



3800 Stone Road
Kilgore, Texas 75662 - 903-218-6400 - Fax 903-983-1440

Serving a Fourteen County Region

July 01, 2025

Honorable Rodger McLane
PANOLA COUNTY
110 S Sycamore Rm. 216A
Carthage, Texas 75633

Subject: 9-1-1 Services Agreement (FY2026 - FY2027)

Dear Judge McLane,

I am pleased to inform you that ETCOG is committed to continuing our support, services, and maintenance at all Public Safety Answering Points (PSAP) within the regional 9-1-1 program.

As mandated by the Commission on State Emergency Communications, we are requesting to enter into an agreement with Panola County to ensure the continued delivery of 9-1-1 emergency calls to your PSAP.

To facilitate this, we have attached a contract for signature. Kindly review the following signing instructions:

- **Judge:** Please sign pages 9 and 10.
- **Sheriff:** Please sign pages 9, 24, and 25.
- **Communications/PSAP Supervisor:** Please sign pages 24 and 25.

Once all signatures are obtained, kindly email the signed contract to me at stephanie.heffner@etcog.org. After receiving it, our Executive Director will sign the document, and we will promptly send you a fully executed copy for your records.

If you have any questions or require clarification, please don't hesitate to contact me at (903) 218-6461. We kindly request that all signed contracts be returned by **August 1, 2025**.

Best regards,

Stephanie Heffner
Director of Public Safety

cc: David A. Cleveland, Executive Director

Anderson - Camp - Cherokee - Gregg - Harrison - Henderson - Marion
Panola - Rains - Rusk - Smith - Upshur - Van Zandt - Wood

INTERLOCAL AGREEMENT FOR 9-1-1 PUBLIC SAFETY ANSWERING POINT SERVICES

Article 1: Parties & Purpose

- 1.1 The East Texas 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, Texas Local Government Code, Chapter 391. The RPC has developed a Strategic Plan to establish and operate 9-1-1 service (Strategic Plan) in State Planning Region 0600 (Region), and the Commission on State Emergency Communications (Commission) has approved its current Strategic Plan.
- 1.2 Panola County (Local Government) is a local government that operates a Public Safety Answering Point (PSAP) that assists in implementing the Strategic Plan as approved by the Commission.
- 1.3 The Commission, as authorized by Health and 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 includes but is not limited to federal law and regulations pertaining to the provisioning of 9-1-1 service; Texas 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 Chapters 783 (Uniform Grant and Contract Management), including the Texas Grant Management Standards (TxGMS) promulgated thereunder, 791 (Interlocal Cooperation Act), 2054 (Information Resources), and 2260 (Resolution of Certain Contract Claims Against the State); and Texas Local Government Code Chapters 391 (Regional Planning Commissions) and 441, Subchapter J (Preservation and Management of Local Government Records).
- 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 with 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 the Panola County Sheriff's Office PSAP located at 314 W. Wellington St., Carthage, Texas 75633.

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, regarding 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 TxGMS and the Texas Comptroller of Public Accounts. Sample forms are provided as Attachments A and B to this Agreement.

3.2.5 RPC will purchase replacement insurance for equipment solely acquired by ETCOG. Proof of insurance will be provided upon request. Coverage includes Customer Premise Equipment (CPE) and related ancillary equipment used in the delivery of 9-1-1 calls. PSAP recorders and generators are excluded, as they are purchased by the Local Government.

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 by the Local Government 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.

3.4.2 Any suspicious or unusual activity, which may indicate an attempt to breach the integrity of 9-1-1 equipment or systems, shall be reported immediately by Local Government to RPC staff. Any actual, attempted, or suspected misuse of 9 1-1 equipment shall be reported immediately by Local Government to RPC staff.

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 Cybersecurity Training

3.6.1 Local Government Computer System: RPC and Local Government represents and warrants its compliance with Texas Government Code Section 2054.5191 relating to the cybersecurity training program for local government employees who have access to a local government computer system or database. The Local Government shall verify and report on the completion of a cybersecurity training program certified under Texas Government Code 2054.519 by employees of the Local Government and require periodic audits to ensure compliance with this section.

3.6.2 State Computer System or Database: If RPC or the Local Government personnel have access to any state computer system or database, including a Commission computer system or database, such personnel must annually complete cybersecurity training certified under Texas Government Code Section 2054.519 and verify completion of the training program to the Commission pursuant to and in accordance with Texas Government Code Section 2054.5192.

3.7 Operations

The Local Government shall:

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

- 3.7.2 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;
- 3.7.3 Coordinate with the RPC and local elected officials in the planning for and implementation and operation of all 9-1-1 equipment;
- 3.7.4 Allow 24-hour access to the 9-1-1 equipment for repair and maintenance service, as required;
- 3.7.5 Assist the RPC in conducting inspections of all 9-1-1 equipment at the PSAP as identified by the RPC for quality assurance;
- 3.7.6 Test all Telecommunications Devices for the Deaf (TDD) for proper operation;
- 3.7.7 Log all TDD 9-1-1 calls and equipment testing as required by the Americans with Disabilities Act of 1990;
- 3.7.8 Log all trouble reports and make copies available to the RPC as required by the RPC;
- 3.7.9 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 supplies necessary for performance of the deliverables per this Agreement.
- 5.3 The RPC and Local Government shall require any company that submits a bid or proposal with respect to a contract for goods or services to certify that the company, and, if applicable, any of its holding companies or subsidiaries, is not:

- a. Listed in Section 889 of the 2019 National Defense Authorization Act (NDAA); or
- b. Listed in Section 1260H of the 2021 NDAA; or
- c. Owned by the government of a country on the U.S. Department of Commerce's foreign adversaries list under 15 C.F.R. § 791.4; or
- d. Controlled by any governing or regulatory body located in a country on the U.S. Department of Commerce's foreign adversaries list under 15 C.F.R. § 791.4.

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 Article 10, until they have exhausted the procedures set out in 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:
Attn: Executive Director
3800 Stone Road
Kilgore, Texas 75662
- The Local Government's address is:
Attn: County Judge
Panola County
110 S Sycamore, Rm. 216A
Carthage, Texas 75633
- 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 Public Information Act, Texas 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 related to this Agreement and all data and other information generated or otherwise obtained in its performance.

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 Texas Government Code, Chapter 2161 regarding Historically Underutilized Businesses.

Article 18: Miscellaneous

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

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	Commission Documents

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.

East Texas Council of Governments

By: _____

David A. Cleveland
Executive Director

Date: _____

Panola County

By: _____

Hon. Rodger McLane
Panola County, Judge

Date: _____

As Sheriff of Panola County, I hereby acknowledge and accept the terms of this agreement.

Sheriff

Date: _____

Attachment A Ownership Agreement

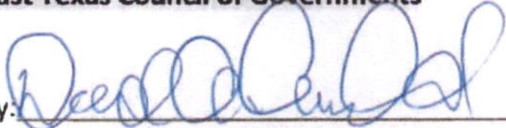
As stipulated in Article 3 of the Agreement, the RPC shall establish ownership of all 9-1-1 equipment located within the Local Government's jurisdiction.

The RPC hereby establishes all 9-1-1 equipment located at Panola County Sheriff's Department, in Panola County, to be the property of the East Texas 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. Property includes CPE, ancillary equipment, and software necessary for the delivery of 9-1-1 calls.

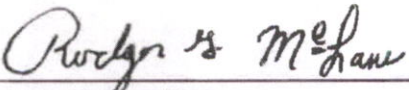
See Attached equipment inventory list.

East Texas Council of Governments

By: 
David A. Cleveland
Executive Director

Date: 8-5-2025

Panola County

By: 
Hon. Rodger McLane
Panola County, Judge

Date: JUL 15 2025

Attachment B

Transfer of Ownership Form

As stipulated in Article 3 of the Agreement between _____(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: _____

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

Specific Activities to Be Performed by the Public Safety Answering Point (PSAP)

Administrative Support & Reporting:

- Assist with the preparation and distribution of monthly PSAP performance reports.
- Track and monitor contract deadlines to ensure timely renewals and compliance.

Records Management:

- Organize, maintain, and archive all PSAP Standard Operating Procedures (SOPs).
- Ensure that PSAP documentation (manuals, policies, procedures) is up-to-date and easily accessible.
- Regularly audit records for accuracy and compliance with regulations.

Contingency Planning & Operational Readiness:

- Update and maintain PSAP's Contingency Plan to reflect current operational procedures, technological updates, and staffing levels.
- Conduct periodic reviews of disaster recovery and business continuity plans.
- Ensure that backup systems are regularly tested (e.g., generator).

Geolocation & Response Routing:

- Periodically test and verify accuracy of geolocation and response routing functions.
- Ensure that all location-based services, such as Automatic Location Identification (ALI) and Automatic Number Identification (ANI), are functioning correctly.

Compliance & Regional Coordination:

- Gather and provide ETCOG with any required documentation or data to support regional compliance and reporting efforts.
- Collaborate with neighboring PSAPs to ensure alignment of service standards and reporting.

Attachment D

PSAP Operations Performance Measures and Monitoring

Reports

The RPC may request the Local Government provide specialized reports that do not duplicate information already available from vendors.

Logs

The Local Government shall provide copies of logs and reports to support the RPC in collecting efficiency data related to PSAP operations. These documents include, but are not limited to, the following:

LOG TITLE	DUE
1. 9-1-1 In-House Training Log	At least once per <u>quarter</u>
2. Public Education Materials Distribution Log	At least once per <u>quarter</u>
3. 9-1-1 Equipment Trouble Log	At least once per <u>quarter</u>
4. Certification of TTY/TDD testing	At least once per <u>quarter</u>
5. 9-1-1 Network Testing Log	At least once per <u>quarter</u>
6. Text to 9-1-1 Testing Log	At least once per <u>quarter</u>
7. Generator Testing Log	At least once per <u>quarter</u>
FORM TITLE	DUE
8. ANI/ALI Discrepancy Form	As Needed
9. PSAP Move/Add/Change Policy	As Needed
10. Manual ALI Request Form	Upon submission of contract , pg. 23
11. ETCOG Restriction of Use Form	Upon submission of contract , pg. 24
12. Cybersecurity Training Log	Completed Annually by PSAP staff, pg.3 (3.6)
13. PSAP Monitoring Checklist	Completed Annually by ETCOG & PSAP

Quality Assurance Inspections

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

Additional quality assurance inspections may be conducted under, but are not limited to, the following circumstances:

- In the event of a 9-1-1 service outage; and
- During the installation and/or replacement of equipment.

Attachment D
9-1-1 In-House Training Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
Public Education Materials - Distribution Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
9-1-1 Equipment Trouble Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
Certification of TTY/TDD Testing Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
9-1-1 Network Testing Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
Text to 9-1-1 Testing Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
Generator Testing Log
(Due Quarterly)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D			
ANI/ALI Discrepancy Form			
PSAP Name _____		Exchange _____	
Call Taker _____			
DISPLAYED INFORMATION			
DATE: _____	TIME: _____	ANI: _____	ESN: _____
NAME: _____			
ADDRESS: _____			
Phone Type (circle one) BUS RES COIN MOBL VOIP OTHER			
REASON FOR CORRECTION			
(check all that apply)			
_____ NO RECORD FOUND		_____ FOREIGN EXCHANGE (FX)	
_____ MISROUTE		ROUTE TO: _____	
_____ ADDRESS INCORRECT		_____ ESN INCORRECT	
CORRECT INFORMATION			
DATE: _____	TIME: _____	ANI: _____	ESN: _____
NAME: _____			
ADDRESS: _____			
Phone Type (circle one) BUS RES COIN MOBL VOIP OTHER			
PSAP SUPERVISOR SIGNATURE: _____		DATE: _____	
REMARKS:			

Attachment D

ETCOG Regional 9-1-1 Program

PSAP Move/ Add/ Change Policy

All PSAPs must notify ETCOG's Director of Public Safety or ETCOG's Public Safety Operations Manager in writing, on department letterhead, signed by the Chief/Sheriff and PSAP Supervisor notifying of any moves, adds, or changes to the 9-1-1 equipment. Notification must be sent at least 90 days prior to request date. The letter must include the following information:

- Type of move, add or change (remodel, moving of a position, move of dispatch, move of PSAP)
- Date requested to move, add, or change
- On Site project manager contact information
- Fund source – how the move is being paid for

PSAP must agree to notify ETCOG's Director of Public Safety and/or ETCOG's Public Safety Operations Manager of all meetings concerning the move, add, or change.

Director of Public Safety – stephanie.heffner@etcog.org

Public Safety Operations Manager – donetta.miller@etcog.org

Any charges that occur during the move, add, or change that have not been approved by ETCOG Program Manager will be billed to PSAP.

Attachment D
ETCOG Regional 9-1-1 Program
Manual ALI Request Form

PSAP Name: Panola County Sheriff's Department

This letter is to request that the "manual ALI Query" feature be enabled at Panola County Sheriff's Department.

The 9-1-1 customer premises equipment (CPE) provided by ETCOG has been configured to allow manual queries and is compatible with the manual ALI query protocol of ETCOG and the database provider. **MANUAL ALI QUERY SERVICES WILL ONLY BE USED IN THE HANDLING OF EMERGENCY CALLS.** All manual ALI queries must also be documented using the reason feature.

This PSAP and the Telecommunicators with access to 9-1-1 fully understand and agree to comply with the terms and conditions set forth under which this feature may be provided.

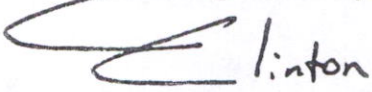
The ETCOG operations staff has access to a statistical report of Manual ALI Query per PSAP. Misuse of the proprietary ALI information may be cause for the termination of this feature for the PSAP.

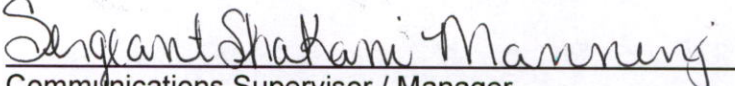
Please mail, fax, email, or DocuSign this form and return it back to ETCOG no later than **August 1, 2025**, to:

East Texas Council of Governments
Stephanie Heffner, Director of Public Safety
3800 Stone Road
Kilgore, Texas 75662

Via Fax: 903-983-1440 or email at stephanie.heffner@etcog.org
Subject: **Interlocal Agreement-Manual ALI Agreement**

Acknowledgement signatures by authorized representatives of contracting 9-1-1 agency:



Chief / Sheriff


Communications Supervisor / Manager

7/9/25
Date

7/9/2025
Date

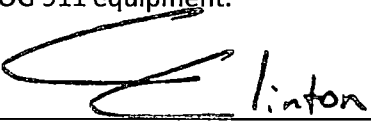
Attachment D
ETCOG 911 Owned and Maintained Equipment
Restriction of Use Form

ETCOG shall establish ownership of all 9-1-1 and ancillary equipment procured with 9-1-1 funds as defined herein and located within the Local Government's jurisdiction. This includes all equipment with an ETCOG inventory sticker and associated accessory equipment. This includes Front room equipment - CPE equipment and workstations, monitors, keyboards, mouse's, printers and 911 phones. Back Room Equipment - UPS, routers, servers and bypass switches.

At no time is third party software or other equipment to be installed, added or plugged into ANY ETCOG equipment on site at the PSAP location. Specifically, the 911 UPS equipment is for the sole purpose of supporting the 911 system and no other equipment should be plugged into the 911 UPS or any outlets dedicated to the 911 UPS. Any electrical changes or configurations for the UPS equipment will be the sole responsibility of ETCOG and no other agency or vendor should work on 911 or UPS equipment. If the Local Governmental jurisdiction does not adhere to this request and failure of the equipment occurs it may be required to reimburse for the repair of the 911 and/or UPS Equipment.

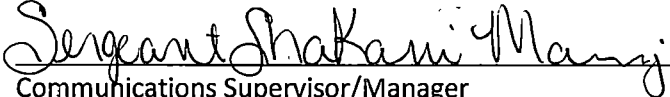
If third party software is found on ETCOG equipment that is connected to the 911 UPS and/or 911 Equipment during an ETCOG monitoring visit, this finding will be referred to the ETCOG Executive Committee as a finding for non-compliance by the local jurisdiction. If Local Jurisdiction refuses to comply and correct the finding, the matter will be submitted to the Commission on State Emergency Communications.

Please acknowledge, by signing below, that the Local Jurisdiction is aware of these restrictions of Use for ETCOG 911 equipment.



Chief/Sheriff

7-9-2025
Date



Communications Supervisor/Manager

7/9/2025
Date

Attachment D
Cybersecurity Training Log
See page 3, Section 3.6
(Must be Completed Annually)

PSAP Name: _____

Date	Dispatcher Name:	Type of Training	Hours

Attachment D
PSAP Monitoring Checklist
(Must be Completed Annually)

Best Practices Model Monitoring Checklist for ETCOG PSAP's:			
County Name:		Date:	
PSAP Name:		Telephone Number:	
PSAP Contact Person:		RPC 9-1-1 Coordinator:	
Previous Findings:			
1. CPE - Front Room			
CPE: Leased or Owned			
CPE Vendor:			
CPE Maintenance Vendor:			
CPE Description/Model:			
Category	Check if in Compliance	Findings	Comments
Lighting			
Cleanliness			
Ventilation			
Inventory tags			
Inventory Taken			
Secure from general public; accessible to PSAP staff			
Redundant 9-1-1 call taking equipment functioning (PPS 31)			
ANI/ALI display (PPS 31)			
Map display, if applicable			
No unauthorized third-party software/integration (PPS 31)			
Language Line speed dial/direct dial transfer/accessibility (PPS 31)			
Language Line account number & PSAP access code visible			

ATTACHMENT D
PSAP Monitoring Checklist
PAGE 2

Poison Control direct dial transfer (PPS 31)			
Poison Control 10-digit number displayed			
Published PSAP 10-digit emergency telephone number (PPS 31)			
RPC Contact information			
Wireless Phase I E9-1-1 level of service (PPS 31)			
Equipment repair/trouble contact information			
Make busy overflow	To: _____		
Contingency Plan (PPS 31) To: Name of	To: _____		
Network Testing (PPS 31)			
Maintenance trouble/trouble report logs			
Direct dial transfers & labels, if applicable			
9-1-1 ANI/ALI Discrepancy Reports			
TTY test call log (PPS 31)			
Required TTY training offered (PPS 31)			
Stand alone TTY accessible (PPS 31)			
Printer functioning - adequate paper & ribbon, if			

ATTACHMENT D
PSAP Monitoring Checklist
PAGE 3

2. CPE Backroom			
Category	Check Box if in Compliance	Findings	Comments
Redundant network connections functioning			
Cleanliness			
Ventilation			
Lighting			
Secure from general public; accessible to PSAP staff			
Back-up Power/UPS (PPS 31)			
Generator testing			
3. Recorders			
Brand/Model:			
Category	Check Box if in Compliance	Findings	Comments
Accessible			
Verify & list number of channels			
Verify & list number of channels dedicated to 9-1-1			
Functioning - each 9-1-1 line being recorded (PPS 31)			
Adequate supply of storage media			
Monitored By:		PSAP Contact:	
Date:		Date:	

Attachment E

Commission Documents

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

1. Commission Legislation: https://www.csec.texas.gov/s/statutes?language=en_US
2. Commission Rules: https://www.csec.texas.gov/s/rules?language=en_US
3. Commission Program Policy Statements:
https://www.csec.texas.gov/s/program-policy-statements?language=en_US

ETCOG PSAP Equipment Inventory

PSAP	Purchase date 08-17-2021	Serial Number	ETCOG Inventory tag
Host A	\$181,963.00	853031-DLL-GD2	XP100
Host B	\$112,182.66	853032-DLL-GD2	XP101
Anderson	\$112,526.70	61000-409611	XP102
Camp	\$86,498.00	61000-409612	XP103
Canton	\$86,498.00	61000-409613	XP104
Carthage	\$86,498.00	61000-409614	XP105
Cherokee	\$112,526.70	61000-409615	XP106
ETCOG Office	\$131,944.22	61000-409616	XP107
Gregg	\$112,526.70	61000-409617	XP108
Jacksonville	\$86,498.00	61000-409618	XP109
Marion	\$86,498.00	61000-409619	XP110
Mineola	\$86,498.00	61000-409620	XP111
Palestine	\$112,526.70	61000-409621	XP112
Panola	\$112,526.70	61000-409622	XP113
Rains	\$86,498.00	61000-409623	XP114
Upshur	\$112,526.70	61000-409624	XP115
Van Zandt	\$112,526.70	61000-409625	XP116
White Oak	\$86,498.00	61000-409626	XP117
Wood	\$112,526.70	61000-409627	XP118
Gladewater	\$86,498.00	61000-409628	XP119

Credit

- \$40,000.00

\$2,064,785.48

\$0.00