



CENTRAL TEXAS

EMERGENCY

COMMUNICATIONS DISTRICT

BOARD MEETING

MARCH 26, 2026



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AGENDA

AGENDA

1. Welcome.....Commissioner, Russell Schneider, President
2. Call to Order.....Commissioner, Russell Schneider, President
3. Oath of Office.....Jim Reed, AICP, Executive Director
4. Opportunity for Public Comment

CONSENT AGENDA

5. Minutes: February 2026
6. Financial Report: February 2026

REPORTS

7. Status Report..... Jim Reed, AICP, Executive Director, CTCOG
8. Performance Measures..... Jim Reed, AICP, Executive Director, CTCOG
9. Data Integrity Report..... Jim Reed, AICP, Executive Director, CTCOG
10. 9-1-1 Alliance.....Jim Reed, AICP, Executive Director, CTCOG

ADJOURN

MEETING MINUTES

February 26, 2026

MEETING MINUTES:

The February 26, 2026, Central Texas Council of Governments Emergency Communications District Board Meeting was called to order by the Commissioner Russell Schneider, Bell County, President at 1:10 P.M.

Executive Committee Officers in Attendance:

President	Commissioner Russell Schneider	Bell County
1 st Vice President	City Manager Ryan Haverlah	City of Copperas Cove
2 nd Vice President	Judge Jody Fauley	San Saba County
Secretary/Treasurer	Commissioner Bobby Whitson	Bell County
Parliamentarian	Judge James Yates	Hamilton County
Immediate Past President	Councilman Jose Segarra	City of Killeen

Executive Committee Members in Attendance:

Mayor Michael Blomquist, City of Harker Heights	Commissioner Dickie Clary, Hamilton County	Keith Sledd, Heart of Texas Defense Alliance
Dr. Michelle Carter, Central Texas College	Mayor Riakos Adams, City Of Killeen*	Major Nathan Fuchs, City of Cameron
Commissioner Kyle Matthews, Coryell County	Judge Jett Johnson, Mills County	City Manager Ricky Tow, City of Cameron
Judge David Blackburn, Bell County	City Manager Brad Hunt, City of Gatesville	

CTCOG Staff Members and Guests in Attendance:

Jim Reed, CTCOG	Michael Irvine, CTCOG	Hank Roraback, CTCOG
Vorakarn Saipornchai, CTCOG	Dr. Linda Angel, WFCT	Jesse Hennage, CTCOG
Kylee Young, CTCOG	Louis LeDoux, WFCT	Dr. Arnold Vedlitz, TAMU
Alissa Bright, CTCOG	Jared Porritt, WFCT	

Helen Hill Yancey, CTCOG

Anita Janke, CTCOG

Cyndy Wells, CTCOG

Ashlynn Uschek, CTCOG

Oath of Office

No Oath of Office was administered.

Public Comment

There was no Public Comment.

Consent Agenda

A motion was made by Mayor Riakos Adams, City of Killeen, to accept the Consent Agenda, which included the October 23, 2025 Meeting Minutes and January Financial Report. Keith Sledd, Heart of Texas Defense Alliance, seconded the motion. All were in favor; none opposed.

Action Items

- A motion was made by City Manager Brad Hunt, City of Gatesville, to approve Proclamation 02-26-ECDS001, which sought to Proclamation Honoring the Unwavering Dedication of Public Safety Telecommunicators and Declaring April 12-18, 2026, as National Public Safety Telecommunicators Week in the Central Texas Emergency Communications District. Mayor Riakos Adams, City of Killeen, seconded the motion. All were in favor; none opposed.

Reports

Status Report: Jim Reed, AICP, Executive Director of CTCOG, reviewed the Status Report with the Committee. In January, 22,085 total 9-1-1 calls were received, with the majority from Bell County Communications (16,370) followed by Copperas Cove PD (1,539). A total of 208 text to 9-1-1 messages were received, primarily from Bell County Communications (132) and Copperas Cove PD (19). GIS addressing requests totaled 85 for the month. Project updates included Bell County's replacement of AT&T point-to-point legacy circuits between Belton and Killeen; Copperas Cove's replacement of Verizon legacy circuits; Fort Hood's transition to the AT&T IP Flex phone system; Gatesville's development of a new law enforcement center and circuit replacements; and San Saba's anticipated relocation due to environmental concerns at the existing jail. Two outages were reported in Mills and San Saba Counties, both attributed to the telecommunications provider; calls were rerouted to Lampasas County for approximately four hours. Public education outreach included participation in the Homeless Coalition event, Harker

Heights Safe Shopper Event, and Killeen GIS Day. February 16 marked the anniversary of the first 9-1-1 call which was placed in 1968.

Performance Measures: Jim Reed, AICP, Executive Director of CTCOG, reported that overall performance measures have improved since the October meeting, with most categories now performing in the green. GIS & Addressing Accuracy remains in the yellow category; however, progress continues toward the regional data accuracy goal of greater than 99.5%, with current performance at 98.8%. GIS and Addressing Accuracy improved by 9.3% in Belton and 4.1% in Copperas Cove, while other jurisdictions showed steady or similar improvements.

Performance Measures: Jim Reed, AICP, Executive Director of CTCOG, reported that overall performance measures improved compared to last month, with most areas performing in the green and only GIS & Addressing Accuracy remaining in yellow. The percentage of calls answered within 15 seconds increased from 88% in August to 93% in September, exceeding the goal of 90%. Calls answered within 20 seconds also improved, rising from 93% in August to 96% in September, surpassing the target of 95%. The only category still slightly below the goal is Regional Percentage of Data Accuracy, which stands at 98.2% for September, just under the target of 99.5%.

Data Integrity Report: Jim Reed, AICP, Executive Director of CTCOG, reported continued improvements in regional data accuracy across jurisdictions from August through January, with overall regional performance remaining near the 99.5% benchmark. CTCOG, Temple, and Killeen consistently performed at or above 99%, while Belton, Copperas Cove, and Harker Heights demonstrated notable improvements over the reporting period. These improvements directly impact system performance, as data accuracy influences 9-1-1 response time and routing efficiency. Accurate GIS data is also critical in preparing for NextGen routing implementation, estimated to be in 2026, and supports enhanced data collection, reporting, and system monitoring capabilities moving forward.

Call Routing System: Alissa Bright, 9-1-1 Program Coordinator, provided an overview of how the call routing system functions. Under normal operations, a 9-1-1 call routes directly to the appropriate PSAP, is dispatched to the first responder, and any necessary communication returns through the 9-1-1. In the event a call cannot be delivered directly, the system automatically reroutes to alternate locations. Three types of failures were identified: system failure (e.g., carrier outage such as AT&T), equipment failure (e.g., router or generator

malfunction), and network failure (e.g., construction damage to a line). If the primary PSAP is unable to receive the call, it is transferred sequentially to alternate PSAPs. For example, a call would first route to Bell County Communications (BCC); if unanswered, it would transfer to Killeen PD, then Copperas Cove, followed by Gatesville. If all primary and alternate PSAPs fail to answer, the call routes to the BCC administrative line. With the implementation of the new generation router, calls have not routed beyond the second alternate PSAP, demonstrating improved system reliability.

Executive Director Report: Jim Reed, AICP, Executive Director of CTCOG, provided an update on the Texas 9-1-1 Alliance meeting, noting that the next meeting is scheduled for March 3–4 in Houston. Congratulations were extended to Commissioner Russell Schneider on serving as President of the CTCOG Board and recognition was given for leadership and service. The next Executive Committee meeting is scheduled for March 26, 2026.

Adjourn

The meeting was adjourned at 01:25 P.M. by Commissioner Russell Schneider, President.

Commissioner Russell Schneider, President

Commissioner Bobby Whitson, Secretary/Treasurer

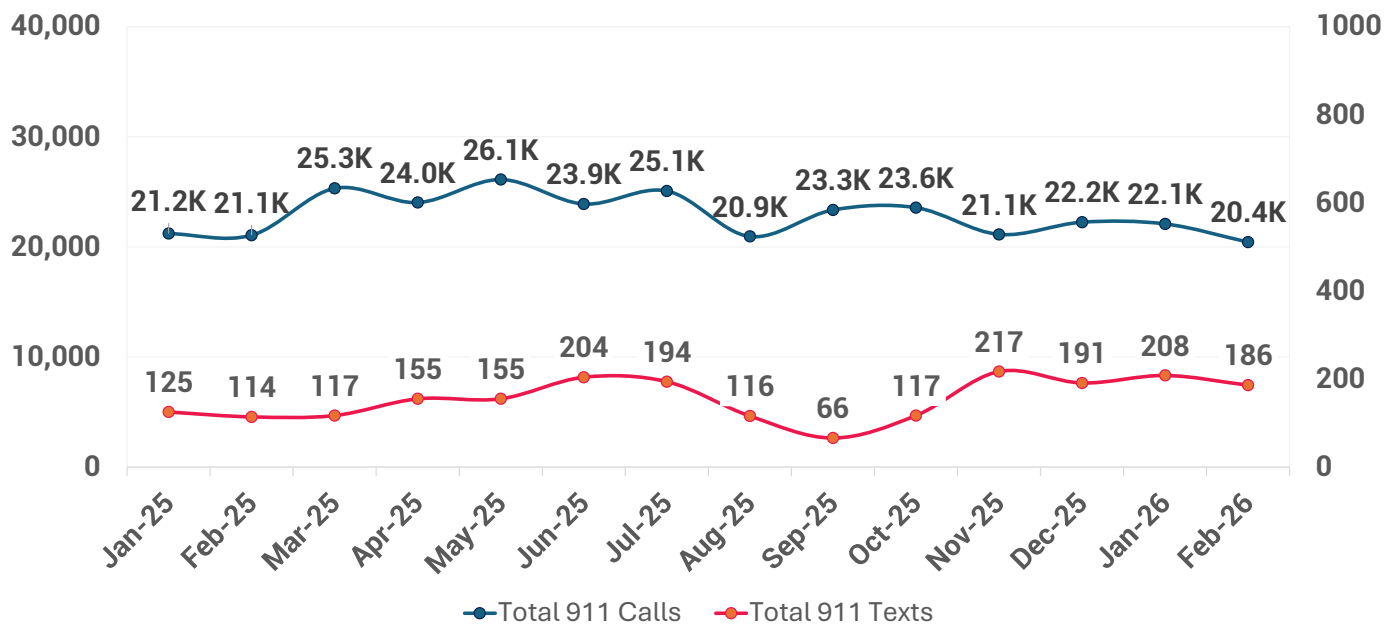
FINANCIAL REPORT

	FY BUDGET	ACTUAL
Revenues	\$2,916,667	\$1,411,770
Expenditures		
PROGRAM		
Total Program	\$1,322,270	\$467,660
EQUIPMENT		
Total Equipment	\$120,000	\$0
PROGRAM SUPPORT		
Total Support	\$1,330,600	\$661,645
TOTAL EXPENDITURES	\$2,770,270	\$1,098,274
<i>Surplus for Reserves</i>	\$143,797	

STATUS REPORT

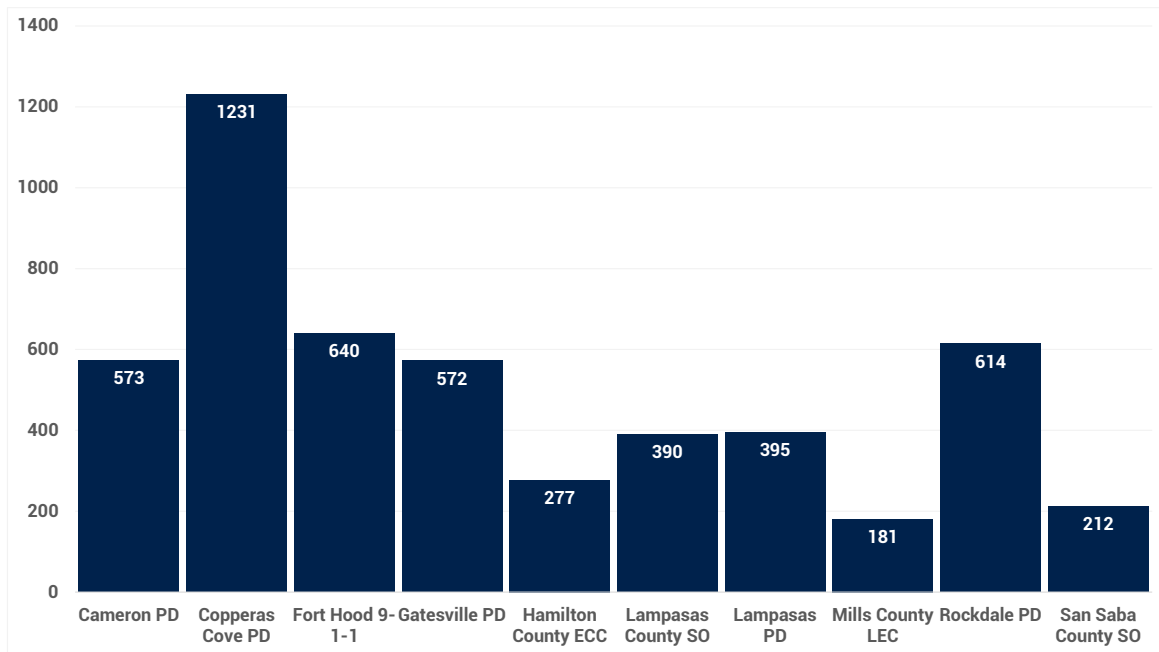
911 CALLS HISTORIC TREND

Total
20,436



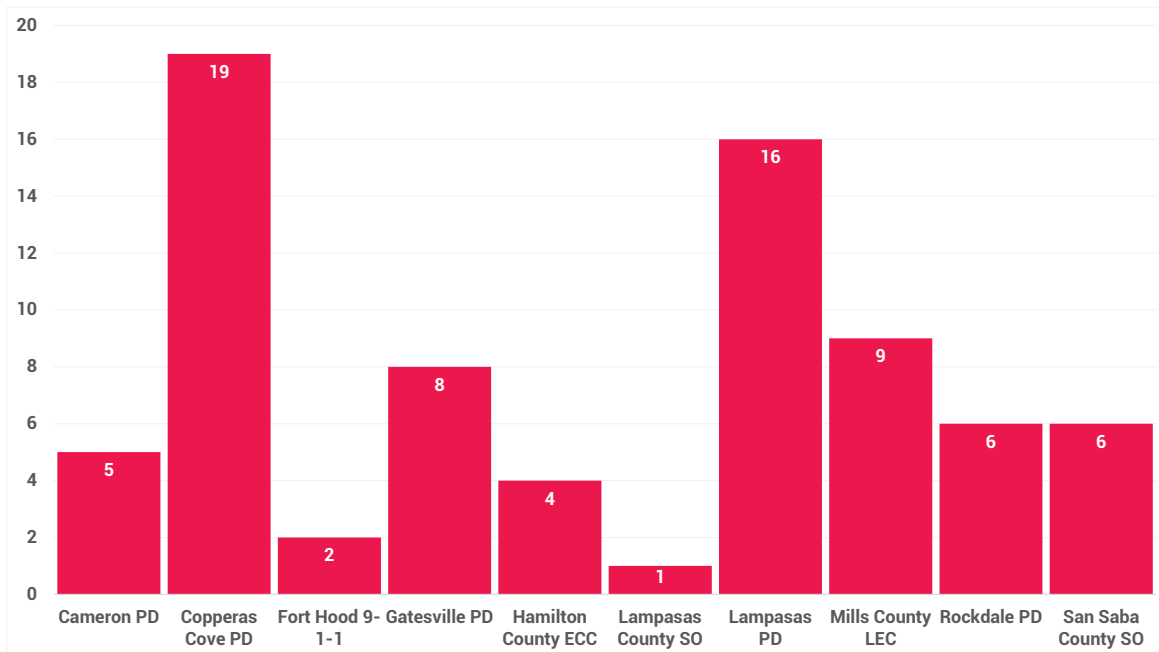
FEBRUARY 911 CALLS

BCC Processed Calls – 16,370
Total 22,085



FEBRUARY 911 TEXTS

BCC processed 132 texts
Total 208 Texts



PERFORMANCE MEASURES

CATEGORY	
SYSTEM FUNCTIONALITY & REDUNDANCY	→ ●
RESPONSE TIMES	→ ●
MONITORING & QUALITY ASSURANCE	→ ●
POWER CONTINUITY	→ ●
GIS & ADDRESSING ACCURACY	→ ●









CATEGORY	MEASURE	GOAL	JANUARY
System Functionality	PSAPs With Redundant Call Taking Equipment	100%	100%
	System Up Time	100%	100%
Response Times	Average Time to Answer 9-1-1 Calls	<10 Seconds	5 Seconds
	90% of Calls answered within 15 seconds	90%	97%
	100% of calls answered within 20 seconds	95%	98.5%
Monitoring	Time to resolve deficiencies	<30 Days	-
Power Continuity	PSAPs with functioning generators	100%	100%
	Generator Maintenance events completed on schedule	100%	100%
GIS	Regional Percentage of Data Accuracy	>99.5%	98.8%

DATA INTEGRITY REPORT

>99.5%

95%-99.5%

<95%

ENTITY	TOTAL ERRORS	TOTAL FEATURES	ACCURACY RATE	DIFFERENCE FROM PRIOR PERIOD	LAST SUBMISSION	STATUS
Belton	476	11798	95.96%	0.8%	Feb 2026	
Copperas Cove	1523	18610	91.81%	0.2%	Feb 2026	
CTCOG	490	119066	99.59%	0.1%	Feb 2026	
Fort Hood	37	7431	99.50%	1.3%	Feb 2026	
Harker Heights	662	14404	95.40%	0.0%	Oct 2025	
Killeen	44	81872	99.95%	0.0%	Feb 2026	
Temple	183	58730	99.69%	0.0%	Jan 2026	
REGIONAL	3415	311911	98.91%	0.1%		



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