

## **NOTICE OF MEETING**

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, August 18<sup>th</sup>, 2023 at 2:00 p.m. in the Board Room, Panhandle Regional Planning Commission, 415 Southwest 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/20230818.pdf>.

### **AGENDA**

1. **Call to Order**
2. **Introductions**
3. **Minutes**  
Consideration of Approval of the Minutes From the Last Meeting Held on May 26th, 2023.
4. **Director's Report**  
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **Panhandle Regional 9-1-1 FY24-FY28 Strategic Plan Funding Request**  
Discuss and Consider recommend for approval the FY24 – FY28 Funding Request
6. **FY2023 3rd Quarter Performance Report**  
Discuss and Consider for Approval, the Panhandle Regional 9-1-1 Network Performance Report for the Third Quarter of FY2023 Covering the Months of March, April, and May.
7. **Purchase of Regional 9-1-1 Uninterruptable Power Supply Units**  
Discuss and Consider for approval the purchase of uninterruptable power supply units.
8. **Purchase of Regional 9-1-1 Call Recorders**  
Discuss and Consider for Approval the Purchase of Regional Call Recorders
9. **Training Opportunities**  
Staff Report on Emergency Communication Training Opportunities in the Region.
10. **Public Education Activities**  
Staff Report on Public Education Activities in the Region.
11. **Mapping Updates**  
A Review of Mapping Accomplishments Since our May Meeting.
12. **Subcommittee for Rating System and Review of Equipment Proposals**  
Discuss and Consider the Establishment of a Subcommittee to Rate Equipment Replacement Proposals.
13. **Nominations and Elections of Officers**
14. **Open Discussion**
  1. Open Discussion
  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 \_\_\_\_\_, 2023, at 415 Southwest Eighth Avenue, Amarillo, Texas, at \_\_\_\_\_ a.m./p.m.

\_\_\_\_\_  
Khasi Campos

## **PANHANDLE REGIONAL 9-1-1 NETWORK**

### **ADVISORY COMMITTEE**

#### **Minutes**

**May 26, 2023**

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, May 26th, 2023 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

#### **MEMBERS PRESENT:**

Vance Easley, Childress County Sheriff's Office; Jeannie Rogers, Tulia Police Department; Kalee Massey, Carson County Sheriff's Office; Michele Griffin, Dallam County Sheriff's Office; Nick Yara, Perryton Police Department; Lance Richburg, Pampa Police Department; Vicki Groneman, Oldham County Sheriff's Office; Melissa Anderson, Armstrong County; Misty Garrett, Hansford County Sheriff's Office.

#### **MEMBERS ABSENT:**

Cheryl Cano, Hemphill County Sheriff's Office; Sal Rivera, Castro County Sheriff's Office; Kara Lee, City of Borger; Cheryl Phillips, Donley County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office; Manuel Almanza, AT&T Representative; Landon Swan, Hereford Police Department; Ty Lane, Lipscomb County Sheriff's Office; Johnny Carter, Wheeler County Sheriff's Office; Kyle Ray, Windstream Representative; Mark Garcia, Suddenlink Representative; Brandy Perez, Parmer County Sheriff's Office; Kimberly Weatherly, Sherman County.

#### **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; Mandi Jones, Regional 9-1-1 Network Program Specialist; Khasi Campos, Regional 9-1-1 Network Program Specialist.

#### **NON-MEMBERS PRESENT:**

Bret Wilson, Parmer County Sheriff's Office; Rhonda Scott, Wheeler County Sheriff's Office; Kirsten Williams, Hereford Police Department.

**1. CALL TO ORDER**

Vance Easley 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 February 17th, 2023 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 FY2024 & FY2025 STAGE 2A OF THE STRATEGIC PLAN**

Mike Peters discussed and recommended for approval the Panhandle Regional 9-1-1 Network Stage 2A for FY2024 and FY2025 for the CSEC Strategic Planning Process. Kalee Massey, made a motion to approve the Strategic Plan, and Edye Rogers, seconded the motion. The motion carried unanimously.

**6. FY2023 2<sup>nd</sup> QUARTER PERFORMANCE REPORT**

Mike Peters submitted and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the second quarter of FY2023 covering the months of December, January, and February. Lance Richburg, made a motion to approve the second quarter performance report, and Michele Griffin, seconded the motion. The motion carried unanimously.

**7. LEGISLATIVE UPDATES**

Mike Peters gave a report of Criminal Justice and Emergency Communication Bills currently with the Texas House and Senate. No action was required.

**8. REGIONAL 9-1-1 NETWORK RURAL TRAINING OPPORTUNITIES**

Mandi Jones informed the committee about recent emergency communication training opportunities in the region. No action was required.

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

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

#### **10. REGIONAL 9-1-1 NETWORK MAPPING UPDATES**

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

#### **11. OPEN DISCUSSION**

The next meeting scheduled is for Friday, August 11th, 2023 at 2:00 p.m.

#### **12. ADJOURNMENT**

There being no further business to come before the Committee, Kalee Massey made a motion to adjourn, and Rhonda Scott seconded the motion. The motion carried unanimously and the meeting was adjourned at 3:08 p.m.

# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Panhandle Regional 9-1-1 Network Advisory Committee  
**FROM:** Michael Peters, Deputy Executive Director / Regional 9-1-1 Director  
**SUBJECT:** Agenda Item 4  
Director's Report

Oral report regarding current and future program activities.

# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Panhandle Regional 9-1-1 Network Advisory Committee  
**FROM:** Michael Peters, Deputy Executive Director / Regional 9-1-1 Director  
**SUBJECT:** Agenda Item 5  
Panhandle Regional 9-1-1 FY24-FY28 Strategic Plan Funding Request Approval

## **BACKGROUND**

In concurrence with the legislative session, the Commission on State Emergency Communications (CSEC) has completed its projection of funds to be allocated to 9-1-1 statewide and provided the PRPC 9-1-1 Program with initial allocation figures. Prior to receiving funds for FY2024 and FY2025, we must submit, and have approved, a strategic planning budget request for FY2024 – FY2028. In years past, this has been done with paper documents, it is now submitted online through the CSEC funded Salesforce program management website online.

**Requested funding for each of the 5 years is as follows:**

	<b>Administration</b>	<b>Equipment</b>	<b>Program</b>	<b>Total</b>
<b>FY24</b>	<b>\$159,263</b>	<b>\$ 85,000</b>	<b>\$1,614,004</b>	<b>\$1,858,267</b>
<b>FY25</b>	<b>\$163,357</b>	<b>\$150,000</b>	<b>\$1,705,601</b>	<b>\$2,018,958</b>
<b>FY26</b>	<b>\$167,613</b>	<b>\$ 0</b>	<b>\$1,745,917</b>	<b>\$1,913,530</b>
<b>FY27</b>	<b>\$172,043</b>	<b>\$440,000</b>	<b>\$1,769,709</b>	<b>\$2,381,752</b>
<b>FY28</b>	<b>\$176,651</b>	<b>\$ 10,000</b>	<b>\$1,793,262</b>	<b>\$1,979,913</b>

The strategic plan represents funding requests for the next biennium FY 2024 and FY 2025 and estimates for the following three years.

The equipment totals are calculated from the 10-year PRPC equipment replacement schedule that is guided by Program Policy Statements that have recommended life cycles of each type of eligible equipment. The current schedule ranges from FY24 until FY33.

Due to the short turnaround of submission and funding approval, the actual contract figures will be addressed when the Commission on State Emergency Commission approves our final budget and funding request.

**RECOMMENDATION:**

Staff recommends the 9-1-1 Advisory Committee accept the FY24-FY28 Panhandle Regional 9-1-1 Network Strategic Plan and authorize its submission to the PRPC Board of Directors for approval.

Attachment: FY24 – FY28 Budget with Budget Detail Report

Budgets with Budget Detail Report

As of 2023-07-19 14:33:47 Central Standard Time/CST • Generated by Michael Peters

Category ↑	Subcategory ↑	Program Type	Budget Detail Name	County: County Name	Stage 2B - Year 1	Stage 2B - Year 2	Stage 2B - Year 3	Stage 2B - Year 4	Stage 2B - Year 5
Admin	Contract Services		Det-25076	*Regional	\$82,251	\$83,074	\$83,904	\$84,744	\$85,591
	Subtotal	Sum			\$82,251	\$83,074	\$83,904	\$84,744	\$85,591
		Count	1						
	Indirect Expense		Det-25059	*Regional	\$77,012	\$80,283	\$83,709	\$87,299	\$91,060
	Subtotal	Sum			\$77,012	\$80,283	\$83,709	\$87,299	\$91,060
		Count	1						
Subtotal		Sum			\$159,263	\$163,357	\$167,613	\$172,043	\$176,651
		Count	2						
Equipment			Det-25188	*Regional	\$85,000	\$150,000	\$0	\$440,000	\$10,000
	Subtotal	Sum			\$85,000	\$150,000	\$0	\$440,000	\$10,000
		Count	1						
Subtotal		Sum			\$85,000	\$150,000	\$0	\$440,000	\$10,000
		Count	1						
Program	Ancillary Equipment Maint	Recorders	Det-26057	Deaf Smith	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26058	Dallam	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26059	Collingsworth	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26060	Childress	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26061	Castro	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26062	Carson	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26063	Armstrong	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Power - Generators	Det-26064	*Regional	\$800	\$800	\$800	\$800	\$800
		Power - Generators	Det-26065	*Regional	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
		Recorders	Det-26066	Gray	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26067	Wheeler	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26068	Wheeler	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26069	Sherman	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26070	Parmer	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26071	Oldham	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26072	Ochiltree	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26073	Moore	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26074	Lipscomb	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26075	Hutchinson	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26076	Hemphill	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26077	Hansford	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26078	Hall	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
		Recorders	Det-26079	Donley	\$1,394	\$1,394	\$1,394	\$1,394	\$1,394
	Subtotal	Sum			\$32,074	\$32,074	\$32,074	\$32,074	\$32,074
		Count	23						
	Core Functions	Managed Services	Det-25077	*Regional	\$313,814	\$313,814	\$313,814	\$313,814	\$313,814
	Subtotal	Sum			\$313,814	\$313,814	\$313,814	\$313,814	\$313,814
		Count	1						
	Equipment Maintenance	CPE Hardware	Det-24992	Gray	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500
		CPE Software	Det-25002	Hall	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25004	Hall	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25017	Wheeler	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Software	Det-25018	*Regional	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600
		CPE Software	Det-25019	Hansford	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Software	Det-25020	Hansford	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25021	Hansford	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25022	Hemphill	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25024	Hemphill	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25037	Hutchinson	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500



		CPE Hardware	Det-25039	Hutchinson	\$5,450	\$5,450	\$5,450	\$5,450	\$5,450
		CPE Software	Det-25043	Lipscomb	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25045	Lipscomb	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25046	Moore	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25048	Moore	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Hardware	Det-25050	Wheeler	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25078	Parmer	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25080	Parmer	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25081	Sherman	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Software	Det-25082	Ochiltree	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25084	Ochiltree	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25085	Oldham	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25087	Oldham	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Hardware	Det-25089	Sherman	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25090	Swisher	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25125	Swisher	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Hardware	Det-25126	*Regional	\$16,250	\$16,250	\$16,250	\$16,250	\$16,250
		CPE Software	Det-25141	Armstrong	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25143	Armstrong	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25144	Carson	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25146	Carson	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25147	Castro	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25149	Castro	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25160	Childress	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25162	Childress	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25163	Collingsworth	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25165	Collingsworth	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25166	Dallam	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25168	Dallam	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25169	Deaf Smith	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25174	Deaf Smith	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25175	Donley	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Hardware	Det-25185	Donley	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500
		CPE Software	Det-25186	Gray	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		CPE Software	Det-25187	Gray	\$2,600	\$2,600	\$2,600	\$2,600	\$2,600
		Routers - Network	Det-26385	Gray	\$2,400	\$2,400	\$2,400	\$2,400	\$2,400
	Subtotal	Sum			\$239,800	\$239,800	\$239,800	\$239,800	\$239,800
		Count	47						
	GIS	Supplies	Det-25051	*Regional	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500
		Licenses	Det-25052	*Regional	\$13,100	\$13,100	\$13,100	\$13,100	\$13,100
		Licenses	Det-25053	*Regional	\$6,150	\$6,150	\$6,150	\$6,150	\$6,150
		Training	Det-25054	*Regional	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
	Subtotal	Sum			\$31,750	\$31,750	\$31,750	\$31,750	\$31,750
		Count	4						
	Legacy Network	End Office Trunks	Det-25014	Hutchinson	\$1,875	\$1,875	\$1,875	\$1,875	\$938
		Admin Lines	Det-25015	Hutchinson	\$430	\$430	\$430	\$430	\$430
		Admin Lines	Det-25016	Lipscomb	\$884	\$884	\$884	\$884	\$884
		End Office Trunks	Det-25035	Lipscomb	\$3,744	\$3,744	\$3,744	\$3,744	\$3,744
		Admin Lines	Det-25036	Moore	\$721	\$721	\$721	\$721	\$721
		Admin Lines	Det-25040	*Regional	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
		Admin Lines	Det-25041	Ochiltree	\$891	\$891	\$891	\$891	\$891
		Admin Lines	Det-25042	Oldham	\$684	\$684	\$684	\$684	\$684
		Admin Lines	Det-25056	Collingsworth	\$1,190	\$1,190	\$1,190	\$1,190	\$1,190
		Selective Router Charges	Det-25058	*Regional	\$17,605	\$17,605	\$17,605	\$17,605	\$17,605
		Admin Lines	Det-25128	Armstrong	\$673	\$673	\$673	\$673	\$673
		End Office Trunks	Det-25129	Armstrong	\$936	\$936	\$936	\$936	\$468

		Admin Lines	Det-25130	Carson	\$1,622	\$1,622	\$1,622	\$1,622	\$1,622
		End Office Trunks	Det-25131	Carson	\$4,212	\$4,212	\$4,212	\$4,212	\$4,212
		Admin Lines	Det-25132	Castro	\$1,084	\$1,084	\$1,084	\$1,084	\$1,084
		End Office Trunks	Det-25133	Castro	\$936	\$936	\$936	\$936	\$936
		Admin Lines	Det-25134	Childress	\$648	\$648	\$648	\$648	\$648
		Admin Lines	Det-25135	Sherman	\$680	\$680	\$680	\$680	\$680
		End Office Trunks	Det-25136	Sherman	\$936	\$936	\$936	\$936	\$936
		End Office Trunks	Det-25137	Childress	\$1,872	\$1,872	\$1,872	\$1,872	\$1,872
		End Office Trunks	Det-25138	Collingsworth	\$2,340	\$2,340	\$2,340	\$2,340	\$1,170
		Admin Lines	Det-25139	Dallam	\$588	\$588	\$588	\$588	\$588
		End Office Trunks	Det-25140	Dallam	\$3,744	\$3,744	\$3,744	\$3,744	\$1,872
		End Office Trunks	Det-25150	Swisher	\$3,280	\$3,280	\$3,280	\$3,280	\$1,640
		Admin Lines	Det-25151	Wheeler	\$981	\$981	\$981	\$981	\$491
		End Office Trunks	Det-25152	Wheeler	\$940	\$940	\$940	\$940	\$470
		Admin Lines	Det-25154	Deaf Smith	\$1,047	\$1,047	\$1,047	\$1,047	\$1,047
		Admin Lines	Det-25155	Deaf Smith	\$710	\$710	\$710	\$710	\$710
		Admin Lines	Det-25156	Donley	\$639	\$639	\$639	\$639	\$639
		Admin Lines	Det-25157	Gray	\$968	\$968	\$968	\$968	\$968
		End Office Trunks	Det-25158	Gray	\$1,404	\$1,404	\$1,404	\$1,404	\$702
		Admin Lines	Det-25159	Hall	\$615	\$615	\$615	\$615	\$615
		Admin Lines	Det-25170	Parmer	\$384	\$384	\$384	\$384	\$384
		End Office Trunks	Det-25171	Parmer	\$470	\$470	\$470	\$470	\$470
		Admin Lines	Det-25172	Hansford	\$650	\$650	\$650	\$650	\$650
		Admin Lines	Det-25177	Parmer	\$528	\$528	\$528	\$528	\$528
		End Office Trunks	Det-25178	Parmer	\$2,340	\$2,340	\$2,340	\$2,340	\$1,170
		End Office Trunks	Det-25179	Parmer	\$936	\$936	\$936	\$936	\$468
		End Office Trunks	Det-25180	Parmer	\$1,872	\$1,872	\$1,872	\$1,872	\$936
		Admin Lines	Det-25183	Hemphill	\$679	\$679	\$679	\$679	\$679
		End Office Trunks	Det-26348	Ochiltree	\$470	\$470	\$470	\$470	\$470
		Admin Lines	Det-26364	Hutchinson	\$1,539	\$1,539	\$1,539	\$1,539	\$1,539
		End Office Trunks	Det-26369	Swisher	\$936	\$936	\$936	\$936	\$468
		Admin Lines	Det-26367	Swisher	\$672	\$672	\$672	\$672	\$672
Subtotal	Sum				\$71,355	\$71,355	\$71,355	\$71,355	\$60,564
	Count		44						
MIS		MIS / Data Analytics	Det-25057	*Regional	\$0	\$62,000	\$62,000	\$62,000	\$62,000
Subtotal	Sum				\$0	\$62,000	\$62,000	\$62,000	\$62,000
	Count		1						
Network Reliability		Redundant / Diverse Network	Det-24993	*Regional	\$79,600	\$81,675	\$84,130	\$86,655	\$89,255
		Redundant / Diverse Network	Det-25127	*Regional	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Subtotal	Sum				\$129,600	\$131,675	\$134,130	\$136,655	\$139,255
	Count		2						
Operations		Salaries	Det-24994	*Regional	\$329,328	\$345,796	\$363,086	\$381,240	\$400,302
		Fringe	Det-24995	*Regional	\$188,145	\$197,552	\$207,430	\$217,801	\$228,691
		Travel	Det-24996	*Regional	\$19,437	\$19,923	\$20,421	\$20,932	\$21,455
		Building & Maintenance	Det-25005	*Regional	\$38,688	\$39,849	\$41,044	\$42,275	\$43,544
		Communications & Postage	Det-25060	*Regional	\$9,000	\$9,000	\$9,000	\$9,000	\$9,000
		Supplies	Det-26388	*Regional	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500
		Dues & Subscription	Det-26468	*Regional	\$500	\$500	\$500	\$500	\$500
Subtotal	Sum				\$587,598	\$615,120	\$643,981	\$674,248	\$705,992
	Count		7						
PSAP Room Prep		Relocation of CPE	Det-25105	*Regional	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
Subtotal	Sum				\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
	Count		1						
PSAP Services		Language Translation Services - V	Det-25091	Armstrong	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25093	Carson	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25094	Castro	\$143	\$143	\$143	\$143	\$143

		Language Translation Services - V	Det-25095	Childress	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25107	Collingsworth	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25108	Dallam	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25109	Donley	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25110	Gray	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25111	Deaf Smith	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25112	Hall	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25113	Hansford	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25114	Hemphill	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25115	Hutchinson	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25116	Lipscomb	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25117	Moore	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25118	Ochiltree	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25119	Oldham	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25120	Sherman	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25121	Parmer	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25122	Swisher	\$143	\$143	\$143	\$143	\$143
		Language Translation Services - V	Det-25123	Wheeler	\$143	\$143	\$143	\$143	\$143
Subtotal	Sum				\$3,003	\$3,003	\$3,003	\$3,003	\$3,003
	Count		21						
PSAP Supplies		Office Supplies	Det-25025	*Regional	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
		Equipment	Det-25055	*Regional	\$0	\$0	\$9,000	\$0	\$0
Subtotal	Sum				\$5,000	\$5,000	\$14,000	\$5,000	\$5,000
	Count		2						
PSAP Training		Training Materials	Det-25026	*Regional	\$500	\$500	\$500	\$500	\$500
		Consulting	Det-25027	*Regional	\$7,000	\$7,000	\$7,000	\$7,000	\$7,000
		Telecommunicator Training	Det-25092	*Regional	\$6,300	\$6,300	\$6,300	\$6,300	\$6,300
Subtotal	Sum				\$13,800	\$13,800	\$13,800	\$13,800	\$13,800
	Count		3						
Public Education		Specialty Items	Det-25106	*Regional	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500
Subtotal	Sum				\$12,500	\$12,500	\$12,500	\$12,500	\$12,500
	Count		1						
RPC PSAP Network		Host to PSAP Connectivity	Det-25061	Armstrong	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25062	Carson	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25063	Castro	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25064	Childress	\$6,720	\$6,720	\$6,720	\$6,720	\$6,720
		Host to PSAP Connectivity	Det-25065	Oldham	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25066	Parmer	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25067	Donley	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25068	Hall	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25069	Hansford	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25070	Hutchinson	\$6,720	\$6,720	\$6,720	\$6,720	\$6,720
		Host to PSAP Connectivity	Det-25071	Hemphill	\$6,720	\$6,720	\$6,720	\$6,720	\$6,720
		Host to PSAP Connectivity	Det-25072	Lipscomb	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25073	Sherman	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25074	Swisher	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25075	Wheeler	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25096	Collingsworth	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to PSAP Connectivity	Det-25097	Dallam	\$6,720	\$6,720	\$6,720	\$6,720	\$6,720
		Host to PSAP Connectivity	Det-25098	Deaf Smith	\$6,720	\$6,720	\$6,720	\$6,720	\$6,720
		Host to PSAP Connectivity	Det-25099	Moore	\$6,720	\$6,720	\$6,720	\$6,720	\$6,720
		Host to PSAP Connectivity	Det-25100	Ochiltree	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500
		Host to Cloud	Det-25101	*Regional	\$8,300	\$8,300	\$8,300	\$8,300	\$8,300
		Host to Cloud	Det-25102	*Regional	\$8,300	\$8,300	\$8,300	\$8,300	\$8,300
		Network Security / Monitoring	Det-25103	*Regional	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		Network Security / Monitoring	Det-25104	*Regional	\$1,790	\$1,790	\$1,790	\$1,790	\$1,790

	Subtotal	Sum Count				\$137,210	\$137,210	\$137,210	\$137,210	\$137,210
			24							
	Text-to-911	TCC	Det-24997	Carson		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-24998	Castro		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-24999	Childress		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25000	Collingsworth		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25001	Dallam		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25006	Deaf Smith		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25007	Donley		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25008	Gray		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25009	Hall		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25010	Hansford		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25011	Hemphill		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25012	Hutchinson		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25013	Lipscomb		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25028	Moore		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25029	Ochiltree		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25030	Oldham		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25031	Parmer		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25032	Sherman		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25033	Swisher		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25034	Wheeler		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
		TCC	Det-25181	Armstrong		\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
	Subtotal	Sum Count				\$31,500	\$31,500	\$31,500	\$31,500	\$31,500
			21							
Subtotal		Sum Count				\$1,614,004	\$1,705,601	\$1,745,917	\$1,769,709	\$1,793,262
		Count	202							
		Sum Count				\$1,858,267	\$2,018,958	\$1,913,530	\$2,381,752	\$1,979,913
		Count	205							
		Sum Count				\$1,858,267	\$2,018,958	\$1,913,530	\$2,381,752	\$1,979,913
		Count	205							

# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Regional 9-1-1 Network Advisory Committee  
**FROM:** Michael Peters, Deputy Executive Director / Regional 9-1-1 Director  
**SUBJECT:** Agenda Item 6  
FY2023 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 FY23 Q3 performance report covering March, April, and May.

- There were 27,203 9-1-1 calls received from the 21 regional call centers of which 21,812 being wireless or 81%.
- Staff monitored twenty Public Service Answering Points (PSAPs) with no findings.
- PSAP staff and PRPC staff performed 1,592 Network test calls.
- There were four outages during this quarter.
- The region received 1,682 text messages during this period, with the vast majority as test texts.

“Attachments”, FY23 Q3 Performance Report, QPR-00657

## **RECOMMENDATION**

Staff recommends that the Panhandle Regional 9-1-1 Advisory Committee accept the performance report as submitted for the third quarter of FY 2023 covering March, April and May.



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## QPR-00657

<b>Quarterly Performance Report Name</b>	QPR-00657	<b>Record Type</b>	FY22-23
<b>Strategic Plan</b>	Panhandle Regional Planning Commission - 2022-2023 - Strategic Plan	<b>Status</b>	Pending Approval from 9-1-1 Program Manager
<b>Due Date</b>	6/12/2023	<b>Budget</b>	BDG-000404
<b>Released Date</b>	4/10/2023	<b>Biennium</b>	2022-2023
<b>Period</b>	Year 2 - Q3	<b>Biennium Year</b>	2023
<b>Number of PSAPs Target</b>	21		

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

<b>Total # of 9-1-1 calls Target</b>	28,000	<b>Total # of 9-1-1 calls Actual</b>	27,203
		<b>Variance Explanation (Calls Received)</b>	New MIS report is reporting fewer than old MIS system.

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

<b>Number of Wireless Calls Target</b>	19,000	<b>Number of Wireless Calls Actual</b>	21,812
		<b>Variance Explanation (Wireless)</b>	

### Number of Equipment Installations

<b># Equipment Installations Target</b>	0	<b># Equipment Installations Actual</b>	0
		<b>Variance Explanation (Equipment)</b>	

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

<b>Number of Reported Outages Target</b>	0	<b>Number of Reported Outages Actual</b>	3
		<b>Variance Explanation (Network Outage)</b>	Weather events caused all of the existing issues.

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

<b>Target Percentage</b>	0.01%	<b>Actual Percentage</b>	0.01%
		<b>Variance Explanation (Percentage Total)</b>	

### Number of PSAP Monitoring Visits

<b>Number of PSAPs</b>	11	<b>Number of PSAPs Visits Actual</b>	20
------------------------	----	--------------------------------------	----

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 the Roberts County PSAP

### Number of Texts Received

Number of Texts  
Received Target 500

Number of Texts  
Received Actual 1,682

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  
1 142,525

Total Error Month 1 1,438

Total Features Month  
2 142,689

Total Error Month 2 1,433

Total Features Month  
3 142,834

Total Error Month 3 1,453

Total Features for the  
Quarter 428,048

Total Error for the  
Quarter 4,324

Total GIS% Error for  
the Quarter 1.01%

### Infosec

Completed  
Assessment in last 12  
Months No

Enter Date of  
Assessment

### Network Testing

# of Network Tests  
Performed by PSAP 1,592

# of Network Tests  
Performed by RPC 40

### Narrative

Additional Narrative Maintained a booth at Family Dayz in Hutchinson County May 12th and May 13th.  
Working on Agreement with Sherman County for Emergency Callout System.

Created By Jessyka Vyner, 4/10/2023, 4:13 PM

Last Modified By Michael Peters, 6/8/2023, 10:01 AM

**Notes & Attachments****Text totals PRPC Q3**

Type **File**  
 Last Modified **Michael Peters**  
 Description  
[Download](#)

**Class of Service PRPC Q3**

Type **File**  
 Last Modified **Michael Peters**  
 Description  
[Download](#)

**FY23Q3 AT&T Availability Report**

Type **File**  
 Last Modified **Jessyka Vyner**  
 Description  
[Download](#)

**FY23 Q3 GIS Data**

Type **File**  
 Last Modified **Jessyka Vyner**  
 Description  
[Download](#)

**Approval History****6/8/2023, 10:01 AM**

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

**6/8/2023, 10:01 AM**

Status **Submitted**  
 Assigned To **Michael Peters**  
 Actual Approver **Michael Peters**  
 Comments  
**Let me know if you need anything else.**  
**Mike**

**Performance Categories****PC-0026200**

Record Type **PSAP Monitoring**  
 Account **Panhandle Regional Planning Commission**  
 PSAP **Castro County Sheriffs Office**  
 Date of Visit **4/10/2023**  
 Was there a finding? **No**  
 Type of Finding  
 Resolution  
 Was this a Repeat Finding?

**PC-0026198**

Record Type **PSAP Monitoring**  
 Account **Panhandle Regional Planning Commission**  
 PSAP **Hereford Police Department**  
 Date of Visit **4/10/2023**  
 Was there a finding? **No**  
 Type of Finding  
 Resolution  
 Was this a Repeat Finding?

**PC-0026199**

Record Type **PSAP Monitoring**  
 Account **Panhandle Regional Planning Commission**  
 PSAP **Dallam County Sheriffs Office**  
 Date of Visit **4/12/2023**



Was there a finding? **No**

Type of Finding

Resolution

Was this a Repeat Finding?

---

**PC-0026201**

Record Type **PSAP Monitoring**

Account **Panhandle Regional Planning Commission**

PSAP **Oldham County Sheriffs Office**

Date of Visit **4/10/2023**

Was there a finding? **No**

Type of Finding

Resolution

Was this a Repeat Finding?

---

**PC-0026202**

Record Type **PSAP Monitoring**

Account **Panhandle Regional Planning Commission**

PSAP **Moore County Sheriffs Office**

Date of Visit **4/12/2023**

Was there a finding? **No**

Type of Finding

Resolution

Was this a Repeat Finding?

---

**PC-0026203**

Record Type **PSAP Monitoring**

Account **Panhandle Regional Planning Commission**

PSAP **Sherman County Sheriffs Office**

Date of Visit **4/12/2023**

Was there a finding? **No**

Type of Finding

Resolution

Was this a Repeat Finding?

---

**PC-0026204**

Record Type **PSAP Monitoring**

Account **Panhandle Regional Planning Commission**

PSAP **Parmer County Sheriffs Office**

Date of Visit **4/10/2023**

Was there a finding? **No**

Type of Finding

Resolution

Was this a Repeat Finding?

---

**PC-0026217**

Record Type **PSAP Monitoring**

Account **Panhandle Regional Planning Commission**

PSAP **Wheeler County Sheriffs Office**

Date of Visit **4/13/2023**

Was there a finding? **No**

Type of Finding

Resolution

Was this a Repeat Finding?

**PC-0026208**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Borger Police Department</b>
Date of Visit	<b>5/16/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026209**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Carson County Sheriffs Office</b>
Date of Visit	<b>4/10/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026210**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Armstrong County Sheriffs Office</b>
Date of Visit	<b>4/10/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026211**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Perryton Police Department</b>
Date of Visit	<b>4/11/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026243**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Borger Police Department</b>
Date of Visit	<b>4/18/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026212**

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Hansford County Sheriffs Office</b>
Date of Visit	<b>4/11/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026213**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Borger Police Department</b>
Date of Visit	<b>4/11/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026214**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Pampa Police Department</b>
Date of Visit	<b>4/11/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026215**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Tulia Police Department</b>
Date of Visit	<b>4/14/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026216**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Hemphill County Sheriffs Office</b>
Date of Visit	<b>4/13/2023</b>
Was there a finding?	<b>No</b>
Type of Finding	
Resolution	
Was this a Repeat Finding?	

**PC-0026218**

---

Record Type	<b>PSAP Monitoring</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Lipscomb County Sheriffs Office</b>

Date of Visit **4/13/2023**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0026244**

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Hansford County Sheriffs Office**  
Date of Visit **4/24/2023**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0026343**

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-0026350**

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

**PC-0026353**

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?

# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Regional 9-1-1 Network Advisory Committee  
**FROM:** Michael Peters, Deputy Executive Director / Regional 9-1-1 Director  
**SUBJECT:** Agenda Item 7  
Purchase of Regional 9-1-1 Uninterruptable Power Supply Units

## **BACKGROUND**

The Panhandle Regional 9-1-1 Network has received funding to replace the 23 uninterruptible power supply units (UPS) that exist at the PRPC and Pampa Host sites as well as the 20 other 9-1-1 Public Safety Answering Points. These units provide backup power for the front and back room 9-1-1 equipment. These batteries keep equipment running until backup generators can take over at each call center. The existing units were purchased in March of 2010. As such, they are now older than 13 years old and are end of support with Eaton the manufacturer.

The recommended replacement for the aging Powerware 9170 UPS units is the Eaton 9PXM 4,000 KVA unit. The unit is compatible with the existing Make-Before-Break switches that would add considerable cost to any other UPS unit. As such we have obtained several quotes from different vendors from multiple government contracts to get favorable pricing. The best price we received was from CDW-G for \$7,000.83 per unit. Each unit is shipped with 1 power module and 2 battery modules. This purchase would include the following item totals:

- 23 – Eaton 9PXM Units as illustrated in the attached document
- 23 – Network Interface Cards
- 27 – Power modules, 9PXMSPPM, 4 spares
- 54 – Battery Packs, 9PXMBAT, 8 spares

After comparing MSRP and online pricing for the same unit, we feel that CDWG has provided reasonable pricing for units that should last and provide adequate power for outages. The total quoted cost for all units from CDWG is \$173,183.53.

Please find the attached Quote #NLRL379 and Eaton Information Sheets

**RECOMMENDATION**

Staff recommends The Panhandle Regional 9-1-1 Advisory Committee recommend a purchase of Uninterruptible power supply units from CDW-G to the PRPC Board of Directors.



Thank you for choosing CDW. We have received your quote.

Hardware      Software      Services      IT Solutions      Brands      Research Hub

# QUOTE CONFIRMATION

MICHEAL PETERS,

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

Convert Quote to Order

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
NLRL379	7/13/2023	NLRL379	0860125	\$173,183.53

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
<a href="#">Eaton 9PXM 4000VA 3600W 208-240V Modular Scalable Online 14U Hardwired TAA</a> Mfg. Part#: 9PXM8S4K UNSPSC: 39121011 Contract: SYNnex GSA SCHEDULE (SLED) (47QTCA19D00MM)	23	5281823	\$7,000.83	\$161,019.09
<a href="#">Eaton 9PXM 4000VA 3600W Split-Phase Power Module Hardwired Input Output TAA</a> Mfg. Part#: 9PXMSPPM UNSPSC: 39121006 Contract: SYNnex GSA SCHEDULE (SLED) (47QTCA19D00MM)	4	5268162	\$2,271.19	\$9,084.76
<a href="#">Eaton 9PXM UPS battery pack 2 required per slot 9PXM Battery Module</a> Mfg. Part#: 9PXMBAAT UNSPSC: 26111710 Contract: SYNnex GSA SCHEDULE (SLED) (47QTCA19D00MM)	8	5268158	\$384.96	\$3,079.68

SUBTOTAL	\$173,183.53
SHIPPING	\$0.00
SALES TAX	\$0.00
GRAND TOTAL	\$173,183.53

PURCHASER BILLING INFO	DELIVER TO
<b>Billing Address:</b> PANHANDLE REGIONAL PLANNING COMM ACCOUNTS PAYABLE PO BOX 9257 AMARILLO, TX 79105-9257 <b>Phone:</b> (806) 372-3381 <b>Payment Terms:</b> Net 30-Expired	<b>Shipping Address:</b> PANHANDLE REGIONAL PLANNING COMM MICHEAL PETERS PO BOX 9257 AMARILLO, TX 79105-9257 <b>Phone:</b> (806) 372-3381 <b>Shipping Method:</b>
<b>Please remit payments to:</b>	



## Sales Contact Info

**Savanna Mann** | 800.808.4239 | [savanna.mann@cdwg.com](mailto:savanna.mann@cdwg.com)

### LEASE OPTIONS

FMV TOTAL	FMV LEASE OPTION	BO TOTAL	BO LEASE OPTION
\$173,183.53	\$4,596.29/Month	\$173,183.53	\$5,321.93/Month

Monthly payment based on 36 month lease. Other terms and options are available. Contact your Account Manager for details. Payment quoted is subject to change.

#### Why finance?

- Lower Upfront Costs. Get the products you need without impacting cash flow. Preserve your working capital and existing credit line.
- Flexible Payment Terms. 100% financing with no money down, payment deferrals and payment schedules that match your company's business cycles.
- Predictable, Low Monthly Payments. Pay over time. Lease payments are fixed and can be tailored to your budget levels or revenue streams.
- Technology Refresh. Keep current technology with minimal financial impact or risk. Add-on or upgrade during the lease term and choose to return or purchase the equipment at end of lease.
- Bundle Costs. You can combine hardware, software, and services into a single transaction and pay for your software licenses over time! We know your challenges and understand the need for flexibility.

#### General Terms and Conditions:

This quote is not legally binding and is for discussion purposes only. The rates are estimate only and are based on a collection of industry data from numerous sources. All rates and financial quotes are subject to final review, approval, and documentation by our leasing partners. Payments above exclude all applicable taxes. Financing is subject to credit approval and review of final equipment and services configuration. Fair Market Value leases are structured with the assumption that the equipment has a residual value at the end of the lease term.

### Need Help?



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Support



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This order is subject to CDW's Terms and Conditions of Sales and Service Projects at

<http://www.cdwg.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager

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CTO guide

# Eaton 9PXM UPS configuration guide



**EATON**

*Powering Business Worldwide*

A scalable, modular, flexible  
solution for a wide range  
of applications.

## 9PXM pre-configured catalog numbers

Eaton 9PXM cabinets can be ordered using pre-configured catalog numbers or by using the configure-to-order (CTO) process. Outlined in the table below, pre-configured catalog numbers include a cabinet with power modules, battery modules and outlet configurations appropriate for the power rating and input/output configurations. To order options not offered by pre-configured catalog numbers, please proceed to the CTO guide on page 6.

### Pre-configured systems with hardwire input and output

Catalog number	Power rating – split-phase	Input connection	Output connection	Dimensions (HxWxD, in.)	Wt. (lb)	Included items	Description	Qty.	List price
9PXM8S4K	4 kVA expandable to 12 kVA (N+X)	Hardwired	Hardwired	25 x 17.5 x 34.5	229	9PXM08AAXXX	Eaton 9PXM tower UPS 8-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$12,739
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	1	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	2	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM8S8K	8 kVA expandable to 12 kVA (N+X)	Hardwired	Hardwired	25 x 17.5 x 34.5	333	9PXM08AAXXX	Eaton 9PXM tower UPS 8-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$18,268
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	2	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	4	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM8S12K	12 kVA expandable to 12 kVA (N+1)	Hardwired	Hardwired	25 x 17.5 x 34.5	437	9PXM08AAXXX	Eaton 9PXM tower UPS 8-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$23,797
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	3	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	6	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM8S16K	16 kVA	Hardwired	Hardwired	25 x 17.5 x 34.5	541	9PXM08AAXXX	Eaton 9PXM tower UPS 8-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$29,326
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	4	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	8	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S8K	8 kVA expandable to 20 kVA (N+X)	Hardwired	Hardwired	36.5 x 17.5 x 34.5	378	9PXM12AAAAA	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$19,005
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	2	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	4	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S12K	12 kVA expandable to 20 kVA (N+X)	Hardwired	Hardwired	36.5 x 17.5 x 34.5	482	9PXM12AAAAA	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$24,534
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	3	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	6	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S16K	16 kVA expandable to 20 kVA (N+X)	Hardwired	Hardwired	36.5 x 17.5 x 34.5	586	9PXM12AAAAA	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$30,063
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	4	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	8	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S20K	20 kVA expandable to 20 kVA (N+1)	Hardwired	Hardwired	36.5 x 17.5 x 34.5	690	9PXM12AAAAA	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – Convertible to rack mount	1	\$35,592
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	5	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	10	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	

## Pre-configured systems with hardwire input and receptacle output

Catalog number	Power rating – split-phase	Input connection	Output connection	Dimensions (HxWxD, in.)	Wt. (lb)	Included items	Description	Qty.	List price
9PXM8S4K-PD	4 kVA expandable to 12 kVA (N+X)	Hardwired	4) 5-20R (2) L6-30R	25 x 17.5 x 34.5	229	9PXM08BHXXX	Eaton 9PXM tower UPS 8-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$12,974
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	1	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	2	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM8S8K-PD	8 kVA expandable to 12 kVA (N+X)	Hardwired	4) 5-20R (2) L6-30R	25 x 17.5 x 34.5	333	9PXM08BHXXX	Eaton 9PXM tower UPS 8-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$18,503
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	2	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	4	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S8K-PD	8 kVA expandable to 20 kVA (N+X)	Hardwired	(8) 5-20R (2) L6-20R (2) L6-30R (2) L14-30R	36.5 x 17.5 x 34.5	378	9PXM12BBFHJ	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rack mount	1	\$19,540
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	2	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	4	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S12K-PD	12 kVA expandable to 20 kVA (N+X)	Hardwired	(8) 5-20R (2) L6-20R (2) L6-30R (2) L14-30R	36.5 x 17.5 x 34.5	482	9PXM12BBFHJ	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$25,069
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	3	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	6	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S16K-PD	16 kVA expandable to 20 kVA (N+X)	Hardwired	(8) 5-20R (2) L6-20R (2) L6-30R (2) L14-30R	36.5 x 17.5 x 34.5	586	9PXM12BBFHJ	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$30,598
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	4	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	8	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	
9PXM12S20K-PD	20 kVA expandable to 20 kVA (N+1)	Hardwired	(8) 5-20R (2) L6-20R (2) L6-30R (2) L14-30R	36.5 x 17.5 x 34.5	690	9PXM12BBFHJ	Eaton 9PXM tower UPS 12-slot chassis 110V/220V, 120V/208V, 120V/240V, 127V/220V – convertible to rackmount	1	\$36,127
						9PXMSPPM	Eaton 9PXM split-phase power module 4 kVA	5	
						9PXMBAAT	Eaton 9PXM battery module (2 per slot)	10	
						Network-M2	Network-M2 card, mini-slot, ethernet, sensor	1	

# Configuring your 9PXM UPS

Select a CTO number to reflect the cabinet style, isolation requirements, input/output configurations and branding options for both standard and OEM applications. Make selections in sequential order.

As you select options, they will become part of the CTO number.  
**Sample CTO number: 9PXM08AAXXX.**  
Power modules, battery modules, external battery cabinets, bypass switches and other external options will need to be ordered as separate line items.

Base unit	
Base model	CTO order
9PXM	9PXM

Cabinet style		
Cabinet size	CTO order	Base price
8-slot cabinet	08	\$6,581
12-slot cabinet	12	\$7,317

## Output connections

Output connection configuration is designated by five digits within the unit CTO number allow you to select up to a maximum of five different types of receptacles.

- Eight-slot chassis (maximum 2 bays)
- Twelve-slot chassis (maximum 5 bays)
- Outlet quantities per panel are pre-set (e.g. CTO code B below is for four 5-20R)
- Enter desired outlet configuration from bottom to top (digit 9 of the CTO number will be installed in the bottom outlet panel, digit 10 in the panel above it, etc.)
- For an eight-slot chassis, digits 9-11 will always be XXX (ex: BEXXX)

Cabinet size	Outlets per panel	CTO order code	Option price per panel
Blank	0	A	\$0
5-20R	4	B	\$85
C13	8	C	\$100
C19	4	D	\$100
L5-20R	2	E	\$100
L6-20R	2	F	\$135
L5-30R	2	G	\$130
L6-30R	2	H	\$150
L14-30R	2	J	\$135
IEC309	1	K	\$80

Designated slot	Output connection (digits 7-11)
1 bottom slot	
2	
3	1
4	1
5 top slot	1

1. Not available on 8-slot models. Digit is always "X."

## Non CTO options

Power modules, battery modules, external battery cabinets, bypass switches and other external options are not a part of the CTO number and need to be ordered as separate line items.

### Power modules

Type	Description	Catalog number	List price
Split-phase	4 kVA/ 3.6 kW	9PXMSPPM	\$4,129

### Batteries and battery accessories

Option	Catalog number	List price
Battery module (two required per slot)	9PXMBAT	\$700
20-amp optional charger module <sup>1</sup>	9PXMCHGR	\$3,973
8-slot external battery enclosure – black	9PXM08SEBM	\$5,559
12-slot external battery enclosure – black	9PXM12SEBM	\$6,504
8-slot connected external battery enclosure – black	9PXM08SEBM-C	\$7,026
12-slot connected external battery enclosure – black	9PXM12SEBM-C	\$7,971

1. Same form factor as power module.

### External bypass power module Price effective April 15, 2020

Chassis description	Receptacle configuration	Catalog number	List price
125A	None	BPM125HW	\$2,792
	(6) L14-30R	BPM125AR	\$4,115
	(3) L14-30R and (3) L6-20R	BPM125BR	\$4,115
	(6) C19 and (3) L14-30R	BPM125CR	\$4,115
	(6) 5-20R <sup>1</sup> and (3) L14-30R	BPM125DR	\$4,115
	(6) 5-20R <sup>1</sup> and (3) L6-30R	BPM125ER	\$4,115
	(3) L6-30R and (3) L6-20R	BPM125FR	\$4,115

1. Three duplexes.

### Other external options

Option	Catalog number	List price
Rackmount Kit	9PXM RK	\$738
Floor anchoring kits	9PXMFAK	\$428

### Communication options Price effective October 15, 2020

Option	Catalog number	List price
Network card	Network-M2	\$455
Relay card	Relay-MS	\$154

# The cabinet CTO worksheet

Item	UPS CTO order code						Extended list price	Discount	Net price
9PXM base	9PXM								
Number of slots									
Output connections									
Cabinet color									
<b>Complete CTO number</b>	<b>9PXM</b>								
<b>Cabinet subtotal</b>									
<b>Other components</b>				<b>Part #</b>	<b>Qty.</b>		<b>Extended list price</b>	<b>Discount</b>	<b>Net price</b>
Power modules				9PXMSPPM					
Battery modules (2 per slot required)				9PXMBAT					
20-amp optional charger				9PMXCHGR					
<b>External battery cabinet</b>							<b>Extended list price</b>	<b>Discount</b>	<b>Net price</b>
Battery cabinet selected:									
<b>External maintenance bypass switch</b>							<b>Extended list price</b>	<b>Discount</b>	<b>Net price</b>
External maintenance bypass switch selected:									
<b>Other options</b>				<b>Part #</b>			<b>Extended list price</b>	<b>Discount</b>	<b>Net price</b>
Rackmount kit				9PXM RK					
Floor anchoring kit				9PXM AK					
<b>Subtotal</b>									
Special instructions:							<b>Freight</b>		
							<b>Insurance</b>		
							<b>Tax/duty</b>		
							<b>Quote total</b>		

# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Regional 9-1-1 Network Advisory Committee  
**FROM:** Michael Peters, Deputy Executive Director / Regional 9-1-1 Director  
**SUBJECT:** Agenda Item 8  
Purchase of Regional 9-1-1 Call Recorders

## **BACKGROUND**

The Panhandle Regional 9-1-1 Network has received funding to replace the 21 Regional Call Recorders from Vista Com Inc.

Vista Com has been the preferred vendor for the Panhandle due to their reliability, ability to provide responsive repairs, and their ability to provide a very custom solution for the panhandle region. Specifically, they have networked our call recorders together to allow each Public Safety Answer Point (PSAP) to browse, listen to, and download their local calls, the 9-1-1 calls, text to 9-1-1 conversations, and the radio traffic that are recorded at the host locations. This ability to listen to all of the traffic that is relative to each call center has saved countless hours for each agency in reconstructing an incident. The Planning Commission continues to feel that the reliability and benefits of this solution are significant.

Vista Com has provided a quote to replace and configure the regions 9-1-1 call recorders through an HGAC Procurement Contract Price of \$315,000. This pricing includes the delivery, configuration, and setup of all of the region's 9-1-1 call recorders. The quote from Vista Com # HOU005095 is attached behind this memo.

## **RECOMMENDATION**

Staff recommends The Panhandle Regional 9-1-1 Advisory Committee recommend a purchase of 9-1-1 Call Recorders from Vista Com to the PRPC Board of Directors.



**Houston, TX**  
9824 Whithorn Drive  
Houston, Texas 77095  
P: (800) 708-6423  
[www.vistacomtx.com](http://www.vistacomtx.com)

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**Oklahoma City, OK**  
4200 Perimeter Center Drive, Suite 140  
Oklahoma City, OK 73112  
P: (800) 708-6423  
[www.vistacomtx.com](http://www.vistacomtx.com)

*Sales and Support*

**We have prepared a quote for you**

**PSAP Locations - Nexlog DX Upgrade - HGAC**

**Quote # HOU005095**

**Version 1**

**Panhandle Regional Planning Commission**





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Houston, Texas 77095  
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Tuesday, August 01, 2023

Panhandle Regional Planning Commission  
Mike Peters  
415 SW 8th Ave  
Amarillo, TX 79101  
mpeters@theprpc.org

Dear Mike,

Thank you for allowing Vista Com to prepare a quotation for you recording solution. Vista Com has over a 25 year history of providing public safety recording solutions throughout the region. We partner with the best OEM's in the industry to delivery the latest technology to you and we back the solution with local support and factory engineering.

Within this quotation you will find three key areas that describe the solution.

- Hardware - this is the physical components to be installed at your site.
- Software - each solution requires software that is licensed to you for your recorder.
- Services - items that are one time charges and represent labor and support for your solution.

The link details all areas of your quotation that we have designed for you. This quotation is based upon given facts and knowledge of your requirements passed to us by you and your organization. As such if we determine that the environment is different than what we have designed we will promptly edit the proposal for your presentation.

Important Note - the point at which the recorder equipment connects to the customer equipment is referred to as the demarcation point. The customer and/or its vendors are responsible for any required connections to this demarcation point such as cabling, equipment programming, or equipment relocation.

If you approve of this quotation please indicate so within the link. By accepting this quotation you represent your authorization of your entity and legally bind your agency to the terms of this sales contract.

Kind Regards,

Robin Clevenger  
Regional Sales Manager  
Vista Com



Oklahoma City, OK  
4200 Perimeter Center Drive, Suite 140  
Oklahoma City, OK 73112  
P: (800) 708-6423  
www.vistacomtx.com

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Houston, Texas 77095  
P: (800) 708-6423  
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## Disclosures

All order cancellations are subject to a 35% restocking charge once order has been placed. Your solution is custom built for your environment. Vista Com will make every attempt to modify changes once purchase has been placed however the customer is ultimately responsible for any financial implications for order changes after the order is placed.

Solution Design - we make every attempt to ensure the attached quote is exact and matches your requirements. Please pay special attention to our description of goods and services to ensure it matches your requests. If Vista Com inspects your site location and determines that our solution does not match your communicated requirement, we will promptly revise this quote.

Customer Demarcations - The point at which the recording equipment is connected to the customer equipment is termed "demarcation point". The demarcation point can be a physical cable connection to a demarcation block or it can be a network cable connected to a customer network switch. Due to vendor and customer liabilities it is accepted that Vista Com is responsible for cabling and recorder connection from the demarcation point and the customer is responsible for all cabling, configuration, and coordination for recorded devices to the demarcation block.

Install Guide - Vista Com requires information about your network and user environment before installation of the recording solution. This information includes necessary information proprietary to the customer such as network addresses, user names/passwords, channel assignments and user rights. It is understood that the customer will answer this proprietary information to Vista Com prior to installation in order for the services to be conducted quickly and efficiently.

By acceptance of this offer you accept the disclosures above as part of this agreement.

## PSAP Locations - Nexlog DX Upgrade - HGAC



### Prepared by:

**Vista Com**  
Robin Clevenger  
281-516-9800 ext 201  
Fax (281) 518-7056  
robin@vistacomtx.com

*Robin Clevenger*

### Prepared for:

**Panhandle Regional Planning Commission**  
415 SW 8th Ave  
Amarillo, TX 79101  
Mike Peters  
mpeters@theprpc.org  
(806) 372-3381

### Quote Information:

**Quote #: HOU005095**  
Version: 1  
Delivery Date: 08/01/2023  
Expiration Date: 10/31/2023

Part Number	PSAP Locations	Qty	List Price (Each)	List Price (Extended)	Discounted Price (Each)	Discounted Price (Extended)
(21) 9-1-1 Call Centers. The quote reflects HGAC RP07-20 pricing.						
<b>NexLog 740DX Hardware Bundle</b>	<b>NexLog 740DX Hardware Bundle</b> NexLog 740DX Base Hardware Configuration	1	\$215,040.00	\$215,040.00	\$180,073.00	\$180,073.00
	<b>NexLog 740 DX-Series Base System</b> NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 x1TB fixed-Mount HDDs (RAID 1), 1 Blu-ray Multi-Drive, 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web- based configuration manager, dual hot- swap 120-240VAC 50/60Hz power supplies. Requires ongoing Eventide DX Software Update Subscription (DXSUS) for access to critical DX-Series Software & Security Updates.	21				
	<b>Upgrade NexLog 740 DX-Series to 2 x 2TB</b> Upgrade NexLog 740 DX-Series (at time of order) to 2 x 2TB Solid State Drive Fixed Mount s/w-RAID1=2TB storage	2				
	<b>Standard NexLog 740 DX-Series: 2x2TB Fixed s/w-RAID1=2TB sto</b> Standard NexLog 740 DX-Series: 2x2TB Fixed s/w-RAID1=2TB storage	19				



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Oklahoma City, OK 73112  
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www.vistacomtx.com

Houston, TX  
9824 Whithorn Drive  
Houston, Texas 77095  
P: (800) 708-6423  
www.vistacomtx.com

Sales and Support

Remit, Sales and Support

<b>NexLog 740DX Channel Bundle</b>	<b>NexLog 740DX Channel Bundle</b> Eventide User Channel Activation Bundle Provides TDM, VoIP, RoIP Licensing for Playback	1	\$119,480.00	\$119,480.00	\$80,260.00	\$80,260.00
	<b>Internal IP Recorder w/ 8 G.711 Channel Licenses</b> Internal IP Recorder w/ 8 G.711 Channel Licenses	3				
	<b>Add-on license pack (internal IP recording engine)</b> Add-on license pack (internal IP recording engine) with 8 Channel Licenses for G.711 RTP/RoIP/NG911	12				
	<b>Add-on license pack (internal IP recording engine)</b> Add-on license pack (internal IP recording engine) with 8 Channel Licenses for G.711 RTP/RoIP/NG911	12				
	<b>8-Channel Analog PCIe (PCI Express) Card, 8 Ch. Licenses</b> 8-Channel Analog PCIe (PCI Express) Card, 8 Ch. Licenses	19				
<b>NexLog 740DX Software Bundle</b>	<b>NexLog 740DX Software Bundle</b> Eventide User Software Bundle and Licensing	1	\$159,710.00	\$159,710.00	\$53,067.00	\$53,067.00
	<b>DVSI 2-Port USB Decoder Unit</b> DVSI 2-Port USB Decoder for NexLogDX (for P25, DMR, MOTOTRBO, NXDN)- Max 8	8				
	<b>NexLog Access Bridge License</b> NexLog Access Bridge License (Customer is able to log into multiple base recorders with a single recorder software appearance)	20				
	<b>Intrado VIPER NG911 Call Recording Bundle (Voice, Metadata and texting)</b> Intrado VIPER NG911 Call Recording Bundle (Voice, Metadata and SMS)	2				



Oklahoma City, OK  
4200 Perimeter Center Drive, Suite 140  
Oklahoma City, OK 73112  
P: (800) 708-6423  
www.vistacomtx.com

Houston, TX  
9824 Whithorn Drive  
Houston, Texas 77095  
P: (800) 708-6423  
www.vistacomtx.com

Sales and Support

Remit, Sales and Support

	<b>EF Johnson P25 Metadata Integration</b> EF Johnson P25 Metadata Integration	2				
	<b>MediaWorks Plus Licenses</b> MediaWorks Plus (Web) Concurrent Access for 8 Users	27				
<b>Nexlog Storage &amp; Power Bundle</b>	<b>Nexlog Storage &amp; Power Bundle</b> Eventide User Storage & Power Bundle	1	\$3,600.00	\$3,600.00	\$3,600.00	\$3,600.00
	<b>NAS Rackmountable Appliance Based</b> 1U NAS Rackmount Network Attached Storage Appliance (Linux Technology) With 2 2Tb Hard Drives	2				

Part Number	Services	Qty	List Price (Each)	List Price (Extended)	Discounted Price (Each)	Discounted Price (Extended)
<b>Prof Serv Install Bundle</b>	<b>Prof Service Installations Bundle</b> Recorder Solutions Installation Services Includes Site Installation Guides, Project Management, Pre-Configuration, Onsite Installation, System Integrations, and De-trash	1	\$45,443.00	\$45,443.00	\$45,443.00	\$45,443.00
<b>Prof Service Training Bundle</b>	<b>Prof Service Training Bundle</b> Professional Services, Training Programs Designed To Your Solution. Includes Materials, Training Class, and Follow Up Support	1	\$1,400.00	\$1,400.00	\$1,400.00	\$1,400.00
					\$46,843.00	\$46,843.00

Part Number	Discount	Qty	List Price (Each)	List Price (Extended)	Discounted Price (Each)	Discounted Price (Extended)
Vista Com	<b>Discount</b> Discount	1	(\$48,843.00)	(\$48,843.00)	(\$48,843.00)	(\$48,843.00)
					(\$48,843.00)	(\$48,843.00)



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P: (800) 708-6423  
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Sales and Support

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Houston, Texas 77095  
P: (800) 708-6423  
www.vistacomtx.com

Remit, Sales and Support

Quote Summary		Amount
PSAP Locations		\$317,000.00
Services		\$46,843.00
Discount		(\$48,843.00)
Total		\$315,000.00

Payment Terms	No. of Payments		Amount
Net 30	1	None	\$315,000.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature

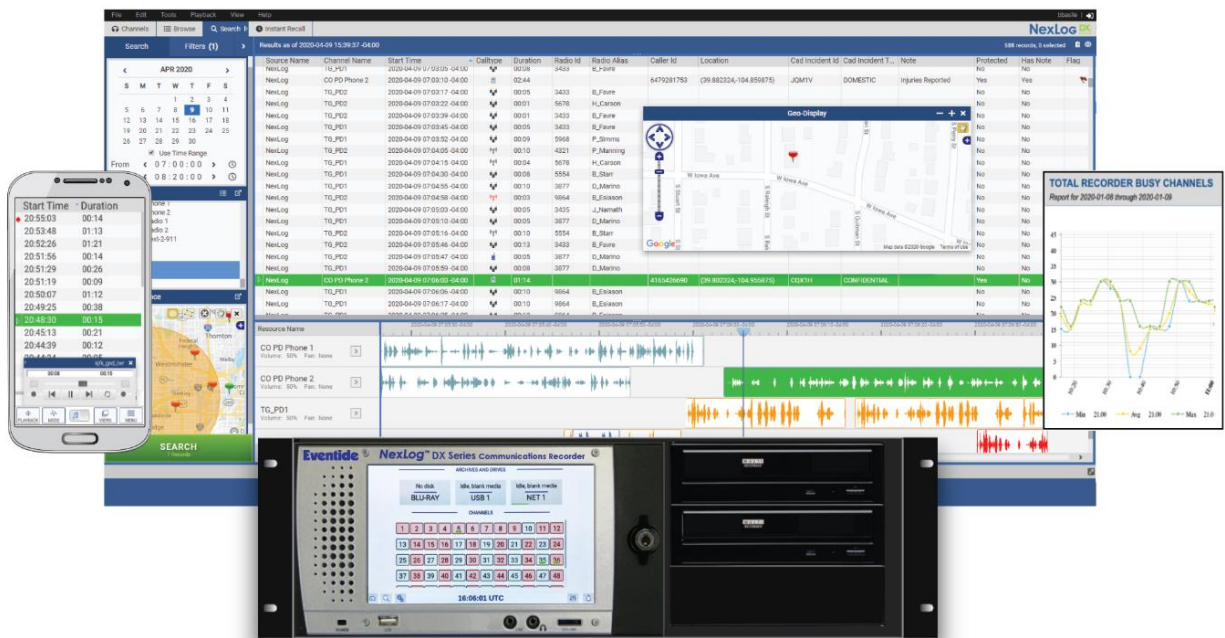
Date

# Eventide®

# NexLOG™

# DX SERIES™

## Advanced Recording Solutions for Mission-Critical Communications



**Recording Systems • Software Solutions • Edge Capture Devices**

**NG9-1-1 • P25 Radio • DMR • IP Dispatch • ATC/ATM  
Incident Reconstruction • Instant Recall • Mobile  
Quality Assessment • Screen Recording • Reporting  
VoIP • SIP • Digital • Analog • T1/E1 • ISDN • ED-137B/C**

*Eventide's mission-critical recording solutions are trusted  
by organizations worldwide to capture, secure  
and reconstruct their most important interactions.*



## ► NexLog DX-Series Communications Recording Software and Solutions

NexLog DX-Series™ recording solutions are the culmination of over 30 years of mission-critical recording experience. The DX-Series continues the NexLog tradition of reliability and ease-of-use while focusing on Digital Transformation (DX) to meet tomorrow's needs. With expanded solution architectures, as well as enhanced security, scalability and integrations, the NexLog DX-Series is truly the next generation recorder.

The NexLog DX-Series software includes multi-tier security and a web-based configuration management tool, as well as support for password policies, Active Directory, SNMP, TLS and AES-256 encryption.

The innovative *NexLog Access Bridge* option enables a scalable approach to enterprise deployments. Multiple recorders can be linked together for unified searching, replay, incident management and configuration.

### NexLog 740 DX-Series™ Recording Solution



Channel Capacity\*: 96 Analog, 96 Digital PBX, 192 T1, 240 E1, 560 VoIP, 240+ P25, 240+ DMR 3U Rack-Mountable

### NexLog 840 DX-Series™ Recording Solution



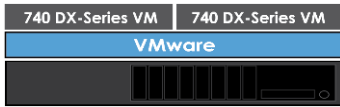
Channel Capacity\*: 240 Analog, 240 Digital PBX, 240 T1, 240 E1, 560 VoIP, 240+ P25, 240+ DMR 4U Rack-Mountable

### Smart Edge Capture Device™



**Captures, Buffers and Transfers to DX-Series Recording Solutions**  
Up to 24 Analog, 24 Digital, 48 T1, 60 E1 or 120 VoIP Channels. 1U

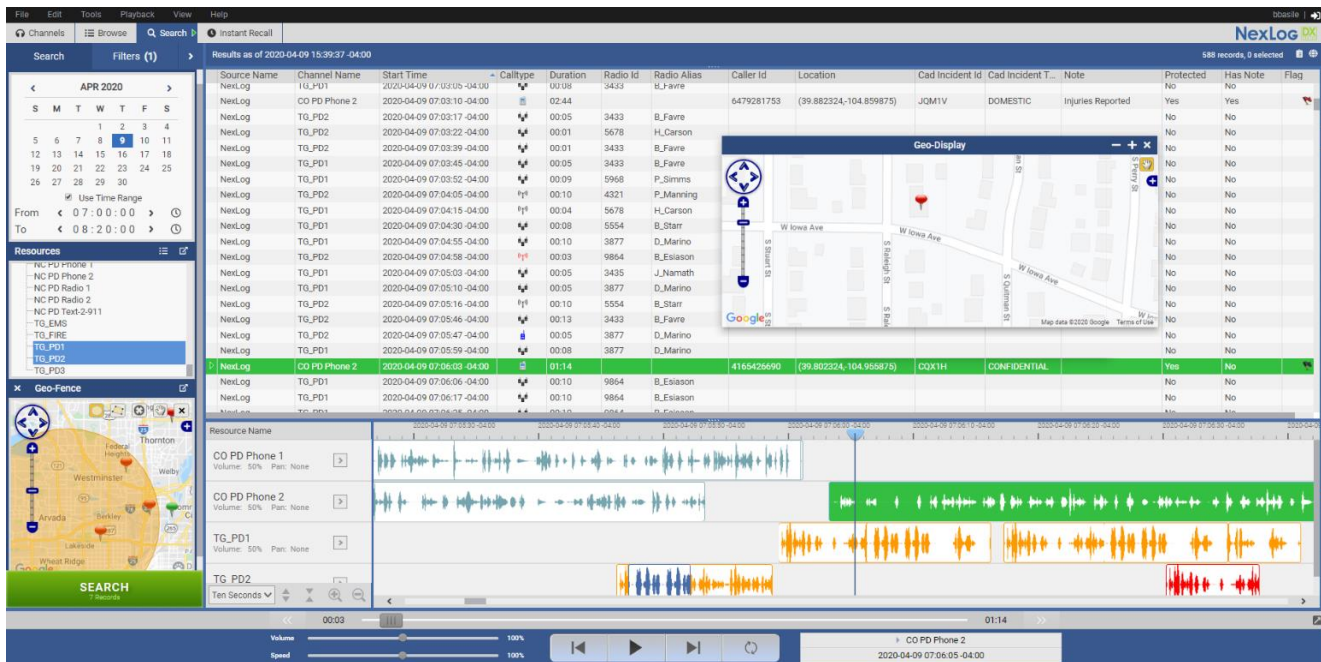
### NexLog DX-Series™ Virtual Recording Software Solution



Channel Capacity\*: 560 VoIP, 240+ P25. Add **DX-Series Smart Gateways** for Analog, Digital or Remote VoIP. Works with ESXi

## ► MediaWorks DX Software: Incident Reconstruction, Instant Recall and More!

The **MediaWorks DX**™ software option provides secure access, replay and management of audio, screen, multimedia, text and TDD recordings. It is available via web browser on PCs, tablets and phones (using secure HTML5 technology) or as a native application on a PC. MediaWorks DX provides a complete set of tools to Browse, Search, Replay, Instant Recall, Live Monitor, Reconstruct Incidents, Protect, Export and much more.



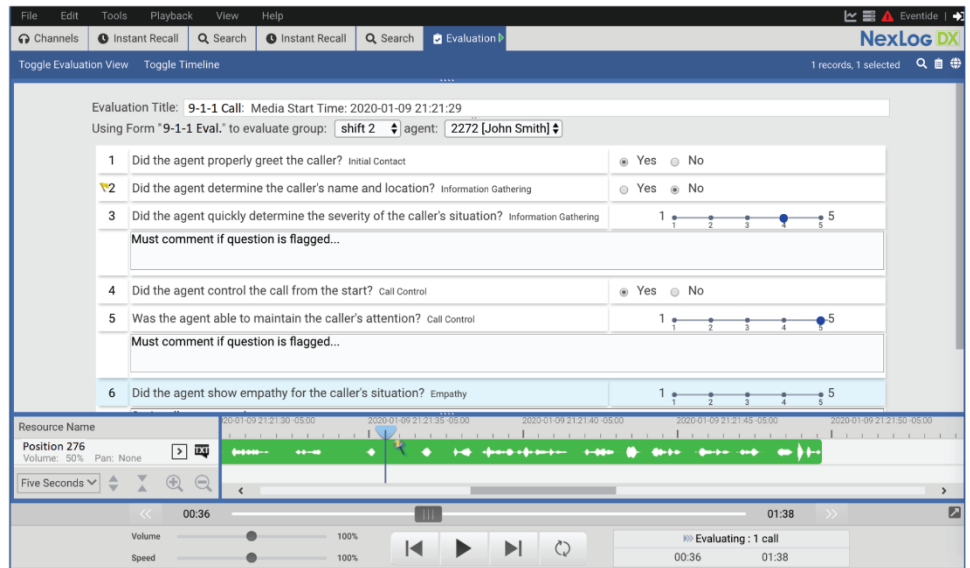
**Capabilities include:** Graphical Time-Line • Waveform Display • Talking Time and Date • Zoom In/Out • Loop Playback • Skip Forward/Back • Playback AGC • Pitch-Corrected Variable Speed • Redact Audio • Obfuscate Audio • Audio Annotation • Text Annotation • Screen Replay • Text/SMS Replay • Multimedia Replay • Call Notes • Lock Recordings • Protect Calls • Quarantine Recordings • Pop-Out Search Tools • Geo-Fence Search • Speech Search • Location Display\*\* • Location Tracking\*\* • Multi-Parameter Search • Create Incident • Modify Incident • Attach Other Media • Split/Join Audio Clips • Restrict Access • Share Incident Folder • Pre-Set Exports • Menu Driven Export • Incident Export • Single and Multi-Recording Export • Export with Secure Standalone Player • Phone and Tablet Support • Multiple Monitor Support • Configurable Layout • Dark Mode • Touch Screen Support • Accessibility Modes • Two Factor Authentication • Auditing • Upload videos and images to an incident for storage and replay\*\*\*



## ► **Quality Factor DX Software: Integrated Quality Assessment and Reporting**

The *Quality Factor DX™* software option facilitates a quality assurance program to fit your agency's needs. With its built-in APCO/NENA QA/QI evaluation forms, you can quickly start measuring agent performance and help to protect your center from unwarranted conformance questions.

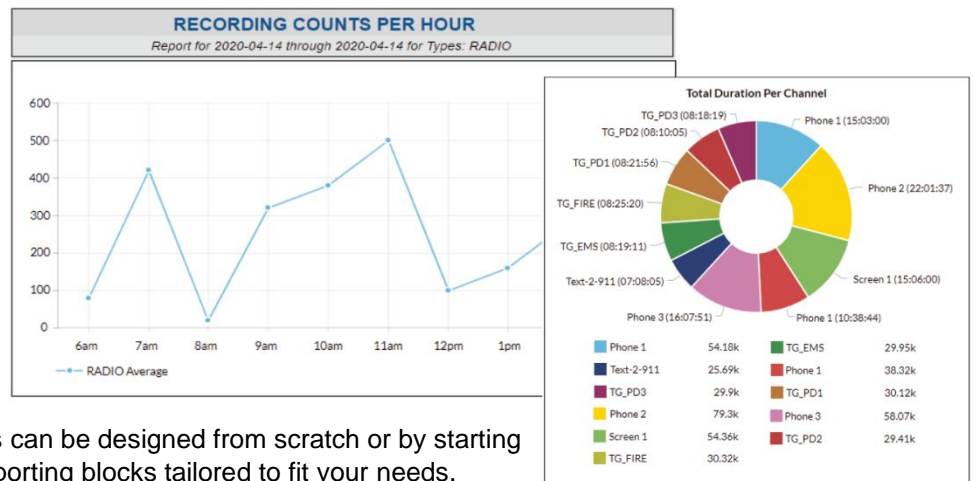
*Quality Factor DX* software includes a wide range of options for scoring, comments, notifications, scheduling, and reporting that can be selected to fit any agency. Add the optional *Screen Recording DX* software to get the complete picture via synchronized voice and screen replay.



## ► **Reporting Engine DX**

The flexible *Reporting Engine DX™* option provides directors and managers with business intelligence to help determine necessary staffing levels and workflows, and to help justify budgets. Radio traffic, 9-1-1 and administrative phone activity can all be joined into actionable reports.

Reports can be generated on a schedule and delivered via email, PDF, or viewed in a browser. Custom reports can be designed from scratch or by starting from a wide range of pre-configured reporting blocks tailored to fit your needs.



## ► **Screen Recording DX**

The *Screen Recording DX™* option allows you to capture high-quality videos of workstation activity that can be seamlessly synchronized with recorder audio. Supervisors can benefit by obtaining a better understanding of each agent's compliance with required practices and protocols. *Screen Recording DX* can capture the important imagery appearing on a user's PC screen, such as surveillance camera video, maps, or overlay application video. Screen recording replay can also aid during incident investigations and can help to document issues with other software.

The *Screen Recording DX* software can efficiently capture up to 20 frames per second, offers flexible bandwidth-limiting options, supports multiple displays and is compatible with modern Windows and Linux workstations.

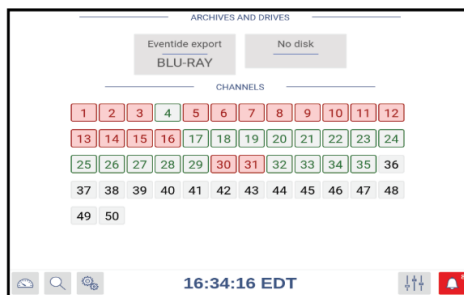
## ► **NexLog DX-Series Software Update Subscription (DXSUS)**

The NexLog DX-Series software continues to evolve in order to meet tomorrow's technical and security challenges, and new software versions and updates are produced on a regular basis. The *DX-Series Software Update Subscription (DXSUS™)* provides access to these important software versions and updates, which can incorporate Linux security updates, application-level security updates, and improvements to existing functionality. Each NexLog DX-Series software version is conveniently designated by its year of release, as well as its update level (example: "Version 2020.1").

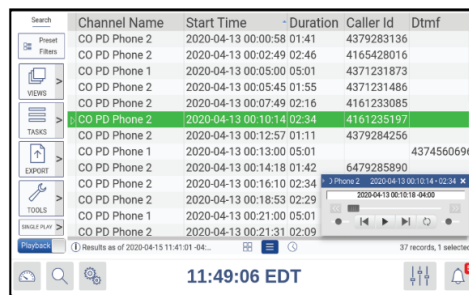
The first 12 Months of **DXSUS** coverage is included at no charge with the purchase of each DX-Series recorder, DX-Series virtual recording solution or Smart Edge Capture Device. *Yearly renewals of coverage will help assure that your NexLog DX-Series products maintain the highest levels of security, performance, functionality and supportability.*

## ► LCD Touch Screen

The optional 7" multi-touch LCD screen (on the front panel) lets you conveniently search and replay calls, protect calls, create incidents, export, burn to CD/DVD, live monitor, view alerts, view archive status, configure the NexLog DX recording system and more.



Info mode: Channels, Archives, Alerts, Live Monitor



Replay mode: Search, Replay, Build Incidents, Export

## ► NexLog DX-Series Interoperability:

### RADIO TECHNOLOGIES:

Motorola Astro 25  
Motorola Dimetra IP  
Motorola MotoTrbo Cap Max  
Motorola MotoTrbo Cap Plus  
Motorola MotoTrbo LCP  
Motorola MotoTrbo IPSC  
Motorola SmartNet/Zone  
Motorola MDC1200  
L3Harris VIDA P25  
L3Harris EDACS via MGW  
ISSI & OTAR for P25 Trunked  
EF Johnson ATLAS P25  
Tait P25 Trunked via ISSI  
Tait/L3Harris DMR Tier III  
Tait/L3Harris DMR Tier II  
Tait MPT-IP  
Sepura/Fylde DMR III  
Sepura/Fylde MPT1327  
ICOM iDAS Conventional  
Kenwood NexEdge Trunked  
ESChat PTT

### 9-1-1 TECHNOLOGIES:

NENA i3 SIPREC  
NENA i3 SMS/MMS/Logging  
Zetron MAX Call Taking  
Zetron Series 3200  
Intrado VIPER  
Motorola VESTA  
Motorola CallWorks  
Emergitech IP9-1-1  
TCS Solacom Guardian  
RapidSOS  
Carbyne 911  
Priority Dispatch AQUA

### CAD TECHNOLOGIES:

Southern Software  
Hexagon Edge Frontier  
New World Tyler  
MobileTec InMotion  
Motorola Spillman  
Geoconex  
RapidDeploy  
Central Square: Inform,  
Zuercher & Sungard

### DISPATCH TECHNOLOGIES:

Zetron MAX Dispatch  
Zetron ACOM Novus  
Zetron DCS-5020  
AVTEC Scout  
Motorola MCC7500  
Omnitronics Omnicore  
L3Harris SwitchPlus IP  
L3Harris Symphony  
Telex Radio Dispatch  
Telex IP-223 & IP-224  
Catalyst IP|Console  
PENTA cPCx  
Cisco IPICS  
CSS Mindshare  
CTI RadioPro Dispatch  
InterTalk Vantage DCS  
iNEMSOFT Console/Gateway  
SmartPTT Dispatch  
JPS Interoperability Solutions

### PHONE TECHNOLOGIES:

VoIP and SIP Telephones  
Digital PBX Telephones  
Analog Telephones  
2-wire Analog lines  
4-wire Analog circuits  
CAMA Trunks  
T1, E1, and ISDN Trunks  
SIP Trunks  
Cisco Built-in Bridge (BiB)  
Mitel SRC

### ADDITIONAL TECHNOLOGIES:

VMware  
AWS Cloud Storage  
Calabrio (NexLog as Gateway)  
Harding Instruments DXL Intercom  
GAI-Tronics Intercom  
Industronic PA/GA  
Thales TopSky  
ThruPut ATG  
Asterix IP Surveillance Data  
Park Air T6 GRS  
Jotron 7000 Series GRS  
Rohde & Schwarz 4400 GRS

## ► Air Traffic Management and ED-137

NexLog DX-Series recording solutions can record all types of ATC/ATM audio sources, including controller working positions, VCCS, GRS, ambient audio, and telephones. NexLog systems fully support the ED-137B/C-Part 4 (VoIP) recording interface. Eventide actively participates in EUROCAE's Working Group 67 and the EUROCONTROL VOTE group.

## ► Synchronized Replay for ATC/ATM

NexLog DX-Series systems can directly record CWP screens and provide synchronized replay of both screen and audio. NexLog DX-Series recorders can also interface with Thales airspace navigation systems for synchronized replay of audio with CWP scenario replay. A DX-Series replay control API is also available.

## ► Redundancy

NexLog 740 DX-Series and NexLog 840 DX-Series recorders each include redundant power supplies and redundant disk drives. Redundant archiving options include NAS, Blu-ray/DVD-RAM, RDX, and removable HDD.

NexLog 740 DX-Series and NexLog 840 DX-Series recorders are available in sets of multiple units for fully redundant "Active + Active" recording, storage and archiving.



© 2020 Eventide Inc. Specifications and features are subject to change without notice. Some listed features are extra-cost options. Capacities are for DX-Series units. \*Check with Eventide for mixed-type channel capacities, and for pre-sales review of digital phone, LMR, VoIP phone, and VoIP codec compatibility.

\*\*Location view & tracking functions require coordinates to be delivered to the recorder and require both Chrome browser and Google Maps.



**For more information please contact Us:**

**Vista Com**

9824 Whithorn Drive, Houston, Texas 77095 USA Tel: +281-516-9800

[www.vistacomtx.com](http://www.vistacomtx.com)

Email: [Sales@vistacomtx.com](mailto:Sales@vistacomtx.com)

142339-14

# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Panhandle Regional 9-1-1 Network Advisory Committee  
**FROM:** Mandi Jones, Regional 9-1-1 Program Specialist  
**SUBJECT:** Agenda Item 9  
Panhandle Regional 9-1-1 Network Training Opportunities

## **BACKGROUND**

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

## **General Training Information**

Our training website is up. [www.Panhandle911.org](http://www.Panhandle911.org)

This website offers training information available to TCs at their stations. We continue to develop walk-throughs, documents, and tutorials that are available at the click of a mouse for new and veteran dispatchers. Suggestions for content are welcome and encouraged. These tools aid in providing consistency among all panhandle PSAPS.

## **Frank Phillips Training Symposium**

A multiple day training event at Frank Phillips College in Borger is in the beginning stages of planning. We need input from the Advisory Board. What kind of classes are needed specifically for the panhandle?

- Kaylee Massey from Carson County will have a class on how to read criminal histories.
- Rhona Scott from Wheeler is able to teach TCIC/NCIC. Do we want to offer that separately?
- Mandi can teach TCPR.

## **TCOLE Training Cycle**

Telecommunicators are required to obtain 20 hours of continuing education each TCOLE cycle. The current cycle ends August 21<sup>st</sup>, 2023. Each person can check their own hours on the TCOLE website.

[www.tcole.texas.gov](http://www.tcole.texas.gov)

- The TCOLE website has a variety of free classes.
- TTY/TDD is required every 6 months. Free TTY/TDD classes can be accessed on the TCOLE website.
- TCPR will be required on the next training cycle. TCs need to take CPR as a prerequisite to TCPR.

## **Upcoming Trainings**

- Texas Public Safety Fall Symposium
  - Oct 15<sup>th</sup> – 18<sup>th</sup>
  - Embassy Suites by Hilton Convention Center, Denton
    - <https://txapco.org/meetinginfo.php>
- Texas 9-1-1 Trainers Meetings
  - [www.Texas911Trainers.org](http://www.Texas911Trainers.org)
    - October 16<sup>th</sup> in Denton
    - Jan 22<sup>nd</sup>, 2024 San Antonio
    - April 21<sup>st</sup>, 2024 Denton (during the Tx Public Safety Conference)
    - July 22<sup>nd</sup>, 2024 San Antonio
    - October 2024 TBD
- TCIC Less than Full Access #4801
  - Potter County Sheriff's Office 13103 NE 29<sup>th</sup>, Amarillo
  - Sept 4<sup>th</sup> – 5<sup>th</sup>
  - Nov 6<sup>th</sup> – 7<sup>th</sup>
  - Contact Michelle Anderson [michelleanderson@co.potter.tx.us](mailto:michelleanderson@co.potter.tx.us)
- Texas Public Safety Conference 2024
  - April 21<sup>st</sup>-24<sup>th</sup>, 2024
  - Embassy Suites by Hilton, Denton Convention Center
  - Currently looking for volunteers to help
  - [www.txpublicsafetyconference.com](http://www.txpublicsafetyconference.com)

## **Legislative Updates**

- Alyssa's Law – HB669/SB838
  - Public and charter schools must provide silent panic alert technology in classrooms.
  - Applies to 2025/2026 school year
- SB 496 – 9-1-1 TC Training
  - Get involved!
- HB 9 – Includes funding for NextGen 9-1-1
- HB 3858 – Mental Health Wellness of officers
  - Not clear if that includes telecommunication officers or not
- HB 1486 – Mental Health Leave Policy for Telecommunicators
  - Agencies must create a mental health leave policy
  - Takes effect Sept 1, 2023

## **Websites**

TCOLE – [www.tcole.texas.gov](http://www.tcole.texas.gov)

TCOLE is attempting to update their website and stay accurate with online training. You can volunteer for committees here. It is a great way to make sure TCs have a voice in TCOLE decisions.

911derwomen — [www.911derwomen.com](http://www.911derwomen.com)

Training webinars are put out monthly for many topics including personal and professional development. Information on upcoming conferences all over the U.S. as well as scholarship information can be found on the website.

Commercial Electronics – [www.comelectronics.com](http://www.comelectronics.com)

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

Training 911 Heroes - [www.training4911heroes.com](http://www.training4911heroes.com)

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

TXAPCO – [www.txapco.org](http://www.txapco.org)

Watch for updates to this website.

APCO - [www.apcointl.org](http://www.apcointl.org)

NENA – [www.nena.org](http://www.nena.org)

Both of these organizations offer free training for non-members

## **One on One Training**

Mandi is available for one-on-one training with your people.

## **Miscellaneous**

Solar Eclipse Planning. What if a similar incident occurs in the Panhandle? Are we prepared?

## **RECOMMENDATION:**

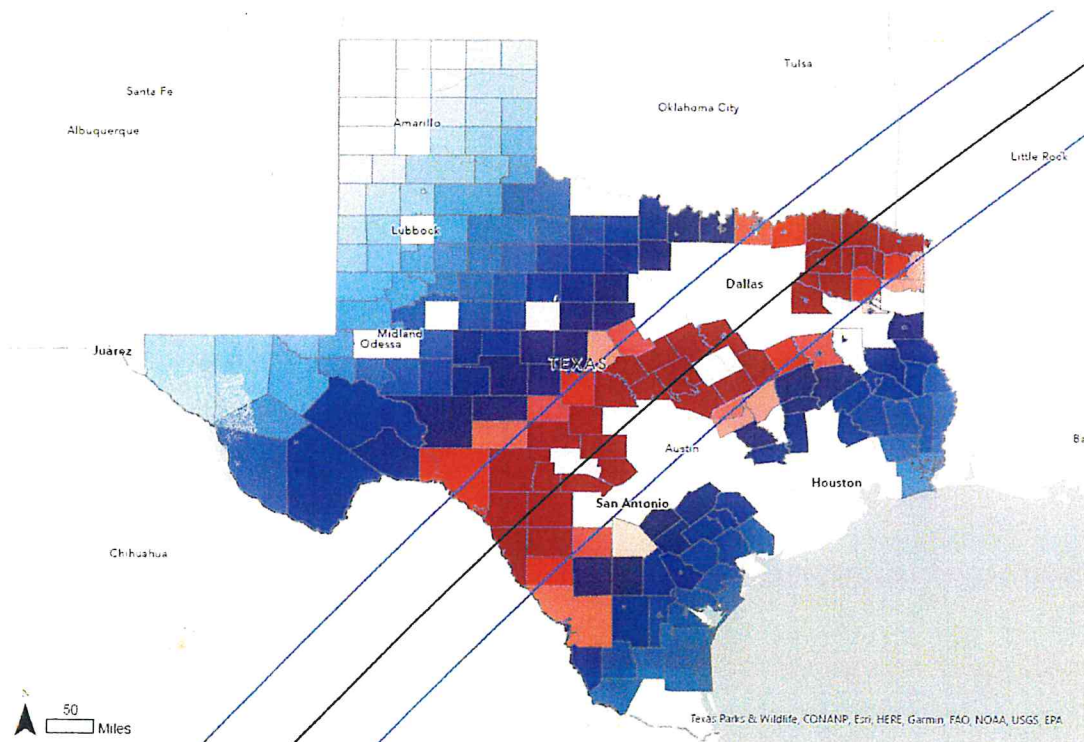
Information item only, no action required.



# SOLAR ECLIPSE PLANNING FOR 9-1-1 ENTITIES

On April 8, 2024, a total solar eclipse will trace a path of totality across 13 states. The eclipse enters Texas near Eagle Pass at 1:27 pm CDT and leaves near Texarkana at 1:49 pm CDT. Statewide impact is expected as visitors travel from around the world to witness the eclipse. Below is a map of the path and the impacted areas. CSEC, along with several other state agencies, is part of a federal working group to coordinate planning and response efforts, with our focus being the impact on the Texas 9-1-1 system and the potential for small, rural PSAPs to be inundated by calls for assistance. All 77 9-1-1 entities are expected to be affected by this event in some way; the 44 9-1-1 entities in the path of totality will have an influx of visitors that are predicted to trickle in over the days and possibly weeks leading up to the eclipse who will all try to leave at the same time as soon as it's over. Those with more urban areas will experience visitors passing through, seeking hotel accommodations and restaurants, along with access to major airports in the major metropolitan areas. Because of the nature of the event, there is a potential for every 9-1-1 entity to be impacted by this event.

CSEC will facilitate planning meetings for the 9-1-1 entities beginning this month. There will be one call established for those in the path of totality (to be held monthly), and a second call for all 9-1-1 entities (to be held quarterly). We will use this call to pass along information that we have gathered from our fellow state agencies, the federal partners, as well as the monthly meetings. Invitations will be coming soon from Monica Watt, CSEC's Deputy for Project Management.



**Contact: Andrea Shepard (AShepard@mc911.org) if you would like to contribute to the PETs working group and or would like to attend the CSEC meeting calls.**

A BILL TO BE ENTITLED  
AN ACT

relating to a study on potential improvements to training provided to 9-1-1 emergency service call takers and dispatchers.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. (a) In this Act, "commission" means the Texas Commission on Law Enforcement.

(b) The commission, in consultation with the Texas A&M Engineering Extension Service, shall conduct a study to identify potential improvements to training provided to 9-1-1 emergency service call takers and dispatchers.

(c) In conducting the study, the commission shall consider:

(1) the effectiveness of current training provided to 9-1-1 emergency service call takers and dispatchers on communicating accurate information to law enforcement officers;

(2) potential improvements to the training to ensure 9-1-1 emergency service call takers and dispatchers are accurately identifying, classifying, and communicating information.

(d) In conducting the study, the commission may collaborate with law enforcement agencies, community representatives, and other interested parties.

(e) Not later than September 1, 2024, the commission shall prepare and submit to the legislature a written report containing the results of the study and any recommendations for legislative or other action.

(f) This Act expires September 1, 2025.

SECTION 2. This Act takes effect September 1, 2023.

AN ACT

relating to the development and funding of broadband and telecommunications services.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Chapter 403, Government Code, is amended by adding Subchapter T to read as follows:

SUBCHAPTER T. TEXAS BROADBAND INFRASTRUCTURE FUND

Sec. 403.601. DEFINITIONS. In this subchapter:

(1) "Broadband Equity, Access, and Deployment Program" means the federal Broadband Equity, Access, and Deployment Program established by the Infrastructure Investment and Jobs Act (Pub. L. No. 117-58).

(2) "Fund" means the broadband infrastructure fund established under Section 49-d-16, Article III, Texas Constitution.

(3) "Next generation 9-1-1 service fund" means the fund established under Section 771.0713, Health and Safety Code.

Sec. 403.602. LEGISLATIVE FINDINGS; PUBLIC PURPOSE. The legislature finds that:

(1) the creation of the fund will meet an imperative public need and serve the economic, educational, and health care needs of this state; and

(2) the use of the fund is in furtherance of the public purpose of expanding and ensuring access to reliable, high-speed broadband and telecommunications connectivity.

Sec. 403.603. BROADBAND INFRASTRUCTURE FUND. (a) The broadband infrastructure fund is a special fund in the state treasury outside the general revenue fund. The fund consists of:

(1) money transferred or deposited to the credit of the fund by the constitution, general law, or the General Appropriations Act;

(2) revenue that the legislature by general law dedicates for deposit to the credit of the fund;

(3) investment earnings and interest earned on money in the fund; and

(4) gifts, grants, and donations to the fund.

(b) The fund shall be administered by the comptroller who



may use money from the fund for any purpose authorized by Subsection (c).

(c) The fund may be used only for:

(1) a purpose described by Chapter 490I;

(2) providing funding for 9-1-1 and next generation 9-1-1 services under Chapter 771, Health and Safety Code;

(3) supporting the deployment of next generation 9-1-1 service, including its costs of equipment, operations, and administration, as provided by Section 771.0713, Health and Safety Code;

(4) supporting the Texas Broadband Pole Replacement Program established under Section 403.503, as added by Chapter 659 (H.B. 1505), Acts of the 87th Legislature, Regular Session, 2021;

(5) providing matching funds for federal money provided for the Broadband Equity, Access, and Deployment Program;

(6) expanding access to broadband service in economically distressed communities to support increased connectivity needs in those areas; and

(7) administering and enforcing this subchapter.

(d) For the purposes of Subsection (c)(5), the comptroller:

(1) shall consider an applicant's potential contribution toward matching the funds for federal money provided for the Broadband Equity, Access, and Deployment Program; and

(2) may only provide state matching funds if a state contribution is necessary for the economic feasibility of a proposed project.

Sec. 403.604. MANAGEMENT AND INVESTMENT OF FUND. (a) In this section, "trust company" means the Texas Treasury Safekeeping Trust Company.

(b) The trust company shall hold and invest the fund, and any accounts established in the fund, for the comptroller, taking into account the purposes for which money in the fund may be used. The fund may be invested with the state treasury pool and may be pooled with other state assets for purposes of investment.

(c) The overall objective for the investment of the fund is to maintain sufficient liquidity to meet the needs of the fund while striving to preserve the purchasing power of the fund over a full

economic cycle.

(d) In managing the assets of the fund, the trust company may acquire, exchange, sell, supervise, manage, or retain any kind of investment that a prudent investor, exercising reasonable care, skill, and caution, would acquire or retain in light of the purposes, terms, distribution requirements, and other circumstances of the fund then prevailing, taking into consideration the investment of all the assets of the fund rather than a single investment.

(e) The trust company shall recover the costs incurred in managing and investing the fund only from the fund.

(f) The trust company annually shall provide a written report to the comptroller with respect to the investments of the fund.

(g) The trust company shall adopt a written investment policy that is appropriate for the fund. The trust company shall present the investment policy to the investment advisory board established under Section 404.028. The investment advisory board shall submit to the trust company recommendations regarding the policy.

(h) The comptroller annually shall provide to the trust company a forecast of the cash flows into and out of the fund. The comptroller shall provide updates to the forecasts as appropriate to ensure that the trust company is able to achieve the fund's objective specified by Subsection (c).

(i) The trust company shall disburse money from the fund as directed by the comptroller.

Sec. 403.605. RULEMAKING. The comptroller may adopt rules as necessary to administer this subchapter.

SECTION 2. Section 403.502, Government Code, as added by Chapter 659 (H.B. 1505), Acts of the 87th Legislature, Regular Session, 2021, is amended by adding Subsection (b-1) to read as follows:

(b-1) In addition to the money transferred under Subsection (b), the comptroller may transfer to the credit of the pole replacement fund an available amount from the broadband infrastructure fund established under Section 49-d-16, Article

III, Texas Constitution.

SECTION 3. (a) The comptroller of public accounts shall make a one-time transfer in the amount of \$155,200,000 from the broadband infrastructure fund established under Section 49-d-16, Article III, Texas Constitution, to the next generation 9-1-1 service fund established under Section 771.0713, Health and Safety Code.

(b) The comptroller of public accounts shall make a one-time transfer in the amount of \$75 million from the broadband infrastructure fund established under Section 49-d-16, Article III, Texas Constitution, to the broadband pole replacement fund established under Section 403.502, Government Code, as added by Chapter 659 (H.B. 1505), Acts of the 87th Legislature, Regular Session, 2021.

(c) Notwithstanding Section 5, Chapter 10 (S.B. 8), Acts of the 87th Legislature, 3rd Called Session, 2021, the comptroller of public accounts may not use funds appropriated under that section to support the Texas Broadband Pole Replacement Program established under Section 403.503, Government Code, as added by Chapter 659 (H.B. 1505), Acts of the 87th Legislature, Regular Session, 2021, after the effective date of this Act.

(d) The comptroller of public accounts shall transfer the amounts described by Subsections (a) and (b) of this section not later than September 15, 2024.

SECTION 4. This Act takes effect January 1, 2024, if the constitutional amendment proposed by the 88th Legislature, Regular Session, 2023, creating the broadband infrastructure fund to expand high-speed broadband access and assist in the financing of connectivity projects in the state takes effect. If that amendment is not approved by the voters, this Act has no effect.

A BILL TO BE ENTITLED  
AN ACT

relating to the establishment of mental health wellness units within law enforcement agencies.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subtitle B, Title 4, Government Code, is amended by adding Chapter 425 to read as follows:

CHAPTER 425. LAW ENFORCEMENT AGENCY MENTAL HEALTH WELLNESS UNITS

SUBCHAPTER A. GENERAL PROVISIONS

Sec. 425.001. DEFINITIONS. In this chapter:

(1) "Commission" means the Health and Human Services Commission.

(2) "Fund" means the peace officer mental health fund.

(3) "Law enforcement agency" means the Department of Public Safety or a political subdivision authorized by law to employ peace officers under Article 2.12, Code of Criminal Procedure.

SUBCHAPTER B. MENTAL HEALTH WELLNESS UNITS

Sec. 425.051. ESTABLISHMENT OF WELLNESS UNITS. Each law enforcement agency shall establish and maintain a mental health wellness unit within the agency for the agency's peace officers.

Sec. 425.052. WELLNESS UNIT REQUIREMENTS. A wellness unit established under this subchapter shall:

(1) identify peace officers that respond to a violent incident that may result in a loss of life, including a homicide, suicide, or fatal motor vehicle accident;

(2) require a representative of the wellness unit to communicate with and monitor the mental health of an officer identified under Subdivision(1) , when feasible;

(3) maintain and provide a list of verified counselors, therapists, and support resources available to an officer identified under Subdivision (1) who agrees to services through the wellness unit; and

(4) include any additional requirements the commission determines are necessary to implement this subchapter.

SUBCHAPTER C. PEACE OFFICER MENTAL HEALTH FUND AND GRANT PROGRAM

Sec. 425.101. FUND. (a) The peace officer mental health fund is an account in the general revenue fund.

(b) The fund is composed of:

(1) money appropriated to the fund by the legislature;

(2) gifts and grants contributed to the fund; and

(3) the earnings of the fund.

(c) Money in the fund may be appropriated only to the commission. The commission may use the money only for making grants under Section 425.102.

Sec. 425.102. PEACE OFFICER MENTAL HEALTH GRANT PROGRAM.

(a) The commission shall establish and administer a grant program to assist local law enforcement agencies in establishing and maintaining mental health wellness units within the agencies as required under Subchapter B.

(b) The commission shall establish:

(1) eligibility criteria for grant applicants;

(2) grant application procedures;

(3) guidelines relating to grant amounts;

(4) procedures for evaluating grant applications; and

(5) procedures for monitoring the use of a grant awarded under the program and ensuring compliance with any

condition of a grant.

SECTION 2. Not later than January 1, 2024, the executive commissioner of the Health and Human Services Commission shall prescribe any necessary requirements for mental health wellness units established under Chapter 425, Government Code, as added by this Act.

SECTION 3. Notwithstanding Subchapter B, Chapter 425, Government Code, as added by this Act, a law enforcement agency is not required to establish a mental health wellness unit under that subchapter until September 1, 2024.

SECTION 4. This Act takes effect September 1, 2023.

A BILL TO BE ENTITLED  
AN ACT

relating to the adoption of a mental health leave policy for certain telecommunicators.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Section 614.015, Government Code, is amended to read as follows:

Sec. 614.015. MENTAL HEALTH LEAVE FOR PEACE OFFICERS AND TELECOMMUNICATORS. (a) In this section:

(1) "Law [~~,-~~"law] enforcement agency" means an agency of the state or [~~an agency~~] of a political subdivision of the state authorized by law to employ peace officers.

(2) "Telecommunicator" means a person authorized to act as a telecommunicator under Section 1701.405, Occupations Code.

(b) Each law enforcement agency, and each agency of the state or of a political subdivision of the state that employs a full-time telecommunicator, shall develop and adopt a policy allowing the use of mental health leave by the peace officers and full-time telecommunicators, as applicable, employed by the agency who experience a traumatic event in the scope of that employment.

(c) A [~~The~~] mental health leave policy adopted under this section must:

(1) provide clear and objective guidelines establishing the circumstances under which a peace officer or telecommunicator is granted [~~mental health leave~~] and may use mental health leave;

(2) entitle a peace officer or telecommunicator to mental health leave without a deduction in salary or other compensation;

(3) enumerate the number of mental health leave days available to a peace officer or telecommunicator; and

(4) detail the level of anonymity for a peace officer or telecommunicator who takes mental health leave.

(d) A [~~The~~] mental health leave policy adopted under this section may provide a list of mental health services available to peace officers and telecommunicators in the area of the law enforcement or employing agency.

SECTION 2. As soon as practicable after the effective date of this Act, each agency required to adopt a mental health leave policy under Section 614.015, Government Code, as amended by this Act, shall adopt a mental health leave policy as prescribed by that section.

SECTION 3. This Act takes effect September 1, 2023.

# Memorandum

**DATE:** August 18th, 2023  
**TO:** Panhandle Regional 9-1-1 Network Advisory Committee  
**FROM:** Mandi Jones, 9-1-1 Program Specialist  
**SUBJECT:** Agenda Item 10  
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, text to 9-1-1, various legislative updates, and ever-changing technology have all created the need to educate the public on contacting emergency services.

## **WHAT WENT ON:**

- National Night Out
  - August 1<sup>st</sup>
    - Tulia dispatch was provided with public education items including bubbles, bracelets, bouncy balls, and tri-tip frisbees.
- XIT Parade
  - August 5<sup>th</sup>
  - Dalhart dispatch had a float in the parade and was provided with public education items including bouncy balls, tri-tip frisbees, and bubbles.

- Fritch Community Day Event
  - July 22<sup>nd</sup> 10 am – 2 pm
    - PRPC partnered with the Borger Regional Communications Center to have an educational and interactive 9-1-1 booth. Pub Ed items were handed out including back scratchers, bubbles, tri-tip frisbees, and bouncy balls.
- Hemphill County Summer Reading Program
  - June 19<sup>th</sup>
    - Hemphill County Dispatch partnered with fire and ems to do a 9-1-1 education summer program. Public education items including Cell Phone Sally books, bracelets, stickers, pens, and bubbles were provided.
- Heritage Days Parade – Hansford County
  - June 3<sup>rd</sup>
    - Hansford County dispatch had a float in the parade & was provided with 9-1-1 public education items including bubbles, coin holders, stickers, and tri-tip frisbees.
- Public Educators of Texas Meeting
  - [www.911publiceducatorsoftexas.com](http://www.911publiceducatorsoftexas.com)
    - July 11<sup>th</sup> – San Antonio, TX

### **COMING UP:**

- Public Educators of Texas Meetings
  - [www.911publiceducatorsoftexas.com](http://www.911publiceducatorsoftexas.com)
    - October 17<sup>th</sup> – Denton, TX
    - January 23<sup>rd</sup>, 2024 San Antonio
    - April 22<sup>nd</sup>, 2024 Denton during the Texas Public Safety Conference
    - July 23<sup>rd</sup>, 2024 San Antonio
- Farm and Ranch Show
  - November 28<sup>th</sup> – 30<sup>th</sup>
    - Mandi will be looking for volunteers

### **RECOMMENDATION:**

Information item only, no action required.



# Memorandum

**DATE:** August 18<sup>th</sup>, 2023  
**TO:** Panhandle Regional 9-1-1 Network Advisory Committee  
**FROM:** John Schaumburg, Regional 9-1-1 Network GIS Manager  
**SUBJECT:** Agenda Item 11  
Mapping Updates

## **BACKGROUND:**

The Panhandle Regional 9-1-1 Network's Mapping Department has been focusing on improving the 9-1-1 answering equipment maps. In an attempt to increase the functionality of the secondary Mapflex server, we ended up generating unrepairable errors. Unfortunately, the Intrado team needed to do an entirely new deployment for the Mapflex servers. This required a complete review and analysis of geometry matches, data matches, field updates and schema updates. This deployment should be complete in the next couple of weeks.

The Panhandle Regional 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 500 changes, updates, or new features added to the sites/structures address point layer of the map. Unfortunately, these changes have not been added to the 9-1-1 workstations because of the Mapflex issues mentioned above. In addition to the map corrections, we have been updating individual telephone numbers within the 9-1-1 Automated Location Information (ALI) database. Updating the database requires network staff to submit individual telephone requests to the telephone companies to update or correct their data. These updates should allow a landline call or text entry search to provide more precise location for the dispatchers.

## **RECOMMENDATION:**

This is an information item only.