



CENTRAL TEXAS

EMERGENCY

COMMUNICATIONS DISTRICT

BOARD MEETING

THURSDAY, OCTOBER 23, 2025



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AGENDA

AGENDA

1. Welcome.....Honorable Jose Segarra, President
2. Call to Order.....Honorable Jose Segarra, President
3. Oath of Office.....Jim Reed, AICP, Executive Director
4. Opportunity for Public Comment

CONSENT AGENDA

5. Minutes: September 2025
6. Financial Report

REPORTS

7. Historical Funding Report..... Jim Reed, AICP, Executive Director, CTCOG
8. Status Report..... Jim Reed, AICP, Executive Director, CTCOG
9. Performance Measures..... Jim Reed, AICP, Executive Director, CTCOG
10. Data Integrity Report..... Jim Reed, AICP, Executive Director, CTCOG
 - Addressing
 - Errors
11. Executive Director's Report.....Jim Reed, AICP, Executive Director, CTCOG
 - Alliance Update

ADJOURN

MEETING MINUTES

September 25, 2025

MEETING MINUTES:

The September 25, 2025, Central Texas Council of Governments Emergency Communications District Board Meeting was called to order by the Councilman Jose Segarra, City of Killeen, President at 1:01 P.M.

Executive Committee Officers in Attendance:

President	Councilman Jose Segarra	City of Killeen
1 st Vice President	Russell Schneider	Precinct 3, Bell County
2 nd Vice President	City Manager Ryan Haverlah	City of Copperas Cove
Parliamentarian	Commissioner Bobby Whitson	Precinct 2, Bell County

Executive Committee Members in Attendance:

Mayor Michael Blomquist, City of Harker Heights	Mayor Tim Davis, City of Temple	Keith Sledd, Heart of Texas Defense Alliance
Councilmember Stephanie O'Banion, City of Belton	Commissioner Henry Hubnik, Milam County	Judge Jett Johnson, Mills County
Commissioner Kyle Matthews, Coryell County	Councilmember Adams Riakos, City of Killeen	Judge James Yates, Hamilton County

CTCOG Staff Members and Guests in Attendance:

Jim Reed, CTCOG	Sue Jordan, CTCOG	David Rodriguez, CTCOG
George Losoya, CTCOG	Michael Irvine, CTCOG	Cecile Adams, The Hop
Vorakarn Saipornchai, CTCOG	Linda Angel, WFCT	James Wickham, The Hop
Kylee Young, CTCOG	Jesse Cathell, CTCOG	Karen Gill, Guest
Jesse Hennage, CTCOG*	Callie Tullos, CTCOG*	Kylie Brooks, Bell County
Helen Hill Yancey, CTCOG	Alissa Bright, CTCOG	Misha Johnson, City of Nolanville
Anita Janke, CTCOG*	Jerrica Mendoza, CTCOG	Sean Stevens, City of Copperas Cove
Uryan Nelson, CTCOG*	Ashlynn Uschek, CTCOG	Zack Kleypas, City of Thorndale

*Attended virtually. Recordings are available for a limited time by request to info@CTCOG.org.

Oath of Office

No Oath of Office was administered.

Public Comment

There was no Public Comment.

Reports

Proposed Annual Budget: Helen Hill Yancey, ECD staff at CTCOG, presented the board with the initial budget for the Emergency Communications District (ECD). The budget reflects typical expenditures under the Commission on State Emergency Communications (CSEC). For the fiscal year, total revenue is projected at \$2,916,667, while combined expenditures for program operations, equipment, and program support total \$2,770,270, resulting in a projected surplus of \$146,397 to be allocated to reserves.

Equipment: Helen Hill Yancey from ECD staff at CTCOG presented the board with the equipment report. There are a total of 12 PSAP locations across seven counties, excluding CTCOG: San Saba County Sheriff's Office in San Saba County; Mills County Law Enforcement Center in Mills County; Hamilton County Emergency Communications Center in Hamilton County; Lampasas Police Department and Lampasas County Sheriff's Office in Lampasas County; Gatesville Police Department and Copperas Cove Police Department in Coryell County; Fort Hood 9-1-1, Killeen Police Department, and Bell County Communications Center in Bell County; and Cameron Police Department and Rockdale Police Department in Milam County. According to the replacement schedule, four locations—Bell County Communications Center, Killeen PD, CTCOG Training Center, and Lampasas County PD—are due for equipment replacement in 2026, while Fort Hood 911 is scheduled for replacement in 2027. By 2031, all 13 locations are projected to require equipment updates. Two major replacements were completed during the past year, resulting in reduced requirements during the next two years.

Status Report: Helen Hill Yancey from ECD staff at CTCOG presented the board with the status report. Previously, Uryan Nelson, Director of PRS, provided the 9-1-1 status report at the CTCOG Executive Committee Meeting. The historical trend for 9-1-1 calls showed a slight decrease in August but remained consistent with seasonal patterns. A total of 20,944 9-1-1 calls were recorded, with the highest volume coming from Bell County Comms Center, which reported

15,052 calls. Additionally, a total of 116 9-1-1 texts were received, with BCCC also accounting for the highest number.

Jim Reed, Executive Director at CTCOG, introduced five performance measure categories: System Functionality & Redundancy, Response Times, Monitoring & Quality Assurance, Power Continuity, and GIS & Addressing Accuracy. A color-coded system—green, yellow, and red—is used to assess performance, with detailed attention given to categories in yellow or red. In the current report, Response Times and GIS & Addressing Accuracy fell into the yellow category, while the remaining three categories were green. The Response Time category was yellow because the first measurement—90% of calls answered within 15 seconds—achieved 88%, and the second measurement—100% of calls answered within 20 seconds—achieved 93%, both slightly below the goals.

Data Integrity Report: Jesse Cathell from ECD staff at CTCOG presented the board with the Data Integrity Report. The GIS & Addressing Accuracy, measuring regional data accuracy, was 97.9%, which is below the goal of 99.5%. A deeper review of GIS & Addressing Accuracy showed that some entities were below the accuracy goal, while others exceeded it. CTCOG ECD staff are willing to assist in addressing issues and minimizing errors to help meet the standard. ECD staff address these matters to raise awareness and highlight the potential impacts, including delayed response times, the need for precision in NextGen Routing, and challenges in data collection and monitoring.

Executive Director Report: Jim Reed, AICP, Executive Director of CTCOG, provided an update on the Texas 9-1-1 Alliance Meeting. Attendance is planned in Dallas on October 1 for the next Alliance meeting. The board was informed that the Emergency Communications District Board meetings could be scheduled monthly or quarterly, depending on the board’s preference, with this topic to be addressed at the next meeting in October. The next board meeting is scheduled for October 23, 2025.

Adjourn

The meeting was adjourned at 01:37 P.M. by Councilman Jose Segarra, President.

Councilman Jose Segarra, President

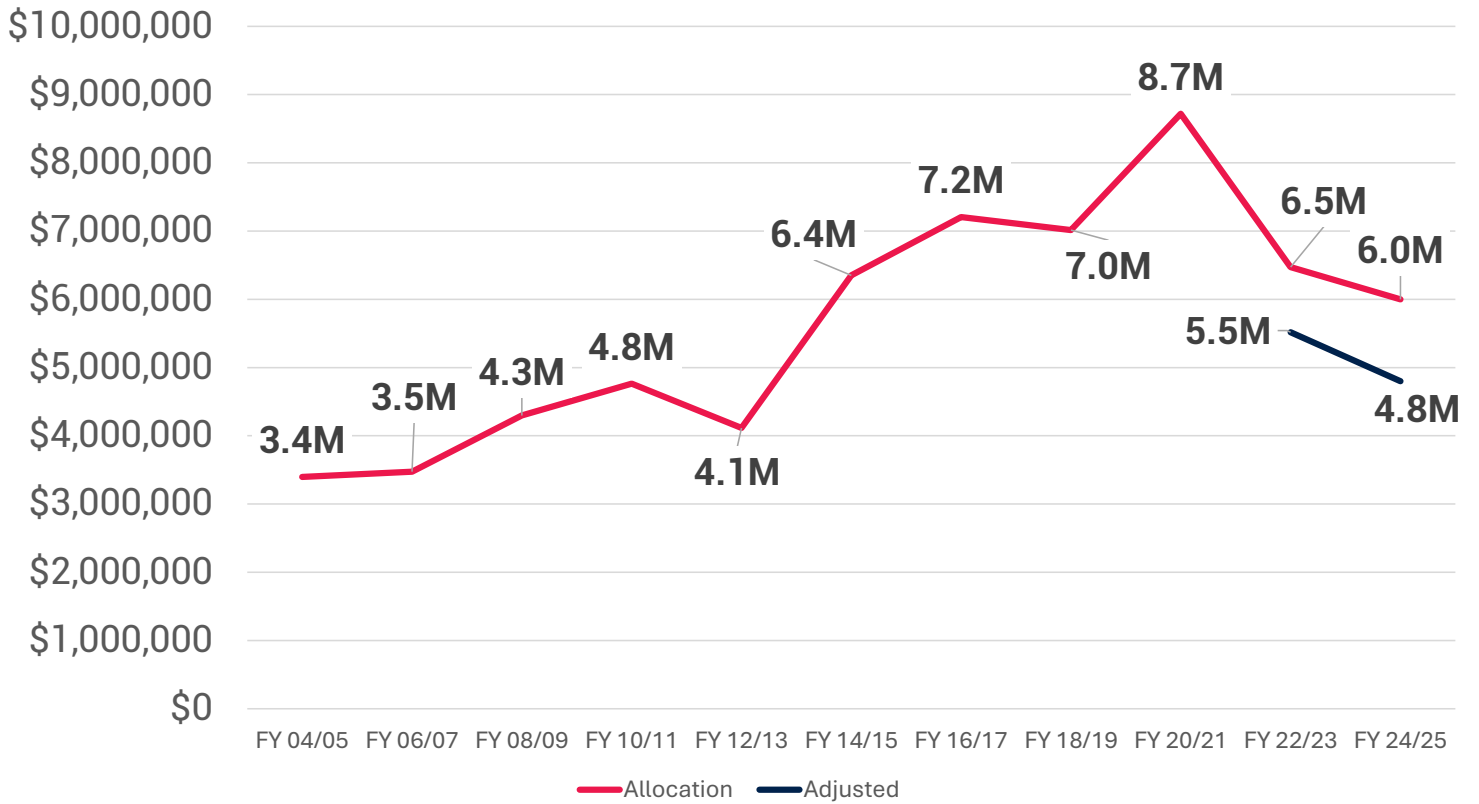
Judge Jody Fauley, Secretary/Treasurer

FINANCIAL REPORT

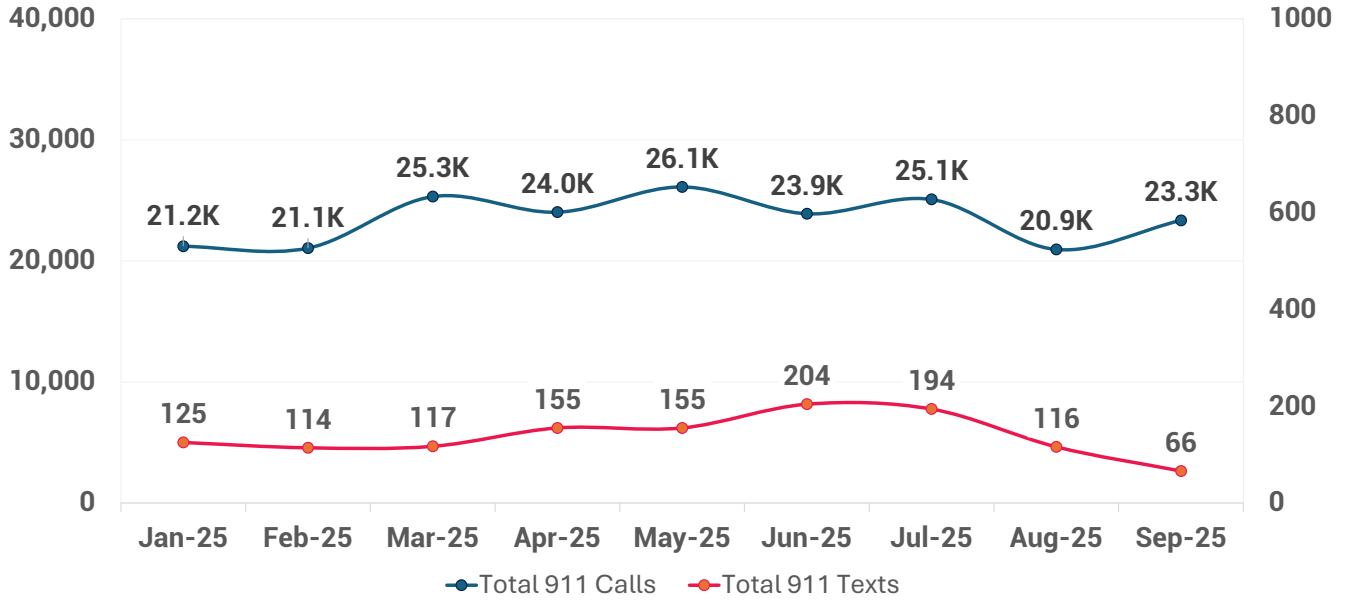
	BUDGET	ACTUAL
REVENUES	\$2,916,667	\$251,271
EXPENDITURES		
PROGRAM		
Total Program	\$1,319,670	\$5,636
EQUIPMENT		
Total Equipment	\$120,000	\$0
PROGRAM SUPPORT		
Total Support	\$1,330,600	\$83,846
TOTAL EXPENDITURES	\$2,770,270	\$89,481
Surplus for Reserves	\$146,397	\$161,790

HISTORICAL FUNDING REPORT

2025-2026

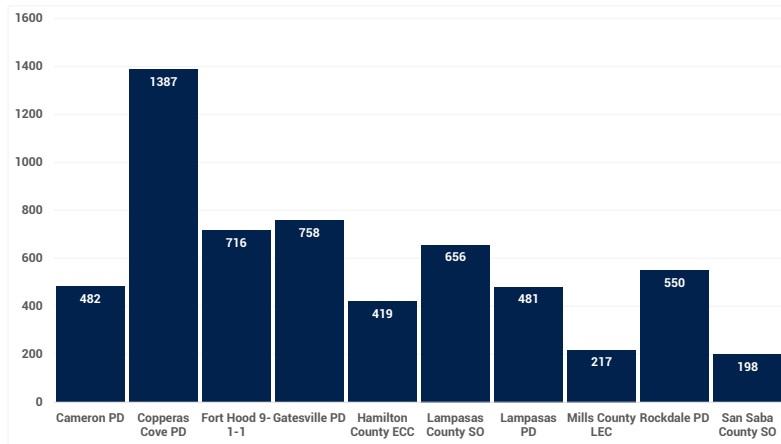


STATUS REPORT



911 CALLS

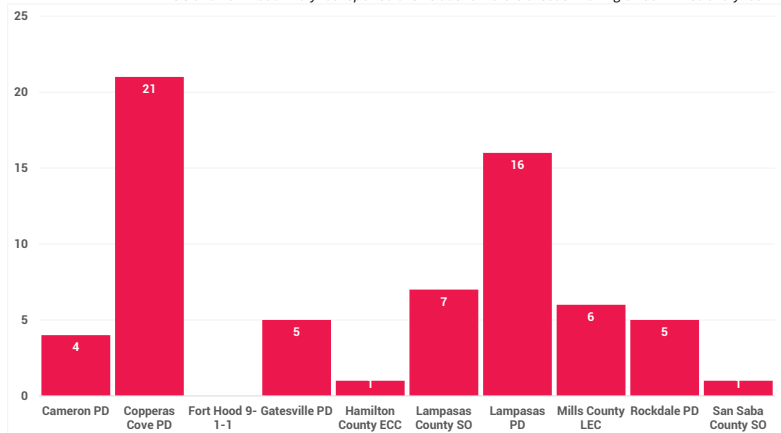
BCC Processed Calls – 17,855
Total 23,349








911 TEXTS

BCC processed 0 texts*
Total 166 Texts

*BCC and Fort Hood Analytics reported 0 texts due to Motorola issue. Waiting on confirmed analytics.



PERFORMANCE MEASURES

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

CATEGORY	MEASURE	GOAL	AUGUST	SEPTEMBER
System Functionality	PSAPs With Redundant Call Taking Equipment	100%	100%	100%
	System Up Time	100%	100%	100%
Response Times	Average Time to Answer 9-1-1 Calls	<10 Seconds	8 Seconds	6 Seconds
	90% of Calls answered within 15 seconds	90%	88%	93%
	100% of calls answered within 20 seconds	95%	93%	96%
Monitoring	Time to resolve deficiencies	<30 Days	<30 Days	<30 Days
Power Continuity	PSAPs with functioning generators	100%	100%	100%
	Generator Maintenance events completed on schedule	100%	100%	100%
GIS	Regional Percentage of Data Accuracy	>99.5%	97.9%	98.2%

DATA INTEGRITY REPORT

ENTITY	TOTAL ERRORS	TOTAL FEATURES	AUGUST ACCURACY RATE	SEPTEMBER ACCURACY RATE	VARIANCE	LAST SUBMISSION	STATUS
Belton	1663	11,799	82.50%	85.91%	4.1%	Sep 2025	
Copperas Cove	2308	18,586	87.58%	87.58%	0.0%	May 2025	
CTCOG	545	116,875	99.51%	99.53%	0.0%	Sep 2025	
Fort Hood	25	7,261	99.66%	99.66%	0.0%	Jul 2025	
Harker Heights	785	14,403	91.34%	94.54%	3.5%	Sep 2025	
Killeen	56	81,348	99.76%	99.93%	0.2%	Sep 2025	
Temple	24	57,642	99.96%	99.96%	0.0%	Aug 2025	
REGIONAL	5406	307,419	97.9%	98.24%	0.3%		



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