

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, May 21st, 2021 at 2:00 p.m. Due to the current COVID 19 crisis this meeting will be held by videoconference pursuant to Texas Government Code Section 551.127. The Governor of Texas, in accordance with Section 418.016 of the Texas Government Code, has proclaimed that a state of disaster now exists across Texas and the rules requiring government officials and members of the public to be physically present at a specified meeting location have been suspended until further notice.

Members of the public interested in attending this meeting may do so by logging onto <https://us02web.zoom.us/j/81417475823?pwd=Ym9qTkNJTnhHN2ZlcFFzNU1LVTAzZz09> (Meeting ID: 814 1747 5823 – Passcode 825236) or may participate by phone by dialing (346) 248-7799 (Meeting ID: 814 1747 5823 Passcode 825236). A copy of the full agenda packet for this meeting can be found on the PRPC's website at <http://theprpc.org/Programs/911Network/20210521.pdf>

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of approval of the minutes from the last meeting held on February 19th, 2021.
4. **Director's Report**
Oral report explaining the current activities of the 9-1-1 network.
5. **Training Opportunities**
Staff report on emergency communication training opportunities in the region.
6. **Public Education Activities**
Staff report on public education activities in the region.
7. **Panhandle Regional 9-1-1 Network Next Generation 9-1-1 Project Update**
Discuss progress being made to reconfigure and convert to the AT&T Next Generation 9-1-1 System and Impacts.
8. **FY2021 2nd Quarter Performance Report**
Discuss and consider for approval the Panhandle Regional 9-1-1 Network performance report for the second quarter of FY2021 covering the months of December, January, and February.
9. **Interlocal Contracts for E9-1-1 Service and PSAP Equipment**
Discuss and review Interlocal Cooperation Act Agreements for 9-1-1 Service for FY2022 and FY2023.
10. **Interlocal Contracts for Addressing Services**
Discuss and review Interlocal Cooperation Act Agreements for Addressing Services for 24 Counties.
11. **Mapping Updates**
A review of mapping accomplishments since our February meeting.
12. **Open Discussion**
 1. Nominations to fill Vacancies
 2. Next meeting date

PUBLIC NOTICE

This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); and Section 551.053 (Notice Requirements of a Political Subdivision Extending into four or more Counties). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office; the Potter County Clerk's Office and has been posted in the administrative Office of the Panhandle Regional Planning Commission.

Posted this _____ day of _____, 2021, at 415 West Eighth Avenue, Amarillo, Texas, at _____ a.m./p.m.

Michael J. Peters



PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

February 19, 2020

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, February 19th, 2020 at 2:00 p.m. via videoconference, due to the current COVID19 crisis.

MEMBERS PRESENT:

Randy Geries, Parmer County Sheriff's Office; Kirsten Williams, Hereford Police Department; Sal Rivera, Castro County Sheriff's Office; Brian Booker, AT&T Representative; Edye Rogers, Tulia Police Department; Vicki Groneman, Oldham County Sheriff's Office; Belinda Daniels, Wheeler County Sheriff's Office; Mike Smith, Perryton Police Department; Tom Heck, Hall County Sheriff's Office; Lance Richburg, Pampa Police Department; Gary McFall, Roberts County Sheriff's Office.

MEMBERS ABSENT:

Cheryl Phillips, Donley County Sheriff's Office; Jennifer Spurlock, Sherman County; Kara Maslik, City of Borger; Vance Easley, Childress County Sheriff's Office; Shannon Woodrum, Hemphill County Sheriff's Office; Kristie King, Armstrong County; Misty Garrett, Hansford County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Kenneth Eggleston, Lipscomb County Sheriff's Office; Dianne Guffy, Dallam County Sheriff's Office; Kyle Ray, Windstream Representative; Mark Garcia, Suddenlink Representative; Kalee Massey, Carson County Sheriff's Office.

STAFF PRESENT:

Mike Peters, Regional 9-1-1 Network Director; John Schaumburg, Regional 9-1-1 Network GIS Program Coordinator; Ami Acker, Regional 9-1-1 Network Program Administrative Assistant; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Khasi Campos, Regional 9-1-1 Network Program Administrative Assistant.

NON-MEMBERS PRESENT:

Sharron Bohannon, Perryton Police Department.

1. CALL TO ORDER

Lance Richburg called the meeting to order at 2:00 p.m.

2. INTRODUCTIONS

Introductions were made by Committee members and staff. No action was required.

3. MINUTES

Members considered the minutes from the December 4th, 2020 meeting of the Regional 9-1-1 Network Advisory Committee. Tom Heck made a motion to accept the minutes and the motion was seconded by, Kirsten Williams. The motion carried by a unanimous vote.

4. REGIONAL 9-1-1 NETWORK DIRECTOR'S REPORT

Members heard a report from Mike Peters regarding current activities of the Regional 9-1-1 Network. No action was required.

5. REGIONAL 9-1-1 NETWORK RURAL TRAINING OPPORTUNITIES

Ami Acker informed the committee about recent emergency communication training opportunities. No action was required.

6. REGIONAL 9-1-1 NETWORK RURAL PUBLIC EDUCATION ACTIVITIES

Ami Acker updated the committee on current 9-1-1 public education activities. No action was required.

7. REGIONAL 9-1-1 NETWORK NEXT GENERATION 9-1-1 PROJECT UPDATE

Mike Peters discussed the progress being made to reconfigure and convert to the AT&T Next Generation 9-1-1 System and Impacts. No action was required.

8. REGIONAL 9-1-1 NETWORK FY2021 FIRST QUARTER PERFORMANCE REPORT

Mike Peters discussed and recommended for approval the 2021 first quarter performance report covering September, October, and November. Randy Geries, made a motion to approve the first quarter performance report, and Sal Rivera, seconded. The motion carried unanimously.

9. REGIONAL 9-1-1 NETWORK MAPPING UPDATES

John Schaumburg gave a review of mapping accomplishments since our December meeting. No action was required.

10. OPEN DISCUSSION

Mike Peters Mike Peters lead the nomination for the Panhandle Regional 9-1-1 Network Advisory Board Committee vacancy. The nomination is as follows:

Lipscomb Co- John Worthington

Edye Rodgers motioned for submittal, and Sal Rivera, seconded. The nomination will be submitted to the PRPC Board of Directors for approval.

The next meeting scheduled is for Friday, May 21st, 2020 at 2:00 p.m.

11. ADJOURNMENT

There being no further business to come before the Committee, Randy Geries made a motion to adjourn, and Tom Heck seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:40 p.m.



Memorandum

DATE: May 21st, 2021
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Michael Peters, Regional 9-1-1 Network Director
SUBJECT: Agenda Item 4
Director's Report

Oral report regarding current and future program activities.



Memorandum

DATE: May 21, 2021
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Ami Acker, Regional 9-1-1 Network Program Admin
SUBJECT: Agenda Item 5
Panhandle Regional 9-1-1 Network Training Opportunities

BACKGROUND:

Staff update on emergency communications training opportunities available in the region.

UPCOMING TRAININGS OFFERED

- July 29th – Developing Positive Relationships in the PSAP
- July 30th – 9-1-1 Telecommunicator – A Critical Analysis

PAST LEARNING OPPORTUNITIES

- Emailed webinars
 - Denise Amber Lee Foundation - monthly webinar
- Public Safety Group
 - Hostage Negotiation
 - When High Profile Calls Have a Higher Impact

WEBINARS

Commercial Electronics – comelectronics.com

-Under the 'webinars' tab, there are some really good free 9-1-1 related webinars.

Training 911 Heroes - www.training4911heroes.com

-Look under 'all courses' for some free training courses and worksheets to use for training

APCO - www.apcointl.org

NENA – www.nena.org

-Both of these organizations have some free training for non-members

RECOMMENDATION:

Information item only, no action required.



Memorandum

DATE: May 21, 2021
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Ami Acker, Regional 9-1-1 Network Admin
SUBJECT: Agenda Item 6
Panhandle Regional 9-1-1 Network Public Education Activities

BACKGROUND:

Staff's update on 9-1-1 public education activities. The Commission on Emergency Communications (CSEC), provides funding and encouragement to educate the public on important topics related to when, why, and how to dial 9-1-1. Cell phones, texting to 9-1-1, and Kari's Law, have all created the need to educate the public about newer technology as it pertains to emergency services.

WHAT WENT ON:

- Public Education was put out through social media
- Telecommunicators Week!!

COMING UP:

- Unknown at this time as people are still deciding whether to resume activities or cancel them for another year

RECOMMENDATION:

Information item only, no action required.



Memorandum

DATE: May 21st, 2021

TO: Regional 9-1-1 Network Advisory Committee

FROM: Michael Peters, Director, Regional 9-1-1 Network

SUBJECT: Agenda Item 7
Panhandle Regional 9-1-1 Network Next Generation 9-1-1 Project Update

BACKGROUND

All 22 Regional 9-1-1 PSAPs are converted to the Next Generation Solution. Unfortunately, we are experiencing intermittent computer lockups at about 9 of the 22 sites. We are downloading crash files and sending them to the software vendor, Intrado, for resolution. We are experimenting with many different options to get the issues resolved. As of the writing of this memo, we do not have any concrete cause or causes as it is hard to diagnose a computer that has locked up. Some sites are not having issues, so it may be necessary to completely reload and reconfigure workstations that are causing problems on the network. I hope to have more information regarding solutions before the start of the meeting. This may be the last agenda update of this item if we can resolve the current issues.

I feel like the telecommunicators are not having any issues after the changes and there have been some improvements with routing cell phone callers after the transition.

RECOMMENDATION:

Information item only, no action required.



Memorandum

DATE: May 21st, 2021
TO: Regional 9-1-1 Network Advisory Committee
FROM: Michael Peters, Regional 9-1-1 Network Director
SUBJECT: Agenda Item 8
Panhandle Regional 9-1-1 Network Quarterly Performance Report

BACKGROUND

As stipulated in the agreement between Panhandle Regional Planning Commission and the Commission on State Emergency Communications (CSEC), the Panhandle 9-1-1 Network must establish and accomplish certain goals and objectives. In order to check progress throughout the year, we are required to submit to CSEC a quarterly performance report that includes 9-1-1 call volumes, monitoring results, network outage reports, system testing, and the status of equipment replacement. The following items make up the key points of the FY21 Q2 performance report covering December, January, and February.

- There were 37,386 9-1-1 calls received from the 22 regional call centers of with 25,550 being wireless or 68%
- Staff monitored thirteen Public Service Answering Points (PSAPs) with no findings.
- PSAP staff and PRPC staff performed 1,726 Network test calls.
- There was one outage in Dallam County caused by AT&T outage in South Texas.
- The region received 1,311 text messages during this period, with the vast majority as test texts.
- Currently working on projects to convert the Panhandle Answering Points to the AT&T Next Generation System.

RECOMMENDATION

Staff recommends that the PRPC Board of Directors accept the performance report as submitted for the second quarter of FY 2021 covering December, January, and February.



Performance Report Summary for Fiscal Year 2, 2021, Qtr 2

State Measures					
State Measure Name	Target #	Actual #	Target %	Actual %	Variance Explanation
1.Total number of 9-1-1 calls received by PSAPs.	28000	37386			
2.Total number of Wireless 9-1-1 calls received by PSAPs.	19000	25550			
3.Number of equipment installations.	0	0			
4. Number of reported 9-1-1 network outages that equal or exceed two hours.	0	1			
5. Percentage of total dollar value of purchasing and contracts awarded to HUBs.			0.01	0.01	
6. Number of PSAP monitoring visits.	11	13			
7. Number of PSAPs transitioned to NG9-1-1 Systems.	0	0			
8. Number of PSAPs capable of Text-to-911.	22	22			
9. Number of Texts Received	900	1311			



PSAP Monitoring

PSAP Name	Target Number of On-Site Visits	Number of PSAPs in Region	Number of On-Site Visits	Total Number of Findings	Number of Repeat Findings	Findings Reported to RPC Board and/or Executive Director
Wheeler County Sheriffs Office		22	13	0	0	0
Sherman County Sheriffs Office		22	13	0	0	0
Dallam County Sheriffs Office		22	13	0	0	0
Oldham County Sheriffs Office		22	13	0	0	0
Childress County Sheriffs Office		22	13	0	0	0
Hall County Jail		22	13	0	0	0
Donley County Sheriffs Office		22	13	0	0	0
Collingsworth County Sheriffs Office		22	13	0	0	0
Armstrong County Sheriffs Office		22	13	0	0	0
Carson County Sheriffs Office		22	13	0	0	0
Moore County		22	13	0	0	0



Sheriffs Office						
Borger Police Department		22	13	0	0	0
Carson County Sheriffs Office		22	13	0	0	0

PSAP Monitoring

PSAP Name	Date of Visit	Was there a finding?	Type of finding	Resolution	Date Resolved	Please Explain if Resolution is PSAP Closure/ Consolidation	Was this a repeat finding?	Reported to RPC E.D. and / or Executive Board?
Wheeler County Sheriffs Office	2/25/2021 12:00:00 AM	No						
Sherman County Sheriffs Office	2/25/2021 12:00:00 AM	No						
Dallam County Sheriffs Office	2/25/2021 12:00:00 AM	No						
Oldham County Sheriffs Office	2/25/2021 12:00:00 AM	No						
Childress County Sheriffs Office	2/25/2021 12:00:00 AM	No						
Hall County Jail	2/25/2021 12:00:00 AM	No						
Donley County Sheriffs Office	2/25/2021 12:00:00 AM	No						
Collingsworth County Sheriffs Office	2/25/2021 12:00:00 AM	No						



Armstrong County Sheriffs Office	2/24/2021 12:00:00 AM	No						
Carson County Sheriffs Office	2/24/2021 12:00:00 AM	No						
Moore County Sheriffs Office	1/29/2021 12:00:00 AM	No						
Borger Police Department	1/29/2021 12:00:00 AM	No						
Carson County Sheriffs Office	1/29/2021 12:00:00 AM	No						

Network Testing			
Number of Network Tests Performed by PSAP	Number of Network Tests Performed by RPC	Total Number of Findings	Number of Repeat Findings
1726	26	0	0



Outages

Total Number of Outages	Number Telco Network Outages	Number of PSAP Equipment Outages	Number of Hard Down Intrado ALI Outages
0	1	0	0

Outages

Row #	Date Outage Began	Duration In Hours	Cause Of Outage	Calls Handled By	Type Of Outage	PSAP Name	Entity Responsible For Resolution	Resolution	How Was The Outage Resolved?	Date Resolved
1	2/23/2021 12:00:00 AM	32	Fiber or Cable Cut	Transfer to Other PSAP	Network	Dallam County Sheriffs Office	Telco	Repaired/Resolved	Fiber Cut in South Texas Affected this Circuit was repaired	2/25/2021 12:00:00 AM

Additional Narrative

Considering Weather, 9-1-1 in Panhandle was very resilient. Preparing for Next Gen transition next quarter.



Memorandum

DATE: May 21st, 2021

TO: Regional 9-1-1 Network Advisory Committee

FROM: Michael Peters, Director, Regional 9-1-1 Network

SUBJECT: Agenda Item 9
Interlocal Contracts for E9-1-1 Service and PSAP Equipment

BACKGROUND

A requirement of the Commission on State Emergency Communications is to maintain interlocal contracts between the Councils of Government and the agencies responsible for each 9-1-1 PSAP or Public Safety Answering Point.

Currently, the Regional 9-1-1 Network and the Cities are covered under agreements that were renewed and passed for all of the 22 PSAPs in 2019. The existing contracts have a two-year term that expire at the end of August of this year.

There have been a few changes made to the Interlocal Agreement from two years ago.

Those are as follows:

- 3.26 – Requires mandatory testing and documentation at least once a week of a wireline call, wireless call, and a Text to 9-1-1.
Monthly testing of all 9-1-1 equipment and functionality.
- 3.31 – PSAP will provide continuous personnel/staff to receive 9-1-1 calls as defined by a PSAP within CSEC rules.

The only other change would be a two-year extension to terminate on August 31st, of 2023.

RECOMMENDATION

This is an information only item.

Attachments:

Sample Resolution

Sample 9-1-1 Services Contract

RESOLUTION

WHEREAS, the 9-1-1 Emergency Telephone Number is the dedicated nationwide emergency number for police, fire and ambulance which provides major life saving advantages to citizens and public safety agencies; and

Whereas, the Panhandle Regional Planning Commission has since 1989, developed plans for the establishment, operation and maintenance of 9-1-1 services in the Panhandle area; and

Whereas; the Local Government has previously appointed the Panhandle Regional Planning Commission as administrator of Local Government's 9-1-1 program; and

Whereas; the proposed Interlocal Agreement for 9-1-1 Service and Equipment is required by the Commission on State Emergency Services to insure funding for Local Governments 9-1-1 service;

NOW, THEREFORE, BE IT RESOLVED that ARMSTRONG COUNTY TEXAS

1. Has reviewed the proposed Interlocal Agreement for 9-1-1 Service and Equipment.
2. The proposed Interlocal Agreement is hereby ratified and approved.
3. That the person executing the Interlocal Agreement is authorized and directed to execute said Interlocal Agreement on behalf of their governing body.

APPROVED AND ADOPTED on the _____ day of _____, 2021

SIGNED
Judge Hugh Reed

Attest:

County Clerk

INTERLOCAL AGREEMENT FOR E9-1-1 SERVICE & PSAP EQUIPMENT

Article 1: Parties & Purpose

- 1.1 The Panhandle Regional Planning Commission (PRPC) is a regional planning commission and political subdivision of the State of Texas organized and operating under the Texas Regional Planning Act of 1965, as amended, Chapter 391 of the Local Government Code. PRPC has developed a Strategic Plan (Plan or Strategic Plan) to establish and maintain 9-1-1 emergency telephone service in State Planning Region 1, and the Commission on State Emergency Communications (CSEC or Commission) has approved its current Plan.
- 1.2 **ARMSTRONG COUNTY TEXAS** is a local government that operates one or more Public Safety Answering Points (PSAPs) that assist in implementing the Plan as authorized by Chapter 771 of the Health and Safety Code.
- 1.3 This contract is entered into between PRPC and Local Government under Chapter 791 of the Government Code so that Local Government can participate in the enhanced 9-1-1 emergency telephone system in the region.
- 1.4 The Commission on State Emergency Communications as authorized by Health & Safety Code, Chapter 771, is the oversight and funding authority for regional councils implementing 9-1-1 .

Article 2: Stipulations

As required by the Memorandum of Understanding (MOU) that has been executed between the PRPC and the CSEC, the PRPC shall execute interlocal agreements between itself and its member local governments and/or PSAPs relating to the planning, development, operation, and provision of 9-1-1 service, the use of 9-1-1 funds and adherence to applicable law. At a minimum, the parties of this contract agree:

- 2.1 To comply with applicable provisions of the state's Uniform Grant Management Standards (UGMS);
- 2.2 That the PRPC may withhold, decrease, or seek reimbursement of 9-1-1 funds in the event that those 9-1-1 funds were used in noncompliance with applicable law and/or CSEC Rules;
- 2.3 That local government and PSAPs shall return or reimburse the PRPC and/or the Commission, as applicable, any 9-1-1 funds used in noncompliance with applicable law and/or CSEC Rules;
- 2.4 That such return or reimbursement of 9-1-1 funds to the PRPC and/or the Commission, as applicable, shall be made by the Local Government or PSAP within 60 days after demand by the PRPC, unless an alternative repayment plan is approved by the PRPC and then submitted to the Commission for approval;
- 2.5 To comply with the UGMS applicable law and/or CSEC Rules in regards to the ownership, transfer of ownership, and/or control of equipment acquired with 9-1-1 funds; in connection with the provision of 9-1-1 services (9-1-1 equipment);
- 2.6 To maintain a current inventory of all 9-1-1 equipment consistent with UGMS, applicable law and/or CSEC rules;

Interlocal Agreement 9-1-1 Service & Equipment

- 2.7 To reimburse PRPC and/or Commission for damage to the 9-1-1 equipment caused by intentional misconduct, abuse, misuse or negligence by PSAP employees; though this provision shall not include ordinary wear and tear or ordinary day to day use of equipment;
- 2.8 That the PRPC and Local Governments and/or PSAPS will maintain accurate fiscal records and supporting documentation of all 9-1-1 funds distributed to such Local Governments and PSAPs and all 9-1-1 funds spent by such Local Governments and PSAPs for 9-1-1 service, consistent with UGMS, applicable law and/or CSEC Rules, and as approved in the Prep's current strategic plan;
- 2.9 That the Commission or its duly authorized representative shall have access to and the right to examine all books, accounts, records, files, and/or other papers, or property pertaining to 9-1-1 service, belonging to or in use by the Local Government and/or the PSAP;
- 2.10 To recognize that the Commission reserves the right to perform on-site monitoring of the PRPC and/or its performing Local Governments or PSAPs for compliance with applicable law, and the PRPC and Local Government agree to cooperate fully with such on-site monitoring.

Article 3: Program Deliverables - 9-1-1 Equipment & Data

Local Government agrees to comply with all applicable law, CSEC Rules and PRPC policies in providing the following deliverables to this contract. To the extent that PRPC policies are not consistent with applicable law, the applicable law will prevail.

Ownership, Transference & Disposition

- 3.1 The PRPC shall establish ownership of all property and equipment located within Local Government's jurisdiction. The PRPC may maintain ownership, or it may agree to transfer ownership to the Local Government. Before any such transfer of ownership, the PRPC should evaluate the adequacy of controls of the prospective receiver to ensure that sufficient controls and security exist by which to protect and safeguard the equipment purchased with 9-1-1 funds for the purpose of delivery of 9-1-1 calls.
- 3.2 Equipment shall be categorized by type, according to CSEC Rules.
- 3.3 Ownership and transfer-of-ownership documents shall be prepared by the PRPC upon establishing ownership, or transference of ownership of any such equipment, in accordance with UGMS and the State Comptroller of Public Accounts.
- 3.4 The Local Government shall provide adequate insurance policies on any equipment owned by the PRPC and housed at Local Government offices. Such insurance must provide for the replacement of the equipment in cases of loss where applicable.
- 3.5 Responsibilities over property and equipment should be properly segregated among employees.
- 3.6 Upon disposition of equipment due to obsolescence, failure, or other planned replacement, transfer documents and Capital Recovery Asset Disposal Notices (as

required by CSEC Rules) shall be prepared by PRPC in accordance with UGMS and the State Comptroller of Public Accounts.

Inventory

- 3.7 The owner of the equipment shall maintain property records, reconciled to the entity's general ledger account at least once per year, in accordance with CSEC Rules, UGMS and the State Property Accounting Policy and Procedures manual.
- 3.8 The owner of the equipment, or the party to whom responsibility is assigned, shall cooperate with the PRPC to provide inventory information for the Annual Certification of 9-1-1 Program Assets, as required by CSEC Rules.
- 3.9 All property and equipment should be tagged with identification labels.
- 3.10 A physical inventory shall be conducted at least once per year.
- 3.11 Any lost or stolen equipment shall be reported to the PRPC as soon as possible, and shall be duly investigated by Local Government and PRPC.

Security

- 3.12 Protect the 9-1-1 equipment and secure the premises of its PSAP against unauthorized entrance or use.
- 3.13 Operate within standard procedures, as established by PRPC, and take appropriate security measures as may be necessary, to ensure that non-CSEC approved third-party software applications cannot be integrated into the PSAP Customer Premise Equipment or Integrated Workstations as outlined in CSEC Rules,
- 3.14 Adhere to Health & Safety Code, Section 771, Confidentiality of Information in maintaining 9-1-1 and other databases.

Maintenance

- 3.15 Practice preventive maintenance of the 9-1-1 equipment, software and databases.
- 3.16 Upgrade its 9-1-1 equipment and software, as authorized in the current Plan.
- 3.17 In instances of damage to any equipment purchased with 9-1-1 funds due to intentional misconduct, abuse, misuse or negligence by Local Government employees, Local Government agrees to reimburse PRPC for the cost of replacing and/or repairing said equipment.

Supplies

- 3.17 Purchase supplies necessary for the continuous operation of its 9-1-1 CPE, and ancillary equipment, as outlined in the approved PRPC Strategic Plan, and in compliance with proper procurement procedures.

Training

- 3.19 Provide calltakers and/or dispatchers access to emergency communications training as approved in the Strategic Plan, or as determined by Local Government.
- 3.20 Notify PRPC of any new 9-1-1 calltakers/dispatchers and schedule for training as soon as possible.

Operations

- 3.21 Designate a single point of contact for PRPC and provide related contact information.
- 3.22 Coordinate with PRPC and local elected officials in the planning for, implementation and operation of all 9-1-1 equipment.
- 3.23 Monitor the 9-1-1 calltakers/dispatchers and equipment and report any failures or maintenance issues immediately to the appropriate telco or vendor and PRPC.
- 3.24 Keep a log of all trouble reports and make copies available to PRPC as needed.
- 3.25 Notify PRPC of any and all major service-affecting issues or issues needing escalation within a service provider's organization.
- 3.26 Test all 9-1-1 and Ancillary equipment for proper operation and user familiarity for basic call scenarios, including at a minimum:
 - a. Daily recommended testing of the following, and required documentation of the following tests at a minimum of once a week:
 - 1. Wireline voice call to 9-1-1,
 - 2. Wireless voice call to 9-1-1,
 - 3. Text to 9-1-1.
 - b. Monthly testing of:
 - 1. ANI/ALI verification,
 - 2. Recording,
 - 3. Printer,
 - 4. Call transfer functionality,
 - 5. Abandoned call and return dial,
 - 6. TTY/TDD call (stand-alone TTY and/or built in TTY function),
 - 7. ANI call back,
 - 8. Ancillary equipment functionality.
- 3.27 Log all TTY/TDD calls, as required by the Americans with Disabilities Act and submit copies of the logs to the PRPC on an as-needed basis.
- 3.28 Limit access to all 9-1-1 equipment and related data only to authorized public safety personnel. Notify PRPC of any and all requests for such data prior to release of any 9-1-1 data.
- 3.29 Make no changes to 9-1-1 equipment, software or programs without prior written consent from PRPC.
- 3.30 Provide a safe and healthy environment for all 9-1-1 calltakers/dispatchers.
- 3.31 PSAP will provide continuous personnel/staff to receive 9-1-1 calls and, as appropriate, to dispatch public safety services or to extend, transfer, or relay 9-1-1 calls to appropriate public safety agencies.

Performance Monitoring

- 3.31 Local Government agrees to fully cooperate with all monitoring requests from PRPC and/or Commission for the purposes of assessing and evaluating Local Government's performance of the deliverables specified in this contract, and as outlined in Performance Measures attached, and the Strategic Plan.

Article. 4: Procurement

- 4.1 The PRPC agrees to serve as Local Government's agent and purchase on Local Government's behalf the 9-1-1 equipment, software, services, and other items described in the current strategic plan.
- 4.2 The PRPC and the Local Government agree to use competitive procurement practices and procedures similar to those required by state law for cities or counties, as well as CSEC Rules.

Article 5: Vendor Contract Administration

Local Government may not assign its rights or subcontract its duties under this contract without the prior written consent of PRPC. An attempted assignment or subcontract in violation of this paragraph is void.

Article 6: Financial

- 6.1 The PRPC shall develop a plan to meet Local Government needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established by the CSEC, and reviewed and approved by the CSEC.
- 6.2 The provisioning of 9-1-1 service throughout the region shall be funded by emergency service fees and/or equalization surcharge, based upon priority and need, as established and provided by the CSEC, through the regional councils.
- 6.3 Allowable and disallowable expenditures shall be determined by the rules, policies and procedures as established by the CSEC, and as provided for the Local Government in the PRPC's approved strategic plan.

Article 7: Records

- 7.1 Local Government agrees to maintain financial, statistical, and ANI/ALI records adequate to document its performance, costs, and receipts under this contract. Local Government agrees to maintain these records, at their offices for the current fiscal year and the previous two (2) fiscal years.
- 7.2 Local Government shall maintain records detailing the significant history of procurement, including the rationale for the method of procurement, the selection of contract type, the contractor selection or rejection and the basis for the contract price. Local Government agrees to maintain these records, at their offices, for the current fiscal year and the previous two fiscal (2) years.

- 7.3 Local Government agrees to preserve the records for three years after receiving final payment under this contract; if an audit of or information in the records is disputed or the subject of litigation, Local Government agrees to preserve the records until the dispute or litigation is finally concluded, regardless of the expiration or early termination of this contract;
- 7.4 The PRPC and/or Commission is entitled to inspect and copy, during normal business hours, at Local Government offices where the records are maintained under this contract for as long as they are preserved. The PRPC is also entitled to visit Local Government's offices, talk to its personnel and audit its records all during normal business hours, to assist in evaluating its performance under this contract;
- 7.5 The PRPC agrees to notify Local Government at least 24 hours in advance of any intended visit for the purposes described in paragraph 7.4.
- 7.6 The Commission and the Texas State Auditor have the same inspection, copying, and visitation rights as the PRPC.

Article 8: Nondiscrimination and Equal Opportunity

Local Government shall not exclude anyone from participating under this contract, deny anyone benefits under this contract, or otherwise unlawfully discriminate against anyone in carrying out this contract because of race, color, religion, sex, age, disability, handicap, or national origin.

Article 9: Dispute Resolution

- 9.1 The parties desire to resolve disputes arising under this contract without litigation. Accordingly, if a dispute arises, the parties agree to attempt in good faith to resolve the dispute between them. To this end, the parties agree not to sue one another, except to enforce compliance with paragraphs 9.1 - 9.4, until they have exhausted the procedures set out in these paragraphs.
- 9.2 At the written request of either party, each party shall appoint one non-lawyer representative to negotiate informally and in good faith to resolve any dispute arising under this contract. The representatives appointed shall determine the location, format, frequency, and duration of the negotiations.
- 9.3 If the representatives cannot resolve the dispute within 30 calendar days after the first negotiation meeting, the parties agree to refer the dispute to a mutually designated legal mediator. Each party shall pay half the cost of the mediation services.
- 9.4 The parties agree to continue performing their duties under this contract, which are unaffected by the dispute, during the negotiation and mediation process.

Interlocal Agreement 9-1-1 Service & Equipment

Article 10: Suspension or Unavailability of Funds

Local Government acknowledges that PRPC's sole source of funding for this contract are the 9-1-1 fees collected by service providers and received by the PRPC. If fees sufficient to pay Local Government under this contract are not paid to PRPC, or if the CSEC does not authorize PRPC to use the fees to pay Local Government, PRPC may suspend payment to Local Government by giving Local Government notice of the suspension. The suspension is effective 10 calendar days after Local Government's receipt of the notice. Upon suspension of payment, Local Government's obligations under this contract are also suspended until PRPC resumes payment.

Article 11: Notice to Parties

11.1 Notice under this contract must be in writing and received by the party against whom it is to operate. Notice must be mailed, registered or certified mail, return receipt requested to the party's address specified in paragraph 11.2. Notice is received by a party on the date shown on the return receipt.

11.2 PRPC's address is:

Panhandle Regional Planning Commission
P.O. Box 9257
Amarillo, Texas 79105
Attention: Kyle G. Ingham,
Executive Director

Local Government's address is:

Armstrong County
P.O. Box 189
Claude, TX 79019
Attn: Hugh Reed, County Judge

11.3 A party may change its address by providing notice of the change in accordance with paragraph 11.1.

Article 12: Effective Date and Term of Contract

This contract takes effect when signed on behalf of PRPC and Local Government and shall continue through August 31, 2023 unless either party notifies the other party of their desire to terminate the contract. Notice to terminate the contract must be provided in writing. Notice must be mailed registered or certified mail, return receipt requested to the parties address specified in paragraph 11.2. Notice to terminate the contract must be received 180 days prior to the termination of the contract. Any termination must be reviewed and approved by CSEC.

Interlocal Agreement 9-1-1 Service & Equipment

Article 13: Miscellaneous

- 13.1 Each individual signing this contract on behalf of a party warrants that he or she is legally authorized to do so and that the party is legally authorized to perform the obligations undertaken.
- 13.2 This contract states the entire agreement of the parties, and an amendment to it is not effective unless in writing and signed by all parties.
- 13.3 The following Attachments are part of this contract:
- a. Ownership Agreement;
 - b. Transfer of Ownership Agreement(s) if applicable;
 - c. PSAP Equipment & Operations Performance Measures;
 - d. CSEC Legislation, Rules, Policies and Procedures.
- 13.4 This contract is binding on and to the benefit of the parties' successors in interest.
- 13.5 This contract is executed in duplicate originals.

Armstrong County Texas

Panhandle Regional
Planning Commission

Hugh Reed
County Judge

Kyle G. Ingham
Executive Director

Interlocal Agreement 9-1-1 Service & Equipment

ATTACHMENTS

Attachments to Interlocal Contract for E9-1-1 Service and PSAP Equipment:

The following documents are provided, hereafter, as part of this executed contract. Changes may not be made to the contract, or amendments to the contract, without written notice and modification of the original contract.

- A. Ownership Agreement;
- B. Transfer of Ownership Form(s), if applicable;
- C. PSAP Equipment & Operations Performance Measures;
- D. CSEC Legislation, Rules, Policies and Procedures.
- E. Daily and Monthly Test Log Sheets

Attachment A

Ownership Agreement

As stipulated in Article 3: Program Deliverables - 9-1-1 Database Equipment & Data, the PRPC shall establish ownership of all property and equipment purchased with 9-1-1 funds, and located within the Local Government's jurisdiction.

With the exception of equipment listed on the attached Transfer of Ownership documents, the Panhandle Regional Planning Commission hereby establishes all PSAP equipment located at 110 W 1st St to be the property of the Panhandle Regional Planning Commission.

Equipment which has been properly transferred to Armstrong County via the attached Transfer of Ownership documents shall remain the property of recipient.

Owner agrees to all stipulations of this contract, including the safeguarding of all PSAP equipment through security measures, inventory identification and fiscal controls.

Local Government agrees to provide adequate insurance policies on the equipment housed at their offices. Such insurance must provide for the replacement of the equipment in cases of loss.

Attachment B

Transfer of Ownership Form(s)

Indicate the appropriate classification: Transfer____ Disposition____

Please provide the following information in as much detail as possible.

Inventory Number	New Assignee:
Description	Location:
Serial Number	
Acquisition Date	Transfer Date
Acquisition Cost	
Vendor	
Invoice Number	
Purchase Order Number	
Condition	

Attachment C

PSAP Equipment & Operations Performance Measures And Monitoring

PRPC personnel will conduct site visits at least twice per year to evaluate the condition of equipment, efficiency of PSAP operations, and compliance with Article 3: Program Deliverables - 9-1-1 Database Equipment & Data.

Reports

In addition, PRPC may request that Local Government provide PRPC with specialized reports. These reports will not duplicate information readily available from vendors.

Logs

Upon request Local Government shall provide copies of trouble report logs, a list of service-affecting issues, Certification of TTY/TDD testing, and TTY/TDD call logs.

Quality Assurance Inspections

At least twice per year the PRPC and the PSAP shall conduct inspections of all 9-1-1 and network equipment located at each answering point. Inspections shall include phone position buttons/labels, trunks, printers, TTY/TDDs, UPS, recorders, ANI and ALI displays on each answering position, accessibility and condition of 9-1-1 equipment, and other items as identified by PRPC.

Attachment D

CSEC Legislation, Rules, Policies and Procedures

1. Commission Legislation: http://www.911.state.tx.us/browse.php/rules_legislation
2. Commission Rules: http://www.911.state.tx.us/browse.php/rules_legislation
3. Commission Program Policy Statements:
http://www.911.state.tx.us/browse.php/program_policy_statements

Attachment E

Daily and Monthly Test Log Sheets

9-1-1 Monthly Equipment Testing

PSAP

Name: _____ Month: _____ Year: _____

Return Daily Testing Sheets to aacker@theprpc.org or fax to Ami Acker at 806-373-3268

Date:	Wireline Call <input type="checkbox"/>	Wireless Call <input type="checkbox"/>	Text <input type="checkbox"/>
	ANI/ALI Verification <input type="checkbox"/>	Recording <input type="checkbox"/>	Printer <input type="checkbox"/>
Initials:	Call Transfer <input type="checkbox"/>	Abandoned Call <input type="checkbox"/>	Return Dial <input type="checkbox"/>
	TTY/TDD Call <input type="checkbox"/>	ANI Call Back <input type="checkbox"/>	<input type="checkbox"/>

Required monthly testing by PSAP as stipulated by article 3.26 of the Interlocal Agreement for E9-1-1 Service and PSAP Equipment

Attachment E (Continued)

Daily and Monthly Test Log Sheets

9-1-1 Call Test Log

PSAP Name: _____ Month: _____ Year: _____

Return Daily Testing Sheets to aacker@theprpc.org or fax to Ami Acker at 806-373-3268

Day	Time	Wireline Call	Wireless Call	Text	Initials	
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
16		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
23		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Documentation of a wireline voice call, a wireless voice call, and a text are required by PSAP as stipulated by article 3.26 of the Interlocal Agreement for E9-1-1 Service and PSAP Equipment



Memorandum

DATE: May 21st, 2021

TO: Regional 9-1-1 Network Advisory Committee

FROM: Michael Peters, Director, Regional 9-1-1 Network

SUBJECT: Agenda Item 10
Interlocal Contracts for Addressing Services

BACKGROUND

The Regional 9-1-1 Network has been assigning rural 9-1-1 addresses for residents, farms, ranches, and businesses, for more than 25 years. It has now become apparent, that we need to formalize an agreement between the PRPC and the 24 Counties that we serve authorizing us to perform this service on each county's behalf.

The attached agreement formally authorizes us to provide addressing services for the unincorporated regions of each county. The agreement would automatically renew each year unless there was notice provided by the other party or if the PRPC were not funded to provide this service.

RECOMMENDATION

This is an information only item.

Attachments:

Sample Resolution

Sample 9-1-1 Services Contract

RESOLUTION

WHEREAS, 9-1-1 addressing improves police, fire and ambulance response times, which provide major life saving advantages to citizens and public safety agencies; and

Whereas, the Panhandle Regional Planning Commission has since 1989, developed plans for the establishment, operation and maintenance of 9-1-1 services in the Panhandle area; and

Whereas; the Local Government has previously appointed the Panhandle Regional Planning Commission as administrator of Local Government’s 9-1-1 program; and

Whereas; the proposed Interlocal Agreement for 9-1-1 Addressing Services is necessary to allow PRPC to provide these services on the behalf of _____ County;

NOW, THEREFORE, BE IT RESOLVED that _____ COUNTY TEXAS

1. Has reviewed the proposed Interlocal Agreement for 9-1-1 Addressing Services.
2. The proposed Interlocal Agreement is hereby ratified and approved.
3. That the person executing the Interlocal Agreement is authorized and directed to execute said Interlocal Agreement on behalf of their governing body.

APPROVED AND ADOPTED on the _____ day of _____, 2021

SIGNED
Judge _____

Attest:

County Clerk

INTERLOCAL COOPERATION ACT AGREEMENT

**Between The
Panhandle Regional Planning Commission
And
Armstrong County**

RECITALS

This agreement ("Agreement") is an interlocal agreement authorized and governed by the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. Each party represents and warrants that in the performance of its respective obligations as set forth in this Agreement, it is carrying out a duly authorized governmental function, which it is authorized to perform individually under the applicable statutes of the State of Texas and/or its charter.

Recognizing the importance of pooling resources to promote public safety and desiring to do so at this time, Armstrong County and The Panhandle Regional Planning Commission, (PRPC), (the "Parties") hereby agree to enter into this Agreement as follows:

Term

The initial term of this Agreement is from the latest date of final execution of the Agreement to August 31st, 2022. Following this initial term, the Agreement shall automatically renew each September 1st (the "Renewal Date") for a one-year term. Notwithstanding any other term or condition herein, this Agreement may be terminated by any one of the Parties by giving thirty (30) days written notice to the other Party.

It is the intent and understanding of the parties that the obligations of each party under this Agreement shall remain effective only so long as and provided that each party has fully appropriated funds for performing such obligations for the party's current fiscal year. If for any fiscal year of any party funds are not appropriated for such party's performance of its obligations under this Agreement, this Agreement shall become void and such party shall promptly give notice to the other parties of the non-appropriation of funds.

General Obligations of Each Party

1. Services Provided by the Panhandle Regional Planning Commission, (PRPC),

As long as there is appropriate funding available, and following the guidelines adopted by the Panhandle Regional Planning Commission, with the assistance and cooperation of Armstrong County, PRPC shall perform and provide the following services:

- A. Assign an address for each addressable structure vacant or not.
- B. Approve street names and name layout submitted for new subdivisions in Armstrong County.
- C. Assign addresses to all newly accepted and approved subdivisions in Armstrong County.
- D. Update and maintain Geographic Information Systems and Databases with the State

database providers for all addresses in Armstrong County.

E. Provide road maps to all emergency services, County Appraisal District, postal service, and Armstrong County upon request. Applicable reproduction cost to be paid by recipient.

F. Change addresses that do not meet the 911 addressing guidelines.

2. Services Provided by Armstrong County.

Armstrong County shall provide the following services:

A. Include the Panhandle Regional Planning Commission in the necessary steps of subdivision or new residential or commercial development review. PRPC must approve all new street names and name layouts within Armstrong County to ensure no duplication and database compatibility.

B. Include the Panhandle Regional Planning Commission in any developmental planning processes to assist with timely address assignment and emergency response.

C. Coordinate with the Panhandle Regional Planning Commission of any County Road adoptions, abandonment, or name changes.

D. Provide notification of all approved road changes.

E. Establish an Armstrong County office or staff person as a point of contact for the Panhandle Regional Planning Commission.

Termination

Notice of any claims of material breach and the intent to terminate this Agreement because of that breach shall be given in writing to the other Parties, identifying the breach claimed with particularity, and stating a reasonable time permitted for cure. Such a notice of claim of breach is sufficient to constitute termination of this Agreement. Without waiving any legal rights, the parties agree to voluntary mediation of any disputes.

Notices

Any notices to be given under this Agreement shall be considered delivered (i) upon personal service upon the person designated in this Agreement for such notice; (ii) within three (3) days of deposit if mailed by first-class United States mail, postage prepaid, registered or certified, and addressed to the person designated for receipt of notice; or (iii) one business day after being sent for overnight delivery by a reputable commercial courier having the ability to track shipping and delivery of the notices. In cases where there is an emergency or other need for immediate notice to be given, written notice may be faxed or emailed to the person designated for service, provided a written copy of such notice is also delivered promptly to such designated person by one of the three means identified above.

The Parties designate the following persons for receipt of notice:

If to Armstrong County:	Name
	Title
	Armstrong County
	Claude, TX
	Phone Number:

If to PRPC: Michael Peters
Regional 9-1-1 Director
PRPC
P.O. Box 9257
Amarillo, Texas 79105
Phone Number: 800-687-7911

The Parties may change the person designated for receipt of notice from time to time by giving notice in writing to the other parties, identifying the new person designated for receipt of service and identifying his/her name, title, address for notice and phone number.

Miscellaneous

Complete Agreement. This is the complete agreement by and between the Parties on the subject matter of the Agreement. It supercedes any other agreement or understanding between the Parties, written or oral, and any other commitments, promises, undertakings, understandings, proposals or representations of the Parties to each other, written or oral, concerning the subject matter of this Agreement.

Amendment in Writing. This Agreement may be modified only by a writing duly executed by each of the Parties. Neither any representation or promise made after the execution of this Agreement, nor any modification or amendment of this Agreement, shall be binding on the Parties unless made in writing and duly executed by each of the Parties.

AGREED AND APPROVED:

Armstrong County

By: _____ Date: _____

Panhandle Regional Planning Commission

By: _____ Date: _____



Memorandum

DATE: May 21st, 2021
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Network GIS Manager
SUBJECT: Agenda Item 11
Mapping Updates

BACKGROUND:

Since the last meeting, the 9-1-1 Network has improved the 'quality control check' errors by over 30 percent by making over 2,500 corrections to the 9-1-1 database and/or 9-1-1 map. These errors present when an address doesn't match 100 percent with other mapping data, or the automated location information doesn't match 100 percent with the mapping data.

Additionally, the 9-1-1 Network has started the process of adding fire hydrants to the 9-1-1 mapping data. We have added over 200 new hydrants throughout the panhandle, and will continue to add more over the next quarter.

The 9-1-1 Network's mapping department has also upgraded the panhandle maps online server and migrated the map interface from a Flash framework to a Javascript framework to allow compatibility with browsers that have stopped supporting Flash. We will continue to refine the website and add data as it becomes available.

The Panhandle Regional 9-1-1 Network will continue its efforts to refine the data to ensure higher accuracy to assist with reduced latency in 9-1-1 emergency response.

RECOMMENDATION:

This is an information item only.