Panhandle Regional 9-1-1 Network Advisory Committee

Friday
May 13th, 2022
2:00 PM

PANHANDLE
REGIONAL
PLANNING
COMMISSION

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, May 13th, 2022 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/20220513.pdf

AGENDA

1. **Call to Order**

2. **Introductions**

3. **Minutes**
   Consideration of approval of the minutes from the last meeting held on March 4th, 2022.

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 Stage 1 Budget Estimates for FY2024 through FY2028**
   Staff Report on Stage 1 Funding Request Submission to CSEC for FY2024 through FY2028

8. **Staff Report on CSEC Rider 9 Workshop**
   Staff Report on Comments Submitted and Overview of the March 23rd, CSEC Rider 9 Workshop

9. **Mapping Updates**
   A review of mapping accomplishments since our August meeting.

10. **Open Discussion**
    1. Appointment of Officers
    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.

_____
Khasi Campos

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

March 4, 2022

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, March 4th, 2022 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Randy Geries, Parmer County Sheriff's Office; Jeannie Rogers, Tulia Police Department; Vance Easley, Childress County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Kara Lee, City of Borger; Manuel Almanza, AT&T Representative.

MEMBERS ABSENT:

Michele Griffin, Dallam County Sheriff's Office; Lance Richburg, Pampa Police Department; Cheryl Phillips, Donley County Sheriff's Office; Landon Swan, Hereford Police Department; John Worthington, Lipscomb County Sheriff's Office; Johnny Carter, Wheeler County Sheriff's Office; Vicki Groneman, Oldham County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Kimberly Weatherly, Sherman County; Mike Smith, Perryton Police Department; Kyle Ray, Windstream Representative; Melissa Anderson, Armstrong County; Kent Riley, Collingsworth County Sheriff's Office; Mark Garcia, Suddenlink Representative; Sal Rivera, Castro County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Cheryl Cano, Hemphill 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 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; Diann Guffy, Dallam County Sheriff's Office; Bill Grindstaff, Western States Communications Technician.

1. **CALL TO ORDER**

   Randy Geries called the meeting to order at 2:02 p.m.

2. **INTRODUCTIONS**

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

3. **MINUTES**

   Members considered the minutes from the November 19th, 2021 meeting of the Regional 9-1-1 Network Advisory Committee. Vance Easley made a motion to accept the minutes and the motion was seconded by, Kara Lee. 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 EQUIPMENT INSTALLATION UPDATE**

   Mike Peters reported on equipment updates and planned future updates. No action was required.

8. STAFF REPORT ON CSEC RIDER 9 WORKSHOP

Mike Peters reported on comments submitted and gave an overview of the February 24th, CSEC Rider 9 Workshop. No action was required.

9. REGIONAL 9-1-1 NETWORK MAPPING UPDATES

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

10. OPEN DISCUSSION

The next meeting scheduled is for Friday, May 13th, 2022 at 2:00 p.m.

11. ADJOURNMENT

There being no further business to come before the Committee, Jeannie Rogers made a motion to adjourn, and Vance Easley seconded the motion. The motion carried unanimously and the meeting was adjourned at 3:03 p.m.

PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: May 13th, 2022

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.

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper

PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: May 13th, 2022

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

- Dr. Gene Smith
  - Navigating the Storm
  - Understanding the Dynamic of Change

PAST LEARNING OPPORTUNITIES

- Denise Amber Lee Foundation monthly webinars

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.

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper

PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: May 13th, 2022

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:

- Dispatch Appreciation Week
- 911 Education Month (April)

COMING UP:

- May
  - Safety Town
  - Hansford Celebration

RECOMMENDATION:

Information item only, no action required.

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper

PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: May 13th, 2022

TO: Panhandle Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 7

Stage 1 Budget Estimates for FY2024 through FY2028

BACKGROUND

The Panhandle Regional 9-1-1 Network is required to submit Stage 1 Budget Estimates each fiscal biennium. The Panhandle estimates are provided to The Commission on State Emergency Communications (CSEC) and are compiled to create statewide funding totals for the Panhandle program. Once reviewed, the state totals will be sent to the State Legislature for funding requests and future budget estimates.

The attached document displays the itemized budget request for years for the next fiscal biennium. It also generates a forecast that the state can utilize for an estimate of costs related to keeping the program running, and an anticipated equipment replacement cost through 2028.

RECOMMENDATION

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee accept the Stage 1 Budget Request for 2024-2028, as submitted.

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper

- Close Window
- Print This Page
- Expand All | Collapse All

BDG-000474

Budget Name	BDG-000474	Owner	Michael Peters
Biennium	2024-2025	Strategic Plan	SP-0235
Status	Under Program Manager Review	Strategic Plan Name	Panhandle Regional Planning Commission - 2024-2025 - Strategic Plan
Record Type	Stage 1	Account	Panhandle Regional Planning Commission
# of Days Working	7	Released Date	3/23/2022
# of Days from Release		Due Date	4/29/2022
# of Days for Acceptance		Working Date	4/28/2022
Accepted Date		Submitted Date	4/28/2022
Year 1 Service Fee	$1,174,537	Year 1 Surcharge	
Year 2 Service Fee	$1,174,537	Year 2 Surcharge	

Three-Year Financial Projections

Fiscal Year 3	$1,258,264	Fiscal Year 4	$1,709,928
Fiscal Year 5	$2,039,673		

Total Base Year 1

Year 1 Total Base	$1,174,537	Year 1 Total Exceptions Base Budget	$778,322
Year 1 Total Base + Exceptions	$1,952,859		
Year 1 Indicator			

Administration Base Year 1

Y1 Total Administration	$76,966	Y1 Total Administration Exception	$0

Program Base Year 1

Y1 Operations	$669,273	Y1 Operations Exceptions	$0
Y1 Legacy Network	$79,000	Y1 Legacy Network Exception	$0
Y1 RPC PSAP Network	$158,551	Y1 RPC PSAP Network Exception	$0
Y1 Core Functions	$190,747	Y1 Core Functions Exceptions	$125,822
Y1 Text-to-911	$0	Y1 Text-to-911 Exceptions	$32,000
Y1 Wireless	$0	Y1 Wireless Exceptions	$0
Y1 Database	$0	Y1 Database Exceptions	$0
Y1 GIS	$0	Y1 GIS Exceptions	$15,000
Y1 Database Maintenance	$0	Y1 Database Maintenance Exceptions	$0
Y1 Equipment Maintenance	$0	Y1 Equipment Maintenance Exceptions	$240,000
Y1 Network Reliability	$0	Y1 Network Reliability Exceptions	$119,000
Y1 PSAP Services	$0	Y1 PSAP Services Exceptions	$1,500
Y1 PSAP Supplies	$0	Y1 PSAP Supplies Exceptions	$1,000
Y1 PSAP Training	$0	Y1 PSAP Training Exceptions	$2,000
Y1 PSAP Room Prep	$0	Y1 PSAP Room Prep Exceptions	$5,000

Y1 Public Education	$0	Y1 Public Education Exceptions	$7,000
Y1 Ancillary Equipment Maint	$0	Y1 Ancillary Equipment Maint Exceptions	$35,000
Y1 MIS	$0	Y1 MIS Exceptions	$60,000
Y1 InfoSec	$0	Y1 InfoSec Exceptions	$10,000
Y1 Total Program	$1,097,571	Y1 Total Program Exceptions	$653,322

Equipment Base Year 1

Y1 CPE	$0	Y1 CPE Exceptions	$0
Y1 Power	$0	Y1 Power Exceptions	$115,000
Y1 Recorders	$0	Y1 Recorders Exceptions	$0
Y1 Routers & Switches	$0	Y1 Routers & Switches Exceptions	$0
Y1 ESInet	$0	Y1 ESInet Exceptions	$0
Y1 Database Maintenance	$0	Y1 Database Maintenance Exceptions	$0
Y1 Equipment GIS	$0	Y1 Equipment GIS Exception	$10,000
Y1 Total Equipment	$0	Y1 Total Equipment Exceptions	$125,000

Total Base Year 2

Year 2 Total Base	$1,174,537	Year 2 Total Exceptions Base	$1,585,665.00
Year 2 Total Base + Exceptions	$2,760,202		
Year 2 Indicator			

Administration Base Year 2

Y2 Administration Total	$78,600	Y2 Administration Total Exceptions	$0

Program Base Year 2

Y2 Operations	$683,482	Y2 Operations Exceptions	$0
Y2 Legacy Network	$79,000	Y2 Legacy Network Exceptions	$0
Y2 RPC PSAP Network	$158,551	Y2 RPC PSAP Network Exceptions	$0
Y2 Core Functions	$174,904	Y2 Core Functions Exceptions	$141,665
Y2 Text-to-9-1-1	$0	Y2 Text-to-9-1-1 Exceptions	$32,000
Y2 Wireless	$0	Y2 Wireless Exceptions	$0
Y2 Database	$0	Y2 Database Exceptions	$0
Y2 GIS	$0	Y2 GIS Exceptions	$15,000
Y2 Database Maintenance	$0	Y2 Database Maintenance Exception	$0
Y2 Equipment Maintenance	$0	Y2 Equipment Maintenance Exceptions	$240,000
Y2 Network Reliability	$0	Y2 Network Reliability Exceptions	$123,000
Y2 PSAP Services	$0	Y2 PSAP Services Exceptions	$1,500
Y2 PSAP Supplies	$0	Y2 PSAP Supplies Exceptions	$1,000
Y2 PSAP Training	$0	Y2 PSAP Training Exceptions	$2,000
Y2 PSAP Room Prep	$0	Y2 PSAP Room Prep Exceptions	$5,000
Y2 Public Education	$0	Y2 Public Education Exceptions	$7,000
Y2 Ancillary Equipment	$0	Y2 Ancillary Equipment	$35,000

Maintenance		Maintenance Excep	
Y2 MIS	$0	Y2 MIS Exceptions	$60,000
Y2 InfoSec	$0	Y2 InfoSec Exceptions	$0
Y2 Total Program	$1,095,937	Y2 Total Program Exceptions	$663,165

Equipment Base Year 2

Y2 CPE	$0	Y2 CPE Exceptions	$772,500
Y2 Power	$0	Y2 Power Exceptions	$150,000
Y2 Recorders	$0	Y2 Recorders Exceptions	$0
Y2 Routers and Switches	$0	Y2 Routers and Switches Exceptions	$0
Y2 ESInet	$0	Y2 ESInet Exceptions	$0
Y2 Database Maintenance	$0	Y2 Database Maintenance Exceptions	$0
Y2 Equipment GIS	$0	Y2 Equipment GIS Exceptions	$0
Y2 Total Equipment	$0	Y2 Total Equipment Exceptions	$922,500
Created By	Jessyka Vyner, 3/23/2022, 4:50 PM	Last Modified By	Michael Peters, 4/28/2022, 2:40 PM

Exceptions

EXP-00158

Exception Number/Rank **1**
Exception Type **Existing**
Budget **Program**
Line Item **Core Functions**
Amount Y1 **$125,822**
Amount Y2 **$141,665**

EXP-00159

Exception Number/Rank **2**
Exception Type **Existing**
Budget **Program**
Line Item **Text-to-911**
Amount Y1 **$32,000**
Amount Y2 **$32,000**

EXP-00160

Exception Number/Rank **3**
Exception Type **Existing**
Budget **Program**
Line Item **GIS**
Amount Y1 **$15,000**
Amount Y2 **$15,000**

EXP-00161

Exception Number/Rank **4**
Exception Type **Existing**
Budget **Program**
Line Item **Equipment Maintenance**
Amount Y1 **$240,000**
Amount Y2 **$240,000**

EXP-00162

Exception Number/Rank **5**
Exception Type **Existing**
Budget **Program**
Line Item **Network Reliability**
Amount Y1 **$119,000**
Amount Y2 **$123,000**

EXP-00163

Exception Number/Rank **6**
Exception Type **Existing**
Budget **Program**
Line Item **PSAP Services**
Amount Y1 **$1,500**
Amount Y2 **$1,500**

EXP-00164

Exception Number/Rank **7**
Exception Type **Existing**
Budget **Program**
Line Item **PSAP Supplies**
Amount Y1 **$1,000**
Amount Y2 **$1,000**

EXP-00167

Exception Number/Rank **8**
Exception Type **Existing**
Budget **Program**
Line Item **PSAP Training**
Amount Y1 **$2,000**
Amount Y2 **$2,000**

EXP-00168

Exception Number/Rank **9**
Exception Type **Existing**
Budget **Program**
Line Item **PSAP Room Prep**
Amount Y1 **$5,000**
Amount Y2 **$5,000**

EXP-00169

Exception Number/Rank **10**
Exception Type **Existing**
Budget **Program**
Line Item **Public Education**
Amount Y1 **$7,000**
Amount Y2 **$7,000**

EXP-00170

Exception Number/Rank **11**
Exception Type **Existing**
Budget **Program**
Line Item **Ancillary Equipment Maint**
Amount Y1 **$35,000**
Amount Y2 **$35,000**

EXP-00171

Exception Number/Rank **12**
Exception Type **Existing**
Budget **Program**
Line Item **MIS**
Amount Y1 **$60,000**
Amount Y2 **$60,000**

EXP-00172

Exception Number/Rank **13**
Exception Type **New**
Budget **Program**
Line Item **InfoSec**
Amount Y1 **$10,000**
Amount Y2 **$0**

EXP-00173

Exception Number/Rank **14**

Exception Type **Existing**
Budget **Equipment**
Line Item
Amount Y1 **$125,000**
Amount Y2 **$922,500**

Approval History

Pending

Comments
Assigned To **9-1-1 Program Manager**
Actual Approver **9-1-1 Program Manager**
Date **4/28/2022, 2:40 PM**

Submitted

Jessyka,

Comments **I think the math all works. Filled in the zeros?**

Mike

Assigned To **Michael Peters**
Actual Approver **Michael Peters**
Date **4/28/2022, 2:40 PM**

Files

Executive Director Letter

Last Modified **4/28/2022, 1:31 PM**
Created By **Michael Peters**

PRPC_ERS 04112022

Last Modified **4/11/2022, 2:06 PM**
Created By **Jessyka Vyner**

Strategic Planning Instructions_03232022

Last Modified **3/23/2022, 12:18 PM**
Created By **Jessyka Vyner**

Copyright © 2000-2022 salesforce.com, inc. All rights reserved.

PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: May 13th, 2022

TO: Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 8
Staff Report on CSEC Rider 9 Workshop

BACKGROUND

PRPC staff has submitted comments related to the Rider 9 Workshop that took place in Austin on March 23rd. During the 9-1-1 Advisory meeting in March we discussed the comments that the Panhandle had submitted related to the Rider 9 Workshop. The Commission on State Emergency Communications has created a summary document of all of the comments related to the survey for the Rider 9 Workshop. That summary document was prepared by CSEC and is a compilation of the 20 Regional Planning Commission Regions, the 28 Emergency Communication Districts, and the 29 Municipal Emergency Communication Districts. The 9-1-1 Service Entities Map is also attached to this agenda item.

The primary purpose of the Rider 9 Workshop was to:

1. Assess what landline and VOIP fee is currently in place for each agency
2. What each agency keeps as a revenue balance
3. Ask what the landline and VOIP fee should be
4. Ask what the wireless fee should be
5. Ask if 9-1-1 fees are being used for CAD or telecommunicator compensation
6. Prepaid fee rates currently in place for each agency
7. What surcharge rate should be
8. Issues from lack of funding, etc.

RECOMMENDATION:

Information item only, no action required.

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper

RIDER 9 –SUMMARY OF COMMENTS FOR WORKSHOP DISCUSSION

The following is Commission staff's summary of 25 submitted Comments. Not all questions for comment are summarized (*e.g.,* Name, Entity Name, NG9-1-1 status). For a few questions (specifically Q 18—Issues arising from lack of sufficient funding; and Q 19—Other comments), the summaries are lengthier copy/pastes from Comments rather than summaries.

3. Landline/VoIP Fee: RPCs--$.50; ECDs--Residential rates range from $0.20 (Tarrant Cty; all other ECDs at or above $.50), Business from $0.50 to $8.70, Trunk rates from $0.50 to $8.70, Key Systems $4.82 (Calhoun County). RPC-ECDs (over 1.5M pop) not exceed 6% of base rate for customers; RPC-ECDs (less than 1.5M pop) rate may not exceed $.50.

4. Most Recent Change in Landline/VoIP Fee:

- RPCs—at original rate set by CSEC in 1987 (rate is at highest allowed by statute).
- 772 ECDs—
  - June 2015 not set at maximum (1st increase since 1987).
  - Increased effective Oct. 2018 from $0.22 residential and $0.50 business to $0.50 and $1.00, respectively. Wireline revenues usually declining about 9% to 15% per year. By statute the rate of the fee for a Chapter 772, Subchapter D, 300 series District may not exceed six percent of the monthly base rate of the principal service supplier and there is a 100 line cap. Bexar Metro is not currently at the maximum six percent base rate cap for wireline/VoIP 9-1-1 fees.
  - 2013 increased from $.50/$.50 to $0.75 residential and $2.50 business/trunk. Revenues declining 9 to 15% a year; same limitations as BexarMetro.
  - Last rate increase was July 11, 2012--Rates were set at 3% of base rate in effect at time, which amounted to: $0.63 RESD, $1.71 BUSN & TRUNK. Previous rates effective August 7, 2007 was set at 4.6% of base rate, which amounted to: $0.51 RESD, $1.06 BUSN, and $1.56 TRUNK. Cap is 6% of of current base rate.
  - 2013 set at 6% of base rate res; 2016—biz/trunk increased from 4% to 4.5% of base rate biz.
  - 2019 changed from $.50 to $.75 for all classes.
  - 2009 Res raised from $.68 to $.85; 2010 implemented VoIP at $.50
  - 2021 Res raised for the first time from $.20 to $1.75; Biz from $.46 to $2.50; VoIP $.50 (unchanged)
  - Current rates set in 1986 Wireline revenue accounts for less than one-quarter of the District's total revenue. In FY 2021, wireline revenue accounted for approximately 24% of total revenues. Based on the trend extrapolated from recent prior years, the District projects that wireline revenue will steadily decline by approximately one percentage point per year, as a percentage of total revenue, in future years.

- Municipal ECD –
    - 2008 -- $.90 (Res/VoIP); $1.60—Biz; $2.25 trunk.
    - $.75 since inception and set by ordinance.

5. 9-1-1 Fee Revenue Balances:

- RPCs—no individual revenue balances; State General Revenue-Dedicated Acct. 5050 retains any balances. 5050 has been declining as a result of the CSEC-RPC state 9-1-1 program transitioning to NG9-1-1.
- ECD answers varied yes and no.
- $200,000 (small municipal ECD)
- Yes. In addition to operating expenditures, [772] Districts are generally required by statute to have reasonable reserves for contingencies and for the purchase and installation of 9-1-1 equipment. Districts sometime maintain a designated capital replacement fund. Essentially, the purpose of such funds is to accumulate monies over multiple fiscal years that may be used to pay for major capital assets as they are replaced or deployed.
- $500,000 is set aside for emergencies; 30 days of revenue is set aside for an operating surplus; e remainder is held for capital expenditures.
- The District will maintain a designated capital replacement fund. The purpose of the fund will be to accumulate monies over multiple fiscal years that may be used to pay for major capital assets as they are replaced.
- Purpose to allow for non-interrupted service for period of 18 months, in event of unforeseen situations and provide future funding of 911 equipment/upgrades. We maintain an operational balance of 18 months based on current FY budget. We project out 5 years into primary 911 CPU equipment, network, and related non-recurring fees as we generally operate on a 5-year contract with equipment/service provider, which includes maintenance operation. This is bulk of accumulated surplus funds. This allows us to make a one-time purchase every 5-years without seeking other funding or revenue streams. These are used as capital expenses towards primary 911 call delivery equipment and operations.
- One year's operating budget.
- (1) A contingency reserve in the amount of 10% of the annual revenue budget to handle unexpected expenses that are outside of the usual operating budget. (2) We build and maintain funding designated for capital expenses and replacement; accumulate monies over multiple fiscal years that may be used to pay for major capital assets as they are replaced with multiple year implications. (3)We may designate reserves for special projects as approved by the Board of Managers. (4)We may designate reserves for approved Local Government reimbursements such as addressing, GIS, and voice recorders.
- 772 ECD - Balance to be created to maintain 10-year equipment replacement schedule and address emergencies.
- 772 ECD -- Reserve balance includes reserves for operational contingencies, funding (accumulation) for 5-year 911 CPE/software upgrades, and reserves for capital improvements for facilities housings 911 servers.
- 772 ECD -- Yes, by statute, in addition to operating expenditures, a District is supposed to have reasonable reserves for contingencies and the purchase and installation of 9-1-1 equipment.

8. Recommended Landline/VoIP Fee (RCPs and RPC-ECDs):

- RPCs--$.75 (most common recommendation)
- Unable to answer this question without further exploration but flexibility at the commission, regional district and local district levels to adjust fees based on need is necessary to maintain systems and prepare for future advances in technology.

9. Recommended Wireless Fee:

- RPCs--$.75 (most common recommendation)
- 772 ECDs (most common recommendation)--The wireless 9-1-1 fee should be increased above the current $0.50 per month amount. The exact amount of the increase to the statewide wireless 9-1-1 fee should consider the statewide funding impacts.
    - Allow each 9-1-1 district to select a rate unique to its circumstances and demography. The selections could be made from within a range of pre-determined options or from any amount under a statutory cap.
    - $2.00 Cap—rate of $1.00. Note: We are looking for future funding in terms of increased wireless fees without raising base rates – we are not looking for a bail out – we will pay for our Core Services and ESInet as we have been saving for this purpose. Our concern is the cost of recurring fees that we will experience during and after transition.
    - $.75
    - $1.25 (at least two 772 ECDs)
    - ECD is prone to hurricanes and historically has experience interruption in 9-1-1 services. Strongly believe that this decision should be left to each governing board to select from the following: .75, 1.00, and 1.25 and based on assessed needs.
- Above the current $ 0.50 per month amount. The amount of the increase should be at a multi-level rate increase. One size does not fit all.
- Tiered increase--$.75 then move to $1.00 (or other amounts)
- $.80, however an increase to $1.00 would make transitioning to Next Gen services easier for all Texas entities. $.50 more on each person's cell bill is reasonable
- Unable to answer this question without further exploration but flexibility at the commission, regional district and local district levels to adjust fees based on need is necessary to maintain systems and prepare for future advances in technology.
- District's wireless fee revenue was approximately 76% of total District revenue. The District is concerned that the $0.50 wireless fee may not be sufficient to meet long term funding demands for ESINet-NGCS, 9-1-1 CPE, and inflation-sensitive expenses such as employee compensation. The District does not make a specific fee increase recommendation, as any increase must take into account the needs of jurisdictions across the state. The District believes a fee increase is necessary.

10. Different Calculation/Distribution Method for Wireless Fees:

- Only change with input and agreement from all 9-1-1 Entities.
- Changing from population based could cause undue burden on entities currently receiving allocation based on population.
- Leave unchanged but increase fee; require carriers to match subscriber amounts
- Consider the statewide funding impacts and the disparity in 9-1-1 authority size and characteristics.

- Designating a percentage of remitted wireless 9-1-1 fees to be distributed to Texas 9-1-1 Entities with a population equal to or less than a specific amount; with the remainder distributed as it is now based on population.
- Retain current approach—change surcharge 60/40 split to make available more surcharge for 9-1-1. Remove 40% limit.
- Main issue, wireless fees are not and have not been equitable for RESD, BUSN, and TRUNK consumers since wireless first came about.
- Discussion about revisions of the distribution calculation should be considered and would certainly have a positive impact on communities with smaller populations.
- Not necessary.
- Current allocation formula is transparent, easy to administer, and politically non-controversial. Changing the allocation formula, on its own, will not solve the funding problem. The District does not have a recommendation on whether the allocation formula should change if the fee is increased, as any allocation change must take into account the needs of jurisdictions across the state.

11. 9-1-1 Fees Used for CAD and/or Telecommunicator Compensation:
    - RPCs—State grant funds are not eligible to be used for CAD or Telecommunicator compensation except in largest county per statutory Use of Revenue.
    - 772 ECDs—Yes/No to both funding CAD and Telecommunicator compensation. One commented that they lack sufficient funds to pay for CAD/telecommunicator compensation.
    - Municipal ECDs
        - Yes offset strictly 9-1-1 related salaries.
        - No

13. Percentage/Rate Prepaid Wireless Fee:
    - Insufficient information. A 772 ECD noted that its pre-paid revenue is decreasing while revenue from contract service is increasing.
    - Set to be reasonably comparable to the 771.0711 wireless 9-1-1 fee. As such, if the wireless fee were to be increased, increasing the prepaid wireless fee by a comparable percentage would seem appropriate. Insufficient information but revenue is very low.
    - Raise to 3% (50% increase). A few commenters suggested.

14. Prepaid Wireless Fee Applied to Data Charges:
    - Do not have enough information to answer this question, but prepaid wireless revenue does seem usually smaller than expected.
    - Yes. Impose on charges attributable to wireless data services as the text service is provided and there are costs associated regardless of wireless type.
    - A wireless fee should not be imposed for texting if the device used is capable and already paying a fee for telecommunications.
    - Yes, as we are required to pay to deliver texts to our centers.
    -

15. Recommended Equalization Surcharge Rate:
    - While in at least the last decade Districts have not applied for equalization surcharge, it is suggested that the overall method used to adjust funding for the disparity in 9-1-1 authority

size and characteristics throughout the state should be examined. Several ECDs answered as "Not Applicable" since they do not currently receive.

- 772 ECDs do not receive equalization surcharge. Can't answer this question or deemed not applicable.
- Increase to $.09 (several commenters) and increase or eliminate the 40% allocation to 9-1-1 limit; reduce the number of poison centers.
- $.25
- Leave unchanged.
- $.12

16. Increase Surcharge In Lieu of Increase in Wireless Fee:
    - 772 ECDs: Preserving the original intent of equalization surcharge to fund areas where 9-1-1 fees were insufficient or for special items that might benefit the entire state would seem to make more sense than trying to flip things around and try to do the reverse resulting in something that the equalization surcharge was never intended for.[1] If the equalization surcharge is going to be continued in the future, the equalization surcharge should remain limited to its original intended purpose.
        - No. These funds are not distributed outside of CSEC jurisdiction.
        - No.
    - Increase all, including surcharge, as no increases in statewide rates to date.
    - Increase wireless fee regardless as the fee is not sufficient for most that do not benefit from the surcharge.
    - All options for program sustainability should be considered.
    - Equalization surcharge should not be increased in lieu of increasing the wireless 9-1-1 fee. Whether the equalization surcharge should be increased is a separate question from whether the 9-1-1 wireless fee should be increased. An increase in the equalization surcharge, by itself, would not solve the 9-1-1 underfunding problem for emergency communications districts.

17. Surcharge Applied to Prepaid Wireless:
    - Yes. (Most common comment; if can be done.)

18. Issues Resulting From Lack of Funding:
    - Difficulty funding ESINET-NGCS over the long-term at current funding levels, while also following a reasonable CPE replacement and upgrade schedule, and hiring and retaining

---

[1] See, Commission on State Emergency Communications Self-Evaluation Report (Sept. 2009) at p. 24 ("Equalization surcharge is allocated by the Commission as needed to operate and maintain current 9-1-1 service levels when an RPC's 9-1-1 service fee revenue allocation is not sufficient to do so."); see also, Sunset Advisory Commission Final Report (July 2011), Appendix C, at p. 29 ("Equalization Surcharge ... Purpose ... Supplements RPCs whose service fee allocation cannot maintain minimum operating standards and funds operations of poison centers") (https://www.sunset.texas.gov/reviews-and-reports/agencies/commission-state-emergency-communications).

competent technical staff at competitive salaries (772 ECD does not use 9-1-1 fees for CAD or telecommunicator compensation).

- Seek other funding sources; prolong-extend out equipment replacement.
- Decrease in the quality of 9-1-1 technology as systems are used beyond their life-cycle estimates; Decrease in the quality of technical staff to maintain systems; Inability to leverage smart-phone technology to get help to callers faster
- Out-dated technology; Inadequate staffing levels; Disparate systems statewide; Interoperability issues
- Differences in standard of care/expectation between jurisdictions, sometimes neighboring jurisdictions
- We have to use a significant amount of funds from our general fund in order to pay for expenses directly related to 911

(a) Inability to meet public expectations statewide based on their technology usage in their personal/professional lives.
(b) Increased disparity in the ability to provide value-added 9-1-1 services to ECCs across the state.
(c) In-house technical expertise in critical, competitive areas (e.g., IT, GIS, network) could decrease due to attrition.

a. Equipment is not always updated according to the replacement schedule due to lack of funding. We have to refresh equipment software instead of upgrading which negatively impacts all.
b. RPC cannot assist Counties with much needed improvements to PSAPs or initiate upgraded services because our base allocation covers the standard operations.
c. Public education and training are often the first to be cut and given the high turnover rate within the Telecommunicator profession, these services are vital to educating both the public and the public servant.
d. The maintenance agreements become disjointed and not cost effective if the dates of coverage are reduced due to funding limitations.
e. Similar to other equipment, lack of funding leads to firewalls being used beyond the replacement schedule. This creates a liability for everyone involved and makes it difficult to maintain security of information.
f. Overall, for AACOG, the lack of funding means that we cannot budget for staff to meet the needs of the program, the counties or CSEC. We are truly limited to our allocation and any improvement to services are cut in order to maintain the standard network bills.

a. Ultimately, the inability to deliver the 9-1-1 call to a PSAP.
b. Inability to provide infrastructure to deliver the 9-1-1 call.
c. Inability to maintain resilient networks with redundancy and diversity, thereby increasing downtime/outage of the systems.
d. Increased failures due to aging equipment if unable to replace regularly.

We will have to raise local rates to where landlines and VoIP customers continue to pay an unequitable amount. If rates across board can be leveled close to $1.00 per line, regardless of service type, in our jurisdiction this would be a better solution. Again, this is not without saying that the flexibility for continued rate increases still needs to exist, as a solution for today, is not a

solution for 10 years from now. We must be able to increase (as is our current allowance within Chapter 772) as deemed appropriate to maintain a high level of service for 911 call delivery.
We are forecasting an increase in monthly recurring charges as we transition from legacy to NG911. Our budget is currently balanced between revenue and expenses. As recurring charges increase, or budget will need to adjust accordingly – meaning we will have to raise rates if the wireless fee continues to fail to match contributions.

- Maintenance and sustainability of the full NG911 solution.
- Unable to upgrade or replace current Call Handling Equipment (CHE) solution, even if there are problems with current solution.
- Degradation of the current level of 9-1-1 service expected by local governments and the public we serve.
- Inability to meet public expectations based on their technology usage in their personal/ professional lives (i.e. location accuracy).
- Closing of ECCs due to inability to pay operating costs which could cause resources and staffing issues for the ECCs that must take on additional 9-1-1 requests for service. It could also increase costs for the local government as they would have to pay another center to take their 9-1-1 requests for service.
- Potentially cutting reimbursements to the local governments. We currently reimburse local governments for county addressing and GIS services as well as voice recorders on a five-year replacement schedule based on practices adopted by CSEC years ago when we were part of their program.
- Disparity of 9-1-1 service across the state.
- Public education, training, translation services, and other additional services would potentially be eliminated.
- In-house technical expertise would decrease due to attrition.
- Aging equipment will exceed lifespan without the possibility of being replaced and vendors will no longer provide maintenance/service on the equipment.
- Permanent elimination of public education and dispatcher training would be likely as these items have already been cut. The next solution would be to extend dramatically our equipment replacement schedules. This would increase downtime of our equipment, and possibly leave us without the ability to repair equipment.
- The growing infrastructure impacts the overall 9-1-1 challenges. The following threats and hazards have been identified as concerns for the region: Hurricanes, HAZMAT Release, Border Violence, and Pandemic. The biggest hazard that affected the region in 2020/21 was the COVID-19 pandemic, which began in March 2020. During the pandemic, the area was also hit with Hurricane Hanna in August 2020. These two events alone tested the capabilities of the region's infrastructure. Other threats and hazards that have affected the region were: surge flooding; influx of undocumented persons; unaccompanied children; violent crimes; and human trafficking. The following projects were identified to lessen the impact and improve our 9-1-1 capabilities. Funding for a Public Safety Answering Point (PSAP) Mobile Command Center. The regional 911 mobile command center provides multi-agency collaboration, mutual aid, and support to our 17 PSAPs located within our two county-wide regions that is comprised of 25 cities and 2 counties covering an area of over 2,161.40 miles with an estimated population of over 1.5 million. During Hurricane Hanna, two PSAPs lost connectivity and the ability to answer 9-1-1 calls. During this event and other previous disasters that have impacted the region, we

recognized our vulnerabilities and must take action to mitigate these gaps. By providing a PSAP on wheels we could quickly deploy to the areas affected by a future hurricane or any disaster. This critical resource will ensure continuity of operations for the ESInet network by continuing to route the calls to the agencies when impacted by future disasters. Funding to procure a regional computer aid dispatch (RCAD) system would allow first responders to communicate information as entered by Telecommunicators. This will minimize the first responder arrival time. Funding to establish a remote 9-1-1 environment. This project is correlated with the global pandemic where we need funding to set up our environment to be able to dispatch 9-1-1 calls remotely. Isolating telecommunicators will jeopardize the manpower at the agency taking 9-1-1 calls. Having a joint remotely accessible network maximizes our call delivery services. Our neighboring counties would also benefit from a joint network for 9-1-1.

- Permanent elimination of public education and dispatcher training would be likely as these items have already been cut (frequent RPC comment). The next solution would be to extend, dramatically our equipment replacement schedules. This would increase downtime of our equipment, and possibly leave us without the ability to repair equipment.

19. Recommended Statutory Changes:
    - To maintain, implement, and sustain a robust NG9-1-1 environment with enhanced technological features to serve the public on a statewide basis, the wireless 9-1-1 fee should be increased above the current $0.50 per month amount. The exact amount and nature of the increase to the statewide wireless 9-1-1 fee should consider the statewide funding impacts, and diversity in 9-1-1 authority size and characteristics.
    - Significantly increase 9-1-1 percentage of surcharge ratio.
    - 9-1-1 fee needs to be charged to all broadband internet connections in the State. Many users utilize calls over wifi, if not actual internet-based phone services. That seems like a massively overlooked revenue base.
    - 772 RPC-ECD—remove statutory $.50 cap to allow for consistency with other 772 ECDs.
    - Eliminate/Increase 40% 9-1-1 limit for surcharge.

20. GRD 5050 Sufficient Fund Balance:
    - $100M (Common RPC comment.)
    - 150% of One-Year's Operating Costs not including equipment costs.
    - This question merits more discussion and review of how other agencies have structured technology and equipment-based GR-D programs that meet the approval of the legislature. When a balance is maintained, it does not mean it can easily be appropriated in an emergency.

21. GRD 5007 Sufficient Fund Balance:
    - $50M (Common RPC comment.)
    - 772 ECD--does not receive equalization surcharge so we can't answer this question.
    - This question merits more discussion and review of how other agencies have structured technology and equipment-based GR-D programs that meet the approval of the legislature. When a balance is maintained, it does not mean it can easily be appropriated in an emergency.

22. Additional Comments:

- TARC: As the Commission on State Emergency Communications (CSEC) develops its plan for the continued long-term funding of the statewide 9-1-1 program as directed by Rider 9, it is important to ensure each regional planning commission (RPC) that participates in the 9-1-1 program overseen by CSEC and those that function as regional emergency communications districts authorized by statute have the tools necessary to maintain and increase access to efficient and reliable 9-1-1 services. A well-operated network will allow municipal, regional and the statewide systems to work collaboratively, keep pace with technology and ensure interoperability with each other, emergency responder, and public safety communications systems statewide.
    - Regional planning commissions provide 9-1-1 service in 23 of the 24 regions of the state, ensuring Texans have the same level of service no matter what part of the state they are in. To continue meeting this responsibility across the state, RPCs must be able to keep up with the rapid changes in technology, like Next Generation 9-1-1, to ensure the safety of all citizens.
    - All entities authorized to administer the 9-1-1 program in Texas, including emergency communications districts, should be allowed to set wireless fees at levels necessary to incorporate new, lifesaving capabilities into the state's interwoven 9-1-1 systems to continue to provide emergency communications services that meet the needs of the growing population of Texas.
    - The Texas Association of Regional Councils recommends modifying Health and Safety Code 771 and 772 through the legislative process to allow CSEC commissioners and district governing boards the flexibility to increase or decrease fees up to a certain amount to meet the technology requirements of delivering reliable 9-1-1 service throughout the state through the rule making process. It is prudent to have a fund balance sufficient for both the commission and districts to properly plan for the large expenditures inherent in providing a technologically driven public service and handle expenses that arise outside of the usual operating budget. Contingency funds protect against possible loss in the event of an emergency, disaster or system failure. Because the precedent for this authority has been established by the Texas Legislature, TARC's recommended approach is to use language similar to what exists and has received approval from previous legislatures in this State.

For example, The Texas Commission on Environmental Quality and its governing board have been given authority under Texas Health and Safety Code Chapter 361 (https://statutes.capitol.texas.gov/Docs/HS/htm/HS.361.htm#361.136) to establish fee rates and revise them as necessary, subject to transparency and limitations of total collection amount. The rules allow for fees to be adjusted on an annual basis. The agency monitors the fund balance and projected revenue each fiscal year to determine if adjustments are necessary.
https://www.sos.state.tx.us/texreg/archive/November192021/Adopted%20Rules/30.ENVIRONMENTAL%20QUALITY.html#72

    - While TARC is not suggesting adopting the exact approach of this agency, similar authority could be provided to both the CSEC commission and governing body of districts.

- When the current wireless fee was set in 1997, it was an add-on to the fee structure dominated by land-line revenue. Communication technology has advanced tremendously

since, but our 9-1-1 system is several steps behind. An increase in the fee is necessary simply due to the increase in monthly recurring charges for NG 9-1-1 services. Districts across the state have differing needs based on geography, demographics, service boundaries, and financial position. They would best be served by a wireless fee that is flexible enough to respond to local conditions.

- There are unique increasing needs and expectations in the different areas of the state for 9-1-1 service. While NG9-1-1 is one of the most important of those increasing needs and expectations, it is only one of those increasing needs and expectations.
- As technology has changed so has the needs and costs to deliver 9-1-1 services. The primary delivery into 9-1-1 is wireless; wireless fees and percentages to delivery 9-1-1 services should also increase.
- One concern is that we must look to the future in terms of funding our systems. Original legislation allows expenses for 911 call delivery and this tends to be a wide array of interpretations. Currently under Chapter 772 for ECD's this allows for local jurisdiction interpretation. Example, at what point do we consider that a field officers' uniform or a firefighter's breathing apparatus is not 911 call delivery related? Perhaps some specific limitations should be included.
- Funding itself for the ECD's has granted a sufficient, yet unequitable, funding stream in that there is a 6% cap on base rates. Incumbent TELCO's have stated that once they fully transition from their current method of service, they will remove base rates entirely. They are actively removing traditional classes of services (RESD, BUSN, TRUNK) in lieu of VoIP or wireless, which contain no base rate. Supposing that ECD's are able to lock in on the last operational base rate in existent within their jurisdiction, will this be sufficient for the 6% margin that exists today? With rates like they are today, the answer is yes for a significant period of time. But is it equitable? No.
- Ideally, ECD's should be allowed to set wireless rates within their jurisdictions. This would mean that service providers would actually have to show how many customers they have within a jurisdiction, which they appear unwilling to do. ECD's have proven themselves worthy of setting these rates since the mid-1980's when landline fee structures were originally set. With oversight from local Board of Managers, there have been no excessive rates or abuse. This could continue if allowed local public-safety control of the funding mechanisms we have. Wireless must be subjected to paying their fair portion of funding in terms of 911 service operations. As stated, each jurisdiction should be allowed to set their rates to maintain a level of equality with the other class of services. However, knowing that this is not ideal to TELCO's, we must be able to set a reasonable fee and distribution method that provides proper funding across the State. Based on current distribution methods the larger metropolitan areas will receive higher allocations which may exceed their funding requirements, while small jurisdictions may have to raise tariff fees on base rates to unequitable levels to maintain adequate funding levels. As alluded to in question 10, perhaps there is a level of distribution that can be determined based on population ranges, with higher percentages going to smaller entities? Again, a study would need to be designed to measure real needs versus anticipated income levels on wireless fees. I know the Texas 911 Alliance membership has done a study that may help with this a couple of years ago in preparation to approach legislators with wireless fee increase concerns during last session. Discussions ranged from keeping $0.50 to up to $2.00. <u>The general consensus was three</u>

levels of funding, based on jurisdiction, that could be renewed annually as needs were projected. This would include raising or lower the fixed rates. This of course failed, which set aside a request for a fixed rate of $0.75 per line. This of course failed, and what we got was a one-time federal grant allocation, which no one wants (or should not want). This is a bail-out for something that we do not need a bail-out on. We need on-going funding solutions. I believe the proper methodology would be to allow each jurisdiction to set wireless rates up to a fixed rate set by legislature (I would say up to $2.00). Knowing not all agree with this, the second option would be the three-tier approach that was introduced last year by the Alliance allowing each jurisdiction to annually select which rate would best serve their needs. And if a single amount is requested (would ask for at least $1.00) then disbursement should be allocated based upon population size and need (population tier distribution percentage).

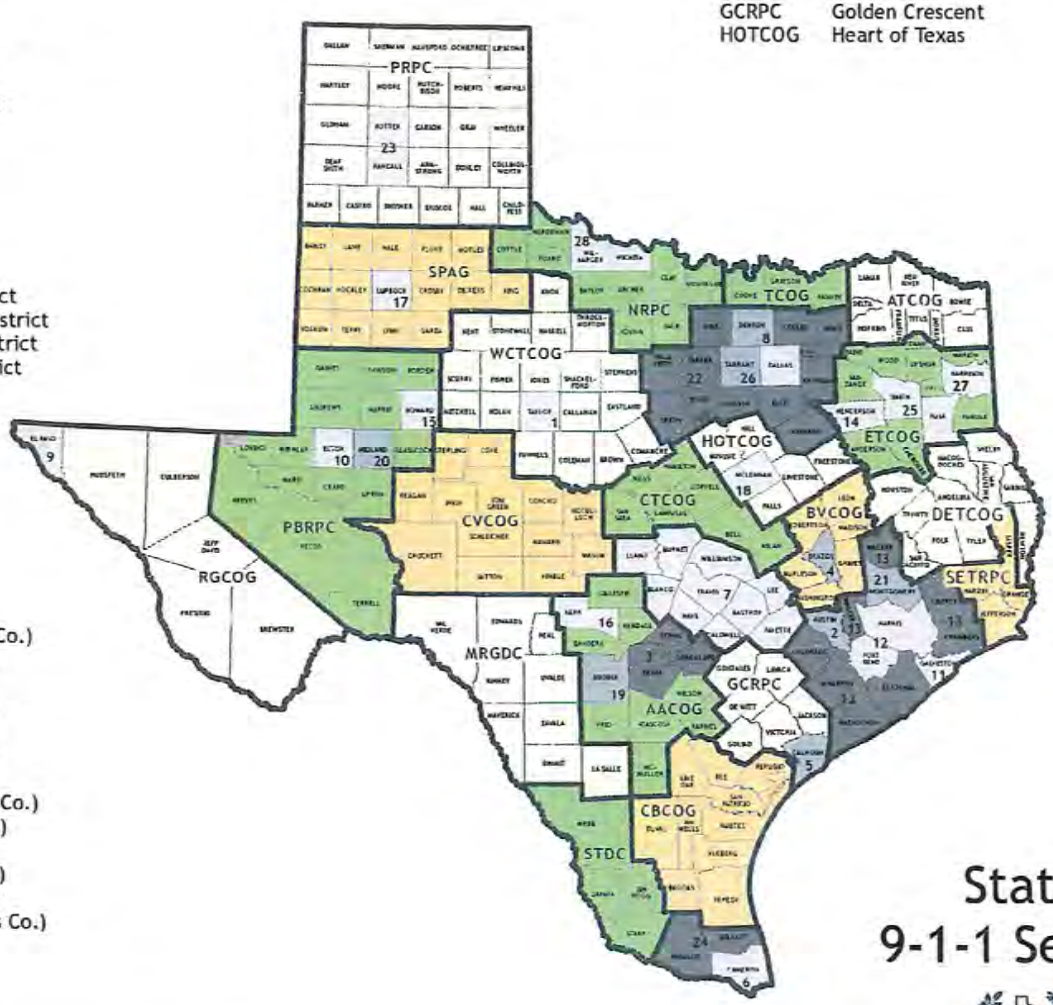
- Due to declines in wireline revenue, many jurisdictions have been forced to increase their wireline fees higher than optimal to meet operational obligations and move toward NG911. An increase in statewide wireless fees would allow those entities the flexibility to lower their wireline rates to something more reasonable and provide a better balance between wireline and wireless fees.
- There are very unique needs and expectations in the different areas of the state for 9-1-1 services. Specific technology solutions can now be implemented on a local level in order to solve local problems. Local autonomy with 9-1-1 allows us to focus on local needs.
- The need to move to NG9-1-1 is urgent, but difficult for many of the smaller agencies. Information regarding sharing networks should be encouraged and published. The need to increase the wireless and pre-paid wireless fees can only assist in achieving this mostly unfunded mandate.
- The importance of remaining current in an ever-evolving industry comes at a significant cost. 911 emergency services must provide reliable and accurate service. Moving towards pictures and video capabilities in a world where generations of people capture those moments before calling for help can save lives. The funds to cover these services will only come with an increase in 911 fees.

Emergency Communication Districts

1 Abilene-Taylor Co. 9-1-1 District
2 Austin Co. Emergency Communications District
3 Bexar Metro 911 Network District
4 Brazos Co. Emergency Communications District
5 Calhoun Co. 911 Emergency Communications District
6 Cameron Co. Emergency Communications District
7 Capital Area Emergency Communications District
8 Denco Area 911 District
9 El Paso Co. 911 District
10 Emergency Communications District of Ector Co.
11 Galveston Co. Emergency Communications District
12 Greater Harris Co. 911 Emergency Network
13 Gulf Coast Regional 9-1-1 Communications District
14 Henderson Co. 911 Communications District
15 Howard Co. 911 Communications District
16 Kerr Co. Emergency 911 Network
17 Lubbock Co. Emergency Communications District
18 McLennan Co. Emergency Assistance District
19 Medina Co. 911 District
20 Midland Emergency Communications District
21 Montgomery Co. Emergency Communications District
22 North Central Texas Emergency Communications District
23 Potter-Randall Co. Emergency Communications District
24 Rio Grande Valley Emergency Communication District
25 Smith Co. 911 Communications District
26 Tarrant Co. 911 District
27 Texas Eastern 911 Network
28 Wichita/Wilbarger 9-1-1 Communications District

Regional Planning Commissions

AACOG	Alamo Area	MRGDC	Middle Rio
ATCOG	Ark-Tex	NRPC	Nortex
BVCOG	Brazos Valley	PBRPC	Permian Basin
CBCOG	Coastal Bend	PRPC	Panhandle
CTCOG	Central Texas	RGCOG	Rio Grande
CVCOG	Concho Valley	SETRPC	South East
DETCOG	Deep East	SPAG	South Plains
ETCOG	East Texas	STDC	South Texas/Laredo
GCRPC	Golden Crescent	TCOG	Texoma
HOTCOG	Heart of Texas	WCTCOG	West Central



Municipal Emergency Communication Districts

Addison (Dallas Co.)
Aransas Pass (Aransas Co.)
City of Carrollton (Denton Co.)
Cedar Hill (Dallas Co.)
Coppell (Dallas Co.)
Corpus Christi (Nueces Co.)
Dallas (Dallas Co.)
Dallas County*
De Soto (Dallas Co.)
Denison (Grayson Co.)
Duncanville (Dallas Co.)
Ennis (Ellis Co.)
Farmers Branch (Dallas Co.)
Garland (Dallas Co.)
Glenn Heights (Dallas Co.)
Highland Park (Dallas Co.)
Hutchins (Dallas Co.)
Kilgore (Gregg Co.)
Lancaster (Dallas Co.)
Longview (Gregg Co.)
Mesquite (Dallas Co.)
Plano (Collin Co.)
Portland (San Patricio Co.)
Richardson (Dallas Co.)
Rowlett (Dallas Co.)
Sherman (Grayson Co.)
Sunnyvale (Dallas Co.)
University Park (Dallas Co.)
Wylie (Collin Co.)

State of Texas 9-1-1 Service Entities

CSEC
Commision on State Emergency Communications

Note: 9-1-1 service in the incorporated portion of Dallas County is provided by Municipal Emergency Communications Districts, including the City of Dallas, or pursuant to the North Central Texas Emergency Communications District's Regional 9-1-1 Plan for four municipalities. *9-1-1 service in the unincorporated portion of Dallas County is provided by the Dallas County Sheriff's Department under Texas Health and Safety Code Chapter 772, Subchapter E.

Contact: Kelli Merriweather, Executive Director at (512) 305-6938 or kelli.merriweather@csec.texas.gov

Effective: 9/1/2021

PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: May 13th, 2022

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:

The Panhandle Regional 9-1-1 Network has been working on a variety of things, including PSAP map upgrades and online enhancements. It was brought to our attention that some call centers were in need of railroad crossing information. We have obtained that data from the Federal Railroad Commission, and added it to the landmark layer on the 9-1-1 maps. In addition, we have added the emergency contact number for each railroad, so that if the crossing is identified on the 9-1-1 map, the number will be displayed.

In addition to the 9-1-1 PSAP map, the mapping department has been working to enhance the online capabilities of the panhandle maps web site. We have unlocked some potential scenarios and uses for the website to aid with emergency response, and look forward to working with first responders to streamline and enhance the capabilities.

The 9-1-1 Network has also been working to limit the quality control errors between the different errors between the different map layers. These errors would be address points that have discrepancies with the roads layer. For instance, if an address point is listed as "123 N Main St, Anytown," but the road range in "Anytown" would be "100-120." The threshold for this data quality control is 1.5 percent of GIS data in error. As of the last QC report that was run on April 28, 2022, we appear to be under one percent.

RECOMMENDATION:

This is an information item only.

415 S.W. 8th Avenue
P.O. Box 9257
Amarillo, Texas 79105
(806) 372-3381
(806) 373-3268 (fax)
www.theprpc.org

Printed on Recycled Paper