Panhandle Regional
9-1-1 Network
Advisory Committee

Friday
August 19th, 2022
2:00 PM

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, August 19th, 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/20220819.pdf

AGENDA

1. **Call to Order**

2. **Introductions**

3. **Minutes**
   Consideration of Approval of the Minutes From the Last Meeting Held on May 13th, 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. **Originating Service Provider Testing**
   Staff Report of the OSP Testing Project for the Panhandle Region.

8. **FY2022 3rd Quarter Performance Report**
   Discuss and Consider for Approval, the Panhandle Regional 9-1-1 Network Performance Report for the Third Quarter of FY2022 Covering the Months of March, April, and May.

9. **Panhandle Regional 9-1-1 Application for Federal Assistance**
   Discuss and Consider for Approval, an Application for Federal Assistance.

10. **Mapping Updates**
    A Review of Mapping Accomplishments Since our May Meeting.

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 _____, 2022, at 415 West Eighth Avenue, Amarillo, Texas, at _____a.m./p.m.

_____
Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

May 13, 2022

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, May 13th, 2022 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Jeannie Rogers, Tulia Police Department; Vance Easley, Childress County Sheriff's Office; Kara Lee, City of Borger; Mike Smith, Perryton Police Department; Vicki Groneman, Oldham County Sheriff's Office; Cheryl Phillips, Donley County Sheriff's Office; Lance Richburg, Pampa Police Department; Sal Rivera, Castro County Sheriff's Office; Michele Griffin, Dallam County Sheriff's Office.

MEMBERS ABSENT:

Manuel Almanza, AT&T Representative; Misty Garrett, Hansford County Sheriff's Office; Randy Geries, Parmer County Sheriff's Office; Landon Swan, Hereford Police Department; John Worthington, Lipscomb County Sheriff's Office; Johnny Carter, Wheeler County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Kimberly Weatherly, Sherman County; Kyle Ray, Windstream Representative; Melissa Anderson, Armstrong County; Kent Riley, Collingsworth County Sheriff's Office; Mark Garcia, Suddenlink Representative; 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 PSAP 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:

Brandy Perez, Parmer County Sheriff's Office; Ted Allen, Sherman County Sheriff's Office; Belinda Daniels, Wheeler County Sheriff's Office.

1. CALL TO ORDER

Michele Griffin 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 March 4th, 2022 meeting of the Regional 9-1-1 Network Advisory Committee. Sal Castro made a motion to accept the minutes and the motion was seconded by, Vance Easley. 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 STAGE 1 BUDGET ESTIMATES FOR FY2024 THROUGH FY2028

Mike Peters discussed with the committee and recommended approval for submission to CSEC, the FY24-FY28 Regional 9-1-1 Network Stage 1 Budget Estimates. Lance Richburg made a motion to approve and submit, and Cheryl Phillips seconded the motion. The motion carried unanimously.

8. STAFF REPORT ON CSEC RIDER 9 WORKSHOP

Mike Peters reported on comments submitted and gave an overview of the March 23rd, 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 March meeting. No action was required.

10. OPEN DISCUSSION

Mike Peters lead the nominations and elections for Chairperson, as well as nominations for the Panhandle Regional 9-1-1 Network Advisory Committee. Nominations and elections are as follows:

Vance Easley was nominated for Chairperson, Jeannie Rogers made a motion to approve and, Lance Richburg seconded the motion. The motion carried unanimously.

Nominations for committee members are as follows:

Parmer Co- Brandy Perez   Ochiltree Co- Nick Yara

Sal Castro made a motion to approve and, Edye Rogers seconded the motion. The motion carried unanimously and the nominations are being submitted to the PRPC Board of Directors for approval.

The next meeting scheduled is for Friday, August 19th, 2022 at 2:00 p.m.

11. ADJOURNMENT

There being no further business to come before the Committee, Lance Richburg made a motion to adjourn, and Vance Easley seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:57 p.m.

Memorandum

DATE: August 19th, 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.

Memorandum

DATE: August 19th, 2022

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

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

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

- Public Safety Group
  - Active Assailant – August 25th, 2022 8AM to 5PM
  - Critical Incidents – Total Disaster Response – August 26th, 2022 8AM to 5PM

PAST LEARNING OPPORTUNITIES

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

WEBINARS

Denise Amber Lee Foundation monthly 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.

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Public Safety Group
Presents
In conjunction with the
Panhandle Regional 9-1-1 Network and Potter Randall 911

Active Assailant
August 25, 2022
8:00 – 17:00

The most comprehensive active shooter class on the market. This class will not only give Telecommunicators the historical prospective of the active shooter, but will also provide skills your Telecommunicator can use during active shooter events. Lessons learned from previous incidents are discussed using recent case studies and actual audio tapes from active shooter events. The course will also discuss what the Telecommunicator can expect in future incidents and the possibility of terrorism and the active shooter.

EVENT LOCATION
Amarillo College West Campus
6222 SW 9th Ave. Bldg C room 113

To register, visit www.actx.edu/cj, select "Program Information" and then "Training Calendar"

Class Fee: Free for Dispatchers in Region

For more information please contact
Ami Acker, PRPC 911   or   Leticia Truex, PR 911
aacker@theprpc.org   ltruex@pr911.org

The Public Safety Group

Presents
In conjunction with the
Panhandle Regional 9-1-1 Network and Potter Randall 911

Critical Incidents – Total Disaster Response

August 26, 2022
8:00 – 17:00

This course is designed to provide the attendee the knowledge they need to respond to a variety of large scale or mass casualty events. The course topics will range from disaster preparedness to how to respond to incidents from terrorism to natural disasters with numerous case studies and lessons learned from those incidents.

EVENT LOCATION
Amarillo College West Campus
6222 SW 9th Ave. Bldg C room 113

To register, visit www.actx.edu/cj, select "Program Information" and then "Training Calendar"

Class Fee: Free for Dispatchers in Region

For more information please contact
Ami Acker, PRPC 911   or   Leticia Truex, PR 911
aacker@theprpc.org   ltruex@pr911.org

Memorandum

DATE: August 19th, 2022

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

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

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:

- Safety Town
- Hansford Celebration
- Pampa Fest
- National Night Out

COMING UP:

- Pampa Fest – August 20th
- Legacy of XIT Roundup and Parade – Dalhart – August 21st
- Trunk or Treat
- Farm and Ranch Show Booth, November 29th – December 1st

RECOMMENDATION:

Information item only, no action required.

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Memorandum

DATE: August 19th, 2022

TO: Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 7

                Originating Service Provider Testing

BACKGROUND

On Monday, August 8, PRPC staff has begun working with AT&T VOIP to test the reconfiguration of their network to function over the Next Generation 9-1-1 Network. AT&T VOIP is the first provider and technology to begin testing. Successful calls were delivered to Childress County, Hemphill County, Hall County and Moore County. This represents a small fraction of the total necessary calls. Each landline carrier, wireless carrier, and VOIP carrier will require testing before and after the conversion. Every carrier will also need to test each circuit to each PSAP, Public Safety Answering Point. This will likely require hundreds of test calls to the 21 area call centers.

Once this work is complete, we should begin to see some of the benefits of many years of work. Cellular calls could begin routing based upon the caller's exact location, instead of the tower sector. This process will obviously take lots of work but should benefit all of the call centers, once complete.

T-Mobile has reached out to PPRC explaining their desire to route callers based upon their location, attached. I have also provided a cell routing map to explain how calls route today for cellular devices and will explain the benefit of all of the changes.

RECOMMENDATION

Information item only, no action required.

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From:	Conner, Jolynda <Jolynda.Siegrist@T-Mobile.com>
Sent:	Wednesday, August 10, 2022 11:25 AM
To:	Mike Peters
Subject:	T-Mobile's Location Based Routing Enhancement / PRPC

Because we are gearing up for your NextGen migration, I'd like to take a moment to discuss T-Mobile's Location Based Routing.

As part of a broader effort to improve 911 call routing to your area, T-Mobile would like to begin deploying Location Based Routing to your PSAP(s). Location Based Routing utilizes your PSAP's shapefile to send 911 calls to your agency based on the location of the caller while maintaining traditional site/sector-based routing as an alternate option if LBR is unavailable. The benefit is fewer 911 calls needing to be transferred to neighboring agencies. If this sounds like something you'd be interested in learning more about feel free to reach out to me and we can discuss it in more detail.

Thank you.

Jolynda Conner
Senior E911 Services Analyst – South Region
·T···Mobile· USA, Inc.
3655 131ˢᵗ Ave SE, Bellevue WA 98006
Direct - 425-383-2523
Jolynda.Siegrist@T-Mobile.com
www.t-mobile.com

If you need support after hours or on weekends please contact:
T-Mobile NOC for network related issues at 1-888-662-4662 Ext. 4 & then 2, or via email at
E911SpecializedSupport@t-Mobile.com
Law Enforcement Relations team for subscriber support at 973-292-8911

T-Mobile Location Based Routing Deployment Questionnaire

T · ·Mobile·

Please fill out & return (send, or scan/email) to:
911RegulatoryTeam@t-mobile.com

PSAP Authority (if applicable):	
PSAP Name & FCC ID (for each PSAP included in the request)	
Is the PSAP currently receiving Phase 2? (Address, Call back number and updated lat/longs with re-bids or re-transmits)	
Is the requesting entity also responsible for the ECC/PSAP shapefiles?	
Request updated files for all PSAPs included in the request and date they can be provided.	
Does the PSAP wish to audit/review and update the cell/sector-based routing prior to LBS enablement? (This will impact implementation timeline.)	
Will the PSAP(s) be conducting any testing during the enablement? PSAP should be monitoring transfers prior to and after enablement to validate benefit of service.	
Other	

(Copy and paste form down if multiple PSAPs.)

Emergency Contacts in case of service issues. Each contact listed will receive an email if there is a network issue impacting E-911 call delivery or data delivery. (We do not have the ability currently to send tiered notifications. If a contact is marked as an emergency contact, they will receive an email).

First and Last Name	Title	Address	Phone	Email

3.1.6. Polygon

To specify a constraint specific to Polygons, it is useful to introduce the concept of a linear ring:

o A linear ring is a closed LineString with four or more positions.

o The first and last positions are equivalent, and they MUST contain identical values: their representation SHOULD also be identical.

o A linear ring is the boundary of a surface or the boundary of a hole in a surface.

o A linear ring MUST follow the right-hand rule with respect to the area it bounds, i.e., exterior rings are counterclockwise, and holes are clockwise.

Note: the [GJ2008] specification did not discuss linear ring winding order. For backwards compatibility, parsers SHOULD NOT reject Polygons that do not follow the right-hand rule.

Though a linear ring is not explicitly represented as a GeoJSON geometry type, it leads to a canonical formulation of the Polygon geometry type definition as follows:

o For type "Polygon", the "coordinates" member MUST be an array of linear ring coordinate arrays.

o For Polygons with more than one of these rings, the first MUST be the exterior ring, and any others MUST be interior rings. The exterior ring bounds the surface, and the interior rings (if present) bound holes within the surface.

3.1.7. MultiPolygon

For type "MultiPolygon", the "coordinates" member is an array of Polygon coordinate arrays.

Sprint Sector Routing Map CDMA
Friona Police Department - FCC ID 6590 - Friona, TX
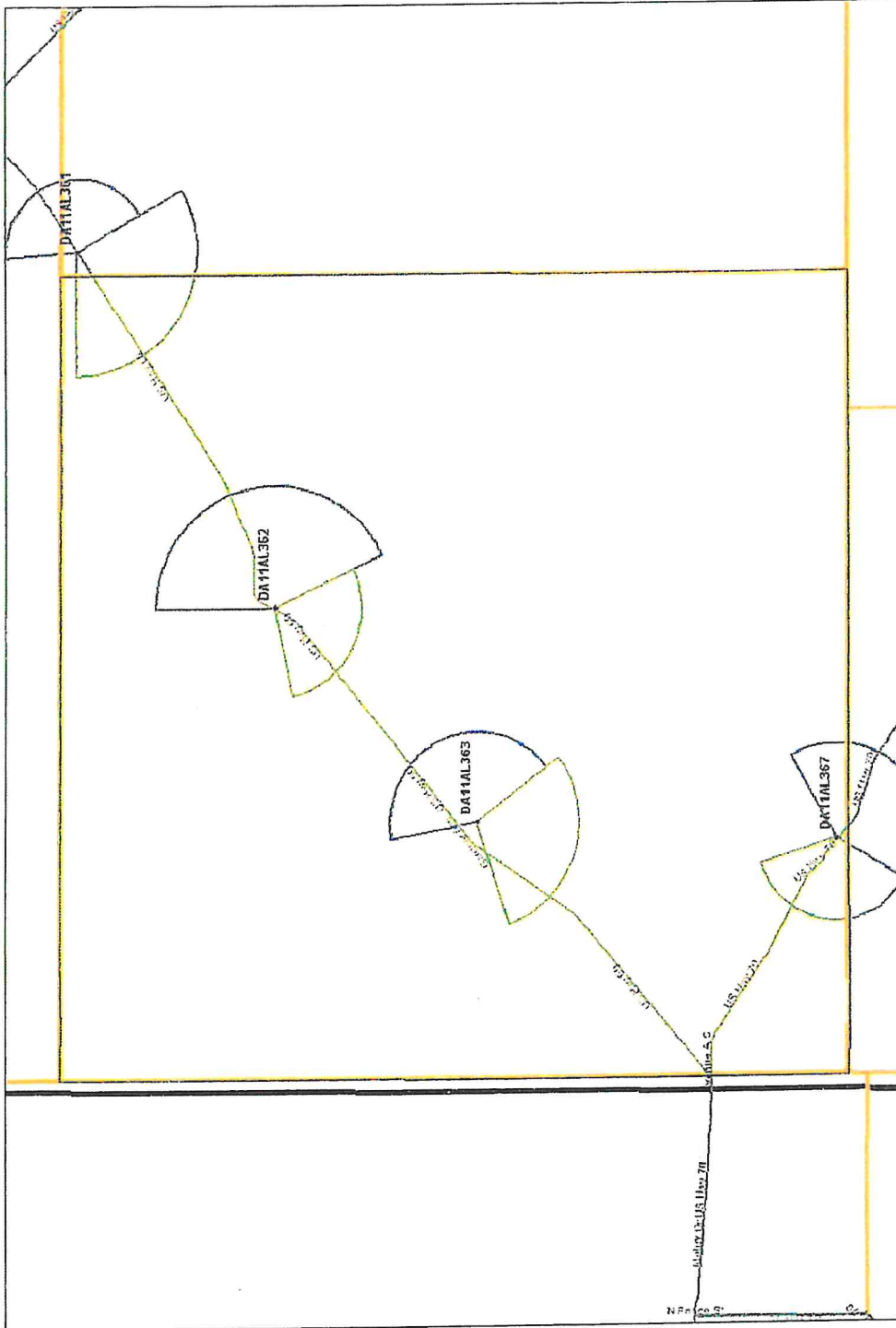
Legend

- ☐ POI Sectors
- ☐ Sector 1
- ☐ Sector 2
- ☐ Sector 3
- ☐ PSAP Bounds
- ☐ Counties
- ☐ States
- | Interstate
- | US Highways
- | State Highway
- | Streets

N E S W

DA11AL361
DA11AL362
DA11AL363
DA11AL367

Memorandum

DATE: August 19th, 2022

TO: Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 8

FY2022 3rd 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 FY22 Q3 performance report covering March, April, and May.

- There were 27,030 9-1-1 calls received from the 21 regional call centers of with 21,188 being wireless or 78.39%.
- Staff monitored seventeen Public Service Answering Points (PSAPs) with no findings.
- PSAP staff and PRPC staff performed 1,239 Network test calls.
- There were five outages during this quarter.
- The region received 1,771 text messages during this period, with the vast majority as test texts.

"Attachments", FY22 Q3 Performance Report, Call Statistics

RECOMMENDATION

Staff recommends that the Regional 9-1-1 Network accept the performance report as submitted for the third quarter of FY 2022 covering March, April, and May.

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QPR-00576

Quarterly Performance Report Name	QPR-00576	Record Type	FY22-23
Strategic Plan	Panhandle Regional Planning Commission - 2022-2023 - Strategic Plan	Status	Pending Approval from 9-1-1 Program Manager
Due Date	6/10/2022	Budget	BDG-000404
Released Date	5/23/2022	Biennium	2022-2023
Period	Year 1 - Q3	Biennium Year	2023

Total Number of 9-1-1 Calls Received by PSAPs

Total # of 9-1-1 calls Target	28,000	Total # of 9-1-1 calls Actual	27,030
		Variance Explanation (Calls Received)	new data system counts differently form older system

Total Number of Wireless 9-1-1 Calls received by PSAPs

Number of Wireless Calls Target	19,000	Number of Wireless Calls Actual	21,188
		Variance Explanation (Wireless)	

Number of Equipment Installations

# Equipment Installations Target	0	# Equipment Installations Actual	0
		Variance Explanation (Equipment)	

Number of Reported 9-1-1 Network Outages that equal or exceed two hours

Number of Reported Outages Target	0	Number of Reported Outages Actual	5
		Variance Explanation (Network Outage)	Significant cable cuts from a landowner building a fence and gas contractor boring through telephone cables in Pampa and others.

Percentage of Total dollar value of purchasing and contracts awarded to HUBs

Target Percentage	0.00%	Actual Percentage	0.05%
		Variance Explanation (Percentage Total)	

Number of PSAP Monitoring Visits

Number of PSAPs	11	Number of PSAPs Visits Actual	17
		Variance Explanation (PSAP Monitoring)	

Number of PSAPs transitioned to NG9-1-1 Systems

Number of PSAPs Target	22	Number of PSAPs NG911 Actual	21
		Variance Explanation (NG9-1-1)	closed a PSAP, Roberts County

Number of Texts Received

Number of Texts Received Target	500	Number of Texts Received Actual	1,771
		Variance Explanation (Texts Received)	

Amount of Time 9-1-1 System is Operational

Target Amount of Minutes - Month 1	44,640	Amount of Minutes Actual - Month 1	44,640
Target Amount of Minutes - Month 2	43,200	Amount of Minutes Actual - Month 2	43,200
Target Amount of Minutes - Month 3	44,640	Amount of Minutes Actual - Month 3	44,640
Total Amount of Minutes Target	132,480.00	Total Amount of Minutes Actual	132,480

% of GIS Errors

Total Features Month 1	140,922	Total Error Month 1	1,398
Total Features Month 2	140,937	Total Error Month 2	1,398
Total Features Month 3	141,175	Total Error Month 3	1,418
Total Features for the Quarter	423,034	Total Error for the Quarter	4,214
Total GIS% Error for the Quarter	1.00%		

Infosec

Completed Assessment in last 12 Months	No	Enter Date of Assessment	

Network Testing

# of Network Tests Performed by PSAP	1,205	# of Network Tests Performed by RPC	34

Narrative

Additional Narrative	Thanks Jessyka for your help!
Created By	Jessyka Vyner, 5/23/2022, 2:04 PM

Last Modified By   Michael Peters, 6/10/2022, 10:34 AM

Notes & Attachments

Copy of ATT SOUTHWEST ALIM SYSTEM AVAILABILITY_060322
- Type **File**
- Last Modified **Noah Gilliam**
- Description
- **Download**

SLA 5 View 1
- Type **File**
- Last Modified **Noah Gilliam**
- Description
- **Download**

FY22 Q3 GIS Data
- Type **File**
- Last Modified **Noah Gilliam**
- Description
- **Download**

PRPC Text Totals Q3
- Type **File**
- Last Modified **Michael Peters**
- Description
- **Download**

PRPC Class of Service Totals Q3
- Type **File**
- Last Modified **Michael Peters**
- Description
- **Download**

PRPC Call Totals Q3
- Type **File**
- Last Modified **Michael Peters**
- Description
- **Download**

Approval History
6/10/2022, 10:34 AM
- Status **Pending**
- Assigned To **9-1-1 Program Manager**
- Actual Approver **9-1-1 Program Manager**
- Comments

6/10/2022, 10:34 AM
- Status **Submitted**
- Assigned To **Michael Peters**
- Actual Approver **Michael Peters**
- Comments **Thanks, let us know if anything needs correction.**

Mike

Performance Categories
PC-0023857

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Perryton Police Department**
Date of Visit	**4/13/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023858

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Hall County Jail**
Date of Visit	**4/14/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023859

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Childress County Sheriffs Office**
Date of Visit	**4/14/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023860

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Collingsworth County Sheriffs Office**
Date of Visit	**4/14/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023861

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Lipscomb County Sheriffs Office**
Date of Visit	**4/13/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023863

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Sherman County Sheriffs Office**
Date of Visit	**4/12/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023862

Record Type	**PSAP Monitoring**

Account **Panhandle Regional Planning Commission**
PSAP **Hemphill County Sheriffs Office**
Date of Visit **4/13/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0023864

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **4/12/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0023865

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Moore County Sheriffs Office**
Date of Visit **4/12/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0023866

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Dallam County Sheriffs Office**
Date of Visit **4/12/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0023867

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hansford County Sheriffs Office**
Date of Visit **4/12/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0023868

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Parmer County Sheriffs Office**
Date of Visit **4/11/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0023869

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Borger Police Department**
Date of Visit **4/12/2022**
Was there a finding? **No**
Type of Finding

Resolution
Was this a Repeat Finding?

PC-0023870

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Tulia Police Department**
Date of Visit	**4/11/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023873

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Wheeler County Sheriffs Office**
Date of Visit	**4/7/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023871

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Castro County Sheriffs Office**
Date of Visit	**4/11/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023872

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Hereford Police Department**
Date of Visit	**4/11/2022**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0023874

Record Type	**Outages**
Account	**Panhandle Regional Planning Commission**
PSAP	**Pampa Police Department**
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	**Repaired/Resolved**
Was this a Repeat Finding?	

PC-0023875

Record Type	**Outages**
Account	**Panhandle Regional Planning Commission**
PSAP	**Hemphill County Sheriffs Office**
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	**Repaired/Resolved**
Was this a Repeat Finding?	

PC-0023876

Record Type	**Outages**

Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution **Repaired/Resolved**
Was this a Repeat Finding?

PC-0023877

Record Type **Outages**
Account **Panhandle Regional Planning Commission**
PSAP **Lipscomb County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution **Repaired/Resolved**
Was this a Repeat Finding?

PC-0023878

Record Type **Outages**
Account **Panhandle Regional Planning Commission**
PSAP **Hereford Police Department**
Date of Visit
Was there a finding?
Type of Finding
Resolution **Repaired/Resolved**
Was this a Repeat Finding?

Call Summary

Armstrong County SO

Borger PD

Carson County SO

Castro County SO

Childress Law Enforcement Center

(16 more PSAPs selected)

Year: 2022

Report Date:	06/01/2022 09:33:36
Report Date From:	03/01/2022
Report Date To:	05/31/2022
Period Group:	Month
Days Of Week:	All
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
NSI Filters:	NSI Included in 911 Totals
Agency Affiliation:	All

		March 2022	April 2022	May 2022	Total
911	Inbound	6,762	7,429	7,052	21,243
	Abandoned	1,259	1,194	1,563	4,016
	Abandoned %	15.70%	13.85%	18.14%	15.90%
	Unparsed	0	0	0	0
	Total	8,021	8,623	8,615	25,259
	Avg Call Duration	64.2	62.6	60.9	62.6
	Total	8,021	8,623	8,615	25,259

Memorandum

DATE: August 19th, 2022

TO: Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 9

Panhandle Regional 9-1-1 Application for Federal Assistance

BACKGROUND

The Legislature passed Senate Bill 8 during the third special session, which directed $13.3 billion of federal coronavirus relief funding, which the state received as part of the American Rescue Plan Act of 2021 (ARPA). A portion of that total, $150 million, was directed to The Commission on State Emergency Communication (CSEC) to fund the Next Generation 9-1-1 Service Fund that was created by House Bill 2911 during the Legislature's regular session.

CSEC is moving to make awards from grant funds to the Texas 9-1-1 entities for implementation of statewide NG9-1-1 Service. CSEC has created funding recommendations and provided project direction to the Councils of Government that would like to participate in the project. The primary funding focus for each region is to pay for Next Generation Core Services (NGCS) expenses for FY2023 and equipment and router replacement costs for FY2022 through FY2025.

We are following the recommended guidelines and requesting total funding of $1,551,569 to cover the costs of four projects. The cost breakdown and project details are explained in the attached Project Plan and Budget Plan for panhandle request.

RECOMMENDATION

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee authorize the submission of the necessary federal assistance grant documents and applications to the Commission on State Emergency Communications for Next Gen 9-1-1 Funding.

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9-1-1 ENTITY PROJECT PLAN

SB8 CORONAVIRUS STATE FISCAL RECOVERY FUND

9-1-1 Entity name(s): __Panhandle Regional Planning Commission__

9-1-1 Entity Authorized Agent Representative name (if applicable): _Dustin Meyer, Executive Director_

(If a 9-1-1 Entity authorized agent represents more than one 9-1-1 Entity, representative may submit a single combined Grant Application for all 9-1-1 Entities it represents as identified in the first row. Notwithstanding the preceding, a combined Grant Application must clearly identify and account for herein, and in the Budget Plan, each 9-1-1 Entity's subaward amount.)

INSTRUCTIONS: Provide an overarching description of NG9-1-1 Project. Divide NG9-1-1 Project into Subprojects (aligning with applicable Eligible Cost Category(ies) applicable to each Subproject and, as applicable existing contracts and future procurements to be funded in whole or in part with SB 8 Coronavirus State Fiscal Recovery Fund allotted grant funds).

For each Subproject comprising 9-1-1 Entity's NG9-1-1 Project, identify each Eligible Cost Category(ies). Total costs for all Subprojects, cannot exceed the total allotment awarded to 9-1-1 Entity by the Commission during open meeting.

(9-1-1 ENTITY'S PROJECT PLAN BEGINS ON FOLLOWING PAGE.)

9-1-1 ENTITY PROJECT PLAN

SECTION 1   Overarching Description of Project Plan

The Panhandle Regional Planning Commission would like to use SB8 Fiscal Recovery Funding for Next Generation 9-1-1 Service and replace call-handling systems, network (NG9-1-1 ESInet, and applications, with newer next generation 9-1-1 compliant hardware and applications.

SECTION 2   Overarching Project Plan—Detailed Subprojects

(Each listed Subproject must be included in Budget Plan. Total costs of all Subprojects, including internal direct costs and indirect costs, must not exceed total amount allotted to 9-1-1 Entity by the Commission.)

1. Next Generation 9-1-1 Core Services (NGCS) costs for FY23. $316,569
2. FY22 PSAP 9-1-1 Call Handling Systems and Applications $322,500
3. FY23 Network (NG9-1-1 ESInet) $140,000
4. FY25 PSAP 9-1-1 Call Handling Systems and Applications $772,500

SECTION 3   Project Plan/Subproject Explanatory Notes and Miscellaneous (including timeline by Subproject)

1. Next Generation 9-1-1 Core Services (NGCS) costs for FY23
   This project will pay for DIR/AT&T costs related to the Next Generation Core Services contract for Next Generation Call Routing and other functions of Next Generation.
2. FY22 PSAP 9-1-1 Call Handling Systems and Applications
   This projects proposes to replace the NG9-1-1 Call Handling Hardware and Software, in the front room, for the Panhandle Regional 9-1-1 Network covering 21 regional call centers that handle the traffic for 24 Counties within the Texas Panhandle. This area covers approximately 24,000 square miles.
3. FY23 Network (NG9-1-1 ESINET)
   This project proposes to replace the network routers that are beyond expected life expectancy with Next Generation Compliant Routers to route calls to the most appropriate call center reliably.
4. FY25 PSAP 9-1-1 Call Handling System sand Applications
5. This projects proposes to replace the NG9-1-1 Call Handling Hardware and Software, in the front and back room, for the Panhandle Regional 9-1-1 Network, covering 21 regional call centers that handle the traffic for 24 Counties within the Texas Panhandle. This area covers approximately 24,000 square miles.

TOTALS BY CATEGORY*

*See instructions worksheet, including for description of each Eligible Cost Category

Texas 9-1-1 Entity Name: Panhandle Regional Planning Commission	Network (NG9-1-1 ESInet)*	9-1-1 Call Routing & Location*	Geographic Information System (GIS)*	Next Generation 9-1-1 Core Services (NGCS)*	PSAP 9-1-1 Call Handling Systems and Applications*	Security*	Operations*	Operational Planning*	Other*	TOTALS BY SUBPROJECT
	$ 140,000.00	$ -	$ -	$ 316,569.00	$ 1,095,000.00	$ -	$ -	$ -	$ -	$ 1,551,569.00
9-1-1 Entity Subproject Name:* 1. Next Generation 9-1-1 Core Services (NGCS)				$ 316,569.00						$ 316,569.00
9-1-1 Entity Subproject Name: 2. FY22 PSAP 9-1-1 Call Handling Systems and Applications					$ 322,500.00					$ 322,500.00
9-1-1 Entity Subproject Name: 3. FY23 Network (NG9-1-1 ESInet)	$ 140,000.00									$ 140,000.00
9-1-1 Entity Subproject Name: 4. FY25 PSAP 9-1-1 Call Handling Systems and Applications					$ 772,500.00					$ 772,500.00
9-1-1 Entity Subproject Name:										$ -
9-1-1 Entity Subproject Name:										$ -
9-1-1 Entity Subproject Name:										$ -
9-1-1 Entity Subproject Name:										$ -
9-1-1 Entity Subproject Name:										$ -

TOTAL NG9-1-1 PROJECT $ 1,551,569.00

Memorandum

DATE: August 19th, 2022

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

FROM: John Schaumburg, Regional 9-1-1 Network GIS Manager

SUBJECT: Agenda Item 10

               Mapping Updates

BACKGROUND:

The 9-1-1 Network Mapping Department has been working to increase addressing accuracy in the Texas Panhandle. Since the last meeting, there have been over 550 changes, updates, or new features added to the sites/structures address point layer of the map. These changes have been added to the 9-1-1 workstations. These updates should allow a landline call or text entry search to provide more precise location for the dispatchers.

In July, the 9-1-1 Network received its 'Fiscal Year 21 Initial Compliance Report,' which is a document provided by the Commission on State Emergency Communications (CSEC) to assess potential risks within the respective 9-1-1 entities throughout the state. As you can view on the attached report, the Panhandle Regional 9-1-1 Network's mapping and database data was assessed as "Low Risk" in all mapping/database categories.

In August, the 9-1-1 Network Mapping Department completed the upgrade to ArcGIS Desktop 10.8.2, which is the latest acceptable version of the software compatible with our equipment. This upgrade is believed to allow for mapping capabilities until the end of life of the ArcGIS Desktop software in 2026.

RECOMMENDATION:

This is an information item only.

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Fiscal Year 2021 Initial Compliance Risk Review

Regional Planning Commission/COG:	Panhandle Regional Planning Commission
Initial Risk Rating:	Low Risk
Date:	Tuesday, June 28, 2022
Compliance Manager:	Noah Gilliam

The following criteria were considered when reviewing RPC 9-1-1 program performance:

- · FY 2021 Database Statistics
- · FY 2021 EGDMS Statistics
- · FY 2021 Quarterly Performance Reports
- · FY 2021 Financial Summary Reports

SCORING

Call Database and EGDMS Statistics

ID	Risk Factor	Actual Result	Risk Assessed	Response Required
1	The average number of telephone numbers in error in the 9-1-1 database was more than 0.44%	1.35%	Low Risk	The RPC successfully transitioned to NG9-1-1 during the year. The transition resulted in the RPC not having access to reporting necessary features for a limited time. As a result, this risk has been removed.
2	Number of referred database errors left pending more than 30 days exceeds 0.24%	0.12%	Low Risk	No
3	The average number of fictitious telephone numbers exceeds 0.99%	0.00%	Low Risk	No
4	The total percentage of No Record Found ALI bids exceeds 1.24%	0.81%	Low Risk	No
5	The ALI to Road Center Line match rate was greater than 98.00%	99.80%	Low Risk	No
6	Critical errors were reduced by a minimum of 99.50%	100.00%	Low Risk	No
7	The region converted to the CSEC NG9-1-1 GIS Data Standard	Yes	Low Risk	No
8	The region populated the required fields within the authoritative boundary and road center line layers.	Yes	Low Risk	No

Local Monitoring of Public Safety Answering Points (PSAPs)

ID	Risk Factor	Actual Result	Risk Assessed	Response Required
9	Monitoring was done per Strategic Plan	Yes	Low Risk	No
10	Findings made by CSEC during Quarterly Performance Report validation process	Yes	Risk	Yes - Please provide response below as RPC failed to validate call volume for FY21 Q3 & Q4.
11	RPC reported unresolved PSAP findings lasting longer than six months	No	Low Risk	No

Financial Risk

ID	Risk Factor	Actual Result	Risk Assessed	Response Required
12	Percentage of Admin budget expended is less than 90% or more than 100%.	89.97%	Risk	Yes - please provide response below.
13	Percentage of Program budget expended is less than 75% or more than 100%.	76.62%	Low Risk	No
14	Percentage of overall budget spent on administrative costs exceeds 12.5 % if greater than $100,000	4.12%	Low Risk	No