



AGENDA MEMORANDUM

Action Item for the City Council Meeting July 22, 2025

DATE: July 22, 2025

TO: Peter Zaroni, City Manager

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<p>Five-year service agreement with AT&T Enterprises for Implementation of NextGen 911 for the Corpus Christi Police Department</p>
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CAPTION:

Resolution authorizing a five-year service agreement with AT&T Enterprises, of Dallas, Texas, for upgraded 911 services and the necessary emergency service network access, support, maintenance, and professional services in the amount of \$2,363,674.10 for the Corpus Christi Police Department, with FY 2025 funding in the amount of \$153,960.23 from the Police Grants Fund.

SUMMARY:

This Resolution authorizes a five-year service agreement with AT&T for upgraded 911 services and support for the Corpus Christi Police Department. The purpose of these upgrades is to maintain compliance with the federal government's Next Generation 911 (NG911) mandate. NG911 requires all Public Safety Answering Points (the City's MetroCom system) to be NG911 compliant by December 2026.

BACKGROUND AND FINDINGS:

The Federal Emergency Management Agency (FEMA) implemented a mandate in 2012 requiring all Public Safety Answering (PSAPs) to upgrade to an Internet Protocol based 911 system. This mandate aims to ensure interoperability and effective communication during catastrophic events and was named NG911. In 2022, The Commission on State Emergency Communications (CSEC) adopted this plan and allocated grant funding for its implementation. As a result of this mandate, the City's Metrocom system is required to be Next Generation 911 (NG911) compliant by December 2026.

Implementing an Emergency Services IP Network (ESInet) with AT&T is a critical step toward meeting the standards of NG911. ESInet provides a secure, high-speed, and resilient IP-based network that supports advanced communication methods beyond traditional voice calls, including text messaging, images, and other data. This enhanced capability allows MetroCom and the City's Emergency Operations Center to receive more comprehensive information, improve situational awareness, and enable faster, more

informed responses during emergencies.

ESInet also improves call routing and system reliability. ESInet supports geospatial routing, ensuring that emergency calls are delivered to the correct 911 answering center based on the caller's precise location. This reduces call transfer delays and improves service delivery. Furthermore, the ESInet's built-in redundancy and failover systems provide enhanced operational continuity, ensuring that emergency communications remain functional even during system outages or high-volume incidents.

CCPD has spent the last two years working with surrounding agencies on updating the mapping that is necessary for NG911 to work. The mapping required every street in Nueces County to be confirmed and mapped in order to overlay the 911 data dispatching system. Once this item is approved, CCPD will schedule a start date with AT&T and Intrado for the upgrade, as they must work in unison on the upgrade. Once started, the project should be completed by December of 2026.

Through this agreement, AT&T will provide the City with access to its emergency service network (ESInet) and 911 call routing platform. The professional services will include the installation of the materials needed for the emergency service network and 911 call routing platform. It will include custom monthly reports and GIS Services that are required as part of the NG911 requirements and capabilities. Per the agreement, AT&T shall pass through to the City any warranties for purchased equipment and vendor software available from the manufacturer or licensor.

Becoming NG911 compliant means that the Corpus Christi Police Department and Metrocom will be equipped to handle not just traditional voice calls but also newer forms of communication like text-to-911, images, and even sensor data from connected devices. These capabilities give call takers and first responders more accurate and detailed information from the scene, improving situational awareness and response times.

PROCUREMENT DETAIL:

This procurement is a direct purchase with AT&T Enterprises, LLC, for phone services and support, and falls under a statutory exception within Local Government Code 252.022(a)(4) as these services are for personal, professional and/or planning services. AT&T has requested to keep its pricing confidential for this five-year agreement due to proprietary and competitive reasons.

ALTERNATIVES:

The alternative is to not approve this item. However, if this item is not approved and the upgrades to the Intrado 911 system do not take place, the City will lose the ability to function as a Public Safety Answering entity in the State of Texas.

FISCAL IMPACT:

Funds to secure this agreement come from a state grant (Next Gen 9-1-1 Grant). The fiscal impact for FY 2025 is in the amount of \$153,960.23 from the Police Grants Fund. The remaining funding for years two through five of this agreement in the amount of \$2,209,713.87 will come from the Police Grants Fund (the remaining grant funding received from the Next Gen 9-1-1 Grant).

FUNDING DETAIL:

Fund:	1061 – Police Grants
Organization/Activity:	89 – Grant and CIPs / 421009S HB9 State Next Gen 9-1-1 29
Department:	Police Department
Project # (CIP Only):	N/A
Account:	530000 – Professional Services
Amount:	\$153,960.23

RECOMMENDATION:

Staff recommends approval of this agreement with AT&T Enterprises, LLC, of Dallas, for upgraded 9-1-1 services and the necessary emergency service network access, support, and maintenance for the

Corpus Christi Police Department as presented.

LIST OF SUPPORTING DOCUMENTS:

Resolution

Service Agreement

Price Sheet (detailed pricing available upon request)