



**INTERLOCAL AGREEMENT BETWEEN THE  
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT  
AND  
COLLIN COUNTY  
FOR  
LOCAL ADDRESSING AND GIS SERVICES**

**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 develops an annual budget to operate and maintain 9-1-1 service within the district.

**1.2 Collin County** (hereinafter “9-1-1 Addressing /GIS Data Provider”) is a local government entity in charge of 9-1-1 addressing and related Geographic Information Systems (GIS) services in their respective jurisdiction, and that participates in NCT9-1-1 as authorized by Texas Health and Safety Code Chapter 772.

**1.3** This Interlocal Agreement is entered into between NCT9-1-1 and the 9-1-1 Addressing / GIS Data Provider pursuant to Texas Government Code Chapter 791 so that NCT9-1-1 can operate and maintain the systems utilized for the provision of 9-1-1 emergency communications services. 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 9-1-1 Addressing / GIS Data Provider**

The 9-1-1 Addressing / GIS Data Provider will:

**2.1 Geographic Information Systems (GIS) / Data**

2.1.1 If the 9-1-1 Addressing / GIS Data Provider cannot meet the requirements outlined in this agreement, the planned funds shall be used by NCT9-1-1 to procure/provide those services for the 9-1-1 Addressing / GIS Data Provider.

2.1.2 The 9-1-1 Addressing / GIS Data Provider shall coordinate 9-1-1 GIS activities within the county’s jurisdictional boundaries including all municipalities or other addressing entities (where applicable) to develop and enhance the 9-1-1 GIS coverage. The 9-1-1 Addressing / GIS Data Provider is responsible for coordinating GIS operations whenever possible, sharing all county policies and procedures with the municipalities in their county, as well as incorporating GIS data into the county datasets, when possible. If the 9-1-1 Addressing / GIS Data Provider does not manage data for a city within its boundaries, there must be documentation provided to NCT9-1-1 and signed by both the 9-1-1 Addressing / GIS Data Provider and the city, that acknowledges such.



2.1.3 The 9-1-1 Addressing / GIS Data Provider shall provide and maintain GIS maintenance functions within its jurisdictional boundary in return for funding through NCT9-1-1 and within the guidelines of the GIS Data Maintenance Model (Attachment B). At a minimum, the 9-1-1 Addressing / GIS Data Provider agrees to:

- a. Select a 9-1-1 Addressing Coordinator / GIS Data Provider to serve as a single point of contact for NCT9-1-1.
- b. Funds shall only be used for GIS and Addressing services specific to 9-1-1.
- c. Assign street addresses and ranges, name streets, and resolve addressing conflicts and problems. The 9-1-1 Addressing / GIS Data Provider shall make every effort to not allow for duplication of community names anywhere in the county, and not allow for duplicate street names wherever possible.
- d. The Addressing / GIS Data Provider shall comply with the Quality Control requirements set by NCT9-1-1 and industry standards (Attachment A).
- e. Provide a physical address to any citizen requesting it if doing so complies with local policies/procedures/ordinances.
- f. Establish efficient procedures for updating and maintaining all addressing data through review and revisions due to changes in the 9-1-1 ordinances and/or subdivision regulations.
- g. Maintain addressing/database equipment (where applicable), and data.
- h. Adhere to Health and Safety Codes, Section 772.002 (C), Number and location identification in maintaining 9-1-1 and addressing databases. In accordance with Texas Health and Safety Code 772.619 (c), the 9-1-1 database information is not available for public inspection. The 9-1-1 database information cannot be released and cannot be released to the public. If a Public Information Act request specifies 9-1-1 database information, NCT 9-1-1 must be notified within three (3) business days of the 9-1-1 Addressing / GIS Data Provider receiving the request.
- i. Notify NCT9-1-1 in writing at least 30 business days prior to a 9-1-1 Addressing office move.
- j. Notify NCT9-1-1 in writing 30 business days upon receipt of notice for changes concerning emergency service provider information including medical, law enforcement, and fire.
- k. Per industry standards as outlined in Attachment A, respond to any 9-1-1 GIS/database errors within three business days of receipt, unless there is a valid exception. Valid exceptions include existing errors or errors that cannot be corrected due to circumstances not within the control of the 9-1-1 Addressing / GIS Data Provider.
- l. Updates and changes to 9-1-1 GIS data to be provisioned to NCT9-1-1 within two business days.
- m. Notify NCT9-1-1 in writing 30 business days upon receipt of notice from cities concerning annexation-related 9-1-1 boundary changes. Process the associated GIS changes as soon as possible.
- n. Per NENA standard 02.14-V1, recommends that GIS data be processed within five (5) business days of receipt and verification of an address.

## 2.2 Spatial Data Layers

2.2.1 The 9-1-1 Addressing / GIS Data Provider must develop, compile, and maintain a current comprehensive set of data layers per NCT9-1-1 GIS Data Quality Control Standards and Guidelines (Attachment A):



**Mandatory** – Describes data layer REQUIRED to be developed, compiled, and maintained by the 9-1-1 Addressing/GIS Data Provider.

**Optional** – Describes data layer which may VOLUNTARILY be developed, compiled, and maintained by the 9-1-1 Addressing/GIS Data Provider.

Mandatory		
Road Centerlines	Site Structure Address Points	Incorporated Municipality
County	Fire	Law
EMS	Emergency Service Zone	MSAG Community
Optional		
Fire Hydrants	Mile Markers	Neighborhood Boundary
Storm Shelters	Hazmat Location	Low Water Crossings
Unincorporated Municipality	QC Reports	

2.2.2 The 9-1-1 Addressing / GIS Data Provider shall provide to the NCT9-1-1 GIS Department with 100% complete attribution for all data features containing the following information:

- **Mandatory** – Describes a REQUIRED Feature Class or a MANDATORY attribute.
- **Conditional** – Describes a CONDITIONAL Feature Class or a CONDITIONAL attribute. These attributes may not apply to all features; however, if the information does apply to the feature, it MUST be populated.
- **Recommended** – Describes a STRONGLY RECOMMENDED Feature Class. These may not apply to all; however, if the information does apply, it SHOULD be populated.
- **Optional** – Describes an OPTIONAL Feature Class or an OPTIONAL attribute. These layers and attributes are helpful to first responders. If the information is available, it may be included.

\* **Bold** text in tables signifies that the attribute is not nullable. Edits cannot be saved until these fields are populated.

\**Italicized* text in tables signifies fields populated or maintained by NCT9-1-1

- Road Centerlines – REQUIRED: Road Centerlines represent the estimated centerline of a real world roadway. GIS road centerlines are associated with attribute data containing information on street names, address ranges, jurisdictional boundaries, and other useful information. They are typically digitized over orthorectified satellite or aerial imagery. Road centerlines are to be spatially accurate within 10 feet, and drawn in the correct direction for the corresponding address range. At a minimum, the following fields must be filled in:

Mandatory		
Source	<b>ESN_L</b>	<b>State_L</b>
<b>FromAddr_L</b>	<b>ESN_R</b>	<b>State_R</b>
<b>ToAddr_L</b>	Exchange_L	<b>Country_L</b>
<b>FromAddr_R</b>	Exchange_R	<b>Country_R</b>
<b>ToAddr_R</b>	MSAGComm_L	IncMuni_L
<b>NCT_Class</b>	MSAGComm_R	IncMuni_R
<b>RoadClass</b>	LSt_PreDir	LSt_Name
Parity_L	<b>County_L</b>	LSt_PosDir



Parity_R	County_R	
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Conditional		
AdNumPre_L	St_PosTyp	RangeLow
AdNumPre_R	St_PosDir	RangeHigh
St_PreMod	St_PosMod	UnincComm_L
St_PreDir	Hwy_Shield	UnincComm_R
St_PreTyp	NbrhdCom_L	
St_PreSep	NbrhdCom_R	
St_Name	St_FullName	

Optional		
SpeedLimit	Maint_Auth	Cost
OneWay	CollectionMethod	Effective
St_Notes1	Expire	Expire
St_Notes2	Valid_L	Tandem_L
PostComm_L	Valid_R	Tandem_R
PostComm_R	From_Elev	
PostCode_L	To_Elev	
PostCode_R	Surface	

- b. Site/Structure Address Points (SSAP) - REQUIRED: Site/Structure Address Points provide an accurate representation of the true location of a civic address. Address points located on a structure can fall in a different ESN or Community than the interpolated location off the address ranged road centerline for the address. Points are placed above the structure, with a goal of spatial accuracy to within 10 feet of the structure. The following fields, at a minimum, need to be attributed:

Mandatory		
Source	County	LSt_Type
Add_Number	State	Lst_PosDir
NCT_Type	Country	
Place_Type	Inc_Muni	
MSAGComm	LSt_PreDir	
ESN	LSt_Name	

Conditional		
Address	St_Name	Unit
AddNum_Pre	St_PosTyp	Room
AddNum_Suf	St_PosDir	LandmkName
St_PreMod	St_PosMod	Nbrhd_Comm
St_PreDir	Building	Uninc_Comm
St_PreTyp	Wing	Mile_Post
St_PreSep	Floor	



Optional		
Stru_Priority	Parcel_ID	Exchange
Addtl_Loc1	Asset_ID	Tandem
Addtl_Loc2	Long	
Placement	Lat	
Post_Comm	Elev	
Post_Code	Effective	
Post_Code4	Expire	

- c. Incorporated Municipality - REQUIRED : Defined boundary of a city, town, village, borough, or similar entity that has local governmental powers. Polygons are to be spatially accurate to within 10 feet of their true location, determined by the best data source or combination thereof (annexations, metes and bounds, parcels, aerial imagery, etc.). The following fields at minimum need to be attributed:

Mandatory		
Source		
<b>Inc_Muni</b>		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Optional		
Effective		
Expire		

- d. County - REQUIRED: A county or its equivalent boundary is the primary legal division of a state, province, or territory.

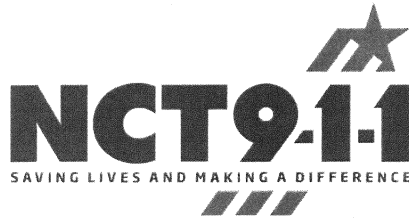
Mandatory		
Source		
<b>County</b>		
<b>State</b>		

<b>Country</b>		
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Optional		
Effective		
Expire		

\*Emergency Service Boundary (ESB) polygons (Fire, Law, EMS, ESZ, and PSAP)

- i. Based on the NG9-1-1 Requirements and industry standards, accuracy is paramount when editing the spatial properties of the ESB boundaries and attributing the fields.
- ii. 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.



- e. Fire - REQUIRED: Defines the geographic area for primary fire department providers of response services. This layer may be used by the ECRF to determine which emergency service provider is responsible for a location, and by the ECC staff to identify the appropriate entities/first responders to dispatch.

Mandatory		
Source	<i>ServiceURI</i>	
DisplayName	<i>ServiceURN</i>	
<b>County</b>	<i>AVcard_URI</i>	
<b>State</b>	Agency ID	
<b>Country</b>		

Optional		
Effective		
Expire		

- f. Law - REQUIRED: Defines the geographic area for primary law providers of response services. This layer may be used by the ECRF to determine which emergency service provider is responsible for a location, and by the ECC staff to identify the appropriate entities/first responders to dispatch.

Mandatory		
Source	<i>ServiceURI</i>	
DisplayName	<i>ServiceURN</i>	
<b>County</b>	<i>AVcard_URI</i>	
<b>State</b>	Agency ID	
<b>Country</b>		

Optional		
Effective		
Expire		

- g. EMS - REQUIRED: Defines the geographic area for primary Emergency Medical Service (EMS) providers of response services. This layer may be used by the ECRF to determine which emergency service provider is responsible for a location, and by the ECC staff to identify the appropriate entities/first responders to dispatch.

Mandatory		
Source	<i>ServiceURI</i>	
<b>DisplayName</b>	<i>ServiceURN</i>	
<b>County</b>	<i>AVcard_URI</i>	
<b>State</b>	Agency ID	
<b>Country</b>		

Conditional		



Optional		
Effective		Expire

- h. Emergency Service Zone (ESZ) REQUIRED: The MSAG and ALI databases use Emergency Service Numbers (ESN) to specify a set of first responders based on the location of the record. Emergency Service Zones (ESZ) are geographic representations of these ESNs. Polygons are to be spatially accurate to within 10 feet of their true location whenever possible; the following fields at a minimum will be attributed:

Mandatory		
Source	<i>ESZ_Jurisdiction</i>	
<b>ESZ_Num</b>		
<b>Law</b>		
<b>Fire</b>		
<b>Medical</b>		
<b>PSAP</b>		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Conditional		
Inc_Muni		

Optional		

- i. MSAG Community - REQUIRED: Polygons depicting the geographical boundaries of community names used in the Master Street Address Guide (MSAG). Polygons are to be spatially accurate to within 10 feet of their true location whenever possible.

Mandatory		
Source		
<b>MSAG_CommName</b>		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Optional		



- j. Fire Hydrants - OPTIONAL: Points representing the locations of known fire hydrants as reported by the 9-1-1 Addressing / GIS Data Provider

Mandatory		
Source		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Optional		
Status		
PSI		
Asset_ID		
Notes		
Long		
Lat		

- k. Mile Markers - OPTIONAL: Points representing the locations of known mile markers as reported by the 9-1-1 Addressing / GIS Data Provider

Mandatory		
Source		
<b>MM_Number</b>		
Road_Name		

Optional		
Long		
Lat		

- l. Neighborhood Boundaries - RECOMMENDED: The boundary of a neighborhood, subdivision, or commercial area. The most intuitive way to refer to a place is often by the neighborhood name. Locations of similar sounding street names may be resolved when the neighborhood name is known. This layer is often beneficial to 9-1-1 telecommunicators.

Mandatory		
Source		
Nbrhd_Comm		
<b>County</b>		
<b>State</b>		
<b>Country</b>		

Conditional		
Uninc_Comm		
Inc_Muni		





Optional		
Effective		
Expire		

m. Storm Shelters - OPTIONAL: Known locations of Storm Shelters.

Mandatory		
Source		
Number		
Street		
Community		

Optional		
Long	Notes	
Lat		
Asset_ID		

n. Hazmat Locations - OPTIONAL: Known locations of hazardous materials.

Mandatory		
Source		
Facility		
Address		
Contact_Info		
Substances		
Hazards		
City		

Optional		
Asset_ID		

o. Low Water Crossings - OPTIONAL: Locations known to flood in a heavy rain event.

Mandatory		
Source		

Conditional		
Name		

Optional		
Long		
Lat		



- p. Unincorporated Municipality - RECOMMENDED: The boundary of an unincorporated community, either within an incorporated municipality or in an unincorporated part of the county, or both, may be useful in determining jurisdictional authority for addressing and emergency response.

Mandatory		
Source	State	
Uninc_Muni	Country	
County		

Optional		
Effective		
Expire		

- q. QC\_Reports - REQUIRED: Point representing probable GIS data errors identified by the Regional GIS Data Quality Control (RGDQC) process. This layer can be used to track the progress while working on the errors, and to share information between the NCT9-1-1 GIS Team and the 9-1-1 Addressing / GIS Data Provider.

Mandatory		
Source	Extended_Information	
QC_Status		
QC_Check_Name		
Feature_Class		
Description		

Optional		
Notes		

### 2.3 Operations/Documentation

- 2.3.1 The 9-1-1 Addressing / GIS Data Provider shall be responsible for documenting and updating applicable county processes for 9-1-1 addressing and GIS in the County Addressing and 9-1-1 Processes document.
- 2.3.2 The 9-1-1 Addressing / GIS Data Provider shall make their processes available at NCT9-1-1's request.

### 2.4 Training

- 2.4.1 The 9-1-1 Addressing / GIS Data Provider is required to attend a new 9-1-1 Addressing / GIS Data Provider one-day orientation.
- 2.4.2 The 9-1-1 Addressing / GIS Data Provider is required to provide necessary software training, as well as training on local addressing policies, to 9-1-1 Addressing / GIS Data Providers.



## 2.5 Media Relations

- 2.5.1 Make every effort to communicate complete and accurate information in social media posts and/or interaction with the media, specifically as it relates to NCT9-1-1. 9-1-1 Addressing / GIS Data Provider should first coordinate with NCT9-1-1 before making comments on social media and/or speaking to the media regarding 9-1-1 technology and service or issues with the 9-1-1 service providers.
- 2.5.2 Situations change quickly in the middle of service issues. Exercise caution in sharing information with the public and do not share ECC correspondence that NCT9-1-1 has noted as proprietary.
- 2.5.3 Refer media directly to NCT9-1-1 for discussions related to NCT9-1-1 technology and other NCT9-1-1 service or program specific questions.

## 2.6 GIS Data Update Process

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

## 2.7 Quality Control

- 2.7.1 The 9-1-1 Addressing / GIS Data Provider 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. The 9-1-1 Addressing / GIS Data Provider shall communicate issues with each of the municipalities within its jurisdiction. 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 issue. The 9-1-1 Addressing / GIS Data Provider shall adhere to the requirements outlined in the Regional GIS Data Quality Control (RGDQC) and all other NCT9-1-1 termed QA/QC methodology.

## 2.8 Communication and Meetings

- 2.8.1 The 9-1-1 Addressing / GIS Data Provider shall attend regularly scheduled meetings at NCT9-1-1. NCT9-1-1 will host biannual 9-1-1 Addressing / GIS Data Provider meetings, either at NCT9-1-1's location or via virtual web technology.
- 2.8.2 The 9-1-1 Addressing / GIS Data Provider 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 9-1-1 Addressing / GIS Data Provider needs to notify NCT9-1-1 personnel within two business days.

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

#### 3.1 Financial

- 3.1.1 Develop a budget and strategic plan to meet the 9-1-1 Addressing / GIS Data Provider 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 Procure/provide services to the 9-1-1 Addressing / GIS Data Provider using planned funds in the event the 9-1-1 Addressing / GIS Data Provider is unable to meet the requirements outlined in the agreement.

#### 3.2 Training

- 3.2.1. NCT9-1-1 will offer a one-day orientation to all new 9-1-1 Addressing / GIS Data Provider.
- 3.2.2. NCT9-1-1 will provide access to additional GIS software training as budget allows.
- 3.2.3. A member of the NCT9-1-1 GIS Staff will visit 9-1-1 Addressing / GIS Data Provider offices at a minimum of four times per year.

#### 3.3 GIS/Data

- 3.3.1. NCT9-1-1 GIS Team will provide an informational portal with addressing resources.
- 3.3.2. NCT9-1-1 GIS Team will notify the 9-1-1 Addressing / GIS Data Provider within 24 hours of ECC boundary changes.

#### 3.4. Spatial Data Layers

- 3.4.1. NCT9-1-1 must develop, compile, and maintain the following data layers:

Exchange
PSAP(where applicable)

- a. Exchange - REQUIRED: The polygons in this layer represent the geographic boundaries of legacy telephone companies' exchanges used in E9-1-1 call routing. Attributes include tandem information. Polygons are spatially accurate to within 10 feet of their true location whenever possible.

Mandatory



Source		
<b>Exchange_ShortName</b>		
<b>Tandem_ShortName</b>		
<b>State</b>		
<b>Country</b>		

Optional		
	Exchange_FullName	Tandem_FullName

- b. PSAP - REQUIRED: Depicts the geographic area of a Public Safety Answering Point (PSAP) which is primarily responsible for an emergency request. **No overlaps can exist in this layer.** This layer can be used by an ECRF to determine which PSAP to route an emergency request to.

Mandatory		
Source	<i>ServiceURI</i>	
<b>DisplayName</b>	<i>ServiceURN</i>	
<b>County</b>	<i>AVcard_URI</i>	
<b>State</b>	Agency ID	
<b>Country</b>		

Optional		
Effective		
Expire		

#### Section 4: Effective Date and Term of Agreement

4.1 This Agreement shall take effect October 1, 2023, and shall continue until September 30, 2025, unless earlier terminated under 8.1 Early Termination of Agreement.

#### Section 5: GIS Data Maintenance Model

See Attachment B (GIS Data Maintenance Model) for further explanation of the model.

##### 5.1. Responsibilities

- 5.1.1. The 9-1-1 Addressing / GIS Data Provider is responsible for providing accurate locational data used by NCT9-1-1 to route emergency service request calls to the proper Emergency Communication Center (ECC) based on the location of the caller.
- 5.1.2. NCT9-1-1 has a budgeted line item to disburse to 9-1-1 Addressing / GIS Data Provider who meet basic requirements of the agreement and maintain a level of accuracy of the data provided to NCT9-1-1.



## 5.2. 9-1-1 GIS Data Maintenance Model

5.2.1. Disbursements are made based on the 9-1-1 GIS Maintenance Model which calculates disbursement based on critical errors during each NCT9-1-1 fiscal quarter.

5.2.2. Performance incentive amounts are calculated using the following method:

- Incentive Tier 1 = (# of critical errors / # SSAPs)  $\leq$  .2% or .002 – Receive  $\frac{1}{4}$  of full annual incentive amount
- Incentive Tier 2 = (# of critical errors / # SSAPs)  $\leq$  .4% or .004 – Receive  $\frac{1}{4}$  of 90% of annual incentive amount
- Incentive Tier 3 = (# of critical errors / # SSAPs)  $\leq$  .6% or .006 – Receive  $\frac{1}{4}$  of 80% of annual incentive amount
- Incentive Tier 4 = (# of critical errors / # SSAPs)  $\leq$  .8% or .008 – Receive  $\frac{1}{4}$  of 70% of annual incentive amount
- Incentive Tier 5 = (# of critical errors / # SSAPs)  $>$  .8% or .008 – Receive no incentive amount

**Critical Errors.** Critical Errors are defined as errors that cause, or have a potential to cause, a critical fault in the routing of a 9-1-1 emergency service request to the correct ECC. List of critical errors are listed in Attachment C.

**5.3. Remedy Period.** A remedy period or “grace period” is available to 9-1-1 Addressing Authorities to accommodate unforeseen circumstances that can lead to temporarily inflated critical error rates. NCT9-1-1 will grant a remedy period of one quarter immediately following the quarter where the 9-1-1 Addressing / GIS Data Provider had a critical error rate sufficient to drop to a lower incentive tier. In such an instance, the tier status will drop but the performance incentive will remain congruent with the 9-1-1 Addressing / GIS Data Provider’s prior tier amount. If the 9-1-1 Addressing / GIS Data Provider’s error rate continues to remain in the lower tier or drops further, a reduction in the tier incentive amount will immediately take effect for that quarter.

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

**6.1** It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties.

**6.2** This Agreement may not be assigned by either Party without the prior written consent of the other Party. An attempted assignment in violation of this agreement is void.

**6.3** 9-1-1 Addressing / GIS Data Provider may not subcontract its duties under this Agreement without the prior written consent of NCT9-1-1. Any subcontract shall be subject to all terms and conditions contained in this Agreement and the 9-1-1 Addressing / GIS Data Provider agrees to furnish a copy of this Agreement to its subcontractor(s).

## Section 7: Records and Monitoring

**7.1** NCT9-1-1 is entitled to visit the 9-1-1 Addressing / GIS Providers office, talk to its personnel, and audit its applicable 9-1-1 records during normal business hours to assist in evaluating its performance under the Agreement.



**Section 8: Early Termination of Agreement**

**8.1** NCT9-1-1 reserves the right to terminate this Agreement in whole or in part upon a default by 9-1-1 Addressing / GIS Data Provider. Notice of termination shall be provided to the 9-1-1 Addressing / GIS Data Provider 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 the 9-1-1 Addressing / GIS Data Provider fails to cure the defect(s) within the period stated in the notice subject to any written extensions. If the Agreement is terminated, the 9-1-1 Addressing / GIS Data Provider shall 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. Either Party may terminate this Agreement for convenience upon 180 days written notice to the other Party. 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:

- Delivered to the party personally;
- 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 10.2 and signed on behalf of the party; or
- 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 9.2.

**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 9-1-1 Addressing / GIS Data Provider:	Purchasing Department 2300 Bloomdale #3160 McKinney, TX 75071	Collin County Administrator Bill Bilyeu 2300 Bloomdale #4192 McKinney, TX 75071

**Section 10: 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. Liability.** The Parties agree and acknowledge that each Party is not an agent of the other Party and that each Party is responsible for its acts, forbearances, negligence, and deeds, and for those of its agents, contractors, officers and employees in conjunction with each Party’s performance under this Agreement.

**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.

- 10.4. Force Majeure.** It is expressly understood and agreed by the Parties to this Agreement that if 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.
- 10.5. 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.
- 10.6. Availability of Funding.** The 9-1-1 Addressing / GIS Data Provider acknowledges that NCT9-1-1's sole source of funding for this Agreement is the 9-1-1 fees collected by service providers and remitted to NCT9-1-1. If fees sufficient to pay the 9-1-1 Addressing / GIS Data Provider under this Agreement are not paid to NCT9-1-1, the suspension of services will be effective 10 calendar days after the 9-1-1 Addressing / GIS Data Provider's receipt of notice. Upon suspension of payment, the 9-1-1 Addressing / GIS Data Provider's obligations under this Agreement are also suspended until NCT9-1-1 resumes receipt of funding.
- 10.7. 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. In the event of such occurrence, written notice of alterations, additions, or deletions to the terms of this Agreement will be provided to 9-1-1 Addressing / GIS Data Provider.
- 10.8. Nondiscrimination and Equal Opportunity.** The 9-1-1 Addressing / GIS Data Provider shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.
- 10.9. 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.
- 10.10. Attorney Fees.** If any action is necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney fees and costs in addition to any other relief to which that party may be entitled.
- 10.11. 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

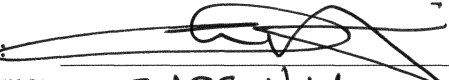




between them regarding this Agreement informally through voluntary mediation or any other local dispute mediation process before resorting to litigation.

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

	<b>NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT</b>
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By: 	By: _____
Name: <u>CHRIS HILL</u>	Name: <u>Mike Eastland</u>
Title: <u>COUNTY JUDGE</u>	Title: <u>Executive Director</u>
Date: <u>29 SEP 2023</u>	Date: _____

Date of governing body approval: \_\_\_\_\_

- Attachment A: GIS Data Quality Control Standards and Guidelines
- Attachment B: GIS Disbursement Maintenance Model
- Attachment C : Critical Errors List



## Attachment A

### NCT9-1-1 GIS Data Quality Control Standards and Guidelines

#### Overview

##### Purpose

NCT9-1-1's GIS Team is the Quality Control hub for regional GIS data specific to 9-1-1. NCT9-1-1 serves as the direct technical and GIS data-related contact to the County 9-1-1 Addressing Authorities and promotes 9-1-1 industry standards to ensure GIS data is ready for mission-critical 9-1-1 systems. To ensure GIS data accuracy, NCT9-1-1 employs specialized industry-specific software to perform Quality Control on the GIS Data.

##### Requirements

9-1-1 Addressing / GIS Data Provider will need access to GIS Desktop software supplied by NCT9-1-1 or the county, an internet connection to receive the Quality Control data and reports from NCT9-1-1, and relevant training by NCT9-1-1 personnel. Furthermore, 9-1-1 Addressing / GIS Data Provider will need a thorough understanding of the Quality Control standards built into the software supplied by NCT9-1-1, and 9-1-1/GIS industry-specific standards to ensure data integrity for 9-1-1 applications.

#### Resources

##### GIS Quality Control Software

NCT9-1-1 will supply the relevant documentation and instruction for adhering to the Quality Control Software including the exception code data sheet. The information will be made available via a web portal or other electronic standard.

##### Industry Specific Standards

The NCT9-1-1 GIS Team follows the industry-set standards developed by the National Emergency Number Association (NENA). NCT9-1-1 recommends the following standards and stresses the importance of these standards to ensure data accuracy and efficient 9-1-1 service.

##### Data Structure Documents:

1. NENA Standard Data Formats for E9 1 1 Data Exchange & GIS Mapping
2. NENA Standard for NG9-1-1 GIS Data Model
3. NG9-1-1 Additional Data Standard
4. NENA Next Generation United States Civic Location Data Exchange Format (CLDXF)

##### Data Management Documents:

1. GIS Data Collection and Maintenance Standards
2. Standard for Reporting and Resolving ANI/ALI Discrepancies and No Records Found for Wireline, Wireless and VoIP Technologies
3. NENA Next Generation 9-1-1 Data Management Requirements
4. NENA Standards for the Provisioning and Maintenance of GIS data to ECRF and LVFs



## Attachment B

### GIS Disbursement Maintenance Model

#### Overview

9-1-1 Addressing Authorities are responsible for providing the accurate geospatial data that is used by NCT9-1-1 to route emergency calls to the correct Emergency Communication Center (ECC), and to aid First Responders in locating callers in an emergency. Misrouted calls can extend the service call time by several minutes or delay locating callers and therefore potentially lead to loss of life or property.

It is imperative to the NCT9-1-1 mission that the Geographic Information Systems (GIS) data used to route emergency service calls be as reliable and accurate as possible at any given time. The mission-critical properties of the GIS data are the premise for the generation of the GIS Disbursement Maintenance Model. NCT9-1-1 has set aside annually a target amount that each 9-1-1 Addressing / GIS Data Provider is capable of receiving based on the level of accuracy of the data they provide to NCT9-1-1. This amount is the maximum annual performance incentive amount.

#### The Model

Each County is allotted a maximum annual performance incentive amount of \$30,770, except for Collin County which is allotted a maximum annual performance amount of \$50,770.

Performance incentives amounts are calculated quarterly based on the percent of critical\* errors of all site/structure addressing points (SSAPs) in the 9-1-1 Addressing / GIS Data Provider's area of responsibility.

\*Critical errors are defined as errors that cause, or have a potential of causing, a critical fault in the routing of an 9-1-1 emergency service request call to the correct ECC. List of critical errors are listed in Attachment C

There are five performance tiers that allow for different levels of performance equating to different amounts of incentive the 9-1-1 Addressing / GIS Data Provider will receive for that quarter. A formula is used to determine the "workload" of Addressing Authorities and is defined as the total number of critical errors divided by the total number of Site Structure Address Points. The outcome of the formula places the Addressing / GIS Data Provider in the respective tier.

Performance incentive amounts are calculated each quarter using the following method:

Tier 1 = (# of critical errors / # SSAPs)  $\leq$  .2% or .002 – Receive full annual incentive amount

Tier 2 = (# of critical errors / # SSAPs)  $\leq$  .4% or .004 – Receive 90% of annual incentive amount

Tier 3 = (# of critical errors / # SSAPs)  $\leq$  .6% or .006 – Receive 80% of annual incentive amount

Tier 4 = (# of critical errors / # SSAPs)  $\leq$  .8% or .008 – Receive 70% of annual incentive amount

Tier 5 = (# of critical errors / # SSAPs)  $>$  .8% or .008 – Receive no incentive amount

The aggregate of the incentive is divided by four to equate to a quarterly distribution.

#### Remedy Period

A remedy period or "grace period" is available to 9-1-1 Addressing Authorities to accommodate unforeseen circumstances that can lead to temporarily inflated critical error rates. NCT9-1-1 will grant a remedy period of one quarter immediately following the quarter where the 9-1-1 Addressing / GIS Data Provider had a critical error rate sufficient to drop to a lower incentive tier. In such an instance, the tier status will drop but the performance incentive will remain congruent with the 9-1-1 Addressing / GIS Data Provider's prior tier amount. If the 9-1-1 Addressing / GIS Data Provider's error rate continues



to remain in the lower tier or drops further, a reduction in the tier incentive amount will immediately take effect for that quarter.

### **Reporting**

- 1<sup>st</sup> Quarter Disbursement October – December
- 2<sup>nd</sup> Quarter Disbursement January – March
- 3<sup>rd</sup> Quarter Disbursement April – June
- 4<sup>th</sup> Quarter Disbursement July – September



### Attachment C Critical Errors List

QC Validation ID	
VAL03-1	Address Point Missing Attribution : Street Name is invalid
VAL03-2	Address Point Missing Attribution : Address Number is invalid
VAL03-3	Address Point Missing Attribution : Street name and address number is invalid
VAL04-1	Address Point Duplicate Point: Duplicate Address Point with matching geometry and attributes
VAL04-2	Address Point Duplicate Point: Duplicate Address Point with matching attributes
VAL06-1	Road Centerline Address Range Overlap: External NGUID: XXXXX left range overlaps left range External NGUID: XXXXX
VAL06-2	Road Centerline Address Range Overlap: External NGUID: XXXXX left range overlaps right range External NGUID: XXXXX
VAL06-3	Road Centerline Address Range Overlap: External NGUID: XXXXX right range overlaps left range External NGUID: XXXXX
VAL06-4	Road Centerline Address Range Overlap: External NGUID: XXXXX right range overlaps right range External NGUID: XXXXX
VAL08A-1	Road Centerline Range Inconsistency: Road Centerline ranges are not positive-positive, null-null, or 0-0
VAL50	Road Centerline is Multipart
VAL53-01	Road Centerline Self-Intersecting: Road Centerline overlaps itself
VAL53-02	Road Centerline Self-Intersecting: Road Centerline intersects itself
VAL61-1	Road Centerline Does Not Break at Boundary
VAL65	Address Point /Road Centerline Not Contained Within Boundary
VAL80-02	Address Point Country Name is Blank or NULL
VAL80-03	Address Point County Field is Blank, NULL, 0, or has Spaces
VAL80-04	Address Point Incorporated Municipality Name is Blank or NULL
VAL80-05	Address Point St_Name Field is Blank, NULL, 0, or has Spaces
VAL80-06	Address Point State Field is Blank, NULL, 0, or has Spaces
VAL80-07	Address Point Discrepancy Agency ID is Blank or NULL
VAL80-08	Address Point Date Update is Blank or NULL
VAL80-10	Address Point St_FullName Field is Blank, NULL, 0, or has Spaces
VAL80-11	Address Point Add_Number Field is Blank, NULL, 0, or has Spaces
VAL80-12	Address Point Address Field is Blank, NULL, 0, or has Spaces
VAL80-13	Address Point ESN Field Missing is Blank, NULL, 0, or has Spaces
VAL80-14	Address Point Exchange Field is Blank, NULL, 0, or has Spaces
VAL80-15	Address Point MSAG Comm Field is Blank, NULL, 0, or has Spaces
VAL80-16	Address Point Tandem Field is Blank, NULL, 0, or has Spaces
VAL80-17	Address Point NCT_Type Field is Blank, NULL, 0, or has Spaces
VAL80-18	Address Point Place_Type Field is Blank, NULL, 0, or has Spaces
VAL80-19	Address Point addNumPre Field is Blank, NULL, 0, or has Spaces



VAL80-20	Address Point addNumSuf Field is Blank, NULL, 0, or has Spaces
VAL80-21	Address Point postDir Field is Blank, NULL, 0, or has Spaces
VAL80-22	Address Point postMod Field is Blank, NULL, 0, or has Spaces
VAL80-23	Address Point postType Field is Blank, NULL, 0, or has Spaces
VAL80-24	Address Point preDir Field is Blank, NULL, 0, or has Spaces
VAL80-25	Address Point preMod Field is Blank, NULL, 0, or has Spaces
VAL80-26	Address Point preType Field is Blank, NULL, 0, or has Spaces
VAL80-27	Address Point preTypeSep Field is Blank, NULL, 0, or has Spaces
VAL81-01	Road Centerline Left Country Name is Blank or NULL
VAL81-02	Road Centerline Right Country Name is Blank or NULL
VAL81-03	Road Centerline County_L Field is Blank, NULL, 0, or has Spaces
VAL81-04	Road Centerline County_R Field is Blank, NULL, 0, or has Spaces
VAL81-05	Road Centerline Left Incorporated Municipality Name is Blank or NULL
VAL81-06	Road Centerline Right Incorporated Municipality Name is Blank or NULL
VAL81-07	Road Centerline St_Name Field is Blank, NULL, 0, or has Spaces
VAL81-08	Road Centerline State_L Field is Blank, NULL, 0, or has Spaces
VAL81-09	Road Centerline State_R Field is Blank, NULL, 0, or has Spaces
VAL81-11	Road Centerline Date Update is Blank or NULL
VAL81-13	Road Centerline FromAddr_L Field is Blank, NULL, 0, or has Spaces
VAL81-14	Road Centerline ToAddr_L Field is Blank, NULL, 0, or has Spaces
VAL81-15	Road Centerline FromAddr_R Field is Blank, NULL, 0, or has Spaces
VAL81-16	Road Centerline ToAddr_R Field is Blank, NULL, 0, or has Spaces
VAL81-17	Road Centerline Parity_L Field is Blank, NULL, 0, or has Spaces
VAL81-18	Road Centerline Parity_R Field is Blank, NULL, 0, or has Spaces
VAL81-19	Road Centerline St_FullName Field is Blank, NULL, 0, or has Spaces
VAL81-20	Road Centerline RangeLow Field is Blank, NULL, 0, or has Spaces
VAL81-21	Road Centerline RangeHigh Field is Blank, NULL, 0, or has Spaces
VAL81-22	Road Centerline Exchange_L Field is Blank, NULL, 0, or has Spaces
VAL81-23	Road Centerline ESN_L Field is Blank, NULL, 0, or has Spaces
VAL81-24	Road Centerline ESN_R Field is Blank, NULL, 0, or has Spaces
VAL81-25	Road Centerline Exchange_R Field is Blank, NULL, 0, or has Spaces
VAL81-26	Road Centerline MsagComm_L Field is Blank, NULL, 0, or has Spaces
VAL81-27	Road Centerline MsagComm_R Field is Blank, NULL, 0, or has Spaces
VAL81-28	Road Centerline Tandem_L Field is Blank, NULL, 0, or has Spaces
VAL81-29	Road Centerline Tandem_R Field is Blank, NULL, 0, or has Spaces
VAL81-30	Road Centerline NCT_Class Field is Blank, NULL, 0, or has Spaces
VAL81-31	Road Centerline RoadClass Field is Blank, NULL, 0, or has Spaces
VAL81-32	Road Centerline St_PosDir Field is Blank, NULL, 0, or has Spaces
VAL81-33	Road Centerline St_PosMod Field is Blank, NULL, 0, or has Spaces
VAL81-34	Road Centerline St_PosTyp Field is Blank, NULL, 0, or has Spaces
VAL81-35	Road Centerline St_PreDir Field is Blank, NULL, 0, or has Spaces





VAL81-36	Road Centerline St_PreMod Field is Blank, NULL, 0, or has Spaces
VAL81-37	Road Centerline St_PreTyp Field is Blank, NULL, 0, or has Spaces
VAL81-38	Road Centerline St_PreSep Field is Blank, NULL, 0, or has Spaces
VAL85-01	EMS Boundary Display Name Field is Blank or NULL: EMS dsplyname field is blank or NULL
VAL85-06	EMS Boundary State Field is Blank, NULL, 0, or has Spaces: EMS state field contains a zero value, a null value, a leading space, a trailing space, a single space, multiple spaces, or a blank value/empty string.
VAL86-01	Fire Boundary Display Name Field is Blank or NULL
VAL86-06	Fire Boundary State Field is Blank, NULL, 0, or has Spaces: Fire state field contains a zero value, a null value, a leading space, a trailing space, a single space, multiple spaces, or a blank value/empty string.
VAL88-01	Law Boundary Display Name Field is Blank or NULL
VAL88-06	Law Boundary State Field is Blank, NULL, 0, or has Spaces: Law state field contains a zero value, a null value, a leading space, a trailing space, a single space, multiple spaces, or a blank value/empty string.
VAL90-01	Counties County Field is Blank, NULL, 0, or has Spaces
VAL90-02	Counties State Field is Blank, NULL, 0, or has Spaces
VAL90-03	Counties Country Field is Blank, NULL, 0, or has Spaces
VAL91-01	Incorporated Muni Bndry Inc_Muni Field is Blank, NULL, 0, or has Spaces
VAL91-02	Incorporated Muni Bndry County Field is Blank, NULL, 0, or has Spaces
VAL91-03	Incorporated Muni Bndry State Field is Blank, NULL, 0, or has Spaces
VAL91-04	Incorporated Muni Bndry Country Field is Blank, NULL, 0, or has Spaces
VAL94-01	Emer Svc Bndry Display Name Field is Blank, NULL, 0, or has Spaces
VAL94-06	Emer Svc Bndry State Field is Blank, NULL, 0, or has Spaces
VAL95-01	MSAG Comm Bndry MSAG Community Name Field is Blank, NULL, 0, or has Spaces
VAL95-02	MSAG Comm Bndry County Field is Blank, NULL, 0, or has Spaces
VAL95-03	MSAG Comm Bndry State Field is Blank, NULL, 0, or has Spaces
VAL95-04	MSAG Comm Bndry Country Field is Blank, NULL, 0, or has Spaces
VAL-NCT1	Address Point Street Name Parsing Issue: Parsed AP fields read: [Concatenation results]; Full street name reads: [fullrdname]
VAL-NCT2	Road Centerline Street Name Parsing Issue: Parsed RCL fields read: [Concatenation results]; Full street name reads: [fullrdname]
VAL-NCT3	Attribute Mismatch Compared to Incorporated Municipality Boundary Layer: Zone Mismatch - SSAP Field Contains Inc_Muni Value [XXX], while the Incorporated Municipality Boundary is [YYY]
VAL-NCT4	Attribute Mismatch Compared to MSAGComm Boundary Layer: Zone Mismatch - SSAP Field Contains MSAGComm Value [XXX], while the MASGComm Boundary is [YYY]
VAL-NCT9	Attribute Mismatch Compared to County Boundary Layer: Zone Mismatch - SSAP Field Contains County Value [XXX], while the County Boundary is [YYY]