Panhandle Regional 9-1-1 Network Advisory Committee

Friday
November 11th, 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, November 11th, 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/20221111.pdf or by zoom Meeting ID: 832 1013 8735 Passocode 918113 https://us02web.zoom.us/j/83210138735?pwd=WDM4a2cyQmFycEFqWmFwRzg3eklDQT09

AGENDA

1. **Call to Order**

2. **Introductions**

3. **Minutes**
   Consideration of Approval of the Minutes From the Last Meeting Held on August 19th, 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. **9-1-1 Equipment and Software Maintenance Renewal Contract**
   Discuss and Consider for Approval, a maintenance contract for 9-1-1 support.

8. **FY2022 4th Quarter Performance Report**
   Discuss and Consider for Approval, the Panhandle Regional 9-1-1 Network Performance Report for the Fourth Quarter of FY2022 Covering the Months of June, July and August.

9. **Mapping Updates**
   A Review of Mapping Accomplishments Since our August Meeting.

10. **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

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PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

August 19, 2022

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, August 19th, 2022 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Robin Grice, Moore County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Melissa Anderson, Armstrong County; Kent Riley, Collingsworth County Sheriff's Office; Jeannie Rogers, Tulia Police Department; Vance Easley, Childress County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Nick Yara, Perryton Police Department; Vicki Groneman, Oldham County Sheriff's Office; Michele Griffin, Dallam County Sheriff's Office.

MEMBERS ABSENT:

Brandy Perez, Parmer County Sheriff's Office; Cheryl Phillips, Donley County Sheriff's Office; Lance Richburg, Pampa Police Department; Sal Rivera, Castro County Sheriff's Office; Kara Lee, City of Borger; Manuel Almanza, AT&T Representative; Misty Garrett, Hansford County Sheriff's Office; Landon Swan, Hereford Police Department; John Worthington, Lipscomb County Sheriff's Office; Johnny Carter, Wheeler County Sheriff's Office; Kimberly Weatherly, Sherman County; Kyle Ray, Windstream Representative; Mark Garcia, Suddenlink Representative; 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; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Khasi Campos, Regional 9-1-1 Network Program Specialist.

NON-MEMBERS PRESENT:

Ted Allen, Sherman County Sheriff's Office.

1. **CALL TO ORDER**

   Vance Easley called the meeting to order at 2:01 p.m.

2. **INTRODUCTIONS**

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

3. **MINUTES**

   Members considered the minutes from the May 13th, 2022 meeting of the Regional 9-1-1 Network Advisory Committee. Edye Rogers made a motion to accept the minutes and the motion was seconded by, Michele Griffin. 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**

   Mike Peters 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**

   Mike Peters updated the committee on current 9-1-1 public education activities in the region. No action was required.

7. **ORGINATING SERVICE PROVIDER TESTING**

   Mike Peters reported on the OSP Testing Project for the Panhandle Region. No action was required.

8. FY2022 3rd QUARTER PERFORMANCE REPORT

Mike Peters submitted and recommended 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. Kalee Massey, made a motion to approve the third quarter performance report, and Robin Grice, seconded the motion. The motion carried unanimously.

9. REGIONAL 9-1-1 APPLICATION FOR FEDERAL ASSISTANCE

Mike Peters discussed with the committee and recommended approval for, an Application for Federal Assistance. Sheriff Ted Allen made a motion to approve, and Edye Rogers seconded the motion. The motion carried unanimously.

10. REGIONAL 9-1-1 NETWORK MAPPING UPDATES

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

11. OPEN DISCUSSION

The next meeting scheduled is for Friday, November 11th, 2022 at 2:00 p.m.

12. ADJOURNMENT

There being no further business to come before the Committee, Kent Riley made a motion to adjourn, and Michele Griffin seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:53 p.m.

PANHANDLE
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Memorandum

DATE: November 11th, 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.

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PANHANDLE
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Memorandum

DATE: November 11th, 2022

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

FROM: Mandi Jones, Regional 9-1-1 Program Specialist

SUBJECT: Agenda Item 5
Panhandle Regional 9-1-1 Network Training Opportunities

BACKGROUND:

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

LEARNING OPPORTUNITIES

We are working on a new website www.Panhandle911.org
This website offers training information available to TCs at their stations. We are developing walk throughs, documents, and tutorials that will be available at the click of a mouse for new and veteran dispatchers. This will aide in consistency among all panhandle PSAPS. Suggestions for training topics is encouraged.

TCPR training is suggested through TCOLE, but is not mandatory for this training cycle.

RAPID SOS

We are working with Rapid SOS to ensure each PSAP has an active account and we will be able to assist each dispatcher in using correct log-in credentials.

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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PANHANDLE
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Memorandum

DATE: November 11th, 2022

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

FROM: Mandi Jones, 9-1-1 Program Specialist

SUBJECT: Agenda Item 6
Panhandle Regional 9-1-1 Network Public Education Activities

BACKGROUND:

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

WHAT WENT ON:

- Trunk or Treat – Moore County

COMING UP:

- Farm and Ranch Show
  - Nov 29th-Dec 1st – Amarillo Civic Center 9 am – 5 pm

RECOMMENDATION:

Information item only, no action required.

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PANHANDLE
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Memorandum

DATE: November 11th, 2022

TO: Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 7

9-1-1 Equipment and Software Maintenance Renewal Contract

BACKGROUND

Since 2009, the Panhandle Regional Planning Commission has maintained contract services for software support, telephone support and antivirus updates from Intrado Life & Safety Solutions Corporation. The existing contract expires on 10-31-2022. The proposed contract would be for two years, beginning 11-1-2022 and expiring 10-31-2024 and is attached for your review. This pricing proposal is $110,069 annually through a procurement contract with HGAC Buy.

If we choose to maintain this support contract, it allows newer software versions at no additional cost. Typically, the best benefit of this service is to correct any software issues that may develop and to future-proof the technology.

This contract also provides a 24x7-support hotline to remedy any issues that staff or the local technicians cannot immediately solve. The help desk has the ability to troubleshoot at a much higher level with access to system engineers and software developers.

Lastly, the maintenance contract provides mailed antivirus updates for all computers and servers, as the 9-1-1 network is restricted from the internet.

RECOMMENDATION:

Staff recommends the Panhandle 9-1-1 Network Advisory Committee Recommend support to the PRPC Board of Directors to enter into a contract with Intrado Life and Safety Solutions Corporation.

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Company Name: Intrado Life & Safety Solutions Corporation

Maintenance Renewal

for

Panhandle Regional Planning Commission, TX

(Direct Sale – HGAC Buy Contract #EC07-20)

Quote Number: 71015

Version: 2

October 6, 2022

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

Summary - PRPC

Item	Cost
Maintenance & MapFlex Renewal	$220,138.00
Total:	**$220,138.00**

Year	System	Professional Services	Recurring Services	Maintenance Services	Totals
Year 1				$110,069.00	**$110,069.00**
Year 2				$110,069.00	**$110,069.00**
Totals				**$220,138.00**	**$220,138.00**

Configuration Details – PRPC

Site Configuration

Total Positions	43
AntiVirus	75

Item#	Description	Qty	List Price	Selling Price	Total
Total Protection Services					
P10349	Total Protection Service, Primary Position - Year 1	43	$2,500.00	$2,500.00	$107,500.00
P10349	Total Protection Service, Primary Position - Year 2	43	$2,500.00	$2,500.00	$107,500.00
				Subtotal	**$215,000.00**
MapFlex Maintenance Services					
MF-SRV-SUP	MapFlex Server Support & Maintenance - Year 1	1	$2,569.00	$2,569.00	$2,569.00
MF-SRV-SUP	MapFlex Server Support & Maintenance - Year 2	1	$2,569.00	$2,569.00	$2,569.00
				Subtotal	**$5,138.00**
				Total	**$220,138.00**

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Notes

1 This quote provides pricing to renew the customer's maintenance service agreement for 43 call-taking positions to Total Protection Service for the coverage period November 1, 2022 - October 31, 2024.

Intrado is not responsible for troubleshooting and maintenance for the customer-provided workstations and object servers currently in place.

MapFlex Server renewal also for coverage period November 1, 2022 - October 31, 2024 (years 2 and 3).

Previous quote: 52539 v2

In the event any Local Government fails to appropriate or budget funds for the purposes as specified in this Agreement, the Agreement as to that Local Government is terminated. The Local Government agrees to provide a written notice to the parties in the event this situation should occur

	Site	Position Count
	PRPC HQ Host	0
1	**Pampa PD - Host**	2
2	Armstrong County SO	2
3	Borger PD	3
4	Carson County SO	2
5	Castro County SO	2
6	Childress Law Enforcement Center	2
7	Collingsworth County SO	2
8	Dallam County Jail	2
9	Donley County SO	2
10	Hall County SO	2
11	Hansford County SO	2
12	Hemphill County SO	2
13	Hereford PD	2
14	Lipscomb County SO	2
15	Moore County SO	2
16	Oldham County SO	2
17	Parmer SO	2
18	Perryton PD	2
19	Sherman County SO	2
20	Tulia PD	2
21	Wheeler County SO	2
	Roberts County decommissioned in 2021	0
		43

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2 **Total Protection Service provides:**

- 24/7 VIPER Alarm (NOC) Monitoring
- 24/7 Remote Technical Support
- Access to all product software updates, enhancements, and new feature releases.
- Access to all future Call Handling platform upgrades at no additional cost.
- Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak
- performance for the duration of system life cycle.
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard Intrado supplied Cisco LAN switches

Conditions not covered under this Service offering

- On-site support services are not included, but available for separate purchase.
- Customer is responsible for the installation of all software maintenance releases, unless On-Site Maintenance Services are purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will assign personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current rate for such Professional services.
- Installation support for Call Handling platform upgrades. Installation services can be purchased separately from Intrado.
- Assistance with third-party software or hardware not provided by Intrado.
- Assistance with user configuration, usage scenarios, and items covered in standard end user training or operating manuals provided to the customer. Support for these subjects is available through purchase of end-user training curriculum.
- Assistance with Geographic Information Systems (GIS) data updates performed by the end user or resulting problems.
- Replacement of non-operational hardware not provided by Intrado.
- Replacement of non-operational workstation monitors.
- Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.Installation of the replacement hardware, unless On-Site Maintenance Services are purchased.

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Terms

VENDOR NAME	**Intrado Life & Safety Solutions Corporation** Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	ordermanagement.safetyservices@west.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2010
PAYMENT	Per Contract In the event any Local Government fails to appropriate or budget funds for the purposes as specified in this Agreement, the Agreement as to that Local Government is terminated. The Local Government agrees to provide a written notice to the parties in the event this situation should occur. *(Approved by Brian Galligan, Intrado Finance*
DELIVERY	TBD
VALIDITY	**Quote expires on April 4, 2023** However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety Solutions Corporation and is offered solely for the purpose of evaluation.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised

Intrado

Product Bulletin

NPA-SERVICES-2021-TOTAL PROTECTION SERVICE

MAINTENANCE & SUPPORT SERVICES UPDATES

SEPTEMBER 15, 2021

Introduction

Intrado is pleased to announce the introduction of a new bundled Total Protection Service offering. Intrado's Total Protection Service provides complete end-to-end, hardware and software support services for your Intrado VIPER system and family of Intrado Call Handling products. Total Protection Service also provides peace of mind through predictable annual full-service maintenance costs, that include access to software maintenance releases and software platform upgrades as well as hassle-free hardware replacements or updates to ensure your Intrado VIPER operates at optimum system performance 24/7 – 365 days a year, year after year.

Availability

Not included as part of standard warranty, this service is a mandatory requirement for the receipt of technical support.

About Total Protection Service

Total Protection Service includes:

- 24/7 VIPER Alarm (NOC) Monitoring
- 24/7 Remote Technical Support
- Access to all product software updates, enhancements, and new feature releases.
- Access to all future Call Handling platform upgrades at **no additional cost** [i]
- **$0** Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak performance for the duration of system life cycle.[ii]
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard Intrado supplied Cisco LAN switches

Intrado Responsibilities

- 24/7 Remote Monitoring of customer based PSAP Equipment and contacting either the PSAP directly or their assigned on-site service personnel upon receipt of the alarm.
- Respond to service requests and/or alarms based on appropriate severity level response goals.
- Apply technical expertise, knowledge and resources to restore system to functionality, or assist customer to apply the identified fix.
- Communicate progress and resolution with the specific customer contact.
- Provide customers with product bulletins announcing the availability of software releases and deliver software as requested.
- If a Hardware component has been determined to be non-operational, initiate the replacement of the item, providing a pre-printed return label to the customer for use in their return of the original non-functioning unit back to Intrado.

Customer Responsibilities

- High-speed network access.
- Firewall and/or VPN appliances required for remote access and alarm monitoring.
- Collaborate with Intrado for the establishment of business rules regarding alarm notifications and escalation conditions within the VIPER Alarm Monitoring configuration.
- Log all additional non-alarm related requests for assistance directly with the Intrado Technical Support Center, either through the toll-free hotline, email or the online portal.
- Designation of customer contact points or the assigned on-site service personnel.
- Ensure that the individual requesting support is appropriately trained and knowledgeable regarding the operation of the System.
- Allow Intrado remote access to obtain system availability and performance data.
- Notify Intrado before performing any activity that may impact the System (including software installation, hardware upgrades, network upgrades or de-activation).
- If a Hardware replacement unit has been provided by Intrado, the customer will return the non-functioning unit within 30 days of new item receipt.

Conditions not covered under this Service offering

- On-site support services are not included, but available for separate purchase.
- Customer is responsible for the installation of all software maintenance releases, unless On-Site Maintenance Services are purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will assign personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current rate for such Professional services.
- Installation support for Call Handling platform upgrades. Installation services can be purchased separately from Intrado.
- Assistance with third-party software or hardware not provided by Intrado.
- Assistance with user configuration, usage scenarios, and items covered in standard end user training or operating manuals provided to the customer. Support for these subjects is available through purchase of end-user training curriculum.
- Assistance with Geographic Information Systems (GIS) data updates performed by the end user or resulting problems.
- Replacement of non-operational hardware not provided by Intrado.
- Replacement of non-operational workstation monitors.
- Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.
- Installation of the replacement hardware, unless On-Site Maintenance Services are purchased.

Reinstatement of Total Protection Services

- If Total Protection Service coverage lapses, the customer's access to the Intrado Support Center and software updates will be discontinued, until the following reinstatement criteria is met:
  - Payment for the lapsed period at the prevailing per-seat rate, in addition to the purchase of Total Protection Services for the current coverage period.

Ordering Information

Part Number	Description	Price (Non-Discountable)
P10349	Total Protection Service – Primary Position	$2,500 per position / year
P10350	Total Protection Service – Dark Back-up Position	$250 per position / year

For any questions regarding this new product announcement, please contact your Intrado Account Executive.

END - RS

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[i] *A Hardware refresh may be required after Year 7 in order to access next generation Call Handling platform upgrades.*

[ii] *All Total Protection support services including hardware replacements will continue after year 7, but a 10% rate escalator will be applied to "bridge" renewals beyond the 7th year of the system Lifecyle until a Hardware refresh is performed.*

PANHANDLE
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Memorandum

DATE: November 11th, 2022

TO: Regional 9-1-1 Network Advisory Committee

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

SUBJECT: Agenda Item 8

FY2022 4rd 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 Q4 performance report covering June, July and August.

- There were 27,702 9-1-1 calls received from the 21 regional call centers of with 15,921 being wireless or 57.47%, this number is skewed due to an error with our reporting system showing 7,078 calls with no class of service.
- Staff monitored seventeen Public Service Answering Points (PSAPs) with no findings.
- PSAP staff and PRPC staff performed 1,236 Network test calls.
- There were three outages during this quarter.
- The region received 1,760 text messages during this period, with the vast majority as test texts.

"Attachments", FY22 Q4 Performance Report, Call Statistics

RECOMMENDATION

Staff recommends that the 9-1-1 Advisory Committee accept the performance report as submitted for the fourth quarter of FY 2022 covering June, July, and August.

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Class of Service

Armstrong County SO
Borger PD
Carson County SO
Castro County SO
Childress Law Enforcement Center
(16 more PSAPs selected)
Year: 2022

Report Date:	09/09/2022 11:00:52
Report Date From:	06/01/2022
Report Date To:	08/31/2022
Period Group:	All
Call Type:	911 Calls
Abandoned Filters:	Include Abandoned
Agency Affiliation:	All

Class	PSAP	
	Call Count	**%**
BUSN	1931	7.44 %
CNTX	0	0.00 %
COIN	0	0.00 %
No Class of Service	7078	27.28 %
OTHER	0	0.00 %
PAYP	0	0.00 %
PBX	105	0.40 %
RESD	0	0.00 %
TLMA	0	0.00 %
Unparsed 911	0	0.00 %
VOIP	907	3.50 %
WPH0	0	0.00 %
WPH1	4351	16.77 %
WPH2	11570	44.60 %
TOTALS	**25942**	

		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	1,760
		Variance Explanation (Texts Received)	

Amount of Time 9-1-1 System is Operational

Target Amount of Minutes - Month 1	43,200	Amount of Minutes Actual - Month 1	43,200
Target Amount of Minutes - Month 2	44,640	Amount of Minutes Actual - Month 2	44,640
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	141,306	Total Error Month 1	1,183
Total Features Month 2	141,408	Total Error Month 2	1,141
Total Features Month 3	141,502	Total Error Month 3	1,142
Total Features for the Quarter	424,216	Total Error for the Quarter	3,466
Total GIS% Error for the Quarter	0.82%		

Infosec

Completed Assessment in last 12 Months	No	Enter Date of Assessment	

Network Testing

# of Network Tests Performed by PSAP	1,202	# of Network Tests Performed by RPC	34

Narrative

Additional Narrative	If anything else is needed, please let us know. Thank you!		
Created By	Jessyka Vyner, 6/28/2022, 3:26 PM	Last Modified By	Michael Peters, 9/12/2022, 11:44 AM

Notes & Attachments

Class of Service Totals PRPC Q4

Type **File**
Last Modified **Michael Peters**
Description
Download

Call Count Summary Totals PRPC Q4

Type **File**
Last Modified **Michael Peters**
Description
Download

Text Totals PRPC Q4

Type **File**
Last Modified **Michael Peters**
Description
Download

FY22 Q4 ATT System Availability

Type **File**
Last Modified **Jessyka Vyner**
Description
Download

FY22 Q4 GIS Data

Type **File**
Last Modified **Jessyka Vyner**
Description
Download

Approval History

9/12/2022, 11:44 AM

Status **Pending**
Assigned To **9-1-1 Program Manager**
Actual Approver **9-1-1 Program Manager**
Comments

9/12/2022, 11:44 AM

Status **Submitted**
Assigned To **Michael Peters**
Actual Approver **Michael Peters**
Comments **Thank you Jessyka! If you need anything, please let us know.**

Performance Categories

PC-0024467

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Tulia Police Department**
Date of Visit **7/7/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024468

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Borger Police Department**
Date of Visit **7/8/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024462

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hansford County Sheriffs Office**
Date of Visit **6/16/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024463

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Parmer County Sheriffs Office**
Date of Visit **6/15/2022**

Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024464

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hemphill County Sheriffs Office**
Date of Visit **6/22/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024465

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hall County Jail**
Date of Visit **6/30/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024466

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hereford Police Department**
Date of Visit **7/5/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024469

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Pampa Police Department**
Date of Visit **8/17/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024470

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Carson County Sheriffs Office**
Date of Visit **8/17/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024478

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Wheeler County Sheriffs Office**
Date of Visit **8/25/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024471

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **8/25/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024472

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Castro County Sheriffs Office**
Date of Visit **7/14/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024473

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **8/5/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024474

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Donley County Sheriffs Office**
Date of Visit **8/8/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024475

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Childress County Sheriffs Office**
Date of Visit **8/8/2022**
Was there a finding? **No**

Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024476

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hall County Jail**
Date of Visit **8/8/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024477

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Donley County Sheriffs Office**
Date of Visit **8/25/2022**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0024554

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

PC-0024555

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

PC-0024556

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

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PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: November 11th, 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 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 2,200 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.

The 9-1-1 Network addressing database has been completely migrated into the new AT&T solution. This operation has been in the works for several months to remove additional steps that were slowing the streamline of GIS data uploads and processing. Unfortunately, there have been several bugs and issues since the transition, but as we continue to work with the database, more errors become apparent and then they are addressed.

The 9-1-1 Network has met with multiple agencies regarding response boundaries. Updates were made to Wheeler County's Emergency Service Number (ESN) boundary data. This was the first time that the mapping department has created or made major updates to the ESN boundary since the initial migration into the ESInet. So far, everything appears to have worked properly, and we are awaiting the latest database extract, and quality control reports thereafter.

RECOMMENDATION:

This is an information item only.

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