

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

**Friday
November 3rd, 2023
2:00 PM**

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, November 3rd, 2023 at 2:00 p.m. in the Board Room, Panhandle Regional Planning Commission, 415 Southwest Eighth Avenue, Amarillo, Potter County, Texas.

A copy of the full agenda packet for this meeting can be found on the PRPC's website at <http://theprpc.org/Programs/911Network/20231103.pdf>.

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on August 18th, 2023.
4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **FY2023 4th Quarter Performance Report**
Discuss and Consider for Approval, the Panhandle Regional 9-1-1 Network Performance Report for the Fourth Quarter of FY2023 Covering the Months of June, July, and August.
6. **Training Opportunities**
Staff Report on Emergency Communication Training Opportunities in the Region.
7. **Public Education Activities**
Staff Report on Public Education Activities in the Region.
8. **Mapping Updates**
A Review of Mapping Accomplishments Since our August Meeting.
9. **Open Discussion**
 1. Open Discussion
 2. Next Meeting Date

PUBLIC NOTICE

This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); and Section 551.053 (Notice Requirements of a Political Subdivision Extending into four or more Counties). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office; the Potter County Clerk's Office and has been posted in the administrative Office of the Panhandle Regional Planning Commission.

Posted this _____ day of _____, 2023, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____ a.m./p.m.

Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

August 18, 2023

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, August 18th, 2023 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Vance Easley, Childress County Sheriff's Office; Jeannie Rogers, Tulia Police Department; Michele Griffin, Dallam County Sheriff's Office; Nick Yara, Perryton Police Department; Melissa Anderson, Armstrong County; Misty Garrett, Hansford County Sheriff's Office; Sal Rivera, Castro County Sheriff's Office; Kirsten Williams, Hereford Police Department; Kara Lee, City of Borger; Rhonda Scott, Wheeler County Sheriff's Office; Kimberly Weatherly, Sherman County.

MEMBERS ABSENT:

Lance Richburg, Pampa Police Department; Vicki Groneman, Oldham County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Cheryl Cano, Hemphill County Sheriff's Office; Cheryl Phillips, Donley County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office; Manuel Almanza, AT&T Representative; Ty Lane, Lipscomb County Sheriff's Office; Kyle Ray, Windstream Representative; Bret Wilson, Parmer County Sheriff's Office; Mark Garcia, Suddenlink Representative.

STAFF PRESENT:

Mike Peters, Deputy Executive Director/Regional 9-1-1 Network Director; John Schaumburg, Regional 9-1-1 Network GIS Program Manager; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Mandi Jones, Regional 9-1-1 Network Program Specialist; Khasi Campos, Regional 9-1-1 Network Program Specialist.

NON-MEMBERS PRESENT:

Sidney Jordan, Borger Police Department; Kelly Brunson, Borger Police Department.

Mandi Jones informed the committee about recent emergency communication training opportunities in the region. No action was required.

10. REGIONAL 9-1-1 NETWORK RURAL PUBLIC EDUCATION ACTIVITIES

Mandi Jones updated the committee on current 9-1-1 public education activities in the region. No action was required.

11. REGIONAL 9-1-1 NETWORK MAPPING UPDATES

John Schaumburg gave a review of mapping accomplishments since our May meeting. No action was required.

12. SUBCOMMITTEE FOR RATING SYSTEM AND REVIEW OF EQUIPMENT PROPOSALS

John Schaumburg informed the committee about the need to establish a subcommittee to rate equipment replacement proposals and recommended approval for the subcommittee. Jeannie Rogers, made a motion to approve the subcommittee, and Rhonda Scott, seconded the motion. The motion carried unanimously and the item will be submitted to the Board of Directors for final approval.

13. NOMINATIONS AND ELECTIONS OF OFFICERS

Mike Peters lead the nominations for the Panhandle Regional 9-1-1 Network Advisory Committee as well as for Chairperson and Vice-Chair, for the upcoming year.

Michele Griffin was nominated for Chairperson, and Jeannie Rogers, was nominated for Vice-Chair.

Nominations/Re-Elections for committee members are as follows:

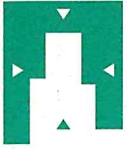
Carson Co- Kalee Massey	Castro Co- Sal Rivera
Childress Co- Vance Easley	Deaf Smith Co- Kirsten Williams
Hall Co- Thomas Heck	Hutchinson Co- Kara Lee
Ochiltree Co- Nick Yara	Swisher Co- Jeannie Rogers

The nominations are being submitted to the PRPC Board of Directors for approval.

14. OPEN DISCUSSION

The next meeting scheduled is for Friday, November 3rd, 2023 at 2:00 p.m.

15. ADJOURNMENT



PANHANDLE
REGIONAL
PLANNING
COMMISSION

Memorandum

DATE: November 3rd, 2023
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 4
Director's Report

Oral report regarding current and future program activities.

Memorandum

DATE: November 3rd, 2023
TO: Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 5
FY2023 4th Quarter Performance Report

BACKGROUND

As stipulated in the agreement between Panhandle Regional Planning Commission and the Commission on State Emergency Communications (CSEC), the Panhandle 9-1-1 Network must establish and accomplish certain goals and objectives. In order to check progress throughout the year, we are required to submit to CSEC a quarterly performance report that includes 9-1-1 call volumes, monitoring results, network outage reports, system testing, and the status of equipment replacement. The following items make up the key points of the FY23 Q4 performance report covering June, July, and August.

- There were 29,838 9-1-1 calls received from the 21 regional call centers of with 24,235 being wireless or 81.2%.
- Staff monitored Public Service Answering Points (PSAPs) twenty-five times with no findings.
- PSAP staff and PRPC staff performed 1,630 Network test calls.
- There were nine outages during this quarter.
- The region received 1,747 text messages during this period, with the vast majority as test texts.

“Attachments”, FY23 Q4 Performance Report, QPR-00677

RECOMMENDATION

Staff recommends that the 9-1-1 Advisory Committee accept the performance report as submitted for the fourth quarter of FY 2023 covering June, July, and August.



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QPR-00677

Quarterly Performance Report Name	QPR-00677	Record Type	FY22-23
Strategic Plan	Panhandle Regional Planning Commission - 2022-2023 - Strategic Plan	Status	Approved
Due Date	9/11/2023	Budget	BDG-000404
Released Date		Biennium	2022-2023
Period	Year 2 - Q4	Biennium Year	2023
Number of PSAPs Target			

Total Number of 9-1-1 Calls Received by PSAPs

Total # of 9-1-1 calls Target	28,000	Total # of 9-1-1 calls Actual	29,838
		Variance Explanation (Calls Received)	

Total Number of Wireless 9-1-1 Calls received by PSAPs

Number of Wireless Calls Target	19,000	Number of Wireless Calls Actual	24,235
		Variance Explanation (Wireless)	

Number of Equipment Installations

# Equipment Installations Target	22	# Equipment Installations Actual	0
		Variance Explanation (Equipment)	Recorders and backup power units have been purchased but have not been delivered yet.

Number of Reported 9-1-1 Network Outages that equal or exceed two hours

Number of Reported Outages Target	0	Number of Reported Outages Actual	9
		Variance Explanation (Network Outage)	

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

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

Number of PSAP Monitoring Visits

Number of PSAPs	11	Number of PSAPs Visits Actual	25
		Variance Explanation (PSAP Monitoring)	

Number of PSAPs transitioned to NG9-1-1 Systems

Number of PSAPs Target	22	Number of PSAPs NG911 Actual	21
		Variance Explanation (NG9-1-1)	Roberts County Sheriff's Office PSAP closed

Number of Texts Received

Number of Texts Received Target	500	Number of Texts Received Actual	1,747
		Variance Explanation (Texts Received)	PSAPs are testing more throughout the day

Amount of Time 9-1-1 System is Operational

Target Amount of Minutes - Month 1	43,200	Amount of Minutes Actual - Month 1	43,200
Target Amount of Minutes - Month 2	44,640	Amount of Minutes Actual - Month 2	44,640
Target Amount of Minutes - Month 3	44,640	Amount of Minutes Actual - Month 3	44,640
Total Amount of Minutes Target	132,480.00	Total Amount of Minutes Actual	132,480

% of GIS Errors

Total Features Month 1	142,875	Total Error Month 1	1,475
Total Features Month 2	142,981	Total Error Month 2	1,517
Total Features Month 3	143,141	Total Error Month 3	1,492
Total Features for the Quarter	428,997	Total Error for the Quarter	4,484
Total GIS% Error for the Quarter	1.05%		

Infosec

Completed Assessment in last 12 Months	No	Enter Date of Assessment
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Network Testing

# of Network Tests Performed by PSAP	1,580	# of Network Tests Performed by RPC	50
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Narrative

Additional Narrative The Panhandle Regional 9-1-1 Network formed a subcommittee of the 9-1-1 Advisory Committee to develop a scoring rubric for the Request for Proposal needed for the SB8 CPE equipment procurement. The RFP will be submitted to CSEC for review within the first month of FY24-Q1. The 9-1-1 Network is currently reviewing options for SB8 Router procurement, as well.

Created By Jessyka Vyner, 8/28/2023, 1:36 PM

Last Modified By Heather Barnes, 9/18/2023, 10:32 AM

Notes & Attachments

Total Texts - by PSAP FY23Q4

Type	File
Last Modified	John Schaumburg
Description	Download

SLA 5_Service Availability_091123

Type	File
Last Modified	Jessyka Vyner
Description	Download

Total Texts FY23Q4

Type	File
Last Modified	John Schaumburg
Description	Download

Total Calls FY23Q4

Type	File
Last Modified	John Schaumburg
Description	Download

FY23 Q4 GIS Data

Type	File
Last Modified	Jessyka Vyner
Description	Download

Approval History

9/18/2023, 10:32 AM

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

9/13/2023, 3:16 PM

Status	Approved
Assigned To	9-1-1 Program Manager

Actual Approver **Jessyka Vyner**
Comments

9/13/2023, 8:12 AM

Status **Submitted**
Assigned To **John Schaumburg**
Actual Approver **John Schaumburg**
Comments **Added performance categories for T-Mobile LBR.**

9/12/2023, 3:49 PM

Status **Rejected**
Assigned To **9-1-1 Program Manager**
Actual Approver **Jessyka Vyner**
Comments **Create network diagram changes for T-Mobile migration**

9/12/2023, 8:12 AM

Status **Submitted**
Assigned To **John Schaumburg**
Actual Approver **John Schaumburg**
Comments **1. Corrected Texts – Changed to total sessions and added the report to Salesforce
2. Number of Texts in Call count – Added total sessions to call count
3. Total GIS features – Changed the 6 to an 8
4. Added “UPS Unit” to power items; corrected the duplicates
5. Added additional information to 12 hour outages
6. Added responsible entity to Collingsworth outage**

9/11/2023, 2:29 PM

Status **Rejected**
Assigned To **9-1-1 Program Manager**
Actual Approver **Jessyka Vyner**
Comments **-correct number of texts
-include number of texts in total call count
-correct total features in month 2
-in the performance categories, please add notes in the Relevant Information field on whether the Power purchases are UPS or generator
-no power being replaced at Collingsworth?
-no recorder at Moore?
-add additional information on outages 12 hours or longer; anything known about what happened or why repair took so long
-add responsible entity to 23-hour Collingsworth outage

Please re-submit for approval by COB tomorrow.**

9/11/2023, 10:48 AM

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

Performance Categories

PC-0026785

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hemphill County Sheriffs Office**
Date of Visit **6/13/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026786

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Lipscomb County Sheriffs Office**
Date of Visit **8/2/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026789

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**

PSAP	Pampa Police Department
Date of Visit	8/2/2023
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026769

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

PC-0026784

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Hall County Jail
Date of Visit	7/1/2023
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026770

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Castro County Sheriffs Office
Date of Visit	7/21/2023
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026771

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Tulia Police Department
Date of Visit	6/13/2023
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026772

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Moore County Sheriffs Office
Date of Visit	6/12/2023
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026790

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Parmer County Sheriffs Office
Date of Visit	7/19/2023
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026773

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Pampa Police Department**
Date of Visit **6/26/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026774

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **7/1/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026775

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Borger Police Department**
Date of Visit **6/16/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026778

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Castro County Sheriffs Office**
Date of Visit **7/19/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026776

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hansford County Sheriffs Office**
Date of Visit **8/31/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026780

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Collingsworth County Sheriffs Office**
Date of Visit **8/2/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026777

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Carson County Sheriffs Office**
Date of Visit **8/2/2023**
Was there a finding? **No**
Type of Finding

Resolution
Was this a Repeat Finding?

PC-0026793

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Wheeler County Sheriffs Office**
Date of Visit **8/2/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026779

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Childress County Sheriffs Office**
Date of Visit **7/1/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026781

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Dallam County Sheriffs Office**
Date of Visit **6/30/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026791

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Sherman County Sheriffs Office**
Date of Visit **6/30/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026788

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **6/27/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026782

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hereford Police Department**
Date of Visit **7/19/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026783

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Donley County Sheriffs Office**

Date of Visit **7/1/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026787

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Moore County Sheriffs Office**
Date of Visit **6/30/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026792

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Tulia Police Department**
Date of Visit **7/19/2023**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0026824

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

PC-0026838

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

PC-0026837

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

PC-0026833

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

PC-0026825

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

PC-0026836

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

PC-0026822

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

PC-0026818

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

PC-0026832

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

PC-0026819

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

PC-0026849

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Collingsworth County Sheriffs Office
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	

Was this a Repeat Finding?

PC-0026855

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

PC-0026860

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

PC-0026864

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

PC-0026856

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

PC-0026879

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

PC-0026823

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

PC-0026826

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Pampa Police Department
Date of Visit	

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

PC-0026867

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

PC-0026865

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

PC-0026858

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

PC-0026846

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

PC-0026875

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

PC-0026829

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

PC-0026835

Record Type **Capital Equipment Purchases**

Account	Panhandle Regional Planning Commission
PSAP	Parmer County Sheriffs Office
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026820

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

PC-0026821

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

PC-0026828

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

PC-0026827

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Hall County Jail
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0026831

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

PC-0026834

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

PC-0026830

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

PC-0026861

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

PC-0026862

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

PC-0026848

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

PC-0026883

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

PC-0026851

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

PC-0026869

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

Resolution
Was this a Repeat Finding?

PC-0026874

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

PC-0026872

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

PC-0026870

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

PC-0026878

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

PC-0026881

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

PC-0027071

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

PC-0027072

Record Type **Outages**
Account **Panhandle Regional Planning Commission**
PSAP **Collingsworth County Sheriffs Office**

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

PC-0027073

Record Type	Outages
Account	Panhandle Regional Planning Commission
PSAP	Hereford Police Department
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	Repaired/Resolved
Was this a Repeat Finding?	

PC-0027074

Record Type	Outages
Account	Panhandle Regional Planning Commission
PSAP	Perryton Police Department
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	Corrected
Was this a Repeat Finding?	

PC-0027075

Record Type	Outages
Account	Panhandle Regional Planning Commission
PSAP	Perryton Police Department
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	Corrected
Was this a Repeat Finding?	

PC-0027076

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

PC-0027081

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

PC-0027084

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

PC-0027085

Record Type	Outages
Account	Panhandle Regional Planning Commission
PSAP	Perryton Police Department
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	Corrected
Was this a Repeat Finding?	

PC-0027407

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

PC-0027413

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

PC-0027393

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

PC-0027394

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

PC-0027402

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

PC-0027395

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

Was this a Repeat Finding?

PC-0027396

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

PC-0027397

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

PC-0027398

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

PC-0027406

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

PC-0027399

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

PC-0027400

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

PC-0027403

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

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

PC-0027414

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

PC-0027401

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

PC-0027404

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

PC-0027405

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

PC-0027408

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

PC-0027409

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

PC-0027411

Record Type **Network Diagram Changes**

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

PC-0027410

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

PC-0027412

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

Memorandum

DATE: November 3rd, 2023
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Mandi Jones, 9-1-1 Program Specialist
SUBJECT: Agenda Item 6
Panhandle Regional 9-1-1 Network Training Activities

BACKGROUND

Staff update on emergency communications training opportunities available in the region.

General Training Information

Our training website is up. www.Panhandle911.org

This website offers training information available to TCs at their stations. We continue to develop walk-throughs, documents, and tutorials that are available at the click of a mouse for new and veteran dispatchers. Suggestions for content are welcome and encouraged. These tools aid in providing consistency among all panhandle PSAPS.

UPCOMING

Frank Phillips Training Symposium

A multiple day training event at Frank Phillips College in Borger is scheduled for November 20th & 21st. (See flyer)

TXAPCO/TXNENA Public Safety Conference

www.txpublicsafetyconference.com

The state conference will be in Denton at the Embassy Suites by Hilton – 3100 Town Center Tr. April 21st – 24th. Registration will open soon. Call for papers is open and due by December 15th, 2023. Volunteers can earn a day pass to attend classes.

Texas 9-1-1 Trainers Meetings

www.Texas911Trainers.org

- January 22nd, 2024 in San Antonio at Bexar Metro
- April 20th, 2024 in Denton during the spring conference
- July 22nd, 2024 in San Antonio at AACOG (Alamo Area Council of Governments)
- October 21st, 2024 *tentatively during the fall symposium*

TCOLE Training Cycle

Telecommunicators are required to obtain 20 hours of continuing education each TCOLE cycle. The current cycle began September 1st, 2023. Each person can check their own hours on the TCOLE website.

www.tcole.texas.gov

- The TCOLE website has a variety of free classes.
- Crisis Communications is no longer offered on the website, but can still be taken.
- TTY/TDD is required every 6 months. Free TTY/TDD classes can be accessed on the TCOLE website.
- TCPR is now required. TCs need to take CPR as a prerequisite to TCPR.

Recent

Solar Eclipse Planning

- Planning call on October 27th
 - Issues experienced during the October 14th eclipse:
 - Traffic – People stopped in roadways
 - Expected issues for the April eclipse & ways to alleviate them
 - Traffic – Have designated viewing locations
 - Cell towers could go down from influx of calls – have temporary towers
 - Mental health call increase – Have extra CIT personnel on duty

- Citizens not aware of the event – Agencies share eclipse info via social media pages, work with local news networks on the do's and don'ts of eclipse viewing. PETS will create and share social media posts.

TERT Texas Telecommunicator Emergency Response Taskforce

- November 1st & 2nd at PRPC

Texas Public Safety Fall Symposium

- Oct 16th – 18th in Denton

Intrado phone training

- Mandi spent an afternoon at Armstrong County doing phone training. If you would like this training for your agency, please contact Mandi.

Email tutorials

- Mandi created a tutorial for Intrado basic user information. If you have suggestions on other tutorials, please contact Mandi.

Legislative Updates

- Prop 8 — Broadband Bill
 - Includes funding for 9-1-1
 - www.texasbroadbandnow.org
 - Government ran social media can share facts, but not opinion on which way to vote.

Websites

911derwomen — www.911nderwomen.com

****Fireworks Scholarship** is open for submissions! Training webinars are put out monthly for many topics including personal and professional development. Information on upcoming conferences all over the U.S. as well as scholarship information can be found on the website.

TCOLE – www.tcole.texas.gov

TCOLE is attempting to update their website and stay accurate with online training. You can volunteer for committees here. It is a great way to make sure TCs have a voice in TCOLE decisions.

Commercial Electronics – www.comelectronics.com

Under the 'webinars' tab, there are some really good free 9-1-1 related webinars.

Training 911 Heroes - www.training4911heroes.com

Look under 'all courses' for some free training courses and worksheets to use for training TXAPCO – www.txapco.org

Watch for updates to this website.

APCO - www.apcointl.org

NENA – www.nena.org

Both of these organizations offer free training for non-members

One on One Training

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

RECOMMENDATION:

Information item only, no action required.

Telecommunicator Workshop

Location: Frank Phillips College, Borger TX

When: November 20th and 21st, 2023, 8am-5pm

Borger Regional Communications Center is proud to bring you a FREE two-day workshop focused on training strictly for dispatcher needs.

Trainings will be broken into 2, 4 and 8 hour increments with the dispatcher being able to choose among them.

This is designed so that multiple people from a single agency may attend.

Among the trainings offered will be SAFVIC (Sexual Assault Family Violence for TCs)- this class **MUST** be preregistered for, a goal setting work shop, networking opportunities, Leadership, Wildland Fire Dispatching, Dispatchers and Burn Out as well as other break out sessions and trainings

Contact for Workshop Registration:

Sidney Jordan

Email:



Sidney.jordan@borgertx.gov

Work Phone: 806-273-0930


Cell: 806-896-0967

Registration for SAFVIC


https://instructors.safvic.org/course-details.php?Course_ID=747




Goal Setting



Dispatchers and Burn Out




Wildland Fire Dispatching



Leadership

The Borger Police Department Presents:



SAFVIC
Sexual Assault Family Violence
IN TELECOMMUNICATION PROFESSIONALS

Instructed by: Barbara Ferrera
11/20/2023
8:00AM - 5:00PM
Frank Phillips College CAD Building
901 S. Opel
Borger, TX 79007

⇒ SAFVIC Program reports 8 hours of TCOLE credit (TCOLE #3287)

⇒ FREE to Telecommunication Professionals

Click below to register:
https://instructors.safvic.org/course-details.php?Course_ID=747

- Sexual Assault & Family Violence
 - Dynamics
 - Statistics
 - History
- Understanding Victims
- Safety Planning
- Protective Orders
- Liability & Evidence
- Best Practices
- State/Federal Laws

www.safvic.org
(800) 848-2088
training@safvic.org

TCOLE Credit!!!

Fall Symposium

DENTON, TX

TIME	OCT 15TH	SESSION NAME	ROOM
8am-5 pm		Leaving a Legacy: An Infinite Mindset in 911	Pioneer 1 Breakfast today Sponsored by:
9am-12 pm		PETS Meeting *LUNCH ON YOUR OWN*	Pioneer 2 DATAMARK
1-5pm		TNT Meeting *LUNCH ON YOUR OWN*	Pioneer 2 Lunch today Sponsored by:
1-5pm		BLS CPR/AED TCOLE #3845 *LIMITED SEATS*	Pioneer 3 L3HARRIS

TIME	OCT 16TH	SESSION NAME	ROOM
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8am-5pm	TERT Basic Awareness Course- full 8 hour course	Jason Smith	Pioneer 3
8-10am	Domestic Violence	Jason Long	Pioneer 1
8am	Applying Geospatial Intelligence for site Security	Pamela Kersh	Pioneer 2
8-10am	911: Rescue Yourself	Edie Devilbiss	Pioneer 4
9am	ArcGIS: Tips & Tricks	Ana Rodriguez	Pioneer 2
10-12 pm	Conflict in the Workplace	Jason Long	Pioneer 1
10am-12pm	Rescue Your Team	Edie Devilbiss	Pioneer 4
10-10:30am	BREAK	Sponsored by Vista Com	Pioneer Foyer
10am	What's New in ArcGIS Survey 123	Eric Lomeli	Pioneer 2
11am	But I'm an Introvert	Mandi Jones	Pioneer 2
12pm	LUNCH	Sponsored by L3Harris	Appaloosa/Quarter
1-3pm	No Time For That!	Edie Devilbiss	Pioneer 4
1-3 pm	Addressing the Staffing Crisis: Retention Round Table	Kelle Hall- Facilitator	Pioneer 1
1pm	GIS: Building a Public Safety Base Map Without the Extra Layers	Kasey Cox	Pioneer 2
2pm	Clouds with Sunshine	Shawn Barnes	Pioneer 2
2:30-3pm	BREAK	Sponsored by Carbyne	Pioneer Foyer
3-5pm	Topsy Turvy! Reframing Problems in Our Industry	Christy Williams & Toni Dunne	Pioneer 1
3pm	APCO Training Certification Program- It starts with a standard	Shinar Haynes	Pioneer 2
3-5pm	PTSD and Suicide	Jason Long	Pioneer 4
4pm	Who protects the Hero	Darea Agnew	Pioneer 2
5pm	Texas NENA Chapter Meeting	TX NENA	Pioneer 4
6-8pm	Meet & Greet Monday Night	Sponsored by NICE	Andy B's (next door to Embassy Suites)

**Breakfast today
Sponsored by:**



**Lunch today
Sponsored by:**



**Monday Night
Sponsored by:**



TIME	OCT 17TH	SESSION NAME	ROOM
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8am-5pm	Deadly Calls & Fatal Encounters	Jason Long	Pioneer 4
8am	Managers - Are You Okay? Is Your Team Okay? Is Your PSAP Okay? Let's Talk... about you!	Michael Fernandez	Pioneer 1
8am	Ready, Set, Procure- Best Practices to Selection and Procurement of a CAD/RMS	Terry Bohan	Pioneer 2
8am	The Wolf Pack Outranks the Bully	Sofia Brabham	Pioneer 3
9am	Next Generation Emergency Services: NG9-1-1 and PSBN Convergence.	Fabricio Velez	Pioneer 1
9-11am	H3 Leadership: Cultivating Healthy Leadership Characteristics & Habits	JaCorey Glaude	Pioneer 2
9am	What 3 Words	Alberto Valbuena	Pioneer 3
10am	Retention - Is it Possible?	Cecelia Alena Brown	Pioneer 1
10-12pm	A Leader's Challenge	Chris Carver	Pioneer 3
10-10:30 am	BREAK	Sponsored by Responders Services Consulting	Pioneer Foyer
11am	NG9-1-1 in Texas: An Update from Around the State	Kelli Merriweather	Pioneer 1
11am	Mental Wellness: Why its important for 9-1-1 Professionals.	Hannah Caesar	Pioneer 2
12pm	LUNCH	Sponsored by L3Harris	Appaloosa/Quarter
1pm	Coping Behind The Console	Sofia Brabham	Pioneer 1
1pm	Find Your Center : Mindfulness and its Impact on Dispatcher Stress	Cody Quebedeaux	Pioneer 2
1pm	GIS Enhancement for Improved Location Display	Vanessa Green-Montgomery	Pioneer 3
2pm	Finding Civility in a Dog Eat Dog World	Kelle Hall, Crystal Coorough	Pioneer 1
2pm	Epicenter 9-1-1: Active Assailants	Jamison Peavyhouse	Pioneer 2
2pm	Boost Your Career- Get to Know NENA	TX NENA	Pioneer 3
2:30-3pm	BREAK		Pioneer Foyer
3-5pm	Cracking the Cluture Code	JaCorey Glaude	Pioneer 2
3pm	Combating Interoffice Toxins	Cecelia Alena Brown	Pioneer 1
3pm	Peer Support Development, Implementation and Oversight	JC Ferguson	Pioneer 3
4pm	The More You Know- Get to Know APCO	TX APCO Board of Directors	Pioneer 1
4pm	Thoughtful Curriculum	JC Ferguson	Pioneer 3
5pm	TX APCO BOARD MEETING	Shantelle Oliver	Pioneer 4

**Breakfast today
Sponsored by:**



**Lunch today
Sponsored by:**



TIME	OCT 18TH	SESSION NAME	ROOM
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8am-12pm	Optimizing Your Talent to Understand Your strengths!	Shinar Haynes *LIMITED SEATS*	Pioneer 1
8am-12pm	Basic Tactical Dispatch	Tracy Pulley	Pioneer 2
8-10am	Taking Care of Our Own	Rebecca Densmore	Pioneer 3
10am-12pm	Listening Skills - Enhancing Ability and Reducing Barriers	JC Ferguson	Pioneer 3
10-10:30am	BREAK		Pioneer Foyer
8am-12pm	Cardiac Emergency Communication TCOLE #786	Alberto Valbuena *MUST HAVE CERTIFICATE FROM BASIC*	Pioneer 4

**Breakfast today
Sponsored by:**



TIME	OCT 17TH	SESSION NAME	ROOM
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8am-5pm	Deadly Calls & Fatal Encounters	Jason Long	Pioneer 4
8am	Managers - Are You Okay? Is Your Team Okay? Is Your PSAP Okay? Let's Talk... about you!	Michael Fernandez	Pioneer 1
8am	Ready, Set, Procure- Best Practices to Selection and Procurement of a CAD/RMS	Terry Bohan	Pioneer 2
8am	The Wolf Pack Outranks the Bully	Sofia Brabham	Pioneer 3
9am	Next Generation Emergency Services: NG9-1-1 and PSBN Convergence.	Fabricio Velez	Pioneer 1
9-11am	H3 Leadership: Cultivating Healthy Leadership Characteristics & Habits	JaCorey Glaude	Pioneer 2
9am	What 3 Words	Alberto Valbuena	Pioneer 3
10am	Retention - Is it Possible?	Cecelia Alena Brown	Pioneer 1
10-12pm	A Leader's Challenge	Chris Carver	Pioneer 3
10-10:30 am	BREAK	Sponsored by Responders Services Consulting	Pioneer Foyer
11am	NG9-1-1 in Texas: An Update from Around the State	Kelli Merriweather	Pioneer 1
11am	Mental Wellness: Why its Important for 9-1-1 Professionals.	Hannah Ceasar	Pioneer 2
12pm	LUNCH	Sponsored by L3Harris	Appaloosa/Quarter
1pm	Coping Behind The Console	Sofia Brabham	Pioneer 1
1pm	Find Your Center : Mindfulness and its Impact on Dispatcher Stress	Cody Quebedeaux	Pioneer 2
1pm	GIS Enhancement for Improved Location Display	Vanessa Green-Montgomery	Pioneer 3
2pm	Finding Civility in a Dog Eat Dog World	Kelle Hall, Crystal Coorough	Pioneer 1
2pm	Epicenter 9-1-1: Active Assailants	Jamison Paevyhouse	Pioneer 2
2pm	Boost Your Career- Get to Know NENA	TX NENA	Pioneer 3
2:30-3pm	BREAK		Pioneer Foyer
3-5pm	Cracking the Cluture Code	JaCorey Glaude	Pioneer 2
3pm	Combating Interoffice Toxins	Cecelia Alena Brown	Pioneer 1
3pm	Peer Support Development, Implementation and Oversight	JC Ferguson	Pioneer 3
4pm	The More You Know- Get to Know APCO	TX APCO Board of Directors	Pioneer 1
4pm	Thoughtful Curriculum	JC Ferguson	Pioneer 3
5pm	TX APCO BOARD MEETING	Shantelle Oliver	Pioneer 4

**Breakfast today
Sponsored by:**



**Lunch today
Sponsored by:**



TIME	OCT 18TH	SESSION NAME	ROOM
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8am-12pm	Optimizing Your Talent to Understand Your strengths!	Shinar Haynes •LIMITED SEATS•	Pioneer 1
8am-12pm	Basic Tactical Dispatch	Tracy Pulley	Pioneer 2
8-10am	Taking Care of Our Own	Rebecca Densmore	Pioneer 3
10am-12pm	Listening Skills - Enhancing Ability and Reducing Barriers	JC Ferguson	Pioneer 3
10-10:30am	BREAK		Pioneer Foyer
8am-12pm	Cardiac Emergency Communication TCOLE #786	Alberto Valbuena •MUST HAVE CERTIFICATE FROM BASIC•	Pioneer 4

**Breakfast today
Sponsored by:**





firework scholarship

Firework Scholarship Program 2024

911der Women Firework scholarship is in dedication to Wendy Day, my soul sister and best friend whom we lost to cancer in 2019. Her spirit and her legacy remain part of our work every day. This scholarship exists to ensure that her life, her spark, continues to light the fire for so many incredible women who will influence the future of 911. The mission of the scholarship is to share Wendy's spirit by helping you light your own fuse to become a firework in the 911 community. *"It's always been inside of you, and now it's time to let it through, cause baby you're a firework," - Katie Perry.*

The Firework Scholarship is a **reimbursement scholarship program** made possible with the help of the Motorola Solutions Foundation grant program. 911der Women will award scholarships for women working in 911 to complete one of five 911-centered training programs. Scholarships will provide 75 percent of the tuition costs, and up to \$2,000 for travel, lodging, meals, and materials, for programs as identified below.

Applications for ALL trainings/certifications are due Monday, November 27, 2023. Recipients will be notified by January 15, 2024.

Scholarships are provided for the following programs: Applicants must be able to meet program requirements and/or prerequisites determined by each program listed; see links below for full details.

Memorandum

DATE: November 3rd, 2023
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Mandi Jones, 9-1-1 Program Specialist
SUBJECT: Agenda Item 7
Panhandle Regional 9-1-1 Network Public Education Activities

BACKGROUND:

Staff's update on 9-1-1 public education activities. The Commission on Emergency Communications (CSEC), provides funding and encouragement to educate the public on important topics related to when, why, and how to dial 9-1-1. Cell phones, text to 9-1-1, various legislative updates, and ever-changing technology have all created the need to educate the public on contacting emergency services.

WHAT WENT ON:

- National Night Out
 - October 3rd
 - Parmer County dispatch was provided with public education items including bubbles, bouncy balls, putty, pencils, fans, & yoyos.
 - October 10th
 - Childress dispatch was provided with public education items including bubbles, bouncy balls, putty, pencils, fans, & yoyos.
- Panhandle Regional Emergency Preparedness Conference
 - September 21st
 - 9-1-1 public education items were shared with attendees.

- Public Educators of Texas Meeting
 - www.911publiceducatorsoftexas.com
 - October 15th during the Fall Symposium
 - Deaf community offended at the catch phrase "Call if you can, text if you cant".
 - The deaf community does not form sentences like English speakers do. If a caller/texter is deaf, they need to inform the call taker.
 - iPhones have the capability to connect to satellite if they don't have service. Apple has a tutorial on their website. The phone must be an iPhone 14 or later. Callers utilized this feature during the Hawaii fires.

COMING UP:

- Public Educators of Texas Meetings
 - www.911publiceducatorsoftexas.com
 - January 23rd in San Antonio at Bexar Metro
 - April 21st in Denton during the Texas Public Safety Conference
 - July 23rd in San Antonio at the Alamo Area Council of Governments
 - October 22nd *tentatively during the fall symposium*
- Farm and Ranch Show
 - November 28th – 30th
 - Mandi will be looking for volunteers

RECOMMENDATION:

Information item only, no action required.

Memorandum

DATE: November 3rd, 2023
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Network Director
SUBJECT: Agenda Item 8
Mapping Updates

BACKGROUND:

The Panhandle Regional 9-1-1 Network's Mapping Department has been focusing on improving the 9-1-1 answering equipment maps. To date, we have added over 2,500 searchable rooms to the 9-1-1 map in addition to the thousands of non-query graphics to accompany the data. We have completed the upgrade of the two mapping servers' application data. We have completed a training guide as well to assist users with accessing the data.

The Panhandle Regional 9-1-1 Network Mapping Department has been working to increase addressing accuracy in the Texas Panhandle. Since the last meeting, there have been nearly 600 changes, updates, or new features added to the sites/structures address point layer of the map. These changes have been added to the 9-1-1 workstations. In addition to the map corrections, we have been updating individual telephone numbers within the 9-1-1 Automated Location Information (ALI) database. Updating the database requires network staff to submit individual telephone requests to the telephone companies to update or correct their data. These updates should allow a landline call or text entry search to provide more precise location for the dispatchers.

RECOMMENDATION:

This is an information item only.