# Panhandle Regional
# 9-1-1 Network
# Advisory Committee

Friday
February 2nd, 2024
2:00 PM

**PANHANDLE REGIONAL PLANNING COMMISSION**

# NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, February 2nd, 2024 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/20240202.pdf.

## AGENDA

1. **Call to Order**

2. **Introductions**

3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on November 3rd, 2023.

4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.

5. **FY2024 1st Quarter Performance Report**
Discuss and Consider for Approval, the Panhandle Regional 9-1-1 Network Performance Report for the First Quarter of FY2024 Covering the Months of September, October, and November.

6. **Training Opportunities**
Staff Report on Emergency Communication Training Opportunities in the Region.

7. **Public Education Activities**
Staff Report on Public Education Activities in the Region.

8. **CPE Subcommittee Review**
Review of RFP Subcommittee scoring and recommendation for the replacement of Customer Premise Equipment (CPE).

9. **Text Services Contract Renewal with Intrado Life & Safety Corporation**
Review and Consider for Approval, the Panhandle Regional 9-1-1 Network's Text Services Contract Renewal with Intrado Life & Safety Solutions Corporation.

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

11. **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 _____, 2024, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____a.m./p.m.

_____
Khasi Campos

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# PANHANDLE REGIONAL 9-1-1 NETWORK

## ADVISORY COMMITTEE

### Minutes

### November 3, 2023

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, November 3rd, 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; Cheryl Phillips, Donley County Sheriff's Office; Kirsten Williams, Hereford Police Department; Nick Yara, Perryton Police Department; Vicki Groneman, Oldham County Sheriff's Office; Rhonda Scott, Wheeler County Sheriff's Office.

## MEMBERS ABSENT:

Bret Wilson, Parmer County Sheriff's Office; Kara Lee, City of Borger; Misty Garrett, Hansford County Sheriff's Office; Kimberly Weatherly, Sherman County; Robin Grice, Moore County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Melissa Anderson, Armstrong County; Kent Riley, Collingsworth County Sheriff's Office; Lance Richburg, Pampa Police Department; Sal Rivera, Castro County Sheriff's Office; Manuel Almanza, AT&T Representative; Ty Lane, Lipscomb County Sheriff's Office; Kyle Ray, Windstream Representative; Mark Garcia, Suddenlink Representative; Cheryl Cano, Hemphill County Sheriff's Office.

## STAFF PRESENT:

John Schaumburg, Regional 9-1-1 Network Director; 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.

## 1. CALL TO ORDER

Michele Griffin called the meeting to order at 2:00 p.m.

## 2. INTRODUCTIONS

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

## 3. MINUTES

Members considered the minutes from the August 18th, 2023 meeting of the Regional 9-1-1 Network Advisory Committee. Kirsten Williams made a motion to accept the minutes and the motion was seconded by, Jeannie Rogers. 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. FY2023 4th QUARTER PERFORMANCE REPORT

John Schaumburg submitted and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the fourth quarter of FY2023 covering the months of June, July, and August. Jeannie Rogers, made a motion to approve the fourth quarter performance report, and Vance Easley, seconded the motion. The motion carried unanimously.

## 6. 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.

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

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

## 9. OPEN DISCUSSION

The next meeting scheduled is for Friday, February 2nd, 2024 at 2:00 p.m.

## 10. ADJOURNMENT

There being no further business to come before the Committee, Rhonda Scott made a motion to adjourn, and Kalee Massey seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:56 p.m.

# Memorandum

**DATE:**      February 2nd, 2024

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

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

**SUBJECT:**   Agenda Item 4

Director's Report

Oral report regarding current and future program activities.

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

# Memorandum

**DATE:**      February 2nd, 2024

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

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

**SUBJECT:**  Agenda Item 5

              FY2024 1st 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 FY24 Q1 performance report covering September, October, and November.

- There were 25,421 9-1-1 calls received from the 21 regional call centers of with 19,986 being wireless (78.6 percent).
- Staff monitored Public Service Answering Points (PSAPs) twelve times with no findings.
- PSAP staff and PRPC staff performed 1,547 Network test calls.
- There was one outage during this quarter.
- The region received 1,459 text messages during this period, with the vast majority as test texts.
- Replaced all of the region's 9-1-1 recorders and six sites' uninterruptable power supply (UPS) batteries.

"Attachments", FY24 Q1 Performance Report, QPR-00696

## RECOMMENDATION:

Staff recommends that the 9-1-1 Advisory Committee accept the performance report as submitted for the first quarter of FY24 covering September, October, and November.

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# QPR-00696

| | | | |
|---|---|---|---|
| Quarterly Performance Report Name | QPR-00696 | Record Type | Current QPR |
| Strategic Plan | Panhandle Regional Planning Commission - 2024-2025 - Strategic Plan | Status | Approved |
| Due Date | 12/11/2023 | Budget | BDG-000496 |
| Released Date | | Biennium | 2024-2025 |
| Period | Year 1 - Q1 | Biennium Year | 2025 |
| Number of PSAPs Target | | | |

## 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 | 25,421 |
| | | 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 | 19,986 |
| | | Variance Explanation (Wireless) | |

## Number of Equipment Installations

| | | | |
|---|---|---|---|
| # Equipment Installations Target | 0 | # Equipment Installations Actual | 28 |
| | | Variance Explanation (Equipment) | Uninterrupted Power Supplies (UPS) installed at 6 PSAPs and Host. Recorders installed at regional PSAPs. |

## 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 | 1 |
| | | Variance Explanation (Network Outage) | Telco link failed. Redundant link was corrected, and AVPN network was restored. |

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

| | | | |
|---|---|---|---|
| Target Percentage | 0.01% | Actual Percentage | 0.01% |
| | | Variance Explanation (Percentage Total) | |

## Number of PSAP Monitoring Visits

| | | | | |
|---|---|---|---|---|
| Number of PSAPs | 11 | | Number of PSAPs Visits Actual | 12 |
| | | | Variance Explanation (PSAP Monitoring) | |

## Number of PSAPs transitioned to NG9-1-1 Systems

| | | | | |
|---|---|---|---|---|
| Number of PSAPs Target | 0 | | Number of PSAPs NG911 Actual | 21 |
| | | | Variance Explanation (NG9-1-1) | All PSAPs currently NG911 |

## Number of Texts Received

| | | | | |
|---|---|---|---|---|
| Number of Texts Received Target | 1,500 | | Number of Texts Received Actual | 1,547 |
| | | | Variance Explanation (Texts Received) | |

## Amount of Time 9-1-1 System is Operational

| | | | | |
|---|---|---|---|---|
| Target Amount of Minutes - Month 1 | 43,200 | | Amount of Minutes Actual - Month 1 | 43,200 |
| Target Amount of Minutes - Month 2 | 44,640 | | Amount of Minutes Actual - Month 2 | 44,640 |
| Target Amount of Minutes - Month 3 | 43,200 | | Amount of Minutes Actual - Month 3 | 43,200 |
| Total Amount of Minutes Target | 131,040.00 | | Total Amount of Minutes Actual | 131,040 |

## % of GIS Errors

| | | | | |
|---|---|---|---|---|
| Total Features Month 1 | 143,171 | | Total Error Month 1 | 1,495 |
| Total Features Month 2 | 143,274 | | Total Error Month 2 | 1,496 |
| Total Features Month 3 | 143,342 | | Total Error Month 3 | 1,503 |
| Total Features for the Quarter | 429,787 | | Total Error for the Quarter | 4,494 |
| Total GIS% Error for the Quarter | 1.05% | | | |

## Infosec

| | | | |
|---|---|---|---|
| Completed Assessment in last 12 Months | No | Enter Date of Assessment | |

## Network Testing

| | | | | |
|---|---|---|---|---|
| # of Network Tests Performed by PSAP | 1,459 | | # of Network Tests Performed by RPC | 24 |

## Narrative

| | |
|---|---|
| Additional Narrative | SB8 Procurement Update: The Panhandle Regional 9-1-1 Network has received 5 proposals from different vendors to replace the front and back room CPE. The goal is to bring a recommendation for selection to the 9-1- |

1 Advisory Committee during the
February meeting.

Public Education: Had booth at the Farm
and Ranch Show and the Texas
Panhandle Emergency Preparedness
Conference, and assisted Childress
County Sheriff's Office and Parmer
County Sheriff's Office with National
Night Out.

Created By   Jessyka Vyner, 11/27/2023, 3:25 PM        Last Modified By   Heather Barnes, 12/18/2023, 7:58 PM

## Notes & Attachments

### SLA 5_Service Availability_12-12-2023

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

### FY24 Q1 GIS Data

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

### Text Totals - FY24Q1 - Abridged

| | |
|---|---|
| Type | **File** |
| Last Modified | **John Schaumburg** |
| Description | |
| | **Download** |

### Call Totals - FY24Q1

| | |
|---|---|
| Type | **File** |
| Last Modified | **John Schaumburg** |
| Description | |
| | **Download** |

## Approval History

### 12/18/2023, 7:58 PM

| | |
|---|---|
| Status | **Approved** |
| Assigned To | **9-1-1 Director of Programs** |
| Actual Approver | **Heather Barnes** |
| Comments | |

### 12/17/2023, 5:29 PM

| | |
|---|---|
| Status | **Approved** |
| Assigned To | **9-1-1 Program Manager** |
| Actual Approver | **Jessyka Vyner** |
| Comments | |

### 12/14/2023, 10:10 AM

| | |
|---|---|
| Status | **Submitted** |
| Assigned To | **John Schaumburg** |
| Actual Approver | **John Schaumburg** |
| Comments | **Corrected GIS Data**<br>**Updated minutes of operation**<br>**Updated Frank Phillips Symposium**<br>**Added perf categories for equipment installation**<br>**Added perf categories for CPE replacement - rfp issued**<br>**Added updated network diagram**<br><br>**Let me know if there is anything else** |

### 12/13/2023, 4:06 PM

| | |
|---|---|
| Status | **Rejected** |
| Assigned To | **9-1-1 Program Manager** |
| Actual Approver | **Jessyka Vyner** |
| Comments | **-correct GIS data-it looks like you flipped month one and month three**<br>**-update minutes 911 system was operational** |

-create performance categories for equipment installations
-create performance categories for CHE replacement for each PSAP with the status of "RFP Issued"

## 12/4/2023, 4:13 PM

Status **Submitted**
Assigned To **John Schaumburg**
Actual Approver **John Schaumburg**
Comments **Let me know if you need anything else.**

## Performance Categories

### PC-0027466

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Hemphill County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

### PC-0027473

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Sherman County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

### PC-0027464

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Hall County Jail**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

### PC-0027455

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

### PC-0027462

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Donley County Sheriffs Office**
Date of Visit

Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027478

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hansford County Sheriffs Office** |
| Date of Visit | **11/7/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027457

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Castro County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027471

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Oldham County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027456

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Carson County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027474

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Tulia Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |

Was this a Repeat Finding?

## PC-0027479

|  |  |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Tulia Police Department** |
| Date of Visit | **10/2/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027483

|  |  |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Childress County Sheriffs Office** |
| Date of Visit | **10/6/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027459

|  |  |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Collingsworth County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027468

|  |  |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Lipscomb County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027461

|  |  |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hereford Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027458

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Childress County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027486

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Dallam County Sheriffs Office**
Date of Visit **11/7/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027460

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Dallam County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027480

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **9/9/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027463

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Pampa Police Department**
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027465

Record Type **Network Diagram Changes**
Account **Panhandle Regional Planning Commission**
PSAP **Hansford County Sheriffs Office**

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

### PC-0027484

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Castro County Sheriffs Office** |
| Date of Visit | **10/2/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

### PC-0027467

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Borger Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

### PC-0027469

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Moore County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

### PC-0027477

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Moore County Sheriffs Office** |
| Date of Visit | **11/7/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

### PC-0027470

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Perryton Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |

Resolution
Was this a Repeat Finding?

## PC-0027472

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Parmer County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027475

| | |
|---|---|
| Record Type | **Network Diagram Changes** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Wheeler County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027476

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Lipscomb County Sheriffs Office** |
| Date of Visit | **7/17/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027487

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Sherman County Sheriffs Office** |
| Date of Visit | **11/7/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027481

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hall County Jail** |
| Date of Visit | **10/6/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027482

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Donley County Sheriffs Office** |
| Date of Visit | **10/6/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027485

| | |
|---|---|
| Record Type | **PSAP Monitoring** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Armstrong County Sheriffs Office** |
| Date of Visit | **10/6/2023** |
| Was there a finding? | **No** |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027525

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

## PC-0027539

| | |
|---|---|
| Record Type | **PSAP Training** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027540

| | |
|---|---|
| Record Type | **PSAP Training** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027536

| | |
|---|---|
| Record Type | **PSAP Training** |
| Account | **Panhandle Regional Planning Commission** |

PSAP
Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027537

| | |
|---|---|
| Record Type | **PSAP Training** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027538

| | |
|---|---|
| Record Type | **PSAP Training** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027990

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Pampa Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028002

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Pampa Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027987

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Armstrong County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |

Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027991

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hemphill County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027998

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Childress County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028017

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Parmer County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027989

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hereford Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028015

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Oldham County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028018

|  |  |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Sherman County Sheriffs Office** |
| Date of Visit |  |
| Was there a finding? |  |
| Type of Finding |  |
| Resolution |  |
| Was this a Repeat Finding? |  |

## PC-0028001

|  |  |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Donley County Sheriffs Office** |
| Date of Visit |  |
| Was there a finding? |  |
| Type of Finding |  |
| Resolution |  |
| Was this a Repeat Finding? |  |

## PC-0028012

|  |  |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Moore County Sheriffs Office** |
| Date of Visit |  |
| Was there a finding? |  |
| Type of Finding |  |
| Resolution |  |
| Was this a Repeat Finding? |  |

## PC-0028020

|  |  |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Wheeler County Sheriffs Office** |
| Date of Visit |  |
| Was there a finding? |  |
| Type of Finding |  |
| Resolution |  |
| Was this a Repeat Finding? |  |

## PC-0027992

|  |  |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Lipscomb County Sheriffs Office** |
| Date of Visit |  |
| Was there a finding? |  |
| Type of Finding |  |
| Resolution |  |
| Was this a Repeat Finding? |  |

## PC-0027993

|  |  |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |

|  | |
|---|---|
| PSAP | **PRPC Host** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027995

|  | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Armstrong County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028008

|  | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hemphill County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027988

|  | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Carson County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028019

|  | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Tulia Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0027996

|  | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Carson County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |

Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027997

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Castro County Sheriffs Office** |

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0027999

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Dallam County Sheriffs Office** |

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0028000

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hereford Police Department** |

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0028004

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hall County Jail** |

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0028005

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Hansford County Sheriffs Office** |

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

## PC-0028009

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Borger Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028011

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Lipscomb County Sheriffs Office** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028014

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **Perryton Police Department** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

## PC-0028016

| | |
|---|---|
| Record Type | **Capital Equipment Purchases** |
| Account | **Panhandle Regional Planning Commission** |
| PSAP | **PRPC Host** |
| Date of Visit | |
| Was there a finding? | |
| Type of Finding | |
| Resolution | |
| Was this a Repeat Finding? | |

# Memorandum

**DATE:**        February 2nd, 2024

**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.

## General Training Information

Our training website is up. 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.

## UPCOMING

**Let's DISH** – March 26th, 27th, 28th

Amarillo College west campus

> **D**etermine problem areas
>
> **I**nvite others to talk
>
> **S**hare ideas/solutions
>
> **H**elp each other become better

This is a multi day high energy event that will send you back to your centers with fresh ideas and a large dose of perspective. This networking and collaborative learning event will pay lasting dividends to your agency and your career. Front line TCs attend either the 26th or the 27th. Managers/Supervisors attend the 28th. It is FREE! (Provided by TXAPCO/TXNENA) Lunch will be provided.

**TXAPCO/TXNENA Public Safety Conference** – April 21st – 24th

www.txpublicsafetyconference.com

The state conference will be in Denton at the Embassy Suites by Hilton – 3100 Town Center Tr. Volunteers can earn a day pass to attend classes. Early Bird pricing ends February 17th.


**No Boundaries International** – May 7th, 2024 (*tentative date*)

PRPC office 10 am – 12 am

THE TRUTH ABOUT HUMAN TRAFFICKING IN THE PANHANDLE
Time:  1.5-2 Hours
Target Audience:  Law Enforcement
Objectives:  Types of human trafficking, risk factors, prostitution vs sex trafficking, local trends, case studies, a deeper look at the traffickers, predominate areas of trafficking, red flags for First Responders.

## Texas 9-1-1 Trainers Meetings

www.Texas911Trainers.org

- January 22nd, 2024 in San Antonio at Bexar Metro

- April 20th, 2024 in Denton during the spring conference

- July 22nd, 2024 in San Antonio at AACOG (Alamo Area Council of Governments)

- October 21st, 2024 *tentatively during the fall symposium*


## 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.

## Recent

## TERT Texas Telecommunicator Emergency Response Taskforce

- November 1st & 2nd at PRPC
    - If your employees attended the training, please make sure they turn in all their paperwork.

## Scholarships

It is scholarship season!

APCO deadlines:

Certified Public Safety Executive (CPE) Feb 15th

Registered Public Safety Leader (RPL) March 1st

General Scholarships April 1st

## 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 training for non-members

## One on One Training

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


## RECOMMENDATION:

Information item only, no action required.

# Let's Dish!

**DO YOU WANT TO CHANGE YOUR CULTURE?**

**THIS IS YOUR CHANCE TO ENGAGE, LEARN, & CONTRIBUTE!**

**March 26, 27, 28, 2024**

Amarillo College - West Campus

**FREE!**
&
LUNCH PROVIDED

**TELECOMMUNICATORS**
**SUPERVISORS**
**MANAGERS**
**DIRECTORS**

2024 Rates are below:

Full TX APCO or TX NENA Member $350 (with $25 discount by February 17, 2023)

Full Non-Member $450 (with $25 discount by February 17, 2023)

Guest- $175

Day Pass Member- $125 (DOES NOT INCLUDE TUESDAY GALA)

Day Pass Non- Member - $150 (DOES NOT INCLUDE TUESDAY GALA)

Awards Banquet- $100

EARLY BIRD REGISTRATION ENDS FEBRUARY 17, 2024.

- Requests for registration refunds will be honored until March 29, 2024, minus a 3% processing fee. After this date, NO REFUNDS WILL BE GIVEN

*FREE Conference Apparel with paid registration. Limited quantity available on a first come first serve basis.*

# APCO Scholarship Program

APCO Silent Key and Commercial Partner Scholarship Program provides the opportunity for emergency communications professionals to participate in industry-leading certification training programs and professional development courses to better serve their communities and first responders. The program is open to all APCO full and associate members, regardless of geographic location or job position in the industry.

Scholarship funds may be used for all APCO Institute courses, as well as the Registered Public-Safety Leader (RPL) and Certified Public-Safety Executive (CPE) Programs. Funds will be available at the time of registration.

The APCO Silent Key and Commercial Partner Scholarship Program is a benefit of APCO membership.

# Application

The application period is open and will close on the following dates.

| Application | | Deadline | Notifications |
|---|---|---|---|
| Certified Public-Safety Executive (CPE) Program | Apply | February 15 (at 11:59 p.m.) | April 15 |
| Registered Public-Safety Leaders (RPL) Program | Apply | March 1 (at 11:59 p.m.) | June 1 |
| General Scholarships | Apply | April 1 (at 11:59 p.m.) | June 1 |

*Any applications received prior to JANUARY 1, 2024 will not be considered!*

# Agency Membership

APCO's Agency Membership allows agencies to offer benefits to ALL of their communications employees, not just a select few.

There are four levels of agency membership based on the number of public safety communications professionals employed in your agency.

| Membership Levels (number of staff) | Cost Tier 1 / Tier 2* | # Full Memberships Included Remaining communications personnel receive online member benefits |
|---|---|---|
| Level 1 (up to 10) | $375/ $469* | 3 Full Memberships ** |
| Level 2 (11 to 25) | $972/ $1,226* | 8 Full Memberships ** |
| Level 3 (26 to 50) | $1,788 / $2,265* | 15 Full Memberships ** |
| Level 4 (51 and above) | $2,615/ $3,314* | 22 Full Memberships ** |

*Tier 2 chapters include Northern California, Southern California, Louisiana and Oregon.

**Remaining communications personnel receive online member benefits.

NOTE: One switch per person, per calendar year, is allowed. The transfer can be used to replace an employee who has left the public safety communications field or has left the agency.

( Join Online  ▸ )   ( Download PDF application to mail or fax  ▸ )

# Memorandum

**DATE:**       February 2nd, 2024

**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.

## WHAT WENT ON:

**Farm and Ranch Show** – Nov 28th – 30th

Amarillo Civic Center

Over 500 items were given away.

## COMING UP:

- Public Educators of Texas Meetings
  - www.911publiceducatorsoftexas.com
    - January 23rd in San Antonio at Bexar Metro
    - April 21st in Denton during the Texas Public Safety Conference
    - July 23rd in San Antonio at the Alamo Area Council of Governments
    - October 22nd *location TBD. The Fall Symposium has been discontinued.*

## RECOMMENDATION:

Information item only, no action required.

**PANHANDLE**
**REGIONAL**
**PLANNING**
**COMMISSION**

# Memorandum

**DATE:**      February 2nd, 2024

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

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

**SUBJECT:**   Agenda Item 8

               CPE Subcommittee Review

## BACKGROUND

The Panhandle Regional 9-1-1 Network will be replacing Customer Premise Equipment (CPE) in the upcoming months. The Regional 9-1-1 Network posted a request for proposals (RFP) and received 5 proposals from different vendors. A subcommittee of the Panhandle Regional 9-1-1 Network Advisory Committee was formed to review, score, and recommend an actionable item to the Advisory Committee. The scoring was done according to a metric outlined in the RFP.

The Subcommittee scored the vendors as follows:
**Intrado Life & Safety Solutions Corporation**: 77
**Carbyne:** 52
**MicroAutomation:** 48
**Comtech:** 42
**AT&T:** 41

Because of the diversity amongst the two highest-scoring solutions, the Subcommittee decided to bring a recommendation to the board to negotiate with the two highest-scoring vendors to ensure certain functionality and cost provisions align with the needs of the Panhandle Regional 9-1-1 Network, PSAPs, and the citizens of the region.

## RECOMMENDATION:

Staff recommends that the 9-1-1 Advisory Committee allow the Panhandle Regional 9-1-1 Network to enter into negotiations with the two highest-scoring vendors Intrado Life & Safety Solutions Corporation and Carbyne to replace the 9-1-1 CPE for the region.

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

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# Memorandum

**DATE:**      February 2nd, 2024

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

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

**SUBJECT:**   Agenda Item 9

Panhandle Regional 9-1-1 Network Text Services Contract Renewal with Intrado Life & Safety Solutions Corportation

## BACKGROUND

The Panhandle Regional 9-1-1 Network is currently engaged in a contract with Intrado Life & Safety Solutions Corporation (Intrado) to deliver Message Session Relay Protocol (MSRP) text-to-9-1-1 functionality for the regional Public Safety Answering Points (PSAPs).  Since the inception of text-to-9-1-1 in the region in 2017, Intrado has provided reliable text delivery.

The current contract with Intrado is set to expire on February 9th, 2024.  The renewal cost, as set by the HGAC Buy (#EC07-23), and shown on the attached quote, is set at $34,650.00 annually, with $69,300.00 for the two-year life of the contract beginning February 10th, 2024 and ending February 9th, 2026.

"Attachments," Intrado Life & Safety Solutions Corporation Quote #74560

## RECOMMENDATION:

Staff recommends the PRPC Board of Directors to authorize the Executive Director to execute a contract renewal with Intrado Life & Safety Solutions Corporation for text-to-9-1-1 delivery.

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

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# INTRADO

Company Name: Intrado Life & Safety Solutions Corporation

## TXT 2 9-1-1 Renewal: February 10, 2024 - February 9, 2026

*for*

## PRPC, TX

(Direct Sale – All Intrado products and services are included on H-GAC Buy #EC07-23)

## Quote Number: 74560

Version: 1

**September 22, 2023**

## Notes

1    This quote is providing pricing for a TXT 29-1-1 Renewal for PRPC, TX

Effective: 10 FEB 2024 - 9 FEB 2026

Previous Quote:68847

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

## Terms

| | |
|---|---|
| **VENDOR NAME** | **Intrado Life & Safety Solutions Corporation**<br>Include quote number<br>and customer EIN/Tax Identification Number<br>on P.O. |
| **SUBMIT P.O.** | erd-ordermanagementteam@intrado.com |
| **PRICING** | All prices are in USD<br>Taxes, if applicable, are extra.<br>Handling and Shipping charges are extra unless specified on the quote. |

**SHIPPING TERMS**
**INVOICING**

FCA (Montreal), INCOTERMS 2010

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:

- 30% on acceptance of Customer's Order
- 30% on shipment
- 30% on System Cutover
- 10% on Final Acceptance

**DELIVERY**  TBD

**VALIDITY**  **Quote expires on March 19, 2024.**

However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

**COPYRIGHT**  The information contained in this document is proprietary to Intrado Life & Safety Solutions Corporation and is offered solely for the purpose of evaluation.

# Memorandum

**DATE:** February 2nd, 2024

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

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

**SUBJECT:** Agenda Item 10

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. To date, we have added over 3,100 searchable rooms to the 9-1-1 map in addition to the thousands of non-query graphics to accompany the data.

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 900 changes, updates, or new features added to the sites/structures address point layer of the map. These changes have been added to the 9-1-1 workstations. 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.

The Panhandle Regional 9-1-1 Network has also transitioned to the GeoCOMM Data Hub 2 solution. This allows for more integrated dataflow between 9-1-1 provisioning authorities and more accurate uploads and quality control into the ESI-net.

## RECOMMENDATION:

This is an information item only.

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