

# North Texas Emergency Communications Center



## Monthly Report

February  
2021

Our staff has been working to prepare for the CAD selection, while managing the radio system upgrade. February starts the final phase of preparing our annual budget for presentation to the cities and the Board of Directors. NTECC Operations and Support Services are making great strides with the improvement of the training process and policy management. As the COVID crisis continues, we are working with our partnering cities to provide vaccines to our staff, when they come available. However, Operations is still affected heavily by the levels of overtime needed as a result of the pandemic. I continue to hope all our staff stays well and those that are affected by the pandemic, recover quickly.

-Terry

# Administration

February  
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*The ASD has made exciting improvements with the hiring and onboarding process over the last two fiscal years. Through systematic review and modifications of not only the hiring process from the ASD, but the NTECC Training Program, the following stats support the improvements made. All improvements are the result of a collaborative effort of staff throughout the organization.*

## **January 1, 2018 to December 31, 2018**

Total number of employees hired – 16

Total number of employees that remain – 3

Left the organization due to involuntary separation from training or performance – 4

## **January 1, 2019 to December 31, 2019**

Total number of employees hired – 32

Total number of employees that remain – 11

Left the organization due to involuntary separation from training – 7

## **January 1, 2020 to December 31, 2020**

Total number of employees hired – 34

Total number of employees that remain – 26

Left the organization due to involuntary separation from training or performance – 1

## **January 1, 2021 to February 3, 2021**

Total number of employees hired – 4

Total number of employees that remain – 4

Left the organization due to involuntary separation from training or performance – 0

*Current turnover rate from 10/01/2020 to 2/3/2021 - 11.6%*

# Health Matters



Starts: 02/02/2021

Ends: 04/30/2021

The NTECC is proud to have the health and wellbeing of its employees one of its highest aims. In keeping with this goal, the NTECC is sponsoring a 3-month weight loss and step challenge to encourage everyone to be their best and healthiest selves possible!

## 2020 Incentives

2020



Total employees enrolled in medical = 65

Platinum 35 (53.8%)  
 Gold 11 (16.9%)  
 Silver 11 (16.9%)  
 Bronze 7 (10.76%)  
 Blue 1 (1.5%)

Evaluation date	Incentives awarded for current evaluation period	Incentives awarded since last renewal (05/2020)	Incentives awarded year to date	Incentives awarded since program inception (05/2018)
12/31/2020	\$7,560.66	\$61,767.67	\$0.00	\$179,037.52

# Financials

February  
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## NTECC General Fund as of January 31, 2021

The NTECC has collected revenues totaling \$2,783,580.96 or 33.20% of the annual budget for the 2021 fiscal year. The NTECC expenses are budgeted and provided by the use of line-item budget-to-actual reporting.

	December 2020	Monthly Budget	Year-to-Date Actual	Year-to-Date Annual Budget	Variance	% of Budget Used
Net Income	\$ (71,994.88)	18,017.89	(148,449.54)	(1,633,354.60)	1,484,905.06	9.09%

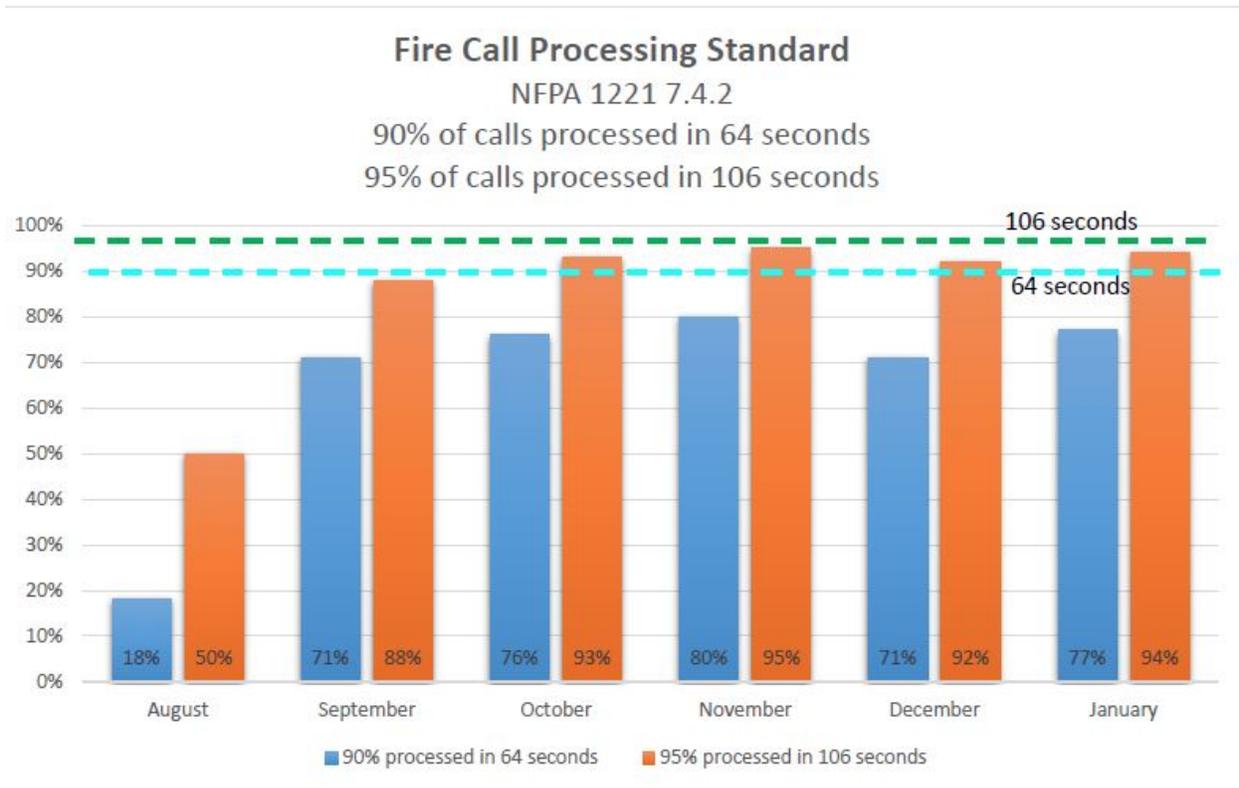


Nonspecific Reserves	\$669,599.87
9-1-1 System Reserves	\$109,136.66
I.T. Capital Replacement Reserves	\$67,342.00
Capital Replacement Reserves	\$50,000.00
CAD Replacement Reserves	\$125,290.91
Harris Radio System Reserves	\$564,010.50
Unrestricted Net Assets	\$705,722.86
Net Income*	(148,449.54)
<b>Total</b>	<b>\$2,142,653.26</b>

\*One budget amendment was presented transferring \$198,094.75 from #7005-Harris Capital Replacement Reserve to #6411-One-time Project Cost line item.

# Operations

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Operations is working diligently to continue to improve and meet EFD standards. Additionally, as training continues, more Emergency Communications Specialists are being trained on patrol channels. An Active Threat policy is being developed along with revisions of current policies as we continue to work on NTECC's strategic plan.

- Completed incorporation of GIS data for Valley Ranch in Irving. Worked with FD Ops group to develop automatic mutual aid areas.
- Coppell station 4 went live at the end of January with no issues.
- Deployed mobile command posts to remote locations to support additional call traffic during inclement weather days.
- Working with L3Harris and City of Carrollton to plan the Josey Water Tower microwave move due to anticipated construction, L3Harris and Nokia representatives completed two path studies on four separate links (Josey, Carrollton City Hall, Spectrum and Addison EOC). Still working towards a resolution on this.

- While conducting these studies, we've (NTECC and Carrollton) made progress in inventory of outdated equipment lines running to the roof of Carrollton City Hall and have a plan in place to physically remove this equipment in the near future prior to microwave system move and upgrade.
- Using dedicated monitoring software for the L3Harris system, noticed a system outage at FB1 which led to the discovery of a microwave link being severely degraded. This damage is suspectedly due to 3<sup>rd</sup> party vendors conducting upgrades to their equipment. A plan has been constructed to temporarily repair this link (once weather allows) while we wait for necessary parts to arrive for long term repair (6-8 weeks).

# Support Services

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- ***Outlining and creating NCIC training manual and guide***

Our NCIC manual was completed and released for use to all employees as of January 1, 2021. This manual continues to be used to streamline our training process and the information given, as well as increase our consistency and quality of work done on the NCIC channel. During monthly NCIC audits, we continue to be at 100% compliance and accuracy.

- ***Outlining and creating Call taking training manual and guide.***

The support services team is currently working on outlining a training manual for new employees and existing employees, detailing NTECC's procedures and expectations while process 911 and non-emergency calls, with a plan to be completed by March 31st, 2020.

**Update:** We are currently ahead of schedule in our writing of the call taking guide. Over half of the guide has been written at this time & we continue to work diligently everyday towards the completion of the project. We are working collectively as a department to ensure that all required areas are included to create a complete and comprehensive training manual.

- ***Continuing to refine EFD***

Increasing effectiveness of EFD by continuing to review and Q calls on a weekly basis. Tracking common errors and addressing them either on an individual basis or with an entire shift. Priority Dispatch's call reviewer advised they are quite impressed with the progress made in non-compliant and partial-compliant calls.

- ***Actively working towards ACE accreditation***

ACE or Accredited Center of Excellence designation is reserved for high-performing agencies that consistently put in the work to achieve excellence.

# *NTECC News*

## **NTECC Celebrates Black History Month**

**NTECC participates in Black History month by honoring important people and putting a spotlight on the contributions and accomplishments of Black history.**



## **The NTECC Diversity, Equity, and Inclusion Task Force (DEI-TF)**

The Diversity, Equity, and Inclusion Task Force (DEI-TF) is a collaboration of management, supervisors, and front-line staff (representatives of each department and division) who want to have a significant role in the development of strategies and best practices with regards to the NTECC Operations within the realms of racial, social, sexual, and gender diversity.

The DEI-TF further serves as an opportunity for both members and non-members to provide suggestions and challenges for the betterment of the NTECC culture, by amplifying and embracing everyone's voice within all segments of the organization. This means that the DEI-TF will have the opportunity to be instrumental in positive change within the organization. The TF will push forward a more equitable agenda in hopes of building a more diverse and inclusive workplace in the Public Safety/911 Community. Furthermore, the DEI-TF will work to ensure that all NTECC staff are provided with holistic development, a professional and inclusive experience, all while remaining aligned with the NTECC Mission, Vision, and Core Values.