



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

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.
- 1.4.** Whereas, for the purposes of this agreement, Emergency Communications Center (ECC) and Public Safety Answering Point (PSAP) are interchangeable.

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 conflicts and problems. The 9-1-1 Addressing / GIS Data Provider shall not allow for duplication of community names anywhere in the county and not allow for duplicate street names wherever possible.
 - d. The 9-1-1 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. Notify NCT9-1-1 in writing at least 30 business days prior to a 9-1-1 Addressing office move.
 - i. Notify NCT9-1-1 in writing at least 90 days prior to changing emergency services providers including medical, law enforcement, and fire.
 - j. Per industry standards as outlined in Attachment A, respond to any 9-1-1 GIS or location 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.
 - k. All updates and changes to GIS data must be submitted to NCT9-1-1 within two business days of being made. Daily submissions are strongly preferred to ensure data accuracy and timely integration into the regional system.
 - l. 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.
 - m. Per NENA standards, it is recommended that GIS data be processed in a timely manner to ensure synchronization with 9-1-1 call routing and location validation functions. While specific processing timeframes may vary, industry's best practices suggest processing GIS data updates within five (5) business days of receipt and verification of an address to maintain data accuracy and compliance with NG9-1-1 operational requirements.
 - n. To use Esri ArcGIS Pro™ Software



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):

Table Key

Required	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.
Bold	Text in tables signifies that the attribute is not nullable. Edits cannot be saved until these fields are populated.
<i>Italicized</i>	Describes a data layer that is part of the NG9-1-1 geodatabase but is maintained by NCT9-1-1 GIS Staff. These layers may, or may not, be included in replica databases.

Layer Name	Condition
A2 (County)	Required
A3 (Incorporated Municipality)	Required
A4 (Unincorporated Community)	Required
A5 (Neighborhood Boundary)	Required
EmsPolygon	Required
FireHydrant	Optional
FirePolygon	Required
HazMatLocation	Optional
<i>HydrologyLine</i>	<i>Optional</i>
<i>HydrologyPolygon</i>	<i>Optional</i>
<i>LocationMarkerPoint</i>	<i>Optional</i>
LowWaterCrossing	Optional
Park	Optional
MSAGComm	Required
PolicePolygon	Required
<i>ProvisioningPolygon</i>	<i>Mandatory</i>
<i>PsapPolygon</i>	<i>Mandatory</i>
QC_Line	Required
QC_Point	Required
QC_Polygon	Required
<i>RailroadCenterLine</i>	<i>Optional</i>
RoadCenterLine	Required
SiteStructureAddressPoints	Required
SpecialDistrict	Optional
StormShelter	Optional

2.2.2. The 9-1-1 Addressing / GIS Data Provider shall provide the NCT9-1-1 GIS Department with 100% complete attribution for REQUIRED and CONDITIONAL fields of features in REQUIRED feature classes. REQUIRED and



CONDITIONAL field for REQUIRED feature classes are specified below. Optional attribute fields are included in many of the feature classes in the NCT9-1-1 GIS geodatabase. These fields are not specified in this document, and it is the decision of the GIS Data Provider to use the optional fields or not. If the GIS Data Provider does choose to use the optional field, it is the Data Provider's responsibility to maintain the data in these fields to keep them accurate.

Table Key

Required	Describes a REQUIRED attribute.
Conditional	Describes a CONDITIONAL attribute. These attributes may not apply to all features; however, if the information does apply to the feature, it MUST be populated.
Bold	Text in tables signifies that the attribute is not nullable. Edits cannot be saved until these fields are populated.
<i>Italicized</i>	Text in tables signifies fields populated or maintained by NCT9-1-1 but need to be verified by Data Providers.

RoadCenterLines – 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:

FromAddr_L	Conditional
ToAddr_L	Conditional
FromAddr_R	Conditional
ToAddr_R	Conditional
NCT_SYMB	Required
RoadClass	Required
Parity_L	Required
Parity_R	Required
MSAGComm_L	Required
MSAGComm_R	Required
County_L	Required
County_R	Required
State_L	Required
State_R	Required
Country_L	Required
Country_R	Required
IncMuni_L	Conditional
IncMuni_R	Conditional
LSt_PreDir	Conditional
LSt_Name	Conditional
LSt_PosDir	Conditional
LSt_Type	Conditional
AdNumPre_L	Conditional

AdNumPre_R	Conditional
St_PreMod	Conditional
St_PreDir	Conditional
St_PreTyp	Conditional
St_PreSep	Conditional
St_Name	Conditional
St_PosTyp	Conditional
St_PosDir	Conditional
St_PosMod	Conditional
Hwy_Shield	Conditional
Label	Conditional
NbrhdCom_L	Conditional
NbrhdCom_R	Conditional
UnincComm_L	Conditional
UnincComm_R	Conditional

- a. **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:

Add_Number	Conditional
NCT_Symb	Required
Place_Type	Required
MSAGComm	Required
County	Required
State	Required
Country	Required
Inc_Muni	Conditional
LSt_PreDir	Conditional
LSt_Name	Conditional
LSt_Type	Conditional
Lst_PosDir	Conditional
AddNum_Pre	Conditional
AddNum_Suf	Conditional
St_PreMod	Conditional
St_PreDir	Conditional
St_PreTyp	Conditional
St_PreSep	Conditional
St_Name	Conditional
St_PosTyp	Conditional
St_PosDir	Conditional
St_PosMod	Conditional
Building	Conditional

Wing	Conditional
Floor	Conditional
Unit	Conditional
Room	Conditional
LandmkName	Conditional
Nbrhd_Comm	Conditional
Uninc_Comm	Conditional
Milepost	Conditional

- b. **A3Polygon (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:

Inc_Muni	Required
County	Required
State	Required
Country	Required

- c. **A2Polygon (County) - REQUIRED:** A county or its equivalent boundary is the primary legal division of a state, province, or territory.

County	Required
State	Required
Country	Required

- d. **FirePolygon - 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.

DisplayName	Required
County	Required
State	Required
Country	Required
ServiceURI	Required
ServiceURN	Required
AVcard_URI	Required
Agency ID	Required

- e. **PolicePolygon - 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.

DisplayName	Required
County	Required
State	Required
Country	Required
ServiceURI	Required
ServiceURN	Required



AVcard_URI	Required
Agency ID	Required

- f. **EmsPolygon - 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.

DisplayName	Required
County	Required
State	Required
Country	Required
ServiceURI	Required
ServiceURN	Required
AVcard_URI	Required
Agency ID	Required

- g. **MSAGComm - 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.

MSAG_CommName	Required
County	Required
State	Required
Country	Required

- h. **A5Polygon (Neighborhood Boundaries) - Required:** 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.

Nbrhd_Comm	Required
County	Required
State	Required
Country	Required
Uninc_Comm	Conditional
Inc_Muni	Conditional

- i. **A4Polygon (Unincorporated Municipality) - Required:** 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.

Uninc_Muni	Required
County	Required
State	Required
Country	Required

- j. **QC_Line, QC_Point, QC_Polygon- REQUIRED:** Point representing probable GIS data point, line, or polygon errors identified by the NG9-1-1 quality control measures. 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.

QC_Status	Required
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<i>QC_Error_Name</i>	<i>Required</i>
<i>Feature_Class</i>	<i>Required</i>
<i>Description</i>	<i>Required</i>

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.

2.3.2. The 9-1-1 Addressing / GIS Data Provider shall make their processes available at NCT9-1-1's request.

2.3.3. The 9-1-1 Addressing / GIS Data Provider shall adhere to the following:

ADDRESSING AND ROAD NAMING STANDARDS

a. Road Naming Standards

- No Duplicate or Similar-Sounding Road Names: A road name shall not be duplicated within a county or in adjacent jurisdictions with overlapping emergency response areas. This includes names that differ only by suffix (e.g., "Oak St." vs. "Oak Dr.") or sound alike (e.g., "Deer Rd." vs. "Dear Rd.").
- Unique and Distinct Names: All road names shall be unique, unambiguous, and avoid homophones or visually similar names that may cause confusion in verbal or written communication.
- No Reliance on Suffixes for Differentiation: A road that shares the same base name with another road shall not be assigned a different suffix (e.g., "Court," "Lane") as a means of differentiation. This is considered a duplicate and is not allowed. The only exception being a single short street off a longer street can have the same name as the street and have a suffix of Court.
 - a. For example, Joyce Court can be a short street off Joyce Lane.
- Avoid Special Characters & Abbreviations: Road names shall not include special characters (e.g., @, #, &) or non-standard abbreviations that could hinder comprehension or electronic processing.
- Sub addressing is a critical component of NG9-1-1-compliant GIS data to ensure accurate location identification within multi-unit structures such as apartments, duplexes, office complexes, and campuses. Address points shall include sub address elements (e.g., apartment numbers, unit identifiers, suite numbers) where applicable. These elements must conform to the NENA GIS Data Model and are essential not only for dispatch mapping and emergency call routing but also for supporting the Location Validation Function (LVF), which validates civic location information during 9-1-1 call processing. All jurisdictions are required to maintain authoritative sub addressing information and include it in regular GIS data submissions.

b. Address Numbering Standards

- Address numbers shall follow a logical, sequential order, increasing consistently along both sides of the roadway. Odd numbers shall be assigned to one side of the road and even numbers to the opposite side, maintaining standard addressing conventions.



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 the 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. 9-1-1Addressing / 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 Commissioners 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 Commissioners 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.

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 Providers.

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 make an onsite visit 9-1-1 Addressing / GIS Data Provider offices at a minimum of two 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:

- a. 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.



Source	Mandatory
DisplayName	Mandatory
County	Mandatory
State	Mandatory
Country	Mandatory
ServiceURI	Mandatory
ServiceURN	Mandatory
AVcard_URI	Mandatory
Agency ID	Mandatory
Effective	Optional
Expire	Optional

4. Effective Date and Term of Agreement

4.1. This Agreement shall take effect October 1, 2025, and shall continue until September 30, 2027, unless earlier terminated under 8.1 Early Termination of Agreement.

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 Maintenance Model

5.2.1. **Transition Plan:** Effective FY 2027 (October 1, 2026), the incentive program will be phased out. During FY 2026 (October 1, 2025- September 30, 2026), participants will be eligible for 50% of the usual incentive amount.

5.2.2. Performance incentive amounts for FY 2026 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.

5.2.3. 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 reserves the right 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: Todd Little

If to 9-1-1 Addressing / GIS
Data Provider:

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.

	NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
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By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: Todd Little
Title: Executive Director
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.

Transition Plan: Effective FY 2027 (October 1, 2026), the incentive program will be phased out. During FY 2026 (October 1, 2025- September 30, 2026), participants will be eligible for 50% of the usual incentive amount.

The Model

Each County is allotted a maximum annual performance incentive for amount October 1, 2025-September 30, 2026, of \$15,385, except for Collin County which is allotted a maximum annual performance amount of \$25,385.

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

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



Attachment C

Critical Error List

Definitions

Name Set: A name set refers to the combination of all name-related address components that together define the street name. It includes prefixes, the base street name, suffixes, and modifiers that make the name unique and standardized. It's used to validate if two address points share the same street name configuration.

Field definitions (NENA GIS Data Model)

PRD = Prefix Directional

- A directional indicator before the street name.
- Example: N (North), S (South), E (East), W (West)
- Example: N Main Street → PRD = "N"

PRM = Pre Modifier

- A descriptive word before the street name.
- Example: "Old" in Old Main Street → PRM = "Old"

STS = Street Name

- The core name of the street (excluding prefixes, suffixes, types, or modifiers).
- Example: "Main", "Broadway"

STPS = Street Type Separator

- A separator or word placed between the street name and street type, used in some naming conventions, especially outside the U.S.
- Example: "de la" in Avenue de la République → STPS = "de la"
- Usually blank in U.S. addresses.

STP = Street Type

- The type of street (also known as street suffix) that indicates the street's category.
- Example: "Street", "Road", "Avenue", "Lane"
- Example: "Main Street" → STP = "Street"

POM = Post Modifier

- A descriptive word after the street name (and after the street type).
- Example: "Extension" in "Main Street Extension" → POM = "Extension"

POD = Post Directional

- A directional indicator after the street name.
- Example: "N" in "Main Street N" → POD = "N"

LDB Errors

Unable to locate address, or other errors returns no mapping or calls routing at all	Critical
Default mapping or call routing returned	High
Multiple mappings or call routings returned with matching criteria.	Moderate
Single mapping or call routing is returned but contains some invalid field or may not be a valid dispatch location	Low

ECRF QC Errors

Layer Name	Error Code	Error Description	Extended Description	Severity
Road	200	Road has invalid or non-LineString geometry	For any given road segment, the geometry must be valid and of type LineString.	Critical
Road	201	Road Must have a street name	For any given road segment if the RD value is empty or NULL, then an error is reported.	High
Road	238	Road Left Parity does not match address range	For any given road segment, if the L_FROM and L_TO values are both even, then L_PARITY should equal "E". If the L_FROM and L_TO values are both odd, then the L_PARITY should be "O". If the L_FROM or L_TO have an odd/even mismatch, then the L_PARITY should be "B".	High
Road	239	Road Right Parity does not match address range	For any given road segment, if the R_FROM and R_TO values are both even, then R_PARITY should equal "E". If the R_FROM and R_TO values are both odd, then the R_PARITY should be "O". If the R_FROM or R_TO have an odd/even mismatch, then the R_PARITY should be "B".	High
Road	240	Road Left address range is invalid	For any given road segment, both L_FROM and L_TO must be zero or both must be positive.	High
Road	241	Road Right address range is invalid	For any given road segment, both R_FROM and R_TO must be zero or both must be positive.	High
Address	402	Duplicate address name set with different locations	For any given address point, if its name matches another address point's name set, and its coordinates are within the CQC Duplicate Address Tolerance of the matching name set's point, then an error is reported.	Medium
Address	403	Address is outside of Provisioning Boundary	For any given address point, if the point does not fall within the Provisioning Boundary, then an error is reported	High

Address	404	Duplicate address name in set in different PSAPs	For any given address point, if its name set matches another address point's name set, and its coordinates are within a different PSAP polygon from the matching name set point, then an error is reported	High
Address	405	Address State must not be empty	For any given address point, if A1 (STATE) is empty or NULL, then an error is reported	Critical
Address	406	Address Country must not be empty	For any given address point, if the COUNTRY is empty or NULL, then an error is reported	Critical
Address	407	Address House Number and Landmark should not be empty simultaneously	For any given address point, if the house number is NULL and the landmark is NULL or empty, then an error is reported.	High
Address	408	Duplicate address name set at same location	For any given address point, if its name set matches another address point's name set, and its coordinates are within the CQC Duplicate Address Tolerance of the matching name set's point, then an error is reported.	Medium
Address	410	Address Muni has an invalid value	For any given address point, if A3 is a value of Unincorporated, then an error is reported.	Critical
Road	501	Road Left County must not be empty	For any given road segment, if L_A2 is empty or NULL, then an error is reported.	Medium
Road	502	Road Right County must not be empty	For any given road segment, if R_A2 is empty or NULL, then an error is reported.	Medium
Road	503	Road Left State must not be empty	For any given road segment, if L_A1 is empty or NULL, then an error is reported	Critical
Road	504	Road Right State must not be empty	For any given road segment, if R_A1 is empty or NULL, then an error is reported	Critical
Road	507	Road Left Country must not be empty	For any given road segment, if L_COUNTRY is empty or NULL, then an error is reported	Critical
Road	508	Road Right Country must not be empty	For any given road segment, if R_COUNTRY is empty or NULL, then an error is reported	Critical
Road	510	Road Left Muni has an invalid value	For any given segment, if L_A3 is a value of Unincorporated, then an error is reported.	Critical

Road	511	Road Right Muni has an invalid value	For any given segment, if R_A3 is a value of Unincorporated, then an error is reported.	Critical
Road	540	Road falls outside of Provisioning Boundary	For any given road segment, if the road exceeds the Provisioning Boundary, report an error.	High
Road	591	Address Range conflict	Given two or more road segments; If one segment's name set matches another road segment's name set and a segment's address range overlaps another segment's address range and their parities are comparable, then report an error.	High
Service Boundary (Police, Fire, EMS)	608	Service boundary display name must not be empty	For any given service polygon, if DISPNAME is empty or NULL, then an error is reported.	Medium
Service Boundary (Police, Fire, EMS)	630	Service boundary overlaps another	For any given service polygon, if its geometry overlaps with any other service polygon's geometry, then an errors are reported.	Critical
Service Boundary (Police, Fire, EMS)	650	Gap in service boundary layer	For any given service polygon, if its geometry is not snapped to its neighboring service polygon's geometry creating a gap, then an error is reported.	Critical
Service Boundary (Police, Fire, EMS)	680	SQL geography is not valid	For any given polygon, ensure boundary geometry that is re-projected to WGS-84 is still valid for SQL Server, if geography is not valid report an error.	Critical
Address	700	Not a registered value for Address MSAG Community	For any given address point, if MSAG_COMM is not in the Domain Values table, value column, then an error is reported.	Medium
Address	701	Not a registered value for Address PRD	For any given address point, if PRD is not in the Domain Values table, value column, then an error is reported.	Medium
Address	702	Not a registered value for Address POD	For any given address point, if POD is not in the Domain Values table, value column, then an error is reported.	Medium

Address	703	Not a registered value for Address STS	For any given address point, if STS is not in the DomainValues table, value column, then an error is reported.	Medium
Address	705	Not a registered value for Address County	For any given address point, if A2 is not in the DomainValues table, value column, then an error is reported.	Medium
Address	706	Not a registered value for Address PRM	For any given address point, if PRM is not in the DomainValues table, value column, then an error is reported.	Medium
Address	707	Not a registered value for Address POM	For any given address point, if POM is not in the Domain Values table, value column, then an error is reported.	Medium
Address	708	Not a registered value for Address STPS	For any given address point, if STPS is not in the Domain Values table, value column, then an error is reported.	Medium
Address	709	Not a registered value for Address State	For any given address point, if A1 is not in the Domain Values table, value column, then an error is reported.	Medium
Address	710	Not a registered value for Address Country	For any given address point, if Country is not in the Domain Values table, value column, then an error is reported.	Medium
Road	711	Not a registered value for Address Muni	For any given address point, if A3 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	730	Not a registered value for Road Left MSAG Community	For any given road segment, if L_MSAG_COMM is not in the Domain Values table, value column, then an error is reported.	Medium
Road	731	Not a registered value for Road Right MSAG Community	For any given road segment, if R_MSAG_COMM is not in the Domain Values table, value column, then an error is reported.	Medium
Road	732	Not a registered value for Road PRD	For any given road segment, if PRD is not in the Domain Values table, value column, then an error is reported.	Medium
Road	733	Not a registered value for Road POD	For any given road segment, if POD is not in the Domain Values table, value column, then an error is reported.	Medium
Road	734	Not a registered value for Road STS	For any given road segment, if STS is not in the Domain Values table, value column, then an error is reported.	Medium
Road	735	Not a registered value for Road STP	For any given road segment, if STP is not in the Domain Values table, value column, then an error is reported.	Medium

Road	736	Not a registered value for Road Left Validation Flag	For any given road segment, if Validation Left is not in the Domain Values table, value column, then an error is reported.	Medium
Road	737	Not a registered value for Road Right Validation Flag	For any given road segment, if Validation Right is not in the Domain Values table, value column, then an error is reported.	Medium
Road	738	Not a registered value for Road Left County	For any given road segment, if L_A2 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	739	Not a registered value for Road Right County	For any given road segment, if R_A2 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	740	Not a registered value for Road PRM	For any given road segment, if PRM is not in the Domain Values table, value column, then an error is reported	Medium
Road	741	Not a registered value for Road POM	For any given road segment, if POM is not in the Domain Values table, value column, then an error is reported.	Medium
Road	742	Not a registered value for Road STPS	For any given road segment, if STPS is not in the Domain Values table, value column, then an error is reported	Medium
Road	743	Not a registered value for Road Left State	For any given road segment, if L_A1 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	744	Not a registered value for Road Right State	For any given road segment, if R_A1 is not in the Domain Values table, value column, then an error is reported.	Medium
Road	745	Not a registered value for Road Left Country	For any given road segment, if L_Country is not in the DomainValues table, value column, then an error is reported.	Medium
Road	746	Not a registered value for Road Right Country	For any given road segment, if R_Country is not in the DomainValues table, value column, then an error is reported.	Medium
Road	747	Not a registered value for Road Left Muni	For any given road segment, if L_A3 is not in the DomainValues table, value column, then an error is reported.	Medium
Road	748	Not a registered value for Road Right Muni	For any given road segment, if R_A3 is not in the DomainValues table, value column, then an error is reported.	Medium