



Panhandle Regional 9-1-1 Network
Advisory Committee
May 9th, 2025
2:00 PM



NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, May 9th, 2025, 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/20250501.pdf>.

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on February 7th, 2025.
4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **Mapping Updates**
Discuss Mapping Updates Within the Region
6. **Training Activities**
Staff Report on Emergency Communication Training Opportunities in the Region.
7. **Public Education Activities**
Staff Report on Public Education Activities in the Region.
8. **Emergency Call Tracking System (ECaTS)**
Discuss and Consider for Approval, the ECaTS Renewal.
9. **Performance Report**
Fiscal Year 2025 Quarter Two Performance Report.
10. **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 _____, 2025, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____ a.m./p.m.

Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

February 7, 2025

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, February 7th, 2025 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Melissa Anderson, Armstrong County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Vance Easley, Childress County Sheriff's Office; Kirsten Williams, Hereford Police Department; Jessica Mann, Pampa Police Department; Kris Hogan, Hemphill County Sheriff's Office; Sidney Jordan, City of Borger; Robin Grice, Moore County Sheriff's Office; Rafael Gonzalez, Perryton Police Department; Vicki Groneman, Oldham County Sheriff's Office; Rebekah Baucom, Parmer County Sheriff's Office; Kimberly Weatherly, Sherman County Sheriff's Office; Jeannie Rogers, Tulia Police Department.

MEMBERS ABSENT:

Sal Rivera, Castro County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office; Diann Guffy, Dallam-Hartley County Jail; Cheryl Phillips, Donley County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Robert Mahaffee, Hansford County Sheriff's Office; Ty Lane, Lipscomb County Sheriff's Office; Johnny Carter, Wheeler County Sheriff's Office; Kyle Ray, Windstream Representative; Manuel Almanza, AT&T Representative; Mark Garcia, Suddenlink Representative.

STAFF PRESENT:

John Schaumburg, Regional 9-1-1 Network Director; Mandi Jones, Regional 9-1-1 Network Program Specialist; Melissa Devenport, Regional 9-1-1 Network GIS/Technical Program Specialist; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Khasi Campos, Regional 9-1-1 Network Program Specialist.

NON-MEMBERS PRESENT:

Deana Phillips, Donley County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Dustin Henderson, Borger Regional Communications; Trena Volden, Moore County Sheriff's Office; Katina Brock, Perryton Police Department; Rhonda Scott, Wheeler County

Sheriff's Office; Reeves Easley-McPherson, Pantex; Lance May, Texas Parks and Wildlife; David Calabrese, Region16; Doug Beck, West Texas Gas; Dean McFadden, Apollo MedFlight; Jonathon Hood, Apollo MedFlight.

1. CALL TO ORDER

Vicki Groneman 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 our November 8th, 2024 meeting of the Regional 9-1-1 Network Advisory Committee. Vance Easley, made a motion to accept the minutes and the motion was seconded by, Jessica Mann. The motion carried by a unanimous vote.

4. REGIONAL 9-1-1 NETWORK DIRECTOR'S REPORT

Members heard a report from John Schaumburg regarding current activities of the Regional 9-1-1 Network. No action was required.

5. ADVISORY COMMITTEE NOMINATIONS

John Schaumburg led the nominations for the Panhandle Regional 9-1-1 Network Advisory Committee. Nominations for committee members are as follows:

Pantex- William Reeves Easley-McPherson	Region 16- David Calabrese
Texas Parks & Wildlife- Cpt. Lance May	Wheeler Co- Tim Reeves

Kalee Massey made a motion to approve the nominations, and Jeannie Rogers seconded the motion. The nominations were approved for submittal to the PRPC Board of Directors.

6. REGIONAL 9-1-1 NETWORK RURAL TRAINING OPPORTUNITIES

Guest speakers, Doug Beck, with West Texas Gas, Dean McFadden, and Jonathon Hood, with Apollo MedFlight informed the committee about their company's missions. Also, Mandi Jones informed the committee about recent emergency communication training opportunities in the region. No action was required.

7. 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.

8. RENEWAL OF INTERLOCAL AGREEMENTS

John Schaumburg discussed with members the process of renewing interlocal agreements throughout the region. No action was required.

9. CALL HANDLING EQUIPMENT (CHE) SOFTWARE SUPPORT RENEWAL

John Schaumburg informed board members and recommended for approval, a contract extension for CHE Software Support. Sidney Jordan, made a motion to approve the contract extension, and Kris Hogan, seconded the motion. The motion carried unanimously.

10. FY2025 1st QUARTER PERFORMANCE REPORT

John Schaumburg reviewed and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the first quarter of FY2025 covering the months of September, October, and November. Vance Easley, made a motion to approve the first quarter performance report, and Kalee Massey, seconded the motion. The motion carried unanimously.

11. OPEN DISCUSSION

The next meeting scheduled is for Friday, May 9, 2025 at 2:00 p.m.

12. ADJOURNMENT

There being no further business to come before the Committee, Melissa Anderson made a motion to adjourn, and Vance Easley, seconded the motion. The motion carried unanimously and the meeting was adjourned at 3:30 p.m.

Memorandum

DATE: May 9th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 4
Director's Report

BACKGROUND

Oral report explaining the current activities of the 9-1-1 Network.

RECOMMENDATION:

Information only, no action required.





Memorandum

DATE: May 9th, 2025

TO: Regional 9-1-1 Network Advisory Committee

FROM: John Schaumburg, Director, Regional 9-1-1 Network

SUBJECT: Agenda Item 5
Mapping Updates

BACKGROUND

The Panhandle Regional 9-1-1 Network's mapping department has been working to increase accuracy between the 9-1-1 telephone database and the mapping database. The ultimate goal is to ensure proper call routing and location plotting on the PSAP map. Additionally, the Regional 9-1-1 Network must meet the thresholds stipulated by the Commission on State Emergency Communications (CSEC).

CSEC Requirements:	PRPC:
ALI to RCL: 99.5% Match Rate	ALI to RCL: 99.95%
ALI to SSAP: 98.5% Match Rate	ALI to SSAP: 98.75%
GIS Errors: 1.1% or below	GIS Errors: 1.08%

As of the last quarterly report, presented at the CSEC workshop, the Panhandle Regional 9-1-1 Network has met all of the requirements.

The Regional 9-1-1 made over 1,000 corrections over the past several months, and hundreds more pending. Additionally, there have been over 150 new address points assigned over the last quarter.

RECOMMENDATION

Information item only, no action needed.



Total Compliance

RPC	ALI to RCL	ALI to SSAP	GIS Match Rate	Monthly Upload (in last year)
AACOG	No	No	Yes	No
ATCOG	No	No	Yes	No
BVCOG	Yes	No	Yes	Yes
CBCOG	No	No	Yes	Yes
CTCOG	No	No	No	No
CVCOG	Yes	Yes	Yes	Yes
DETCOG	Yes	No	Yes	Yes
ETCOG	Yes	No	No	Yes
GCRPC	Yes	Yes	Yes	Yes
HOTCOG	Yes	Yes	Yes	Yes
MRGDC	No	No	No	Yes
NRPC	Yes	Yes	Yes	No
PBPRC	Yes	Yes	Yes	Yes
PRPC	Yes	Yes	Yes	Yes
RGCOG	Yes	No	Yes	Yes
SETRPC	Yes	Yes	Yes	Yes
SPAG	Yes	Yes	Yes	Yes
STDC	Yes	No	Yes	Yes
TCOG	Yes	No	Yes	Yes
WCTCOG	Yes	Yes	Yes	Yes



Memorandum

DATE: May 9th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Mandi Jones, 9-1-1 Program Specialist
SUBJECT: Agenda Item 6
Panhandle Regional 9-1-1 Network Training Activities

BACKGROUND

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

Guest Speaker

Valerie Hockaday, HIS valerie@advancedhearing.biz

General Training Information

Our training website is 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.

OCCURRED

Rapid SOS console training

February 21st, 2025 - Armstrong County

March 4th, 2025 – Dallam/Harley County



TXAPCO/TXNENA Texas Public Safety Conference

April 3-6th McAllen, TX

SAFVIC – Sexual Assault Family Violence for Telecommunication Professionals

April 24th, 2025 – West Texas A&M University Police Department

Human Trafficking for Telecommunicators

May 6th, 2025 – Amarillo College Hereford Campus

Carbyne Training Tutorials

Everyone should be receiving training emails from Carbyne. If a TC is not receiving the tutorial, please email Mandi. mjones@theprpc.org

UPCOMING

Assisting Individuals in Crisis & Group Crisis Intervention (GRIN)

June 16th – 18th, 2025 – Amarillo College

TCIC/NCIC Full Access

July 24th – 26th – Amarillo College

Support That Saves, Building and Sustaining Peer Support

August 5th – 7th, 2025 Amarillo College First Responders Academy

Active Shooter & Suicidal Caller – Shantelle Oliver

August TBD – PRPC

TCOLE Basic Instructor

August 4th – 8th, 2025 – Amarillo College

Texas 9-1-1 Trainers Meetings

www.Texas9-1-1Trainers.com

- January 16th, 2025 in San Antonio at AACOG (Alamo Area Council of Governments)
- April 2nd, 2025 McAllen during the TXPSC
- July 16th, 2025 Amarillo Civic Center
- October 6th, 2025 during the Texas APCO/TXNENA Fall Symposium in The Woodlands

TCOLE Training Cycle

Telecommunicators are required to obtain 20 hours of continuing education each TCOLE cycle. The current cycle began September 1st, 2023. Each person can check their own hours on the TCOLE website.

www.tcole.texas.gov

- The TCOLE website has a variety of free classes.
- Crisis Communications is no longer offered on the website, but can still be taken.
- TTY/TDD is required every 6 months. Free TTY/TDD classes can be accessed on the TCOLE website.
- TCPR is now required. TCs need to take CPR as a prerequisite to TCPR.

Websites

911derwomen — www.911nderwomen.com

TCOLE – 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.

Commercial Electronics – www.comelectronics.com

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

Training 911 Heroes - www.training4911heroes.com

Look under 'all courses' for some free training courses and worksheets to use for training TXAPCO – www.txapco.org

Watch for updates to this website.

APCO - www.apcointl.org

NENA – www.nena.org

Both of these organizations offer free and discounted training for members.

One on One Training

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

RECOMMENDATION:

Information item only, no action required.

Memorandum

DATE: May 9th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Mandi Jones, 9-1-1 Program Specialist
SUBJECT: Agenda Item 7
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.

COMING UP:

Cell Phone Sally – A new costume has been ordered!

May 16th – Borger Health and Safety Fair

Public Educators of Texas Meetings
www.911publiceducatorsoftexas.com

- January 17th, 2025 AACOG Alamo Council of Governments, San Antonio
- April 2nd, 2025 during the Texas Public Safety Conference in McAllen
- July 17th, Amarillo Civic Center
- October 6th, 2025 during the Fall Symposium in The Woodlands

Please let Mandi know of any community events.

RECOMMENDATION:

Information item only, no action required.





Memorandum

DATE: May 9th, 2025

TO: Regional 9-1-1 Network Advisory Committee

FROM: John Schaumburg, Director, Regional 9-1-1 Network

SUBJECT: Agenda Item 8
Emergency Call Tracking System (ECaTS) Renewal

BACKGROUND

The Panhandle Regional 9-1-1 Network is required to track 9-1-1 call data throughout the region's 21 Public Safety Answering Points (PSAPs). Currently, the Regional 9-1-1 Network uses Intrado Life & Safety, Inc. as the call-handling equipment (CHE) solution. In order to track the call data within the Intrado environment, the Regional 9-1-1 Network has used Intrado's analytics suite, ECaTS to generate call volumes, statistics, summaries, details, etc. for reporting purposes.

The Regional 9-1-1 Network is currently transitioning to a new CHE solution, but until the transition is complete, the Intrado call data must continue to be tracked. Intrado has provided a five-month H-GAC Buy Contract Pricing Quote of \$29,935.54 (H-GAC Buy Contract #EC07-23). The quote states that it will be billed monthly and as PSAPs are transitioned off of the Intrado CHE, they can be removed from the ECaTS bill.

"Attachments", ECaTS Renewal Quote #77953

RECOMMENDATION

Staff recommends that the Panhandle Regional 9-1-1 Advisory Committee approve PRPC to enter into the H-GAC Buy contract with Intrado Life & Safety, Inc., for the Emergency Call Tracking System for five months, totaling \$29,935.54.





Company Name: Intrado Life & Safety, Inc.

ECaTS Renewal: June 1, 2025 - October 31, 2025

for

Panhandle Regional Planning Commission (PRPC), TX

(Direct. All Intrado products and services are on H-GAC Buy EC07-23.)

Quote Number: 77953

Version: 1

February 05, 2025

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

Summary All Sites

Item	Price
PRPC Host	\$1,491.05
Pampa PD Host	\$1,491.05
Borger PD	\$1,605.59
Carson County SO	\$1,491.05
Castro County SO	\$1,491.05
Childress Law Enforcement Center	\$1,491.05
Collingsworth County SO	\$1,491.05
Dallam County Jail	\$1,491.05
Donley County SO	\$1,491.05
Hall County SO	\$1,491.05
Hansford County SO	\$1,491.05
Hemphill County SO	\$1,491.05
Hereford PD	\$1,491.05
Lipscomb County SO	\$1,491.05
Moore County SO	\$1,491.05
Oldham County SO	\$1,491.05
Parmer SO	\$1,491.05
Sherman County SO	\$1,491.05
Tulia PD	\$1,491.05
Wheeler County SO	\$1,491.05

Total: **\$29,935.54**

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
5 Month Renewal			\$29,935.54		\$29,935.54
Totals			\$29,935.54		\$29,935.54

Summary - PRPC Host

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Pampa PD Host

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Borger PD

Item#	Description	Qty	List Price	Pro-rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T2	ECATS MIS Tier 2: 3-4 Pos per PSAP - 5 Month Renewal	1	\$3,830.33	\$1,605.59	\$1,605.59
				Subtotal	\$1,605.59

Summary - Carson County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Castro County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Childress Law Enforcement Center

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Collingsworth County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Dallam County Jail

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Donley County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Hall County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Hansford County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
Subtotal					\$1,491.05

Summary - Hemphill County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
Subtotal					\$1,491.05

Summary - Hereford PD

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
Subtotal					\$1,491.05

Summary - Lipscomb County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
Subtotal					\$1,491.05

Summary - Moore County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
Subtotal					\$1,491.05

Summary - Oldham County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Parmer SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Sherman County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Tulia PD

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Summary - Wheeler County SO

Item#	Description	Qty	List Price	Pro-Rated Selling Price	Total
ECATS Recurring Services					
ECATS-MISU-A-T1	ECATS MIS Tier 1: 1-2 Pos per PSAP - 5 Month Renewal	1	\$3,557.09	\$1,491.05	\$1,491.05
				Subtotal	\$1,491.05

Notes

- 1** This quote provides pricing for 5 month renewal of ECaTS at PSAPS within the Panhandle Regional Planning Commission (PRPC), TX.

The coverage period is 1 JUN 2025 - 31 OCT 2025.

Intrado will bill monthly. With 30 day cancellation notice, Intrado will adjust the final invoice for only the service used.

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

2 ECaTS VIPER Module

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

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

Terms

VENDOR NAME	Intrado Life & Safety, Inc. Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	erd-ordermanagementteam@intrado.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2023
INVOICING	<p>If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment. If installation is purchased, Customer will be invoiced according to the following terms:</p> <ul style="list-style-type: none">• 30% on acceptance of Customer's Order• 30% on shipment• 30% on System Cutover• 10% on Final Acceptance
DELIVERY	TBD
VALIDITY	Quote expires on August 05, 2025. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety, Inc. and is offered solely for the purpose of evaluation.

Optional Signature Page

Customer can purchase the products and services in this Quote by:

- Issuing a purchase order for the Total Amount of the quote
- OR
- By signing below

Intrado Quote Number: 77953 Version: 1 Date Issued: February 05, 2025

Total Purchase Amount (Not including Optional Products or Services): \$29,935.54

ACCEPTED AND AGREED:

Customer is committing to the Total Purchase Amount listed above.

Customer Entity Name: Panhandle Regional Planning Commission (PRPC), TX

Signature: _____

Printed Name: _____

Title: _____

Date Signed: _____

By signing above, Customer acknowledges and agrees with the terms of the box checked below:

A customer purchase order is required to pay any invoice relating to this quote. Customer acknowledges that Intrado will not ship any equipment or software, or commence any services, until it has received customer's corresponding purchase order.

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Memorandum

DATE: May 9th, 2025

TO: Regional 9-1-1 Network Advisory Committee

FROM: John Schaumburg, Director, Regional 9-1-1 Network

SUBJECT: Agenda Item 9
Fiscal Year 2025 Q2 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 FY25 Q2 performance report covering December, January, and February.

- There were 20,299 9-1-1 calls received from the 21 regional call centers of with 15,441 being wireless (76.07 percent).
- Staff monitored Public Service Answering Points (PSAPs) 22 times with no findings.
- PSAP staff and PRPC staff performed 1,790 Network test calls.
- There were 2 outages during this quarter.
- The region received 1,622 text messages during this period, with the vast majority as test texts.

“Attachments”, FY25 Q2 Performance Report, QPR-00797

RECOMMENDATION

Staff recommends that Regional 9-1-1 Advisory Committee approve the FY25 Q2 Performance Report as submitted, covering the months of December, January, and February.





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QPR-00797

Quarterly Performance Report Name	QPR-00797	Record Type	Current QPR
Strategic Plan	Panhandle Regional Planning Commission - 2024-2025 - Strategic Plan	Status	Approved
Due Date	3/10/2025	Budget	BDG-000496
Released Date		Biennium	2024-2025
Period	Year 2 - Q2	Biennium Year	2025
Number of PSAPs Target			
Submitted Date			
Approved Date			

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

Total # of 9-1-1 calls Target	24,000	Total # of 9-1-1 calls Actual	20,299
Variance Explanation (Calls Received)			

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

Number of Wireless Calls Target	18,000	Number of Wireless Calls Actual	15,441
Variance Explanation (Wireless)			

Number of Equipment Installations

# Equipment Installations Target	0	# Equipment Installations Actual	20
Variance Explanation (Equipment)			

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

Number of Reported Outages Target	0	Number of Reported Outages Actual	2
Variance Explanation (Network Outage)			

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

Target Percentage	0.01%	Actual Percentage	0.00%
Variance Explanation (Percentage Total)			

Number of PSAP Monitoring Visits

Number of PSAPs 11

Number of PSAPs Visits Actual 22

Variance Explanation (PSAP Monitoring)

Number of Texts Received

Number of Texts Received Target 1,500

Number of Texts Received Actual 1,622

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 44,640

Amount of Minutes Actual - Month 2 44,640

Target Amount of Minutes - Month 3 40,320

Amount of Minutes Actual - Month 3 40,320

Total Amount of Minutes Target 129,600.00

Total Amount of Minutes Actual 129,600

% of GIS Errors

Total Features Month 1 144,044

Total Error Month 1 1,603

Total Features Month 2 144,152

Total Error Month 2 1,553

Total Features Month 3 144,177

Total Error Month 3 1,518

Total Features for the Quarter 432,373

Total Error for the Quarter 4,674

Total GIS% Error for the Quarter 1.08%

Infosec

Completed Assessment in last 12 Months No

Enter Date of Assessment

Network Testing

of Network Tests Performed by PSAP 1,724

of Network Tests Performed by RPC 66

Narrative

Additional Narrative SB8 info:
1. PRPC CHE: All hardware is at the PRPC Cog Office, awaiting installation. Carbyne faced delays with the ESI-net migration due to issues with ATT. As of 02/28/2025, the ORT date has been pushed back into May of 2025, with scheduled installations beginning in June.
2. PRPC currently has 5 routers left to install at remote locations and the router replacement project will be complete.

Created By Jessyka McLemore, 2/25/2025, 9:08 AM

Last Modified By Heather Barnes, 3/13/2025, 1:15 PM