



NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, November 19th, 2021 at 2:00 p.m. in the Board Room, Panhandle Regional Planning Commission, 415 West Eighth Avenue, Amarillo, Potter County, Texas.

A copy of the full agenda packet for this meeting can be found on the PRPC's website at <http://theprpc.org/Programs/911Network/2021119.pdf>

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of approval of the minutes from the last meeting held on August 24th, 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 Text Services Contract Renewal**
Discuss and consider a two-year contract for text services delivery.
8. **FY2021 4th Quarter Performance Report**
Discuss and consider for approval the Panhandle Regional 9-1-1 Network performance report for the fourth quarter of FY2021 covering the months of June, July and August.
9. **Mapping Updates**
A review of mapping accomplishments since our August meeting.
10. **9-1-1 Network Advisory Committee Nominations and Election of Officers**
11. **Open Discussion**
 1. 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.

Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

August 24, 2021

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Tuesday, August 24th, 2021 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Kirsten Williams, Hereford Police Department; Kara Lee, City of Borger; Diann Guffy, Dallam County Sheriff's Office; Cheryl Cano, Hemphill County Sheriff's Office; John Worthington, Lipscomb County Sheriff's Office; Vance Easley, Childress County Sheriff's Office; Belinda Daniels, Wheeler County Sheriff's Office; Vicki Groneman, Oldham County Sheriff's Office; Lance Richburg, Pampa Police Department.

MEMBERS ABSENT:

Cheryl Phillips, Donley County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Kimberly Weatherly, Sherman County; Gary McFall, Roberts County Sheriff's Office; Mike Smith, Perryton Police Department; Kyle Ray, Windstream Representative; Randy Geries, Parmer County Sheriff's Office; Jeannie Rogers, Tulia Police Department; Melissa Anderson, Armstrong County; Kent Riley, Collingsworth County Sheriff's Office; Mark Garcia, Suddenlink Representative; Brian Booker, AT&T Representative; Sal Rivera, Castro County Sheriff's Office; 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 Manager; Ami Acker, Regional 9-1-1 Network PSAP Administrative Assistant; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Khasi Campos, Regional 9-1-1 Network Program Administrative Assistant.

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 May 21st, 2021 meeting of the Regional 9-1-1 Network Advisory Committee. Kirsten Williams made a motion to accept the minutes and the motion was seconded by, Vicki Groneman. 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 in the region. 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 in the region. No action was required.

7. REGIONAL 9-1-1 NETWORK CALL TAKING EQUIPMENT PURCHASE

Mike Peters discussed with the committee and recommended approval for submission to the PRPC Board of Directors, a contract to purchase and install 9-1-1 call taking equipment. Cheryl Cano made a motion to approve and submit, and Vance Easley seconded the motion. The motion carried unanimously.

8. 9-1-1 CALL STATISTICS TRACKING SOFTWARE PACKAGE PROCURMENT

Mike Peters reviewed and recommended approval for submission to the PRPC Board of Directors, a contract for call statistics tracking software. Belinda Daniels made a motion to approve and submit, and Diann Guffy seconded the motion. The motion carried unanimously.

9. FY22-FY26 STRATEGIC PLAN FUNDING REQUEST APPROVAL

Mike Peters discussed with the committee and recommended approval for submission to the PRPC Board of Directors, the FY22-FY26 Regional 9-1-1 Network Strategic Plan. Vance Easley made a motion to approve and submit, and Cheryl Cano seconded the motion. The motion carried unanimously.

10. REGIONAL 9-1-1 NETWORK FY22-FY26 SERVICES CONTRACT

Mike Peters reviewed and recommended approval for submission to the PRPC Board of Directors, the FY22-FY23 contract and method of finance with the Texas Commission on State Emergency Communications. Vance Easley made a motion to approve and submit, and Vicki Groneman seconded the motion. The motion carried unanimously.

11. PANCOM EQUIPMENT PURCHASE FOR MICROWAVE LINKS

Mike Peters discussed with the committee and recommended authorization for submission to the PRPC Board of Directors, a contract for replacement microwave equipment for 9-1-1 redundancy. Belinda Daniels made a motion to approve and submit, and Vance Easley seconded the motion. The motion carried unanimously.

12. FY2021 THIRD QUARTER PERFORMANCE REPORT

Mike Peters submitted and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the third quarter of FY2021 covering the months of March, April, and May. Cheryl Cano, made a motion to approve the third quarter performance report, and Vance Easley, seconded the motion. The motion carried unanimously.

13. REGIONAL 9-1-1 NETWORK MAPPING UPDATES

John Schaumburg gave a review of mapping accomplishments since the May 21st meeting. No action was required.

14. INTRODUCTION TO THE LONG-TERM CARE OMBUDSMAN PROGRAM

Melissa Tye Whitaker gave a presentation about the PRPC Long-Term Care Ombudsman Program. No action was required.

15. OPEN DISCUSSION

The next meeting scheduled is for Friday, November 19th, 2021 at 2:00 p.m.

16. ADJOURNMENT

There being no further business to come before the Committee, Kirsten Williams made a motion to adjourn, and Cheryl Cano seconded the motion. The motion carried unanimously and the meeting was adjourned at 3:38 p.m.



Memorandum

DATE: November 19th, 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: November 19, 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

- December 13th – There's No Such Thing as Routine
- December 14th – Domestic Violence and Stalking

- TBD – Telecommunicator CPR

PAST LEARNING OPPORTUNITIES

- Dr. Gene Smith
 - Developing Positive Relationships in the PSAP
 - 9-1-1 Telecommunicator – A Critical Analysis

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.

There's No Such Thing as Routine

Free

TCOLE #3308



December 13, 2021
8:00 AM - 5:00 PM

- **Categorize Line of Duty Death statistics.**
- **Define routine and complacency.**
- **Recognize areas of complacency in police calls.**
- **Explain the effects of an officer-involved shooting.**
- **Recognize danger areas for Fire and EMS responders.**
- **List ways Emergency Communication Professionals can ensure responder safety.**

REGISTER

Amarillo College West Campus

6222 SW 9th Ave.

Building C, Room 113

Amarillo, TX 79106



Domestic Violence and Stalking

Free

TCOLE #5305



December 14, 2021
8:00 AM - 5:00 PM

- Define domestic violence and stalking.
- Discuss statistics related to domestic violence.
- Differentiate the 13 types of power and control.
- Identify the reasons victims stay with their abusers.
- Recognize responsibilities of ECPs during domestic violence calls.
- Identify behaviors related to stalking.

REGISTER

Amarillo College West Campus
6222 SW 9th Ave.
Building C, Room 113
Amarillo, TX 79106



BLS for Healthcare Professionals

CABs of CPR

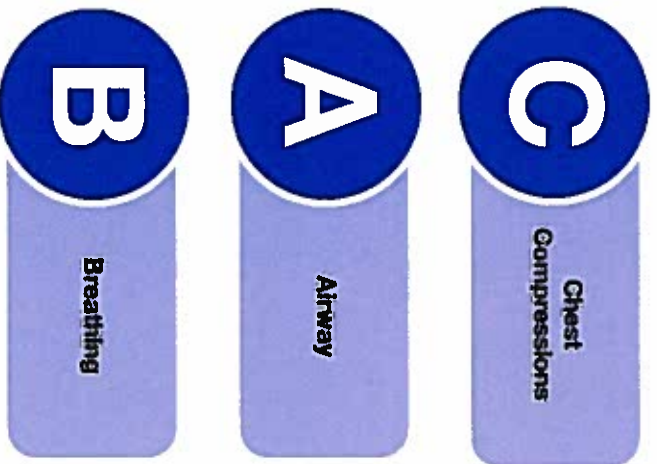
| CPR | ADULT & OLDER CHILD <small>(puberty and older)</small> | CHILD <small>(1 year to signs of puberty)</small> | INFANT <small>(up to 1 year old)</small> |
|--|--|--|--|
| Verify Scene Safety | Do not enter an unsafe environment. Call 9-1-1 | | |
| Check victim's responsiveness | If victim is unresponsive, shout for help. Call 9-1-1 with mobile device, if available. Send someone to find an AED. | | |
| Activate 9-1-1 | If you are alone and do not have a mobile device, leave the victim to call 9-1-1 first, then look for an AED. Return to perform CPR. | If you are alone and WITNESS THE COLLAPSE Leave the victim to call 9-1-1 first, and look for an AED. Return to perform CPR. | |
| Determine if victim is breathing & has a pulse | Simultaneously check for breathing & pulse for no more than 10 seconds. NOTE: agonal breaths are not considered signs of breathing For children and infants, a pulse rate of less than 60 beats / minute is treated as no pulse. | | |
| | Check carotid artery on your side of the victim's the neck. | Check brachial artery on inside of the victim's upper arm near the armpit. | |
| Rescue Breathing If victim has a DEFINITE detectable pulse, but is not breathing | 1 breath every 5-6 seconds Check pulse every 2 minutes. | 1 breath every 3-5 seconds Check pulse again every 2 minutes If pulse less than 60 beats per minute, or perfusion remains poor, add compressions | |
| | For suspected opioid overdose, administer naloxone, if available | | |
| If victim has NO detectable pulse: Begin CPR Minimize interruptions | 1 rescuer: 30 compressions : 2 breaths 2+ rescuers: 30 compressions : 2 breaths Use AED as soon as it arrives | 1 rescuer: 30 compressions : 2 breaths 2+ rescuers: 15 compressions : 2 breaths Use the AED as soon as it arrives | |
| Compression rate | 100 - 120 compressions per minute | | |
| Hand placement | 2 hands on lower half of breastbone | 1 hand or 2 hands on lower half of breastbone | 1 rescuer: 2 fingers 2+ rescuers: 2 thumbs on center of chest, just below nipple line |
| Compression depth | 2 to 2.4 inches (5-6 cm) | 1/3 the depth of the chest - about 2 inches (5 cm) | 1/3 the depth of the chest - about 1.5 inches (4 cm) |
| Chest recoil | Allow for full chest recoil after each compression | | |
| Minimize interruptions | Limit interruptions in chest compressions to no more than 10 seconds | | |
| Use the AED as soon as it arrives | Turn on AED and follow instructions. Never remove the AED. | | |

Per the 2015 updated AHA ECC Guidelines

BLS for Healthcare Providers

Quick Reference

C-A-B (Not A-B-C)



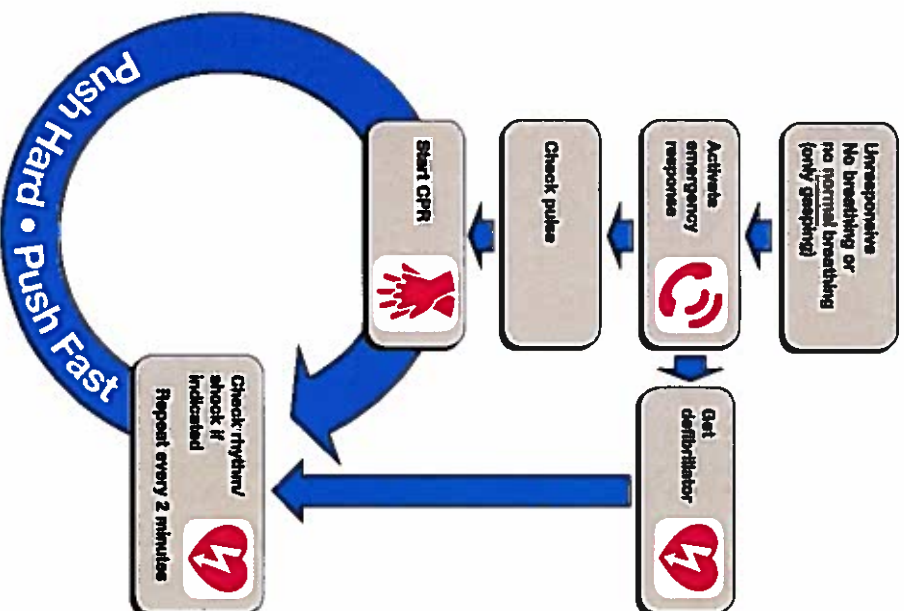
BLS for Healthcare Providers

Critical Concepts

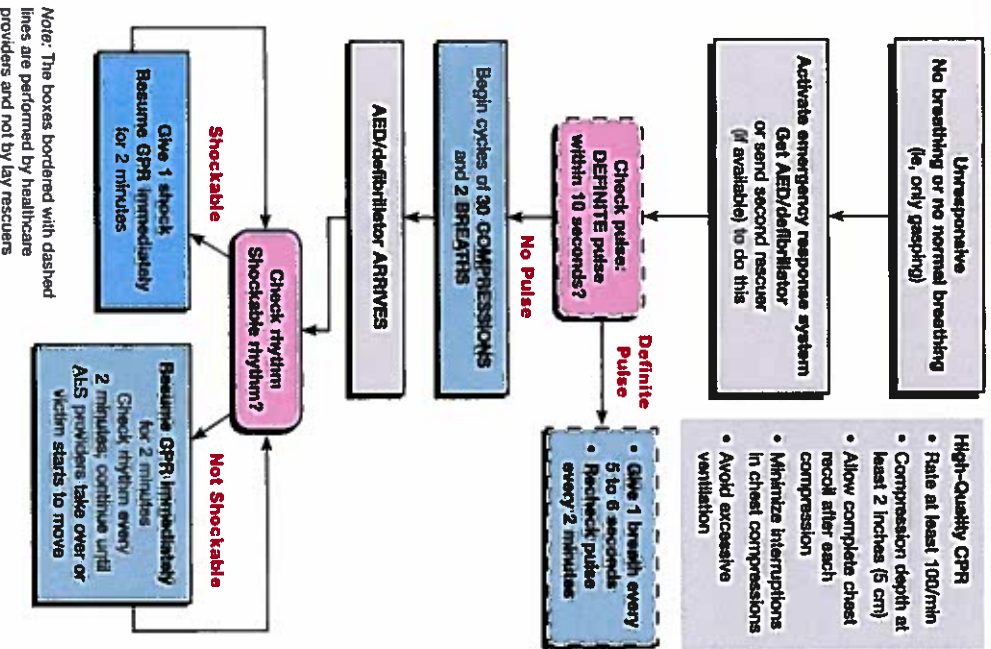
High-quality CPR improves a victim's chances of survival. The critical characteristics of high-quality CPR include

- **Start compressions within 10 seconds** of recognition of cardiac arrest.
- **Push hard, push fast:** Compress at a rate of at least 100/min with a depth of at least 2 inches (5 cm) for adults, approximately 2 inches (5 cm) for children, and approximately 1½ inches (4 cm) for infants.
- **Allow complete chest recoil** after each compression.
- **Minimize interruptions** in compressions (try to limit interruptions to < 10 seconds).
- **Give effective breaths** that make the chest rise.
- **Avoid excessive ventilation.**

Simplified Adult BLS Algorithm for Healthcare Providers

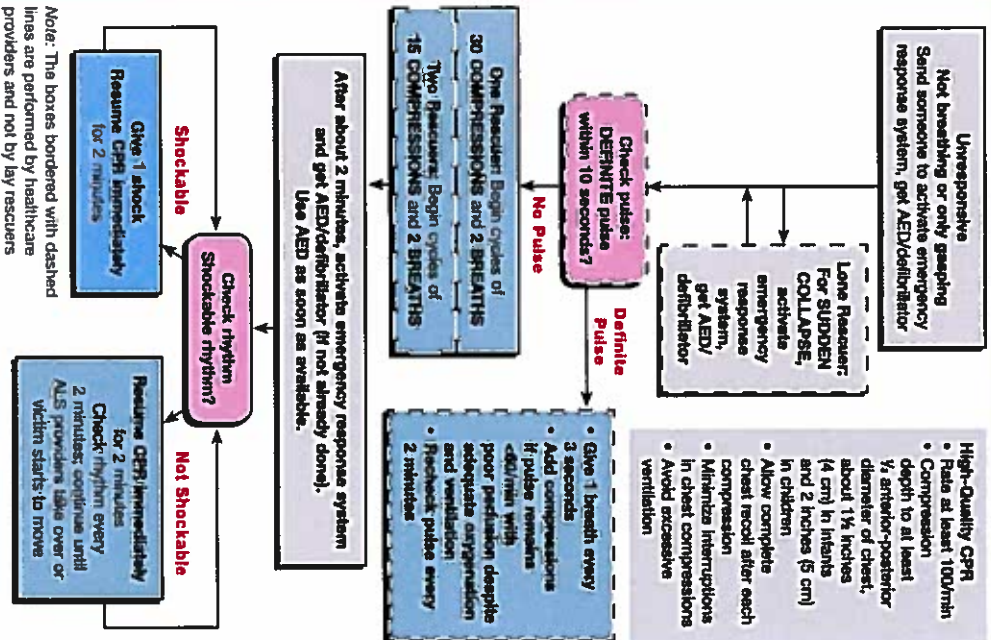


Adult BLS Algorithm for Healthcare Providers



Note: The boxes bordered with dashed lines are performed by healthcare providers and not by lay rescuers

Pediatric BLS Algorithm for Healthcare Providers



Note: The boxes bordered with dashed lines are performed by healthcare providers and not by lay rescuers

How to Become an AHA Instructor

Put your heart into training.

Learn from the leader.

Teach to save lives.

Are you interested in becoming an American Heart Association instructor?

Consult an American Heart Association Training Center (TC) to find out whether the TC is accepting new instructors and what the TC's preferred course delivery method is. Then, becoming an instructor is as easy as 1-2-3:

1. Complete the Core Instructor Course.
2. Complete a discipline-specific instructor course in BLS, Heartsaver, ACLS, or PALS.
3. Get monitored by an American Heart Association TC or Instructor.



Renewal Schedule

I _____ (student name) took my BLS HCP course on _____ (date) at the _____ Training Center/Site and am due for a renewal course in _____ (month/year).



Memorandum

DATE: November 19, 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:

- Trunk or Treat – Collingsworth, Moore and Parmer Counties

COMING UP:

- Farm and Ranch Show

RECOMMENDATION:

Information item only, no action required.



Memorandum

DATE: November 19th, 2021
TO: Panhandle Regional 9-1-1 Advisory Committee
FROM: John Schaumburg, GIS Manager, Regional 9-1-1 Network
SUBJECT: Agenda Item 7
Panhandle Regional 9-1-1 Network Text Services Contract Renewal

BACKGROUND

The Panhandle Regional 9-1-1 Network began receiving 9-1-1 text messages in 2017, and upgraded to the newer Message Session Relay Protocol (MSRP) text format in 2019. We have had a contract with West Safety Solutions Corp., now known as Intrado Life & Safety Solutions Corporation (Intrado), to provide the delivery of text messages from the mobile phone company to the 9-1-1 equipment.

The Panhandle Regional 9-1-1 Network's contract with Intrado is set to expire on February 10th, 2022. Under the HGAC Price List, the contract renewal to deliver text to 9-1-1 for the following two years (February 10th, 2022 – February 9th, 2024) will be 63,000 dollars.

RECOMMENDATION

Staff recommends the submission of a contract renewal for Text Services to Intrado Life & Safety Solutions Corporation for not more than \$63,000 to the PRPC Board of Directors for Approval.



Intrado Life & Safety Solutions Corporation

TXT 2 9-1-1 Service Renewal

for

PRPC, TX

(Direct Sale – HGAC Price List)

Quote Number: 68847

Version: 1

October 07, 2021

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

Summary - PRPC

| Item | Cost |
|------------------------|--------------------|
| Recurring TXT Services | \$63,000.00 |
| Total: | \$63,000.00 |

Annual Break-out

| Year | Systems | Professional Services | Recurring Services | Maintenance Services | Totals |
|---------------|---------|-----------------------|--------------------|----------------------|--------------------|
| Year 1 | | | \$31,500.00 | | \$31,500.00 |
| Year 2 | | | \$31,500.00 | | \$31,500.00 |
| Totals | | | \$63,000.00 | | \$63,000.00 |

Configuration Details

| Model# | Description | Qty | | | Total |
|-------------------------------------|--|-----|------------|--------------|--------------------|
| TXT29-1-1 Recurring Services | | | | | |
| ITXTARF1 | TXT29-1-1 P911 Integrated Annual Fee per PSAP - Year 1 | 21 | \$1,500.00 | \$1,500.00 | \$31,500.00 |
| ITXTARF1 | TXT29-1-1 P911 Integrated Annual Fee per PSAP - Year 2 | 21 | \$1,500.00 | \$1,500.00 | \$31,500.00 |
| | | | | Total | \$63,000.00 |

Notes

- 1 Quote provides pricing to renew 2 years of TXT29-1-1 services for the PSAPs listed below. Effective dates 10-Feb-2022 to 09-Feb-2024. Previous quote Q3680.

| | Site Name | Total Positions |
|----|--|-----------------|
| | PRPC HQ – Host (non-PSAP) | 0 |
| 1 | Pampa PD - Host | 2 |
| 2 | Armstrong County SO | 2 |
| 3 | Borger PD | 3 |
| 4 | Carson County SO | 2 |
| 5 | Castro County SO | 2 |
| 6 | Childress Law Enforcement Center | 2 |
| 7 | Collingsworth County SO | 2 |
| 8 | Dallam County Jail | 2 |
| 9 | Donley County SO | 2 |
| | Friona PD – decommissioned in 2020 | 0 |
| 10 | Hall County SO | 2 |
| 11 | Hansford County SO | 2 |
| 12 | Hemphill County SO | 2 |
| 13 | Hereford PD | 2 |
| 14 | Lipscomb County SO | 2 |
| 15 | Moore County SO | 2 |
| 16 | Oldham County SO | 2 |
| 17 | Parmer SO – created in 2020 using equipment from Friona PD | 2 |
| 18 | Perryton PD | 2 |
| | Roberts County SO – decommissioned in 2021 | 0 |
| | Shamrock PD – decommission in 2018 | 0 |
| 19 | Sherman County SO | 2 |
| 20 | Tulia PD | 2 |
| 21 | Wheeler County SO | 2 |
| | | 43 |

-
- 2 Intrado's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system. All wireless carriers currently enabling text messaging can be reached through this system.

Pricing is based on the number of positions and PSAPs in the quote, and there is no additional charge for dark backup sites connected to the host(s).

Text is provided into the Call Handling system either via ITS or ESINet, depending on transport method used.

TXT29-1-1 services will be provided in accordance with the applicable Service Guide at <https://www.intrado.com/legal-privacy/terms/call-handling>.

PSAP billing will begin upon completion of deployment and text readiness delivery from Intrado to the PSAP. Completion is defined as the PSAP being able to accept text messages.

Billing and the term commencement for the services will begin when the Services are first made available for Customer's use, and will continue for the designated number of months as stated in this Quote.

Terms

| | |
|-----------------------|---|
| VENDOR NAME | Intrado Life & Safety Solutions Corporation Include quote number and customer EIN/Tax Identification Number on P.O. |
| SUBMIT P.O. | ordermanagement.safetyservices@west.com |
| PRICING | All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote. |
| SHIPPING TERMS | FCA (Montreal), INCOTERMS 2010 |
| PAYMENT | Per Contract |
| DELIVERY | TBD |
| VALIDITY | Quote expires on April 05, 2022. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time. |
| COPYRIGHT | The information contained in this document is proprietary to Intrado Life & Safety Solutions Corporation and is offered solely for the purpose of evaluation. |

Revision History

| Revision Level | Proposal Writer | Notes | Date Revised |
|----------------|-----------------|----------|------------------|
| 1 | LKEDDINGTON | Original | October 07, 2021 |



Memorandum

DATE: November 19th, 2021
TO: Regional 9-1-1 Network Advisory Committee
FROM: Michael Peters, Regional 9-1-1 Network Director
SUBJECT: Agenda Item 8
FY2021 4th Quarter 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 Q4 performance report covering June, July, and August.

- There were 39,963 9-1-1 calls received from the 22 regional call centers of which 31,549 were wireless or 78.94%.
- Staff monitored eleven Public Service Answering Points (PSAPs) with no findings.
- PSAP staff and PRPC staff performed 2,427 Network test calls.
- There were six outages during this quarter.
- The region received 1,602 text messages during this period, with the vast majority as test texts.
- Currently working on projects to replace host server equipment and modules at each call center, these projects are scheduled to begin in November.

RECOMMENDATION

Staff recommends that the Regional 9-1-1 Network Advisory Committee accept the performance report as submitted for the fourth quarter of FY 2021 covering June, July, and August.



Performance Report Summary for Fiscal Year 2, 2021, Qtr 4

| State Measures | | | | | |
|--|----------|----------|----------|----------|----------------------|
| State Measure Name | Target # | Actual # | Target % | Actual % | Variance Explanation |
| 1.Total number of 9-1-1 calls received by PSAPs. | 28000 | 39,963 | | | |
| 2.Total number of Wireless 9-1-1 calls received by PSAPs. | 19000 | 31,549 | | | |
| 3.Number of equipment installations. | 5 | 0 | | | |
| 4. Number of reported 9-1-1 network outages that equal or exceed two hours. | 0 | 6 | | | |
| 5. Percentage of total dollar value of purchasing and contracts awarded to HUBs. | | | 0.01 | 0.01 | |
| 6. Number of PSAP monitoring visits. | 11 | 19 | | | |
| 7. Number of PSAPs transitioned to NG9-1-1 Systems. | 22 | 22 | | | |
| 8. Number of PSAPs capable of Text-to-911. | 22 | 22 | | | |
| 9. Number of Texts Received | 900 | 1,602 | | | |



| 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 | Date of Visit | Was There a Finding |
| Lipscomb County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/30/21 | No |
| Armstrong County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 8/31/21 | No |
| Moore County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/28/21 | No |
| Parmer County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 7/26/21 | No |
| Dallam County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 7/12/21 | No |
| Oldham County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 7/12/21 | No |
| Castro County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/14/21 | No |
| Borger Police Department | 11 | 22 | 19 | 0 | 0 | 0 | 7/21/21 | No |
| Carson County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/14/21 | No |
| Perryton Police Dept | 11 | 22 | 19 | 0 | 0 | 0 | 7/20/21 | No |



| | | | | | | | | |
|--------------------------------------|----|----|----|---|---|---|---------|----|
| Hansford County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/3/21 | No |
| Roberts County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 8/20/21 | No |
| Tulia Police Dept. | 11 | 22 | 19 | 0 | 0 | 0 | 7/13/21 | No |
| Hemphill County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/30/21 | No |
| Collingsworth County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 7/12/21 | No |
| Hall County Jail | 11 | 22 | 19 | 0 | 0 | 0 | 7/12/21 | No |
| Childress County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 7/12/21 | No |
| Wheeler County Sheriffs Office | 11 | 22 | 19 | 0 | 0 | 0 | 6/30/21 | No |
| Pampa Police Department | 11 | 22 | 19 | 0 | 0 | 0 | 8/20/21 | No |

Database Monitoring

| Database Maintenance Interlocal Agreements | Number of On-Site Visits | Total Number of Findings | Number of Repeat Findings | Number of Findings Reported to RPC Board and Executive Director |
|--|--------------------------|--------------------------|---------------------------|---|
| 0 | 0 | 0 | 0 | 0 |

Network Testing

| Number of Network Tests Performed by PSAP | Number of Network Tests Performed by RPC | Total Number of Findings | Number of Repeat Findings |
|---|--|--------------------------|---------------------------|
| 2,389 | 38 | 0 | 0 |



| PSAP Training | | | | | | | |
|---------------|--|-----------------|-----------------|---------------------------|--------------------------------------|------------------------------|-----------|
| Row # | Name Of Course | Level Of Course | Level 2 Details | Total Attendees in Course | Course Description | Location Held | Date Held |
| 1 | 9-1-1 Telecommunicator, A Critical Analysis | Not Applicable | | 8 | Qualities of a Good Telecommunicator | Amarillo College West Campus | 7/30/21 |
| 2 | Developing Positive Relationships in the Workspace | Not Applicable | | 10 | Learning to benefit from co-workers | Amarillo College West Campus | 7/29/21 |

| Outages | | | |
|-------------------------|------------------------------|----------------------------------|---|
| Total Number of Outages | Number Telco Network Outages | Number of PSAP Equipment Outages | Number of Hard Down Intrado ALI Outages |
| 6 | 5 | 1 | 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 | 8/31/21 | 19 | Fiber Cut | Admin Lines | Telco | Moore County SO | Vendor | Corrected | Fiber Repaired | 9/1/21 |



| | | | | | | | | | | |
|---|---------|----|----------------|-------------|---------|-------------------|-------|-----------|----------------------|---------|
| 2 | 8/30/21 | 36 | Router Failure | Admin Lines | Network | Hereford PD | PRPC | Corrected | Router Card Replaced | 9/1/21 |
| 3 | 8/27/21 | 3 | Fiber Cut | Admin Lines | Network | Childress SO | Telco | Corrected | Fiber Repaired | 8/27/21 |
| 4 | 7/6/21 | 12 | Fiber Cut | Admin Lines | Network | Wheeler County SO | Telco | Corrected | Fiber Repaired | 7/7/21 |
| 5 | 6/21/21 | 3 | Fiber Cut | Admin Lines | Network | Dallam County SO | Telco | Corrected | Fiber Repaired | 6/22/21 |
| 6 | 6/18/21 | 4 | Fiber Cut | Admin Lines | Network | Sherman County SO | Telco | Corrected | Fiber Repaired | 6/18/21 |

Additional Narrative

Replaced UPS batteries, completed the renewal of all 21 Interlocal Agreements.



Memorandum

DATE: November 19th, 2021
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Network GIS Manager
SUBJECT: Agenda Item 9
Mapping Updates

BACKGROUND:

Since the last meeting, the 9-1-1 Network's mapping department has been upgrading our mapping data to allow for future geometric networking. Currently, the mapping data is limited to searching and identifying features, but in the upcoming years, the 9-1-1 Network would like to be able to provide routing instructions between features. In order to ensure that this operation is functional, the 9-1-1 Network must add frontage roads, highway turnarounds, overpasses and underpasses, as well as directional and speed limit information associated with road segments.

The 9-1-1 Network has also met with the Double Diamond Homeowner's Association. We have addressed every lot within the subdivision, and will be delivering address notifications to every resident. We are making signs to assist Moore and Hutchinson County with emergency response to Double Diamond. As it stands now, we have added 1,554 address points to the area.

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.