

## Commission on State Emergency Communications Program Policy Statements (PPS)

### PPS 017: Certification of Interlocal Agreements

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Issued: 07/15/04

Last Revision Date: 11/04/20

REFERENCE: Health and Safety Code Section 771.055(b)  
Commission Rules 251.1, *Regional Strategic Plans for 9-1-1 Service*; 251.11, *Regional Planning Commission Monitoring*; 251.12, *Contracts for 9-1-1 Service*; and 251.13, *Use of 9-1-1 Database Information*)

### BACKGROUND

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The purpose of this document is to establish policy regarding interlocal contracts or interlocal agreements (Interlocals) as required under Commission Rules.

Texas Health and Safety Code § 771.055(b) states, in part: "The 9-1-1 service may be administered by an emergency communications district, municipality or county, by a combination formed by interlocal contract, . . ." Commission rules specify that an Interlocal is required in at least three cases: 1) to document the relationship between a Regional Planning Commission (RPC) and a Public Safety Answering Point (PSAP); 2) to establish an agreement between an RPC and another political entity that performs activities necessary to 9-1-1 Database Maintenance; and 3) protect the 9-1-1 database when its data is allowed for use in emergency notifications systems.

Interlocals, for purposes of this Program Policy Statement (PPS), differ from vendor contracts (addressed in PPS 016) in that both parties to an Interlocal are political or governmental entities under Texas law, providing goods or services necessary for the public welfare, and are not business entities operating for profit.

### COMMISSION REQUIREMENTS

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Commission staff will:

1. Provide instructions for the required documentation, referred to herein as Certification of Interlocals;
2. Provide a model Certification of Interlocals as an Exhibit to this PPS; and
3. Review RPC modifications to the model Certification of Interlocals prior to execution to ensure compliance with Commission Rules and PPS.

The Commission will not disburse any funds for a fiscal year prior to the receipt of the RPC's annual Certification of Interlocals.

## REGIONAL PLANNING COMMISSION REQUIREMENTS

An RPC will:

1. Use the model Certification of Interlocals or submit modifications to the model Certification of Interlocals for Commission staff review prior to execution;
2. Execute and submit the Certification of Interlocals to the Commission annually on a date to be established by the Commission;
3. Include Interlocals in its contract administration system and monitor performance under Interlocals in accordance with Commission rule and policy.

## QUESTIONS

Contact the Commission's 9-1-1 Program staff.

**Ark-Tex Council of Governments  
Interlocal Agreement for E9-1-1  
Service and PSAP Equipment  
For  
Hopkins County, Texas**



**P. O. Box 5307  
4808 Elizabeth St.  
Texarkana, Texas 75505  
903-832-8636 (Voice)  
903-832-3441 (Fax)**



**ARK-TEX COUNCIL OF GOVERNMENTS  
INTERLOCAL AGREEMENT FOR E9-1-1 PUBLIC SAFETY  
ANSWERING POINT SERVICES AND PSAP EQUIPMENT**

**Article 1: Parties & Purpose**

1.1 The **Ark-Tex Council of Governments** (RPC) is a regional planning commission 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 5 (Region), and the Commission on State Emergency Communications (Commission) has approved its current Strategic Plan.

1.2 **Hopkins County, Texas** (Local Government) is a local government that operates Public Safety Answering Points (PSAP) that assist in implementing the Strategic Plan as approved by the Commission.

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

1.4 The Contract for 9-1-1 Services between the Commission 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 Commission and granted to the RPC (9-1-1 Funds) and adherence to Applicable Law.

**Article 2: Applicable Law**

2.1 Applicable law, as defined in the prior section, includes but is not limited to Health and Safety Code Chapter 771; Commission Rules (Title 1, Part 12, Texas Administrative Code) and Program Policy Statements; the biennial state General Appropriations Act; Texas Government Code Chapter 783 (Uniform Grant and Contract Management, including Uniform Grant Management Standards [UGMS] Title 34, Part 1, Chapter 20, Subchapter I), Chapter 441, Subchapter J (Preservation and Management of Local Government Records Act), and Chapter 2260 (Resolution of Certain Contract Claims Against the State); and Texas Local Government Code Chapter 391 (Regional Planning Commissions).

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 Commission 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 at least one Public Safety Answering Point at the **Hopkins County Sheriff's Office, 298 Rosemont, Sulphur Springs, Texas 75482.**

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 the RPC and proof of insurance shall be provided upon request.

3.2.6 The RPC and/or the Commission 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 and schedule for applicable training as soon as possible.

### 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 Commission 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 Commission 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 or reimburse Local Government for supplies 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 Commission 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 Commission, 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 Commission, 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 Commission 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 Commission 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 Commission 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:

Ark-Tex Council of Governments  
4808 Elizabeth St.  
Texarkana, Texas 75505

The Local Government's address is:

Hopkins County Sheriff's Office  
298 Rosemont  
Sulphur Springs, Texas 75482

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, 2025 and shall terminate on August 31, 2027.

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 2161 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 / PSAP Inventory
Attachment B	Transfer of Ownership Form
Attachment C	Scope of Work
Attachment D	PSAP Operations Performance Measures and Monitoring
Attachment E	Commission Documents – Legislation, Rules and Program Policy Statements

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.

#### ARK-TEX COUNCIL OF GOVERNMENTS

By: Mary Beth Rudel

Mary Beth Rudel, Executive Director

Date: 08/13/2025

#### HOPKINS COUNTY

By: Robert Newsom  
Robert Newsom, County Judge

Date: 8-12-25

## 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 Hopkins County Sheriff's Office in Hopkins County, to be the property of Ark-Tex Council of Governments, hereinafter referred to as "Owner".

Following is an itemized listing of 9-1-1 equipment hereby defined as the property of Owner.

Revised 01/23/25 ML		ARK-TEX COUNCIL OF GOVERNMENTS PSAP INVENTORY		
PSAP NAME: <u>HOPKINS COUNTY S.O.</u> COUNTY: <u>HOPKINS</u>				
MANUFACTURER	DESCRIPTION	SERIAL NUMBER	DATE	ATCOG #
<b>FRONT ROOM</b>				
<b>Position 1</b>				
HP	HP PRO 600 CPU	MXL2441K7G	8/26/2024	9533
HP	HP Z22 MONITOR	CN-0XNC73-QDC00-43P-0DKU	8/26/2024	9622
HP	HP Z22 MONITOR	CN-0XNC73-QDC00-43P-32824E	8/26/2024	9623
CASSIDIAN	SAM UNIT	IRR3213312G-01-SR01	8/26/2024	9560
CASSIDIAN	IRR LICENSE KEY		5/21/2015	LABELED
<b>Position 2</b>				
HP	HP PRO 600 CPU	MXL2463MB5	8/26/2024	9534
HP	HP Z22 MONITOR	CN-0XNC73-QDC00-43P-0H2U	8/26/2024	9624
HP	HP Z22 MONITOR	CN-0YVP45-W9L00-41J-A8KB	8/26/2024	9625
CASSIDIAN	SAM UNIT	32820E	8/26/2024	8835
CASSIDIAN	IRR LICENSE KEY	IRR3213312G-01-SR01	5/21/2015	LABELED
<b>BACK ROOM</b>				
CISCO	SWITCH	FJC2548101Q	7/1/2022	8993
CISCO	SWITCH	FJC25471JR2	7/1/2022	8994
AUDIO CODE	M1K1	D13303839	7/1/2022	8995
AUDIO CODE	M1K2	D13209984	7/1/2022	8996
AUDIO CODE	CYBER POWER STRIP CPS 1220 M	N/A	5/21/2015	7311
AUDIO CODE	CYBER POWER STRIP CPS 1220 M	N/A	5/21/2015	7310
CISCO	ROUTER	FLM254110PZ	7/1/2022	8997
CISCO	ROUTER	FLM254110QE	7/1/2022	8998
EVENTIDE	RECORDER	745101012	10/1/2021	8992
EATON	UPS	BF08L38406	3/15/2021	8662
HP	LAPTOP	CND1034HHS	7/15/2021	8552
ULTRATEC	TTY/TDD	3096E2800198	1/1/2019	7333
	GENERATOR			



**Attachment A**  
**Ownership Agreement (continued)**

**ARK-TEX COUNCIL OF GOVERNMENTS**

By: Mary Beth Rudel

Mary Beth Rudel, Executive Director

Date: 08/13/2025

**HOPKINS COUNTY**

By: Robert Newsom  
Robert Newsom, County Judge

Date: 8-12-25

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

As stipulated in Article 3 of the Agreement between Ark-Tex Council of Governments (RPC) and (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: \_\_\_\_\_  
Rea Allen, 9-1-1/ GIS Program Director

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

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

Reviewed by: \_\_\_\_\_  
Mary Beth Rudel, Executive Director

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

## **Attachment C**

### **Scope of Work**

Local Government will:

- Designate a PSAP Supervisor and provide related contact information as a single point of contact for ATCOG.
- Coordinate with ATCOG in the planning for, implementation and operation of all 9-1-1 equipment.
- Monitor the 9-1-1 equipment, report any failures or maintenance issues immediately to the appropriate telephone company and notify ATCOG immediately.
- Keep a log of all trouble reports and make copies available to ATCOG upon request.
- Notify ATCOG of any and all major service-affecting issues or issues needing escalation within a service provider's organization.
- Make wireless test call daily.
- Make text-to-9-1-1 test calls one per day.
- Test all 9-1-1 and ancillary equipment for proper operation and user familiarity at least once per month.
- Test transfers on the 9-1-1 equipment monthly to assure they are operating properly.
- Test alternate routing plan once a month.
- Test all 9-1-1 TDD/TTYs for proper operation and to maintain user familiarity at least once per day.
- Test system for RTT (Real Time Text) capability at least once per day.
- Limit access to all 9-1-1 equipment and related data only to authorized personnel.
- Provide a safe and healthy environment for all 9-1-1 call takers/dispatchers which enhances proper use and maintenance of 9-1-1 equipment.
- Submit reports to ATCOG of wireless or CLEC (Competitive Local Exchange Carrier) test calls and /or any applicable paperwork required by CSEC within 24-hours.
- Not change or modify any configuration of 9-1-1 equipment, software, programs or hardware provided by ATCOG.
- Keep PSAP area, 9-1-1 equipment and backroom equipment area and backroom equipment clean and free of dust accumulation
- The PSAP shall notify ATCOG of any service provider changes and/or changes in phone numbers programmed on the 9-1-1 equipment.
- Submit ANI/ALI Problem Call Reports and "Advanced Search" ALI Reports, including wireless information within 24 hours of the initial 9-1-1 call.
- When requested, will complete and submit incomplete ANI/ALI Problem Call Reports back to ATCOG within 24 hours.
- Send at least one PSAP participant to trainings and meetings facilitated by ATCOG.
- Coordinate with ATCOG in the validation and correction of 9-1-1 addressing and City limits for emergency routing and response within 10 days of notice or implementation.



- Upon receipt of annual maps for data validation, must update with corrections and additions within 30 days.

ATCOG will:

- As administrator for 9-1-1 services for the region, agree to receive monies from monthly access lines and/or equalization surcharge fees and to pay non-recurring and monthly recurring system and equipment costs according to the terms outlined in the regional plan.
- Agree to maintain appropriate accounting and reporting mechanisms for inclusion of 9-1-1 financial activities in an ATCOG annual audit.
- Coordinate public education and information throughout the region.
- Serve as the Contracting entity with the appropriate telephone companies for service and equipment.
- Complete such reports and other documentation as may be required by the CSEC, the PSAPs, the Public Agency, or the service providers.
- Maintain ownership of any equipment purchased by ATCOG for the specific use of Public Agency, in compliance with UGMS and applicable law.
- Maintain a current inventory of all 9-1-1 equipment located within the PSAPs, as listed on Attachment B and shall conduct physical inventories annually, in compliance with UGMS and applicable law.
- Will purchase supplies necessary for the continuous operation of the 9-1-1 equipment, in compliance with proper procurement procedures.
- Provide draft and updated county maps to PSAPs, county agencies and officials annually.

## **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:

None

#### 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 year.
2. List of service affecting issues once per quarter.
3. Certification of TTY/TDD testing once per quarter.

#### Quality Assurance Inspections

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

In addition, quality assurance inspections will be conducted as follows:

CPU (Computer)	TDD/TTY	Contingency Routing
ALI Screen	Alarm	Voice Recorder
Keyboard	Notification	Overflow

Tests will also be conducted at least once monthly, or quarterly as specified, on 9-1-1 software to ensure proper operation and correct information received. Those tests shall include, but not be limited to:

Wireline test call

Wireless Phase II and Text-to-9-1-1 test calls

TDD/TTY test call to 9-1-1 PSAP equipment and to non CPE integrated ten-digit PSAP administrative number

Contingency Routing

9-1-1 Transfer Buttons

## **Attachment E Commission Documents**

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

1. Commission Legislation: <http://www.csec.texas.gov> and <http://www.csec.texas.gov/statutes>
2. Commission Rules: <http://www.csec.texas.gov>
3. Commission Program Policy Statements:  
<http://www.csec.texas.gov/program-policy-statements/9-1-1-program>