GIS database in the NCT9-1-1 region. The counties GIS Road Centerline data is converted to a “Geo-MSAG.” Once this conversion has taken place, all updates to the MSAG are managed by the “Delta Geo-MSAG” provisioning process. Due to the 72-hour turnaround time that exists with the existing MSAG/ALI process, the same 72-hour turnaround applies to GIS Road Centerline data. I.e., once a new road is requested, within 72-hours the relevant Road Centerline and the resulting Delta-MSAG must provision to all Public Safety Systems and the Relational Database Management System (RDBMS). The success of the Delta-MSAG process is dependent on County and City staff working collaboratively and ensuring timely updates to the NCT9-1-1 GIS Databases.

Quality Control

The 9-1-1 Addressing Coordinator shall perform Quality Control on their data prior to synchronizing the 9-1-1 Child Replica Database with the NCT9-1-1 Parent Database. The County shall resolve conflicts and problems related to the 9-1-1 GIS data maintained by the County daily, and communicate issues with each of the municipalities within its jurisdiction as often as possible. If any matter arises in the GIS data which the County cannot resolve, the County must contact NCT9-1-1 within three business days to determine the best course of action to resolve the issue⁵. The 9-1-1 Addressing Coordinator shall adhere to the requirements outlined in the Enterprise Geospatial Data Management System (EGDMS) and all other NCT9-1-1 termed QA/QC methodology.

Data Backup

At a minimum, the County shall: Maintain weekly backup copies of critical 9-1-1 GIS data, stored on a removable media device within a secure location⁶.

⁴ NCT9-1-1 provides automated processes to ensure synchronization. In certain instances, the tools may not function as intended and a manual sync may need to be executed

⁵ NCT9-1-1 supplies QA/QC scripts, tools or services to assist the County

⁶ NCT9-1-1 will coordinate with each County Addressing Office to automate this backup process

GIS and Addressing Standards

The 9-1-1 Addressing Coordinator shall comply with NENA GIS and Addressing Standards, in particular, the following NENA documents can be used as a reference⁷:

- 02-014
- 02-015
- 71-501
- 08-502

The 9-1-1 Addressing Coordinator shall familiarize themselves with the following Next Generation 9-1-1 / i3 NENA Standards documentation:

- 08-002
- 08-751
- STA-004.1-2014

NCT9-1-1 will supply documentation to each County Addressing Office that will assist the County in “Workflow” processes such as Standard Operating Procedures (SOPs). This documentation will be made available to the County Addressing Office via a secure website, USB device, or email, and updated on a regular basis. The County shall review this documentation and provide updates, recommendations, or comments to NCT9-1-1 as frequently as possible and at a minimum of once per quarter of the Financial Year. It is imperative that the documentation is updated by the County Addressing Coordinator to ensure the success of the 9-1-1 operations in the counties and the safety of its citizens.

Communication and meetings

The 9-1-1 Addressing Coordinator shall attend regularly scheduled meetings at NCT9-1-1. NCT9-1-1 will aim to host a 9-1-1 GIS / Addressing meeting once per quarter, either at NCT9-1-1’s location or via virtual web technology.

The 9-1-1 Addressing Coordinator shall track County Commissioner’s Court and City Council meetings that relate to development and improvement of GIS implementation for emergency services delivery. If an issue arises where either the County commissioner’s court or City Council takes a course of action that would interfere with or be inconsistent with the data development and maintenance procedures followed by the County, the County needs to notify NCT9-1-1 personnel within two business days.

⁷ A full list of all NENA Standards documentation can be found here: <http://www.nena.org/?page=Standards>



Attachment B

GIS Data Maintenance Model

Only applies to County PSAPs

The “County Data Maintenance Model” is designed to provide additional financial incentive for NCT9-1-1 Addressing Authorities with the purpose of ensuring GIS/database integrity and accuracy in the NCT9-1-1 region.

Distribution of funds is calculated by quantifying GIS errors in the respective counties (Figure 1). Number of errors determines the “Payment Ratio Tier.”

Payment Ratio Tier	Current Errors	Payment %
I	<=100	100
II	<=250	75
III	>250	50

Figure 1

Fund allocation involves a two-step process:

Step 1) Total Annual Disbursement Potential is calculated per annum determining the total dollar amount a county is eligible to receive based on the highest Payment Ratio Tier.

Step 2) Quarterly Distribution is determined by the Payment Ratio Tier a respective county is placed once GIS errors are quantified. This step is executed at the end of each fiscal quarter.



Attachment C: Equipment Room and Electrical Requirements

Backroom Equipment:

- There should be sufficient space to remove equipment from the backroom or 911 closet in the event of an upgrade or replacement of faulty equipment i.e. Removal of the UPS battery system, or large rack mounted servers.
- There should be elevator access to backroom equipment or 911 demarcation closets located upstairs.

Fire Protection:

- Dry pipe high temperature type systems are recommended if sprinkler heads are to be located in the 9-1-1 equipment room.
- If possible, non-combustible material should be used for the room construction.

Security Precautions:

- You may need to extend and improve existing building security to provide adequate protection for the 9-1-1 equipment.
- Electric locks or push button access code or card readers are not recommended unless you provide a battery backup system.

Temperature and Humidity control:

- A stable ambient operating temperature of 72 degrees Fahrenheit is recommended. Maximum tolerances are from 59 to 86 degrees non-condensing.
- Air conditioning units must be able to handle the heat produced by the backroom equipment.
- For estimates on BTU output of the equipment, please consult with onsite installation personnel.

Static Electricity:

Static can damage circuitry permanently, interrupt system operation and cause lost data. To prevent static:

- The equipment room humidity must be constant.
- The room floor should not be carpeted.
- The room floor should be sealed, (preferably tiled), but not waxed.

Lighting:

- Lighting must not be powered from the switch room service panel.



**Attachment D
Manual ALI Request Form**

For reference only. To be sent as a separate agreement to Chief/Sheriff and Communications Supervisor.

Updated: December 3, 2018

PSAP Name: _____

Date: ____/____/____

This letter is to request that the "Manual ALI Query" feature be enabled at _____.
(PSAP NAME)

The 9-1-1 customer premises equipment (CPE) provided by NCT9-1-1 has been configured to allow manual queries, and is compatible with the manual ALI query protocol of NCT9-1-1 and the database provider. MANUAL ALI QUERY SERVICES WILL ONLY BE USED IN THE HANDLING OF EMERGENCY CALLS. All manual ALI queries must also be documented using the reason feature.

This PSAP and the Telecommunicators with access to 9-1-1 fully understand and agree to comply with the terms and conditions set forth under which this feature may be provided.

The NCT9-1-1 operations staff has access to a statistical report of Manual ALI Query per PSAP. Misuse of the proprietary ALI information may be cause for the termination of this feature for the PSAP.

Acknowledgement signatures by authorized representatives of contracting 9-1-1 agency:

Chief / Sheriff

Date

Communications Supervisor / Manager

Date