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By JENNIFER LINDENZWEIG
County Clerk, Hunt County, TX

INTERLOCAL AGREEMENT BETWEEN THE
NORTH CENTRAL TEXAS EMERGENCY COMMUNICATIONS DISTRICT
AND
Hunt 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 _____ (hereinafter "9-1-1 Addressing Authority") 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 9-1-1 Addressing Authority 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 Authority

The 9-1-1 Addressing Authority will:

2.1 Security. Adhere to Health and Safety Code, Section 772.002(C), Confidentiality of Information.

2.2 Geographic Information Systems (GIS) / Data

2.2.1 If the 9-1-1 Addressing Authority 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 Authority.

2.2.2 The 9-1-1 Addressing Authority 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 Authority 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.



2.2.3 The 9-1-1 Addressing Authority 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 Authority agrees to:

- a. Select a 9-1-1 Addressing Coordinator 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 Authority 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 Authority 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 Addressing Authority 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 Authority receiving the request.
- i. Notify NCT9-1-1 in writing at least 30 days prior to a 9-1-1 Addressing office move.
- j. Notify NCT9-1-1 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 GIS/database errors within 72 hours 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 Authority.
- l. Updates and changes to GIS data to be provisioned to NCT9-1-1 within 48 hours.
- m. Notify NCT9-1-1 upon receipt of notice from cities concerning annexation-related 9-1-1 boundary changes. Process the associated GIS changes as soon as possible.



2.3 Spatial Data Layers

2.3.1 The 9-1-1 Addressing Authority must develop, compile and maintain current, a comprehensive data set for the following layers at a minimum and per NCT9-1-1 GIS Data Quality Control Standards and Guidelines (Attachment A):

- | | |
|--|---|
| a. Site Structure Address Points | applicable |
| b. Road Centerlines | f. MSAG Community Boundaries |
| c. City Boundaries | g. Exchange Boundaries Provided by COG |
| d. County Boundaries | h. Fire Hydrants (where possible) |
| e. Emergency Service Boundaries (ESBs)
such as Fire, Law, EMS, and PSAP where | i. Mile Markers (where applicable) |
| | j. Zip Code Boundaries (where possible) |

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

- a. Road centerlines digitized over spatially accurate satellite or aerial imagery, with a goal of spatial accuracy of centerlines to within 10 feet, and drawn in the correct direction for the corresponding address range; the following fields at a minimum need to be attributed:
- | | |
|--|--------------------------------------|
| i. Data Source | ix. Road Full Name |
| ii. User ID | x. Road Class |
| iii. Date Modified | xi. ESN Left and Right |
| iv. Range information (Left From, Left To, Right From, Right To, High and Low) | xii. County Left and Right |
| v. Pre-directional | xiii. State Left and Right |
| vi. Street Name | xiv. MSAG Community Left and Right |
| vii. Road Type | xv. Exchange Boundary Left and Right |
| viii. Post Directional (Suffix) | xvi. Tandem Left and Right |
- b. Site/Structure Address Points (SSAP), placed above the structure, with a goal of spatial accuracy to within 25 feet of the structure. The following fields at a minimum need to be attributed:
- | | |
|---|---------------------------------------|
| i. Data Source | ix. Road Full Name |
| ii. User ID | x. Structured Full Name |
| iii. Date Modified | xi. Structured Class (if applicable) |
| iv. Structure Number | xii. Structured Type (if applicable) |
| v. Structure address Prefix (if applicable) | xiii. ESN Number |
| vi. Structure Road Name | xiv. MSAG Community Name |
| vii. Structure Type | xv. Community Name |
| viii. House Number Suffix (if applicable) | xvi. Exchange Boundary Left and Right |
| | xvii. Tandem |
- c. City Boundary polygons spatially accurate to within 50 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:
- | | |
|----------------|-------------|
| i. Data Source | ii. User ID |
|----------------|-------------|



- iii. Date Modified
 - iv. City Name
 - v. County Name
- d. Emergency Service Boundary (ESB) polygons
- 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. Emergency Service Zone (ESZ) polygons spatially accurate to within 50 feet of their true location whenever possible; the following fields at a minimum will be attributed:
- i. Data Source
 - ii. User ID
 - iii. Date Modified
 - iv. Emergency Service Number (ESN)
 - v. ESN City Name
 - vi. ESN County Name
 - vii. Law Responders
 - viii. Fire Responders
 - ix. Medical Responders
 - x. PSAP Name
 - xi. PSAP Boundary (where applicable)
- f. 9-1-1 MSAG Community polygons spatially accurate to within 50 feet of their true location whenever possible; the following fields at a minimum will be attributed:
- i. Data Source
 - ii. User ID
 - iii. Date Modified
 - iv. 9-1-1 Community Name
 - v. County Name
- g. Exchange Boundary polygons spatially accurate to within 50 feet of their true location whenever possible; the following fields at a minimum will be attributed:
- i. Data Source
 - ii. User ID
 - iii. Date Modified
 - iv. Exchange Name
 - v. Exchange Tandem Name

2.4 Operations/Documentation

- 2.4.1 The 9-1-1 Addressing Authority shall be responsible for documenting and updating applicable county processes for 9-1-1 addressing and GIS.
- 2.4.2 The 9-1-1 Addressing Authority shall make their processes available at NCT9-1-1’s request.

2.5 Training

- 2.5.1 The 9-1-1 Addressing Authority is required to send new 9-1-1 Addressing Coordinators to a one-day orientation at NCT9-1-1 offices.



- 2.5.2 The 9-1-1 Addressing Authority is required to provide necessary software training, as well as training on local addressing policies, to 9-1-1 Addressing Coordinators.

2. 6 Media Relations

- 2.6.1 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. Addressing Authority 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.
- 2.6.2 Situations change quickly in the middle of service issues. Exercise caution in sharing information with the public and do not share PSAP correspondence that NCT9-1-1 has noted as proprietary.
- 2.6.3 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.

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

NCT9-1-1 will:

3.1 Financial

- 3.1.1. Develop a budget and strategic plan to meet the 9-1-1 Addressing Authority 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 Authority using planned funds in the event the 9-1-1 Addressing Authority 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 Coordinators.
- 3.2.2. NCT9-1-1 will provide access to additional GIS software training as budget allows.

3.3 GIS/Data

- 3.3.1. NCT9-1-1 will provide an informational portal with addressing resources.



3.3.2. NCT9-1-1 will notify the 9-1-1 Addressing Authority within 24 hours of PSAP boundary changes.

Section 4: Effective Date and Term of Agreement

4.1 This Agreement shall take effect October 1, 2019, and shall continue until September 30, 2021, 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 Authority is responsible for providing accurate locational data used by NCT9-1-1 to route emergency service request calls to the proper Public Safety Answering Point (PSAP) based on the location of the caller.

5.1.2. NCT9-1-1 has a budgeted line item to disburse to Addressing Authorities 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) ≤ .2% or .002 – Receive ¼ of full annual incentive amount
- Incentive Tier 2 = (# of critical errors / # SSAPs) ≤ .4% or .004 – Receive ¼ of 90% of annual incentive amount
- Incentive Tier 3 = (# of critical errors / # SSAPs) ≤ .6% or .006 – Receive ¼ of 80% of annual incentive amount
- Incentive Tier 4 = (# of critical errors / # SSAPs) ≤ .8% or .008 – Receive ¼ of 70% of annual incentive amount
- Incentive Tier 5 = (# of critical errors / # SSAPs) > .8% or .008 – Receive no incentive amount

5.3. **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 call to the correct PSAP. Examples of critical errors include:

- SSAP Duplicates
- SSAP No Value
- RCL Range Overlaps
- RCL No Value
- Boundary Topology Gap (Fire, Law, EMS, ESZ, County, Municipal, MSAG Community, PSAP¹)

¹ Where applicable, NCT9-1-1 ensures spatial integrity of PSAP boundaries



- Boundary Topology Overlap (Fire, Law, EMS, ESZ, County, Municipal, MSAG Community, PSAP¹)

5.4. 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 Authority 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 Authority’s prior tier amount. If the 9-1-1 Addressing Authority’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 Authority 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 Authority 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 Authority’s offices, 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 Authority. Notice of termination shall be provided to the 9-1-1 Addressing Authority 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 Authority 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 Authority 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 10.2.

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
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If to 9-1-1 Addressing Authority:	_____

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 Authority 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 Authority 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 Authority's receipt of notice. Upon suspension of payment, the 9-1-1 Addressing Authority'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 Authority.
- 10.8. Nondiscrimination and Equal Opportunity.** The 9-1-1 Addressing Authority 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: <u>Hunt County</u>	By: _____
Name: <u>Bobby W. Stovall</u>	Name: <u>Mike Eastland</u>
Title: <u>County Judge</u>	Title: <u>Executive Director</u>
Date: <u>9-24-19</u>	Date: _____

Date of governing body approval: September 24, 2019

- Attachment A: Quality Control Requirements
- Attachment B: GIS Data Maintenance Model



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

County Addressing Coordinators 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, County Addressing Coordinators 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 route² emergency calls to the correct Public Safety Answering Point (PSAP), 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 Authority 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 Authority'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 PSAP.

The following GIS features are considered "critical":

- Duplicate SSAP (Site Structure Address Point)
- SSAP No Value (no attribution in feature)
- Road Centerline (RCL) Range Overlaps
- RCL No Value (no attribution in feature)
- Boundary Topology Overlaps (Emergency Service Boundaries and jurisdictional boundaries)
- Boundary Topology Gaps (Emergency service boundaries and jurisdictional boundaries)

There are five performance tiers that allow for different levels of performance equating to different amounts of incentive the 9-1-1 Addressing Authority 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 Authority in the respective tier.

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

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

² NCT9-1-1 routes landline and VoIP calls using geospatial data. Future standards require all calls, including wireless, to use geospatial data to route emergency calls.



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.

Fix-it Period

NCT9-1-1 recognizes that unforeseen circumstances can lead to rare occurrences where errors rates are inflated. For instance, when there is an unexpected influx of new data into a county's GIS database just before the Quality Control processes are completed, the error rate may inadvertently spike. NCT9-1-1 will grant a "fix-it period" when a 9-1-1 Addressing Authority's incentive tier is downgraded. This "fix-it period" will be the next full quarter after an incentive tier downgrade. In this instance the tier status will drop, but the performance incentive will remain congruent with the prior tier amount. If the error rate remains in the same tier or is further downgraded, a reduction in the tier incentive amount will immediately take effect the following quarter. The incentive amount will not increase until the next quarter that the error rate is sufficiently improved.