

# **INTERLOCAL AGREEMENT FOR E9-1-1 AUTOMATIC LOCATION IDENTIFICATION MAINTENANCE SERVICES**

## **Article 1: Parties & Purpose**

1.1 The **City of Laredo (City)** as Administrator for the South Texas Development Council (STDC) 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 City has developed a Strategic Plan to establish and operate 9-1-1 service (Strategic Plan) in State Planning Region 19 (Region), and the Commission on State Emergency Communications (Commission) has approved its current Strategic Plan.

1.2 **Starr County (Local Government)** is a local government that has agreed to participate in implementing enhanced 9-1-1 services in the Region in accordance with the City's 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 City requires the City 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 City (9-1-1 Funds) and adherence to Applicable Law.

1.5 Automatic Location Identification (ALI) maintenance is a critical component of 9-1-1 service and ensures the timely delivery of accurate 9-1-1 information and location data to the correct public safety answering point. This Agreement between the City and Local Government sets forth the requirements for ALI maintenance.

## **Article 2: Applicable Law**

2.1 Applicable laws include, but are not limited to, the 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 (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 Commissions 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 City finds and declares that an emergency exists which requires that such policy or procedure be enforceable immediately. The City 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 perform the activities related to maintaining location information used in the City's 9-1-1 Database as specified in the Scope of Work attached hereto.

#### **3.2 Ownership, Transference & Disposition of Equipment**

3.2.1. The City 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 City shall establish ownership of all 9-1-1 equipment located within the Local Government's jurisdiction. The City 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 City 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 City and proof of insurance shall be provided upon request.

3.2.6 The City 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 City 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 City 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 City 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 City;

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 City;

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

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

4.1 The City 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 City and/or the Commission for such purposes.

### **Article 5: Procurement**

5.1 The City 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 City shall purchase 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 City 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 City 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 City 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 City and/or the Commission, as applicable, shall be made by the Local Government within 60 days after demand by the City, unless an alternative repayment plan is approved by the City 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 City'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 City's current approved Strategic Plan;

7.2 The City 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 City.

## **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 City 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 City'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 City, and (iii) the City 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) City has negotiated in good faith with Local Government to develop an alternative payment schedule or new agreement that will accommodate City's approved budget and/or appropriations for the

applicable period, then City 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 City's address is:

City of Laredo  
1110 Houston St.  
Laredo, TX 78040

The Local Government's address is:

401 N. Britton Avenue  
Rio Grande City, TX 78582

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 City 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 City 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 City.

### **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 City 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 will 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	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.



**City of Laredo**

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

Printed Name: Joseph Neeb

Title: City Manager

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

**Starr County**

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

Printed Name: Eloy Vera

Title: Starr County Judge

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

**Attested:**

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

Printed Name: Mario Maldonado Jr

Title: City Secretary

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

**Approved:**

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

Printed Name: Doanh "Zone" T. Nguyen

Title: City Attorney

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

## **Attachment A Ownership Agreement**

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

The City hereby establishes all 9-1-1 equipment located at 100 N FM 3167 Suite 207, Rio Grande City, TX (Starr County Planning), in Starr County, to be the property of City of Laredo; hereinafter referred to as "Owner".

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

### **City of Laredo**

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

Printed Name: Joseph Neeb

Title: City Manager

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

### **Starr County**

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

Printed Name: Eloy Vera

Title: Starr County Judge

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

## Attachment B

### Transfer of Ownership Form

As stipulated in Article 3 of the Agreement between \_\_\_\_\_ (City) and \_\_\_\_\_ (Local Government) dated \_\_\_\_\_, 20\_\_\_\_, the City shall document all transfers of ownership of 9-1-1 equipment between the City 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**

**The following activities are to be performed by the local government's database/addressing coordinators with assistance by the City's Database mapping specialist when necessary:**

**A) Master Street Address Guide (MSAG) Maintenance**

The Local Government is responsible for the maintenance and content of its MSAG. As new street additions, street changes, and Emergency Service Zone (ESZ) changes occur within a Local Government's boundaries, the Local Government's 9-1-1 Database Coordinator is responsible for completing an MSAG transaction (*i.e.*, Change, Delete, Insert) and submitting the request to the Data Base Management System Provider (DBMSP). It is recommended that the Local Government's 9-1-1 Database Coordinator submit the MSAG transaction to the DBMSP within one (1) business day.

MSAG Maintenance includes, but is not limited to, the following:

- 1) Determine the Law Enforcement, Fire, and Emergency Medical Service (EMS) boundaries;
- 2) Establish Emergency Services Zones (ESZ);
- 3) Assign Emergency Service Numbers (ESN) in relation to designated Selective Router (*i.e.*, Tandem, Entity) and Exchange information;
- 4) Overlay Service Provider (SP) Exchange boundaries; and
- 5) Define street ranges separated at boundaries described above.

The following are required fields for submitting MSAG transactions:

- 1) Directional (If applicable)
- 2) Street Name
- 3) Low
- 4) High
- 5) Community
- 6) Odd/Even/Both (as applicable)
- 7) ESN
- 8) Exchange
- 9) Selective Router

Additional information or verification is required for the following types of MSAG transactions:

**1. Inserts**

- a) Verify that the MSAG entry does not already exist with a different spelling/abbreviation to ensure that no duplicate MSAG ranges are created.

**2. Changes & Deletes**

- a) Splitting, shortening, expanding or deleting MSAG ranges requires the Local Government to obtain a listing of the telephone numbers (TN's) associate with the range to identify the TNs that may be impacted by the MSAG change/delete. Impacted TNs are those TNs that will fallout of the MSAG range due to a change/delete and result in an error (orphaned TN) if not correctly moved to a valid MSAG range after the MSAG change/delete is completed.
- b) Impacted TNs may fallout of the MSAG range at the time of the MSAG range change/delete due to the type of MSAG work being done (e.g., splitting ranges); however it is important that the TNs are correctly moved to the valid MSAG range when the MSAG work is completed.
- c) Impacted TNs must first be removed from the MSAG ranges by providing or assigning a valid MSAG address and forwarding the address correction via the current approved address correction process to the DBMSP. The approved address correction process includes an escalation process for those TNs submitted to the DBMSP that are not corrected by the SP within the agreed timeframe.
- d) Once impacted TNs are removed from the MSAG ranges, the ranges can be changed/deleted and the MSAG transaction can be completed.
- e) Do not delete any MSAG ranges with TNs attached that will error and cause orphaned TNs.

### 3. Fictitious MSAG Ranges

- a) Fictitious MSAG ranges are distinguished by a specific set of criteria consisting of blank-blank, 0-0, 1-1 ranges. Fictitious MSAG ranges should be deleted from the 9-1-1 database and no new fictitious MSAG ranges should be created.
- b) The Local Government shall follow the steps in sections “2. Changes and Deletes” and “3. Suspended MSAG Transactions” in order to delete fictitious MSAG ranges.

### 4. Annexations & De-annexations

- a) The Local Government is responsible for providing advance notification to the DBMSP and all known SPs so they can prepare for the additional work volume.
- b) The Local Government is responsible for notifying all property owners of their new address.
- c) The local addressing authority is responsible for addressing (naming & numbering) within its boundaries and providing all readdressing to the Local Government's 9-1-1 Database Coordinator who in turn must supply the information to the DBMSP by the approved process.
- d) All MSAG ranges that will be annexed will need to be inserted before the MSAG ranges that are to be de-annexed can be worked.

- e) The Local Government shall follow the steps in sections “2. Changes and Deletes” and “5. Suspended MSAG Transactions” in order to complete annexations & de-annexations.

#### 5. Suspended MSAG Transactions

If the DBMSP has questions or needs clarification on an MSAG transaction, the DBMSP may change the status of the MSAG transaction to “suspended” status which sends the MSAG transaction back to the Region. In those cases, the Region must respond back to the DBMSP via the DMI with an updated status and provide requested information.

- a) It is recommended that the Local Government’s 9-1-1 Database Coordinator respond to suspended MSAG transactions within one (1) business day.
- b) If an MSAG transaction is suspended due to TN fallout, it is acceptable to leave the transaction in suspended status until TN has been removed from the MSAG ranges according to the approved process as outlined above in “2. Changes and Deletes” subsection (c) at which time the Local Government’s 9-1-1 Database Coordinator may request that the MSAG ranges be deleted and the suspended transaction completed.

The Local Government shall review its’ MSAG a minimum of twice a year to verify and ensure that the MSAG is accurate and current. The following should be reviewed and verified when performing an MSAG review:

- 1) Assigned ESNs are valid
- 2) Street/Community spellings are correct
- 3) Street name standards consistently applied
- 4) Directionals are correct
- 5) Ranges are correct and there are no duplications
- 6) Selective Router information is valid
- 7) SP exchanges are valid and current
- 8) New streets/subdivisions are added

#### B) Emergency Service Zone (ESZ) Boundaries

The Local Government is responsible for the following ESZ maintenance activities:

- 1) Reviewing and mapping its’ 9-1-1 service boundaries for Law Enforcement, Fire, and EMS.
- 2) Obtaining ESNs from Selective Router provider(s) and assigning unique ESNs to each ESZ boundary within the Region.
- 3) Verifying the accuracy of the English Language Translations (ELT) for each specific ESN.
- 4) Updating ESZ boundaries, digital maps, and MSAG to reflect annexations and de-annexations.
- 5) Mediating any ESZ boundary disputes and 9-1-1 call routing issues

- 6) Obtaining a copy of their ELT from the DBMSP at least twice a year, to ensure the descriptions agree with the Local Government's ESN listings and
- 7) Reconciling all ESZ boundary activities against the MSAG.

### C) TN Error Resolution

The Local Government is responsible for resolving TN errors within its' County. It is preferred that the Local Government resolves errors within one (1) business day of notification.

The following shall be determined by the Local Government's 9-1-1 Database Coordinator in order to resolve errors within their region:

- 1) Address is not within the MSAG range
  - a) Verify the MSAG ranges to determine if ranges on MSAG need to be modified to resolve TN the error.
  - b) Provide or assign a valid MSAG address for the customer with the TN error and forward the TN error correction to the DBMSP by submitting a TN CR via the DMI. All TN CRs remain in a referred to SP status until receipt of a valid SOI or until the SP has provided the requested information. The TN CR referral remains open until resolution is completed. If the TN CR referral is not resolved by the SP within seventy-two (72) hours of the initial referral, the 9-1-1 DBMSP refers the TN CR referral to the SP via the DMI four more times. The final TN CR referral changes the referral status to "non-compliant." Non-compliant TN CRs must be escalated by the Regions in accordance with PPS 035: Escalation of 9-1-1 Database Maintenance Issues.
- 2) Street not in MSAG file
  - a) Verify that a MSAG range does not already exist with a different spelling, abbreviation, or community name.
  - b) Submit an MSAG transaction to resolve the TN error and;
  - c) Provide or assign a valid MSAG address for the customer with the TN error and forward the error correction to the DBMSP by submitting a TN CR via the DMI.
- 3) TN error caused by MSAG update
  - a) Review the completed MSAG transaction that was submitted to determine the cause of the TN error that resulted from the MSAG update; and.
  - b) Modify MSAG ranges to resolve the TN error.

To resolve TN errors, the following information must be provided when submitting TN CRs to the DBMSP:

1. TN in error.



2. Customer name as it appears on the TN error.
3. House Number, Direction, Street, Location, and Community as it appears on the TN error.
4. MSAG valid address with House Number, Direction, Street, Location, and Community information.
5. The Service Provider (SP) or carrier information on the TN error.

#### D) Automatic Location Information Discrepancy Reports (ALI DRs)

An ALI DR (a.k.a. 9-1-1B form) is used to collect information on 9-1-1 call errors resulting in No Record Finds (NRFs), incorrect Automatic Location Information (ALI), and Misroutes. Public Safety Answering Points (PSAP) are responsible for completing ALI DRs and submitting them to their Region. The ALI DR should be submitted to the Region within three (3) business days of the 9-1-1 call in error. For each 9-1-1 call in error, the PSAP shall obtain the following information in an ALI DR:

1. NRFs
  - a) Date & time of Call
  - b) TN (as displayed on 9-1-1 workstation)
  - c) Customer name
  - d) Class of Service (if available)
  - e) Customer provided address information or jurisdiction information
  - f) Any additional information which may assist in locating the customer.
  - g) Call back number (CBN) & Pseudo Automatic Number Identification (pANI) if available for wireless and Voice over Internet Protocol (VoIP) using a dynamic ALI solution.
2. Incorrect ANI/ALI
  - a) Date & time of Call
  - b) TN (as displayed on 9-1-1 workstation)
  - c) Customer provided corrected TN (if displayed ANI is incorrect)
  - d) Customer name
  - e) Class of Service (if available)
  - f) Customer provided address information or jurisdiction information
  - g) Call back number (CBN) & Pseudo Automatic Number Identification (pANI) if available for wireless and for VoIP using a dynamic ALI solution.
  - h) Any additional information which may assist in locating the customer.
3. Misroutes
  - a) Date and time of call;
  - b) TN (as displayed on 9-1-1 workstation)
  - c) Customer name
  - d) Class of Service (if available)
  - e) Customer provided address information or jurisdiction information (if displayed ALI is incorrect)

- f) Call back number (CBN) & Pseudo Automatic Number Identification (PANI) if available for wireless and Voice over Internet Protocol (VoIP)
- g) Any additional information which may assist in locating the customer.

A PSAP does not have to complete an ALI DR for 9-1-1 calls resulting in End Serving Central Office Failures, Anonymous 9-1-1 calls, 9-1-1 calls from non-service initialized wireless telecommunications connections or where voice service has been disconnected or discontinued, or Seizure Bids.

The Local Government's 9-1-1 Database Coordinator is responsible for reviewing each ALI DR it receives from a PSAP and submitting a completed ALI DR referral to the DBMSP via the DMI. The Region's 9-1-1 Database Coordinator should submit the ALI DR referral to the DBMSP within three (3) business days of receipt of the report from a PSAP.

Additional information or verification is required for the following types of 9-1-1 DRs:

1. NRFs

- a) The customer-provided address location information must be MSAG valid before submitting the ALI DR to the DBMSP.

2. Incorrect ANI/ALI

- a) The "Displayed" address location information and customer-provided address location information must be provided on the DR.
- b) The customer provided address location information must be MSAG valid before submitting to the DBMSP. This requirement is not applicable for the wireless or for VoIP service using a dynamic ALI solution.
- c) The "Displayed" TN and customer provided TN must be provided on the DR.

3. Misroutes

- a) The "Incorrect" PSAP information and the "Correct" PSAP information must be provided on the DR.
- b) The "Displayed" address location information and customer provided address location information must be provided on the DR. Not applicable for wireless or for VoIP using a dynamic ALI solution.
- c) The ESN information must be verified to ensure that the ESN assigned to the MSAG is correct. The ESN should be changed on the MSAG by requesting an MSAG change request through the DBMSP to correct the Misroute if applicable. A 9-1-1 DR should not be submitted to the DBMSP in this instance. ESN Verification is not applicable for wireless or for VoIP using a dynamic ALI solution.
- d) If the TN has misrouted from a different county, the County that receives the misroute must submit the DR and request that it be referred to the "appropriate" County via the DBMSP. Once referred to the "appropriate" County the DR may be completed. The "appropriate" County is then responsible for verifying the

information and submitting a DR with the corrected MSAG valid address, ESN information and any other information listed above to resolve the Misroute.

All non-suspended ALI DRs remain in a referred to SP status until receipt of a valid SOI or until the SP has provided the requested information. The ALI DR referral remains open until resolution is completed. If the ALI DR referral is not resolved by the SP within seventy-two (72) hours of the initial referral, the 9-1-1 DBMSP refers the ALI DR referral to the SP via the DMI four (4) more times. The final ALI DR referral changes the referral status to “non-compliant.” Non-compliant ALI DRs must be escalated by the Regions in accordance with PPS 035: *Escalation of 9-1-1 Database Maintenance Issues*.

For ALI DR referrals to either wireless or VoIP SPs using a dynamic ALI solution, it is the responsibility of the Regions to notify the DBMSP when the ALI DR referral is resolved and the ALI DR can be closed.

#### E. Suspended TN CRs and ALI DRs

If the DBMSP or SP has questions or needs clarification on a TN CR or ALI DR, the DBMSP may change the status of the TN CR or ALI DR to “suspended” which sends the TN CR or ALI DR back to the Region.

1. It is recommended that the Region respond to the DBMSP regarding suspended TN CRs and ALI DRs within one (1) business day.
2. Suspended TN CRs and ALI DRs remain suspended until the Region responds back to the DBMSP via the DMI with an updated status and provides the requested information.
3. TN CRs and ALI DRs with an updated status are reviewed by the DBMSP and referred back to the SP with the information provided by the Regions. The TN CR or ALI DR process is re-initiated and the status changes to “referred to SP.”

#### F. Number Plan Area (NPA) Splits and Overlays

Regions are responsible for the following:

1. Notifying the affected PSAPs of the NPA Split;
2. Updating mapping database with new information;
3. Updating network diagrams and internal documents affected by the NPA Split;
4. Requesting that the PSAP report any abnormalities with the displayed Automatic Number Information or errors that may result from the NPA Split; and
5. Staying involved and aware of what is occurring as the SP and DBMSP work through, and complete the NPA Split.

#### G. Selective Router Rehoming

Regions are responsible for the following:

1. Conducting conference calls with the Region, DBMSP, current and proposed Selective Router provider, and SPs including wireless and VoIP SPs that have connectivity to the Selective Router to discuss the steps and work involved;
2. Notifying the affected PSAPs of the Selective Router rehome;
3. Approving and ordering trunks from the new Selective Router to each affected PSAP;
4. Working with PSAP Customer Premises Equipment (CPE) vendors to ensure that the CPE at each PSAP can accommodate double trunking until the rehome is complete;
5. Working with the DBMSP to verify and consolidate all affected ESNs in preparation for the rehome;
6. Working with the DBMSP and new Selective Router provider to obtain new ESNs for each affected PSAP to replace the ESNs on the old tandem;
7. Working with the DBMSP and the new Selective Router provider to prepare a "From and To" ESN list that will serve as a guide for the database conversion;
8. Working with the PSAP CPE providers and new Selective Router provider to assign and install new transfer codes at each affected PSAP;
9. Making MSAG range modifications to the ESN and tandem;
10. Approving the MSAG load file proposed by the database provider in accordance with the "From and To" ESN list;
11. Working with and supporting the affected PSAPs in preparation for testing;
12. Participating on the Go/No Go conference call;
13. Monitoring and reporting any abnormalities or errors that may result from the Selective Router rehome;
14. Working with the affected PSAPs to prepare a coordinated and comprehensive testing plan that includes multiple test calls from each NPA-NXX and to every new ESN. The test plan should include testing of wireless and VoIP 9-1-1 calls;
15. Executing and documenting the test plan on the day of the rehome until the rehome is completed;
16. Issuing disconnect orders for PSAP trunks from the old Selective Router once the rehome is complete; and
17. Changing Network diagrams to reflect the rehome.

#### H. Geographic Information Systems (GIS)

The State of Texas 9-1-1 Commission on State Emergency Communication (CSEC) has put forth new Next Generation (NG) 9-1-1 Geographic Information Systems (GIS) Standards that will take effect in FY2017. The former position of Addressing Coordinator has evolved into Database Coordinator, a technical role that requires individuals at each region to the following:

1. Update and maintain MSAGs, ALI Database, Address Points, updates to Geocentric Database and assist the 9-1-1 Mapping and Database Specialist with the Enterprise Geospatial Database Services (EGDMS) Monthly Uploads.
2. Attend two (2) Mandatory Trainings per quarter as instructed by the City of Laredo.
3. Communicate with local addressing authorities, such as Planning Departments, Appraisal Districts, the U.S. Postal Service, etc.

## **Attachment D**

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

City personnel will conduct site visits at least   4   per year to evaluate compliance with this Agreement.

#### **Reports**

The City 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:

Regional Strategic Plan for FY2026-2027  
Contract between CSEC, STDC and the City of Laredo

#### **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 \_\_\_\_\_;
2. List of service affecting issues once per \_\_\_\_\_;
3. Certification of TTY/TDD testing once per \_\_\_\_\_; and
4. TTY/TDD call logs.

***[Include logs necessary to insure compliance with this Agreement, the CSEC/RPC contract, Regional Strategic Plan and individual local requirements.]***

#### **Quality Assurance Inspections**

City personnel will conduct site visits at least (4) per year to evaluate the condition of equipment, efficiency of PSAP operations, and compliance with the Agreement.

## **Attachment E**

### **Commission Documents**

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

1. Commission Legislation: [http://www.911.state.tx.us/browse.php/rules\\_legislation](http://www.911.state.tx.us/browse.php/rules_legislation)
2. Commission Rules: [http://www.911.state.tx.us/browse.php/rules\\_legislation](http://www.911.state.tx.us/browse.php/rules_legislation)
3. Commission 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)