



# Lower Rio Grande Valley Development Council

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**EXECUTIVE DIRECTOR**  
 Kenneth N. Jones, Jr.

July 7, 2011

Hidalgo County

RE: Public Safety Answering Point (PSAP) Interlocal Agreement Renewal for FY 2012-2013

To city council,

Enclosed you will find Lower Rio Grande Valley Development Council (LRGVDC) FY 2012 -2013 PSAP Interlocal Agreement forms. This agreement is needed in order to continue providing your organization with the necessary service and equipment to answer 9-1-1 emergency calls. This agreement must be returned to the LRGVDC no later than August 15, 2011.

Please give me a call at (956) 682-3481 ext 176 if you have any questions on regarding this interlocal agreement.

Sincerely,

Sergio Castro  
 9-1-1 Assistant Director

# INTERLOCAL AGREEMENT FOR E9-1-1 PUBLIC SAFETY ANSWERING POINT SERVICES

## Article 1: Parties & Purpose

1.1 The Lower Rio Grande Valley Development Council (RPC) is a regional planning CSEC and political subdivision of the State of Texas organized and operating under the Texas Regional Planning Act of 1965, as amended, Chapter 391 of the Local Government Code. The RPC has developed a Strategic Plan to establish and operate 9-1-1 service (Strategic Plan) in State Planning Region Hidalgo County (Region), and the CSEC on State Emergency Communications (CSEC) has approved its current Strategic Plan.

1.2 Hidalgo County Sheriff's Office (Local Government) is a local government that operates Public Safety Answering Points (PSAP) that assists in implementing the Strategic Plan as approved by the CSEC.

1.3 The CSEC, as authorized by Health & Safety Code, Chapter 771, is the oversight and funding authority for regional planning CSECs implementing 9-1-1 service.

1.4 The Contract for 9-1-1 Services between the CSEC and the RPC requires the RPC to execute interlocal agreements with local governments relating to the planning, development, operation, and provision of 9-1-1 service, the use of wireline and wireless 9-1-1 fees and equalization surcharge appropriated to the CSEC and granted to the RPC (9-1-1 Funds) and adherence to Applicable Law.

## Article 2: Applicable Law

2.1 Applicable laws include, but are not limited to, the Texas Health and Safety Code Chapter 771; CSEC Rules (Title 1, Part 12, Texas Administrative Code) and Program Policy Statements; the biennial state General Appropriations Act, Texas Government Code (including Uniform Grant and Contract Management Standards [UGMS]), Chapter 783 and Title 1, Part 1, Chapter 5, Subchapter A, Division 4, Texas Administrative Code; Preservation and Management of Local Government Records Act, Chapter 441, Subchapter J; and Resolution of Certain Contract Claims Against the State, Chapter 2260; Texas Local Government Code (including Regional Planning CSECs Act, Chapter 391).

2.2 Any new or amended policy or procedure, other than an adopted rule, shall be enforceable against the Local Government 30 days following the date of its adoption unless the RPC finds and declares that an emergency exists, which requires that such policy or procedure be enforceable immediately. The RPC shall provide the Local Government written notice of all new or amended policies, procedures or interpretations of CSEC rules within a reasonable time after adoption, and in any event at least 10 days

prior to the time such policies or procedures are enforceable against the Local Government.

### **Article 3: Deliverables**

3.1 The Local Government agrees to:

3.1.1 Operate and maintain the **Hidalgo County Sheriff's Office** PSAP(s) located at **711 E. El Cibolo Rd. Edinburg, Texas 78541**;

3.1.2 Provide 9-1-1 public safety answering service 24 hours per day, seven days per week; and

3.1.3 Cooperate with the RPC in providing and maintaining suitable PSAP space meeting all technical requirements.

3.2 Ownership, Transference & Disposition of Equipment

3.2.1. The RPC and the Local Government shall comply with Applicable Law, in regards to the ownership, transfer of ownership, and/or control of equipment acquired with 9-1-1 Funds in connection with the provision of 9-1-1 service (9-1-1 equipment).

3.2.2 The RPC shall establish ownership of all 9-1-1 equipment located within the Local Government's jurisdiction. The RPC may maintain ownership, or it may agree to transfer ownership to the Local Government according to established policy.

3.2.3 The Local Government shall ensure that sufficient controls and security exist by which to protect and safeguard the 9-1-1 equipment against loss, damage or theft

3.2.4 Ownership and transfer-of-ownership documents shall be prepared by the RPC and signed by both parties upon establishing ownership or transference of ownership of any such 9-1-1 equipment in accordance with UGMS and the State Comptroller of Public Accounts. Sample forms are provided as Attachments A and B to this Agreement.

3.2.5 Replacement insurance on 9-1-1 equipment shall be purchased and maintained by **Hidalgo County** and proof of insurance shall be provided upon request.

3.2.6 The RPC and/or the CSEC shall be reimbursed by the Local Government for any damage to 9-1-1 equipment other than ordinary wear and tear.

### 3.3 Inventory

3.3.1 The RPC shall maintain a current inventory of all 9-1-1 equipment consistent with Applicable Law;

3.3.2 All 9-1-1 equipment shall be tagged with identification labels.

3.3.3 Any lost or stolen 9-1-1 equipment shall be reported to the RPC as soon as possible.

### 3.4 Security

3.4.1 The Local Government shall limit access to all 9-1-1 equipment and related data only to authorized personnel.

### 3.5 Training

3.5.1 The Local Government shall notify the RPC of any new 9-1-1 call takers.

### 3.6 Operations

The Local Government shall:

3.6.1 Designate a PSAP supervisor and provide related contact information to the RPC;

3.6.2 Monitor and test the 9-1-1 equipment and report any failures or maintenance issues immediately to the appropriate maintenance vendor and/or the RPC;

3.6.3 Coordinate with the RPC and local elected officials in the planning for and implementation and operation of all 9-1-1 equipment;

3.6.4 Allow 24-hour access to the 9-1-1 equipment for repair and maintenance service, as required;

3.6.5 Assist the RPC in conducting inspections of all 9-1-1 equipment at the PSAP as identified by the RPC for quality assurance;

3.6.6 Test all Telecommunications Devices for the Deaf (TDD) for proper operation;

3.6.7 Log all TDD 9-1-1 calls and equipment testing as required by the Americans with Disabilities Act of 1990;

3.6.8 Log all trouble reports and make copies available to the RPC as required by the RPC;

3.6.9 Make no changes to 9-1-1 equipment, software or programs without prior written consent from the RPC.

#### **Article 4: Performance Monitoring**

4.1 The RPC and the CSEC reserve the right to perform on-site monitoring of the PSAP(s) for compliance with Applicable Law and performance of the deliverables specified in this Agreement. The Local Government agrees to fully cooperate with all monitoring requests from the RPC and/or the CSEC for such purposes.

#### **Article 5: Procurement**

5.1 The RPC and the Local Government agree to use competitive procurement practices and procedures required by Applicable Law and RPC procurement policies in connection with any procurement to be funded with 9-1-1 Funds.

5.2 The RPC shall purchase supplies as necessary for performance of the deliverables per this Agreement.

#### **Article 6: Financial**

6.1 As authorized by Applicable Law, the provisioning of 9-1-1 service throughout the Region is funded by CSEC grants of appropriated 9-1-1 Funds.

6.2 The RPC will provide 9-1-1 Funds to the Local Government on a cost reimbursement basis using a monitoring process that provides assurance that the reimbursement requests from the Local Government are complete, accurate, and appropriate.

6.3 The RPC may withhold, decrease, or seek reimbursement of 9-1-1 Funds in the event that those 9-1-1 Funds were used in noncompliance with Applicable Law.

6.4 The Local Government shall reimburse the RPC and/or the CSEC, as applicable, any 9-1-1 Funds used in noncompliance with Applicable Law.

6.5 Such reimbursement of 9-1-1 Funds to the RPC and/or the CSEC, as applicable, shall be made by the Local Government within 60 days after demand by the RPC, unless an alternative repayment plan is approved by the RPC and then submitted to the CSEC for approval.

6.6 The Local Government commits to providing 9-1-1 services as a condition to receiving 9-1-1 Funds as prescribed by the RPC's Strategic Plan and any amendments thereto.

## **Article 7: Records**

7.1 The Local Government will maintain adequate fiscal records and supporting documentation of all 9-1-1 Funds reimbursed to the Local Government for 9-1-1 service consistent with Applicable Law and generally accepted accounting principles and as approved in the RPC's current approved Strategic Plan;

7.2 The RPC or its duly authorized representative shall have access to and the right to examine and audit all books, accounts, records, files, and/or other papers or property pertaining to the 9-1-1 service belonging to or in use by the Local Government, the PSAP, or by any other entity that has performed or will perform services related to this Agreement.

7.3 The CSEC and State Auditor's Office shall have the same access and examination rights as the RPC.

## **Article 8: Assignment**

8.1 The Local Government may not assign its rights or subcontract its duties under this Agreement. An attempted assignment or subcontract in violation of this paragraph is void.

## **Article 9: Nondiscrimination and Equal Opportunity**

9.1 The RPC and the Local Government shall not exclude anyone from participating under this Agreement, deny anyone benefits under this Agreement, or otherwise unlawfully discriminate against anyone in carrying out this Agreement because of race, color, religion, sex, age, disability, handicap, or national origin.

## **Article 10: Dispute Resolution**

10.1 Disputes include, but are not limited to, disagreement between the parties about the meaning or application of the Strategic Plan, the Applicable Law or policy, or this Agreement.

10.2 The parties desire to resolve disputes without litigation. Accordingly, if a dispute arises, the parties agree to attempt in good faith to resolve the dispute between them. To this end, the parties agree not to sue one another, except to enforce compliance with this Article 10, until they have exhausted the procedures set out in this Article 10.

10.3 At the written request of either party, each party shall appoint one non-lawyer representative to negotiate informally and in good faith to resolve any dispute arising between the parties. The representatives appointed shall determine the location, format, frequency, and duration of the negotiations.

10.4 If the representatives cannot resolve the dispute within 30 calendar days after the first negotiation meeting, the parties agree to submit the dispute to a mutually designated legal mediator. Each party shall pay one-half the total fee and expenses for conducting the mediation.

10.5 The parties agree to continue performing their duties under this Agreement, which are unaffected by the dispute, during the negotiation and mediation process.

10.6 If mediation does not resolve the parties' dispute, the parties may pursue their legal and equitable remedies.

### **Article 11: Suspension for Unavailability of Funds**

11.1 In the event that (i) the RPC's approved budget and/or appropriations to the CSEC from the Texas Legislature do not permit or otherwise appropriate funds for reimbursement to Local Government provided for in this Agreement, and (ii) such lack of permission or non-appropriation shall not have resulted from any act or failure to act on the part of the RPC, and (iii) the RPC has exhausted all funds legally available for reimbursement to Local Government, and no other legal procedure shall exist whereby payment hereunder can be made to Local Government; and (iv) RPC has negotiated in good faith with Local Government to develop an alternative payment schedule or new agreement that will accommodate RPC's approved budget and/or appropriations for the applicable period, then RPC will not be obligated to reimburse the Local Government for the applicable budget year(s).

### **Article 12: Notice to Parties**

12.1 Notice under this Agreement must be in writing and received by the party against whom it is to operate. Notice is received by a party (1) when it is delivered to the party personally; or (2) on the date shown on the return receipt if mailed by registered or certified mail, return receipt requested, to the party's address specified in this Article and signed on behalf of the party.

12.2 The RPC's address is:

**Lower Rio Grande Valley Development Council**  
311 N 15TH ST  
McAllen, TX 78501

*Note: Due to relocation of LRGVDC's offices, please confirm address before returning signed copies by mail.*

The Local Government's address is:

**Hidalgo County Sheriff's Office**  
711 E El Cibolo Rd  
Edinburg, Texas 78541

12.3 A party may change its address by providing notice of the change in accordance with paragraph 12.1.

### **Article 13: Effective Date and Term**

13.1 This Agreement is effective as of September 1, 2011 and shall terminate on August 31, 2013.

13.2 In the event of default in the performance of this Agreement, the non-defaulting party may terminate this Agreement after providing written notice of the default to the defaulting party, and the failure of the defaulting party to cure said default within 30 calendar days of said notice.

13.3 If this Agreement is terminated for any reason, the RPC shall not be liable to the Local Government for any damages, claims, losses, or any other amounts arising from or related to any such termination.

### **Article 14: Force Majeure**

14.1 The RPC may grant relief from performance of the Agreement if the Local Government is prevented from performance by act of war, order of legal authority, act of God, or other unavoidable cause not attributable to the fault or negligence of the Local Government. The burden of proof for the need of such relief shall rest upon the Local Government. To obtain release based on force majeure, the Local Government shall file a written request with the RPC.

### **Article 15: Confidentiality**

15.1 The parties will comply with the Texas Public Information Act, Government Code, Chapter 552 as interpreted by judicial opinions and opinions of the Attorney General of the State of Texas. This Agreement and all data and other information generated or otherwise obtained in its performance may be subject to the Texas Public Information Act. The parties agree to maintain the confidentiality of information received during the performance of this Agreement.

15.2 The Local Government or its duly authorized representative will notify the RPC upon receipt of any requests for information.

## **Article 16: Indemnification**

16.1 To the extent authorized by law, each party agrees to indemnify the other and agrees to defend its governing body members, officers and employees, against any claim, suit or administrative proceeding, and to indemnify them against any liability including all costs, expenses, and reasonable attorney's fees incurred arising out of an act or omission of the governing body, any officer, employee or agent in carrying out this Agreement.

## **Article 17. Historically Underutilized Business Requirements**

17.1 The Local Government shall comply with requirements of Chapter 2261 of the Government Code regarding Historically Underutilized Businesses.

## **Article 18: Miscellaneous**

18.1 For purposes of this Agreement, terms not specifically defined herein are defined in the Applicable Laws.

18.2 Each individual signing this Agreement on behalf of a party warrants that he or she is legally authorized to do so, and that the party is legally authorized to perform the obligations undertaken.

18.3 This Agreement constitutes the entire agreement between the parties and supersedes any and all oral or written agreements between the parties relating to matters herein. An amendment to this Agreement is not effective unless in writing and signed by both parties.

18.4 All parties agree that should any provision of this Agreement be determined to be invalid or unenforceable, such determination shall not affect the term of this Agreement, which shall continue in full force and effect.

18.5 The following Attachments are part of this Agreement:

Attachment A	Ownership Agreement
Attachment B	Transfer of Ownership Form
Attachment C	Scope of Work
Attachment D	PSAP Operations Performance Measures and Monitoring
Attachment E	CSEC Documents – Legislation, Rules and Program Policy Statements
Attachment F	Acronyms
Attachment G	Site Requirements
Attachment H	PSAP Equipment Inventory (provided by RPC)
Attachment I	PSAP Insurance (provided by local government)

18.6 This Agreement is binding on, and to the benefit of, the parties' successors in interest.

18.7 This Agreement is executed in duplicate originals.

**Lower Rio Grande Valley Development Council**

By:  \_\_\_\_\_

Printed Name: Kenneth N. Jones Jr. \_\_\_\_\_

Title: Executive Director \_\_\_\_\_

Date: \_\_\_\_\_

**Hidalgo County**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment A  
Ownership Agreement**

As stipulated in Article 3 of the Agreement, the RPC shall establish ownership of all 9-1-1 equipment located within the Local Government's jurisdiction.

The RPC hereby establishes all 9-1-1 equipment located at Hidalgo County Sheriff's Office, in Hidalgo County, to be the property of Lower Rio Grande Valley Development Council, hereinafter referred to as "Owner".

See Attachment H for an itemized listing of 9-1-1 equipment hereby defined as the property of Owner.

**Lower Rio Grande Valley Development Council**

By: \_\_\_\_\_

Printed Name: Kenneth N. Jones Jr.

Title: Executive Director

Date: \_\_\_\_\_

**Hidalgo County**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## Attachment B

### Transfer of Ownership Form

As stipulated in Article 3 of the Agreement between Lower Rio Grande Valley Development Council (RPC) and Hidalgo County Sheriff's Office (Local Government) dated \_\_\_\_\_, 20\_\_\_\_, the RPC shall document all transfers of ownership of 9-1-1 equipment between the RPC and the Local Government.

Indicate the appropriate classification:

Transfer\_\_\_\_\_ Disposition\_\_\_\_\_ Lost\_\_\_\_\_

Please provide the following information in as much detail as possible.

Inventory Number	Current Assignee:
Description	Location:
Serial Number	Signature:
Acquisition Date	Date:
Acquisition Cost	New Assignee:
Vendor	Location:
Invoice Number	Signature:
Purchase Order Number	Date:
Condition	

Continued.....

**Attachment B**  
**Transfer of Ownership Form (continued)**

Action Recommended by: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Comments: \_\_\_\_\_

Approved:     Yes     No

Proceeds, if any: \_\_\_\_\_

Approved by: \_\_\_\_\_

Title: \_\_\_\_\_  
          Comptroller

Date: \_\_\_\_\_

Disposed or Lost Property shall require approval by the agency head.

Reviewed by: \_\_\_\_\_  
                  Executive Director (or other appropriate title of agency head)

Date: \_\_\_\_\_

## **Attachment C Scope of Work**

### **Section 1.0 - Scope:**

As required by the Contract for 9-1-1 Services executed between LRGVDC and the CSEC, LRGVDC shall execute interlocal agreements between itself and its member local governments relating to planning, development, operation, and provision of 9-1-1 services. At a minimum, the parties agree to cooperate in addressing, database maintenance, and meet GIS requirements in accordance with State and Federal Standards.

PSAPs should strive to meet PSAP Service Capability Criteria Rating Scale standards as listed in APCO\NENA ANS 1.102.2, which provides for minimum standard, advanced, and superior rating categories.

#### 1.1 The basic equipment categories are:

##### A. 9-1-1 Equipment

- i. Customer Premise Equipment (CPE) — located at the PSAPs such as telephone system interfaces, workstations, backroom servers, software, monitors, gateways, routers and any other equipment necessary for 9-1-1 call delivery;
- ii. Telecommunications Device for the Deaf / Teletypewriter (TDD / TTY)

##### B. Ancillary Equipment

- i. Uninterruptible Power Supply (UPS)
- ii. Printers
- iii. Recorders (as funding allows)

### **Section 2.0 - Program Deliverables:**

Local Government agrees to comply with all applicable law, CSEC Rules, and LRGVDC policies as they pertain to the 9-1-1 program to provide the following deliverables:

#### **2.1 Inventory:**

2.1.1 Local Government is responsible for notifying LRGVDC upon disposition of equipment and shall provide inventory information for the Annual Certification of 9-1-1 Program Assets.

## **Attachment C**

### **Scope of Work (continued)**

2.1.2 LRGVDC shall maintain property records and conduct an annual physical inventory. Capital Recovery Asset Disposal Notices shall be prepared in accordance with UGMS and the State Comptroller of Public Accounts as required by CSEC Rule 251.5.

#### **2.2 Security:**

2.2.1 Local Government will protect the CPE and ancillary equipment by implementing measures that secure the premises (including equipment room) of its PSAPs against unauthorized entrance or use. LRGVDC agrees to follow security access requirements established by Local Government.

2.2.2 Local Government will implement procedures and take appropriate security measures necessary to prevent unauthorized third-party software use on CPE or 9-1-1 Workstations as outlined in CSEC Rule 251.7, *Guidelines for Implementing Integrated Services*. LRGVDC may conduct random security audits.

2.2.3 Local Government shall not attach nor integrate any hardware device or software application without prior written approval of LRGVDC. Further, no unauthorized person shall configure, manipulate, or modify any hardware device or software application. Such authority can only be granted by LRGVDC.

2.2.4 Local Government will adhere to Health & Safety Code, Section 771.061, Confidentiality of Information, in maintaining all 9-1-1 data.

#### **2.3 Maintenance:**

2.3.1 LRGVDC shall practice and require preventive maintenance on all CPE and ancillary equipment, software, and databases, including, at a minimum, backing up data as necessary.

2.3.2 Local Government will provide upkeep of 9-1-1 equipment and areas by ensuring cleanliness.

2.3.3 Local Government shall notify LRGVDC of any scheduled maintenance on commercial power or backup generator, at least 48 hours prior to work being done.

2.3.4 Local Government shall notify LRGVDC of any power or generator outages that affect the 9-1-1 system and document them in trouble/maintenance logs.

2.3.5 Local Government may call for technical assistance or make trouble reports by dialing 888-414-2738. In addition, the Local Government may use email to request routine maintenance at [9-1-1@wscicom.com](mailto:9-1-1@wscicom.com).

## **Attachment C**

### **Scope of Work (continued)**

#### **2.4 Supplies:**

LRGVDC will purchase supplies necessary for the continuous operation of 9-1-1 Ancillary equipment (i.e. printer toner).

#### **2.5 Training**

Local Government shall:

- 2.5.1 Provide telecommunicators access to emergency communications equipment training as approved by LRGVDC's training staff, or as determined by the Local Government.
- 2.5.2 Notify LRGVDC in writing or email of any new 9-1-1 telecommunicator listing their full name, date of hire, and Texas CSEC on Law Enforcement Officers Standards and Education (TCLEOSE) PID#. New telecommunicators shall be scheduled for their 9-1-1 equipment training within 120 days of their hire date.
- 2.5.3 If a PSAP chooses to train its own personnel, a copy of the agencies approved Learning Objectives and Lesson Plan must be provided to LRGVDC.
- 2.5.4 Ensure that 9-1-1 telecommunicators meet minimum training requirements as listed in the Telecommunicators Proficiency Chart from TCLEOSE.
- 2.5.5 Ensure that all telecommunicators abide by TCLEOSE mandated rules and regulations for telecommunicator certification and/or licensing requirements.

#### **2.6 Facilities:**

- 2.6.1 Local Government shall meet minimum site requirements for backroom equipment. Most expenses associated with this are the responsibility of the PSAP.
- 2.6.2 Local Government's 9-1-1 equipment room and communications area shall be in compliance with the American with Disability Act of 1990.
- 2.6.3 LRGVDC staff and contracted vendors shall have access to the 9-1-1 equipment room and communications area on a 24x7x365 basis without prior notice.
- 2.6.4 Refer to Attachment G of this Interlocal Agreement for detailed requirements.

#### **2.7 Operations:**

Local Government shall:

## **Attachment C**

### **Scope of Work (continued)**

2.7.1 Check 9-1-1 workstations, make-busy switch, and TDD/TTY for proper operation and user familiarity at least once per shift.

2.7.2 Provide upon request any testing documentation or applicable paperwork required by CSEC and LRGVDC within 24 hours.

2.7.3 The PSAP shall provide an admin phone line answered by a telecommunicator 24 hours a day. Any change to this telephone number shall be reported to LRGVDC in writing or by email.

2.7.4 When there is any incorrect ANI/ALI or GIS information, the telecommunicator shall submit a discrepancy report to make the necessary correction before the end of the shift.

2.7.5 Notification of change in medical, law enforcement or fire responders shall be made in writing to LRGVDC at least 15 days prior to change.

2.7.6 PSAP must submit a written request for all Manual ALI query to LRGVDC for any investigation purposes. PSAP agrees to use ALI lookup feature only in the event of handling and processing an emergency call. Manual ALI queries may be used for training or testing purposes limited to PSAP telephone numbers.

2.7.7 Each PSAP shall have in their emergency communication plan procedures that ensure survivability and sustainability of 9-1-1 services. This plan shall be accessible to LRGVDC upon request.

2.7.8 Comply with LRGVDC policy and procedures for PSAP moves/changes.

2.7.9 Telecommunicators must use re-transmit (re-bid or RTX) features on wireless calls to obtain updated GPS coordinates for the mobile devices.

#### **2.8 Master Street Address Guide (MSAG) / GIS Maintenance:**

Counties and cities shall:

2.8.1 Provide current updates for street addresses, street ranges, or street names.

2.8.2 Provide physical addresses requested as per local ordinances and/or subdivision regulations.

2.8.3 Verify or correct 9-1-1 ALI database information for accuracy as requested by LRGVDC including No Record Found (NRF) and Telephone Number Change Request (TNCR) forms.

## **Attachment C**

### **Scope of Work (continued)**

2.8.4 Make sure PSAPs provide 9-1-1 ALI discrepancy reports.

2.8.5 Notify LRGVDC in writing within two business days of the receipt of a request for ALI data made under the Texas Public Information Act.

2.8.6 Meet GIS requirements to ensure accurate 9-1-1 call plotting and routing.

2.8.7 Provide any point data available for: address points, points of interest, landmarks, fire hydrants, hospitals, schools, planimetrics data, etc.

2.8.8 Provide available street centerline data, county roads, un-named roads, etc.

2.8.9 Notify LRGVDC in writing of boundary changes affecting: city limits, law, fire departments, emergency service districts, or EMS as approved by city council, county commissioner court, and/or service contract amendments.

## **Attachment D**

### **PSAP Operations Performance Measures and Monitoring**

#### Reports

The RPC may request that the Local Government provide it with specialized reports which will not duplicate information readily available from vendors. Such reports shall include, but are not limited to:

#### Logs

The Local Government shall provide copies of logs and reports to assist with the RPC's collection of efficiency data on the operation of PSAPs including, but not limited to:

1. Trouble report logs at least once per quarter;
2. List of service affecting issues once per month;
3. Certification of TTY/TDD testing once per month (confirming testing once per shift per day); and
4. TTY/TDD call logs once per month.

#### Quality Assurance Inspections

RPC personnel will conduct site visits at least twice per year or usually once per quarter to evaluate the condition of equipment, efficiency of PSAP operations, and compliance with the Agreement.

## **Attachment E CSEC Documents**

The following documents govern the funding and provisioning of 9-1-1 services by the RPC:

1. CSEC Legislation: [http://www.911.state.tx.us/browse.php/rules\\_legislation](http://www.911.state.tx.us/browse.php/rules_legislation)
2. CSEC Rules: [http://www.911.state.tx.us/browse.php/rules\\_legislation](http://www.911.state.tx.us/browse.php/rules_legislation)
3. CSEC Program Policy Statements:  
[http://www.911.state.tx.us/browse.php/program\\_policy\\_statements](http://www.911.state.tx.us/browse.php/program_policy_statements)

## **Attachment F Acronyms**

LRGVDC -	Lower Rio Grande Valley Development Council
CSEC -	Commission on State Emergency Communications
APCO -	Association of Public-Safety Communications Officials
NENA -	National Emergency Number Association
RPC -	Regional Planning Commissions
PPS -	Program Policy Statements
UGMS -	Uniform Grant Management Systems
TCLEOSE -	Texas Commission on Law Enforcement Officers Standards & Education
PSAP -	Public Safety Answering Point / Local Government
ADA -	Americans with Disabilities Act of 1990
TDD -	Telecommunications Device for the Deaf
TTY -	Teletypewriter
UPS -	Uninterruptible Power Supply
CPE -	Customer Premise Equipment
ANI -	Automatic Number Identification
ALI -	Automatic Location Identification
GPS -	Global Positioning System
GIS -	Geographic Information System
RTX -	Re-transmit / Re-bid
MSAG -	Master Street Address Guide
DBMS -	Database Management System
NRF -	No Record Found
TNCR -	Telephone Number Change Request
EMS -	Emergency Management System

# **Attachment G SITE REQUIREMENTS**

## **1. GENERAL**

### **1.1. Introduction**

1.1.1 The following information is for preparing and maintaining the PSAP site for E911 equipment. The requirements and guidelines are given to promote a safe environment for PSAP and installation personnel and to ensure a reliable E911 system.

## **2. PSAP SITE PREPARATION REQUIREMENTS**

### **2.1. General Requirements and Guidelines**

2.1.1 The PSAP is responsible for costs associated with adhering to the requirements in this section and that applicable local ordinances and regulations are followed.

2.1.2 Deviation from requirements should be documented for review by LRGVDC 9-1-1 staff.

### **2.2. Equipment Area**

2.2.1 A maintenance space or access area around the equipment units should be available. This area must remain clear of all desks, machines, shelves, cabinets and storage. LRGVDC personnel will not move PSAP material to gain access to equipment or backboards.

2.2.2 The equipment area should be kept as dust free as possible during and after installation. Floors need to be clean, dry, level and free from vibration. Ensure wall and ceiling finishes are of a dust free surface that can be cleaned and will not flake.

2.2.3 A minimum clear ceiling height of 7'6" under girders or other obstructions throughout the equipment is needed.

2.2.4 A sheet of 3/4 inch plywood, mounted 2 feet from the floor, shall be provided for mounting cross connect blocks and other E911 equipment. The plywood shall be painted or sealed per local building and fire codes. In general, if the plywood is fastened to gypsum or plaster, total equipment mounted to board should not exceed 75 pounds. If plywood is fastened to concrete, hollow block with embedded anchors, total equipment mounted to board should not exceed 100 pounds. A minimum of eight wall anchors shall be used to secure the plywood to the building wall.

### **2.3. Structural Requirements and Guidelines**

## **Attachment G**

### **Site Requirements (continued)**

2.3.1 The site floor condition should be checked before installing E911 equipment. Questionable floor construction may require moving equipment to another location or reconfiguring the equipment package.

2.3.2 The size of the E911 equipment location should be at least 40 square feet. However, the actual size requirements will be determined and agreed upon during the LRGVDC 9-1-1 site visit.

#### **2.4. Environmental Requirements and Guidelines**

2.4.1 The ambient temperature and relative humidity in the E911 equipment area should be maintained in a range of 55 to 85 degrees Fahrenheit with relative humidity in the range of 20 to 55 percent.

2.4.2 E911 equipment needs an air-conditioned space, with adequate airflow and no condensation.

2.4.3 E911 equipment shall not be installed in rooms in which a major heat source (i.e., boiler room, furnace room) can affect the ambient room temperature significantly.

2.4.4 E911 equipment should not be installed in a flood-prone space or area with high risk of water damage.

2.4.5 To avoid contamination by any process or condition involving silicone based lubricants, inks, dust, solvents or other airborne contaminants, the E911 equipment shall not be located in the same room with copying machines, printing presses and card punch machines, asbestos materials and/or wet cell batteries.

#### **2.5. Electromagnetic Interference**

2.5.1 The E911 equipment shall be located in an area that meets the following objectives:

2.5.2 Interference from electromagnetic fields less than 2 volts per meter.

2.5.3 No interference from licensed radio communication equipment, such as in FCC Rule 15 equipment.

2.5.4 No interference from electromagnetic noise, such as might be generated by electric motors with commutators.

## **Attachment G Site Requirements (continued)**

### **2.6. Acoustics**

2.6.1 The sound levels in the E911 equipment area shall comply with OSHA requirements.

2.6.2 The sound level in the call-taker location should not exceed 55 dBA, as measured on a sound level meter.

### **2.7. Lighting**

2.7.1 A light intensity of 30 to 100 foot-candles shall be provided around the E911 equipment cabinet for maintenance activities.

### **2.8. Fire Protection**

2.8.1 The PSAP shall provide chemical fire protection equipment at the E911 equipment location. Water or fire extinguishers not rated for use on electrical fires shall not be used.

2.8.2 Waterless fire suppression is recommended but if an overhead sprinkler system exists in the equipment area, the E911 equipment should be protected from water damage.

### **2.9. Grounding and Bonding Information, Recommendations and Requirements**

2.9.1 Isolated ground type AC receptacles are not recommended for any equipment unless required by the equipment manufacturer.

2.9.2 If the PSAP site is equipped with radio equipment and one or more radio antennas, it is strongly recommended that the site, including the building, the equipment within the building, each antenna and/or antenna support structure and other external and internal objects are equipped with a grounding system that, at minimum, conforms with the applicable requirements for radio sites in BSP 802-001-180MP.

2.9.3 All AC receptacles serving E911 equipment shall be grounded type receptacles.

2.9.4 AC equipment grounding (ACEG) conductors serving receptacles for E911 equipment shall meet all applicable requirements in Article 250 of the NEC and all other applicable codes. The ACEG conductor serving the E911 circuit breaker box shall be electrically continuous from the source of the AC system.

2.9.5 Where new feeders, distribution panels, branch circuits, etc., are installed to serve E911 equipment, it is strongly recommended that a separate ACEG conductor be installed in every added conduit and/or other raceway.

## **Attachment G**

### **Site Requirements (continued)**

2.9.6 The E911 equipment area may be equipped with a bus bar and/or a system of grounding conductors connected to the site's earth electrode system.

2.9.7 When required by the E911 equipment manufacturer or when E911 equipment contains a DC power source, a point of connection to the PSAP site's earth electrode system shall be furnished by the PSAP in the area where the E911 equipment is located. The preferred means of providing this point of connection is a small bus bar (Square D PK7GTA or equivalent). When a point of connection is required, a minimum #6 AWG bond shall be made from this point, in order of preference, to one or more of the following:

- a. Dedicated grounding conductor extended from the site's earth electrode system
- b. Building structural steel, provided it is bonded to the site's earth electrode system
- c. Continuous metallic water pipe, provided it is accessible along its entire length to the point where it is bonded to the site's earth electrode system
- d. Metallic conduit, raceway or panel containing service conductors
- e. Metallic shield of a copper or fiber cable that has been bonded to the site's earth electrode system at the cable entrance
- f. If it furnishes a continuous metallic path to the site's earth electrode system, a metallic conduit, raceway or panel containing feeder conductors
- g. If it furnishes a continuous metallic path to the site's earth electrode system, a metallic conduit, raceway or panel containing branch circuit conductors

NOTE 1: The locations in f) and g) should only be used when no other location is available.

NOTE 2: Any conduit bonding hardware (bushings, clamps, etc.) must be listed for the purpose.

### **2.10. AC Power Requirements and Guidelines**

2.10.1 AC surge protection should be provided at all electrical outlets providing power to PSAP owned equipment, such as displays and printers that interface with E911 equipment.

2.10.2 All PSAP provided AC power circuitry shall comply with the NEC and local codes.

2.10.3 Electrical load center requirements:

- a. The main E911 circuit breaker box shall be wired from the commercial AC load center or UPS with an appropriately sized circuit.
- b. The feeder breaker shall be designated "E911 Panel."

## **Attachment G Site Requirement (continued)**

2.10.4 The circuit breaker box shall be surface mounted to the wall in the E911 equipment location. The circuit breaker box shall be dedicated and used exclusively for E911 equipment.

2.10.5 The dedicated E911 AC power service cabinets shall be designated with name, number, voltage and type of service, e.g., "PWR DISTG SERVICE CAB 001 208V AC 60 HZ 3PH 4W. E-911 Circuits Only."

2.10.6 The conduit serving the E911 circuit breaker box shall have a permanent tag attached that identifies the physical location of the serving load center. Example: From Panel A in Room 104.

2.10.7 The "serving load center" for the E911 circuit breaker box shall be connected to the local emergency generator bus, to provide electrical service in the event of a commercial power failure.

2.10.8 To prevent E911 equipment failure caused by the loss of commercial power source, an Uninterruptable Power Supply (UPS) is strongly recommended. The UPS should provide a minimum of 15 minutes of emergency power for full functionality of the following listed elements of the E-911 system:

- a. Operator positions (both telephone sets and displays)
- b. ANI and ALI controllers
- c. ALI link modems and Network interfaces
- d. Telephone common equipment
- e. TDD/TTY devices
- f. Recording devices.
- g. The UPS shall be equipped with a manual by-pass switch to allow maintenance.

2.10.9 Each receptacle serving E911 equipment shall be dedicated to E911 equipment and shall be on a separate circuit breaker.

2.10.10 Electrical outlets shall be wired from the E911 circuit breaker box with conductors sized per NEC or local prevailing codes. Label the dedicated E911 circuit breaker with the location of the circuit being served.

2.10.11 Extension power cords shall not be used in permanent installation for power to E911 equipment.

2.10.12 When power strips are used, the total load shall not exceed the capacity of the over-

## **Attachment G Site Requirements (continued)**

current protection device for the circuit.

2.10.13 Each answering position shall have as a minimum a duplex outlet for the display and telephone set. However, different applications may require additional outlets.

2.10.14 The AC service provided for the E911 recording devices (tape drives/printers, etc.) may be served by a different AC load center than was provided for the E911 equipment location. However, these circuits also should be transferable to the emergency bus.

### **2.11. Access**

2.11.1 The PSAP needs to arrange for suitable access for movement of equipment into and out of the building during installation or maintenance.

2.11.2 The PSAP should maintain a suitable route, per local ordinances, for installing cable:

- a. From the E911 equipment location to the room in which the attendants are located,
- b. From the cable entry of the building to the 911 equipment area/room.

2.11.3 The E911 equipment location should be secure from access by unauthorized personnel.

2.11.4 Access by LRGVDC installation and maintenance personnel must be provided on a 24 hour basis to ensure proper operation of equipment and compliance with State oversight requirements.

2.11.5 LRGVDC 9-1-1 personnel will be work with the PSAPs to comply with security requirements such as: signing logs or attending TCIC/NCIC One Day courses for Non-Operators.

## Attachment H PSAP Equipment Inventory (provided by RPC)

	<u>Inventory List 2009</u>		<i>Lower Rio Grande Valley</i>			
PSAP	Part Number	Serial Number	Description	Count	Price	Note: Pricing N/A
Hidalgo SO	1USHL-022HALF-7UV	NA	7" Rack Mtg Shelf	1	\$50.00	Estimate
Hidalgo SO	2USHL-022FULL-20UV	NA	20" Rack Mtg Shelf	2	\$65.00	Estimate
Hidalgo SO	5147369-5592	N/A	PW9120 BATTS - ADD'L TIME	2	\$12,535.78	
Hidalgo SO	5147369-5592	N/A	PW9120 BATTS - ADD'L TIME	2	\$12,535.78	
Hidalgo SO	5147547-5591	EB14T0008	POWERWARE 3KVA HW UPS	1	\$3,195.00	
Hidalgo SO	912800/HD5		HELP DESK-VIPER	1	\$0.00	n/a
Hidalgo SO	912800/SE5		S/W EVERGREEN FOR VIPER	1	\$3,984.60	
Hidalgo SO	912805	DT0420333	VOIP FXO GATEWAY - 8 PORT FOR ADMIN	1	\$0.00	n/a
Hidalgo SO	912806	CN724SE1ZX	24P SWTCH W/ QOS	1	\$945.36	Estimate
Hidalgo SO	912806	CN821FY0NN	24P SWTCH W/ QOS	1	\$945.36	Estimate
Hidalgo SO	912810	00041327315E	IP PHONE - SNOM 320	1	\$135.00	Estimate
Hidalgo SO	912810	413273160	IP PHONE - SNOM 320	1	\$135.00	Estimate
Hidalgo SO	912810	413274625	IP PHONE - SNOM 320	1	\$135.00	Estimate
Hidalgo SO	912810	413274626	IP PHONE - SNOM 320	1	\$135.00	Estimate
Hidalgo SO	912810	413274627	IP PHONE - SNOM 320	1	\$135.00	Estimate
Hidalgo SO	912810	000413271A2B	IP PHONE - SNOM 320	1	\$135.00	Estimate
Hidalgo SO	912811	CN724SE2XR	BACKRM POSITION ACCESS LIC	6	\$0.00	n/a
Hidalgo SO	912812		PBX ACCESS LIC - PER WORKSTN	5	\$0.00	n/a
Hidalgo SO	913100/51		POWER 911 V 5.0 CLIENT ACC LIC	5	\$0.00	n/a
Hidalgo SO	913100/51/CD		POWER 911 V 5.0 MEDIA	1	\$0.00	n/a
Hidalgo SO	913100/HD5		HELP DESK POW 911	1	\$0.00	n/a
Hidalgo SO	913100/SE5		S/W EVERGREEN FOR POW 911	1	\$8,351.30	
Hidalgo SO	913202		POWER 911 SVR ACC LIC	5	\$0.00	n/a
Hidalgo SO	913850/G2		POSITRON VIPER ENABLING KIT	5	\$0.00	n/a
Hidalgo SO	914100/HD1		HELP DESK IWS HRDWR	1	\$0.00	n/a
Hidalgo SO	914101/NS	CAC744000C	IWS G2 WKSTN PC [ NO MONITOR ]	1	\$1,999.50	
Hidalgo SO	914101/NS	CAC744001Q	IWS G2 WKSTN PC [ NO MONITOR ]	1	\$1,999.50	
Hidalgo SO	914101/NS	CAC744001X	IWS G2 WKSTN PC [ NO MONITOR ]	1	\$1,999.50	
Hidalgo SO	914101/NS	CAC7440020	IWS G2 WKSTN PC [ NO MONITOR ]	1	\$1,999.50	
Hidalgo SO	914101/NS	CAC744003B	IWS G2 WKSTN PC [ NO MONITOR ]	1	\$1,999.50	
Hidalgo SO	914101/NS	CAC744005Y	IWS G2 WKSTN PC [ NO MONITOR ]	1	\$1,999.50	
Hidalgo SO	914120/1		IWS G2 WORKSTN - CFG & S/W	5	\$2,166.15	
Hidalgo SO	914120/3		IWS OBJ SVR - CFG & S/W	1	\$1,832.88	
Hidalgo SO	914202	CAC744006C	IWS G2 OBJECT SVR	1	\$0.00	n/a

Hidalgo SO	914430/B		IWS DVD BACKUP SYS FOR EPRINTER	1	\$1,996.57	
Hidalgo SO	914456		IWS G2 BASIC SVR REDUNDANT DISK ARRAY	1	\$0.00	n/a
Hidalgo SO	914510		IWS SERIAL PORT EXPAN [ 4P ] FOR EPRINTER	1	\$0.00	n/a
Hidalgo SO	917310		Eprinter s/w & docs	1	\$0.00	n/a
Hidalgo SO	917310/HD5		HELP DESK EPRINTER	1	\$0.00	n/a
Hidalgo SO	9177310/SE5		S/W EVERGREEN FOR EPRINTER	1	\$552.80	
Hidalgo SO	918600/11		SITE INFO & MGMT SYS [SIMS]	5	\$2,825.95	
Hidalgo SO	919100/320		POWER MAP S/W	5	\$14,836.30	
Hidalgo SO	919100/HD5		HELP DESK POW MAP	1	\$0.00	n/a
Hidalgo SO	919100/SE5		S/W EVERGREEN FOR POW MAP	1	\$992.44	
Hidalgo SO	919102		POWER MAP 3.2 ENTRPS CLIENT LIC	1	\$0.00	n/a
Hidalgo SO	92000/HD5		HELP DESK MIS	1	\$0.00	n/a
Hidalgo SO	920000/SE5		S/W EVERGREEN FOR POW MIS	1	\$1,093.18	
Hidalgo SO	920001/40		POWER MIS 4.0 ADD'L CLIENT LIC	1	\$284.16	
Hidalgo SO	920002/40		POWER MIS 4.0 DATA LIC	5	\$2,992.00	
Hidalgo SO	950851		IWS STAGING - EACH ADD'L POSITION	5	\$0.00	n/a
Hidalgo SO	961103	NA	84X19 STAND ALONE RACK KIT	1	\$0.00	n/a
Hidalgo SO	969697	NA	19 IN EIA RACK SHELF KIT	1	\$0.00	n/a
Hidalgo SO	BPE01MBB1A	NA	WALL MNT 120VAC BYPASS SWITCH	1	\$400.00	Estimate
Hidalgo SO	HP2600N	CNHC7362P0	HP LASERJET COLOR PRINTER [FOR EPRINTER ]	1	\$300.00	Estimate
Hidalgo SO	NA	NA	9120 UPS BATT RACK	1	\$549.99	Estimate
Hidalgo SO	none_2	NA	16 Port Jack Panel	2	\$159.90	Estimate
Hidalgo SO	RS1215-RA	NA	Power Strip Tripp-Lite	1	\$36.24	Estimate
Hidalgo SO	VG2835WM	QFG074400378	VIEWSONICS 28 IN WIDE SCREEN DISPLAYS	1	\$828.65	
Hidalgo SO	VG2835WM	QFG074401624	VIEWSONICS 28 IN WIDE SCREEN DISPLAYS	1	\$828.65	
Hidalgo SO	VG2835WM	QFG074401633	VIEWSONICS 28 IN WIDE SCREEN DISPLAYS	1	\$828.65	
Hidalgo SO	VG2835WM	QFG074401756	VIEWSONICS 28 IN WIDE SCREEN DISPLAYS	1	\$828.65	
Hidalgo SO	VG2835WM	QFG074401759	VIEWSONICS 28 IN WIDE SCREEN DISPLAYS	1	\$828.65	
Hidalgo SO	VG2835WM	QFG083201264	VIEWSONICS 28 IN WIDE SCREEN DISPLAYS	1	\$828.65	
Hidalgo SO			RECORDER	1	\$5,000.00	
					<b>\$96,405.64</b>	

**Attachment I**  
**PSAP Insurance (provided by local government)**