

*"The
best way
to find yourself is
to **lose** yourself in
the **Service**
of **others**."*

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to lose yourself in the service of others.”*

— Mahatma Gandhi

This PRPC Annual Report showcases the importance of **Public Service** as it relates to the hundreds of men and women who are public servants in the Panhandle because they have a strong desire to help others and make a difference. The Planning Commission encompasses all aspects of public service opportunities, including:

- those who have chosen public service as their full-time careers at the PRPC or local government positions;
- volunteers who assist with regional initiatives in various ways or serve on regional boards;
- and individuals who have chosen to serve as elected officials helping lead their communities.

These people choose to be involved in public service for many reasons. You'll read some of those explanations in quotes written by PRPC staff members included in this report.

..."contributing to the economy and the unique fabric of the Panhandle communities ..."

..."knowing the positive impact and importance that each project has ..."

..."the pleasure of working with some of the most remarkable public servants ... who habitually put service to others above self ..."

..."it makes me feel like we are making a difference ..."

..."I have received more than I have given ..."

..."I have been blessed with a group of talented, dedicated volunteers ..."

Public service has and will continue to play a vital role in the progress of our great region. Those who have chosen the path of public service are happy to be a part of that process. ✨

It's been a year of transition for us on the PRPC Board, as well as for staff members who work at the Planning Commission. Following Gary Pitner's retirement last year, Kyle Ingham, a long-time PRPC staff member, has taken over the role of Executive Director. Several factors have led to a very smooth transition and productive year. Gary's great leadership; Kyle's passion for his new role and keen understanding of the organization; the experience and commitment of the employees; and the dedication and oversight provided by the Board of Directors.

The theme of this year's Annual Report speaks to the importance of service to others. There couldn't be a better premise to describe the 43 PRPC staff members, the 27 Board Members, and the hundreds of volunteers and committee members who tirelessly serve our Panhandle region. Add to those numbers the hundreds of dedicated public servants, elected and unelected, throughout our 26 counties who work daily to provide support and assistance to their constituents within their respective communities.

Public service is critical to the success of any city or county. Those who choose public service as their vocation are drawn to such jobs because of a passion for helping others. As you read some of the quotes from PRPC staff members in this report, you will see it is the rewards they receive from serving others that make what they do a labor of love.

It has been my privilege to serve my country, my patients, and my constituents in a variety of public service capacities. I joined the Navy at age 35, serving in five continents and a number of countries as a Navy flight surgeon. After transitioning back to civilian life as a Marine Corps physician, I wanted to continue my military experience serving with the amazing group of men and women in the military, so I joined the Reserves. I then reaffiliated with the Marine Corps for a total of 26 years, completing several active duty tours, including a stint in Iraq.

In 1999 I decided to leave the military and practice medicine full time, looking for an opportunity in an underserved community. My family and I moved to Clarendon, where I was the only practicing physician in the county. We fell in love with the city and the people and have made this our home since.

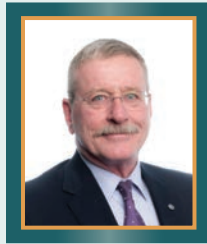
In 2014 I was elected Judge in Donley County, which provided me a new avenue for public service, while continuing to practice medicine. At this time I got involved with the PRPC and have been actively working with the staff and Board members for the past four years. I can't thank my fellow Board members enough for their service to the betterment of our region. I applaud the PRPC staff members who deliver exceptional service to the Panhandle year after year. And we all appreciate the many dedicated volunteers who support the PRPC's initiatives.

Without the efforts of public servants, our Panhandle would likely not be the wonderful place that we proudly call home. Remember to thank those you come in contact with who provide public service to you. It will mean a lot to them. 🌸



Dr. John Howard

2018 PRPC Board Chair
Judge, County of Donley



Dr. John Howard
Chair
Judge, County of Donley



Ricky White
Vice Chair
Mayor, City of Friona



Dr. William Hallerberg
Secretary/Treasurer
Canadian River Municipal Water Authority



Don Allred
Judge, County of Oldham



Juan Cantu
Commissioner,
County of Lipscomb



Cleo Castro
Citizens
Representative,
Cactus



Buster Davis
Mayor, City of Gruver



Irene Favila
Citizens
Representative,
Hereford



Bob Gober
Alderman, City of Canadian



Ronnie Gordon
Judge, County of Hartley



Saul Hernandez
Citizens
Representative,
Amarillo



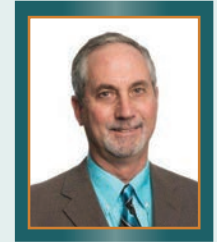
Ernie Houdashell
Judge, County of Randall



John James
Judge, County of Collingsworth



Harold Keeter
Judge, County of Swisher



Dan Looten
Judge, County of Carson



Jay Mayden
Judge, County of Childress



Wayne Nance
Judge, County of Briscoe



Ginger Nelson
Mayor, City of Amarillo



Karen Price
Citizens
Representative,
Pampa



Walter "Four" Price
Texas House of
Representatives,
District 87



Salvador "Sal" Rivera
Sheriff, County of Castro



Amelia Salazar
Councilwoman,
Palisades Village



Winston Sauls
Citizens
Representative,
Borger



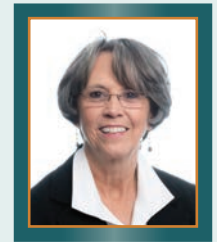
Phillip Self
Greenbelt Municipal
and Industrial
Water Authority



Pat Sims
Mayor, City of Dumas



Kerry Symons
Mayor, City of Perryton



Nancy Tanner
Judge, County of Potter

2018 PRPC BOARD OF DIRECTORS



Kyle Ingham

PRPC Executive Director

I am very honored and humbled to have the opportunity to serve the Texas Panhandle in the role of Executive Director of the PRPC. I greatly respect the work that Gary did with previous boards and staff members, and I am lucky to have the opportunity to continue that great tradition. I am very blessed to have worked for Gary for many years and learn from one of the best in the profession. From the first time I walked through the doors at 415 SW 8th seeking an internship I knew that I wanted to

have the opportunity to serve the region in a leadership role and work for the great men and women who sit around the Board of Directors' table.

The PRPC has the strongest slate of departmental directors in the State of Texas in my opinion. While my new title is different from the roles I have held through the years at the Planning Commission, I know I have the opportunity to work with over 40 people every day who strive to be the best public servants they can be. Over the course of FY18 I have had the opportunity to learn much more about the intimate details of the services, processes, and programs operated by each department in the building. The work that we do is highly varied across departments, so we have people with backgrounds ranging from social services, to political science, to finance that manage to work in different areas to meet the needs of the region. We have many different personalities and many areas of expertise represented on staff, but the one thing they all have in common is that they want to work hard and help people. That is the mark of a true public servant.

It is the goal of this organization to continue to meet the needs of the Texas Panhandle, its residents, and its communities to the best of our ability. Under Chapter 391 of the Texas Local Government Code the PRPC is to serve the political subdivisions of the region, and as such our very existence is contingent upon our ability to be useful to those we serve. I believe that the best way to do this is to follow the direction of our Board of Directors, maintain a high quality staff, foster genuine relationships across the region, and listen to the needs of the region's communities while striving to identify innovative ways to continue meeting those needs. It should be the goal of any organization to be highly efficient, and I would put the quantity and quality of work that the PRPC staff produces up against any organization in Texas. This is made possible through their willingness to work together in continuing traditions that work well while adapting to the ever changing environment in which we work.

The key values of the PRPC have long included: service, regionalism, and professional civility that also make our unique region so special. I sincerely appreciate the opportunity to continue pursuing these values in the region by working for the 26 counties, 62 cities, and the citizens of the Texas Panhandle as we look back on a productive transitional year in 2018 and on to another year of meeting regional needs in 2019. ✨



Kyle Ingham
Executive Director
Hometown: Levelland, TX
18 yrs. public service

Rebecca Rusk
Executive Assistant
Hometown: Panhandle, TX
28 yrs. public service

Sharee Bailey
Administrative Program
Specialist
Hometown: Wellington, TX
29 yrs. public service

Inger Williams
Receptionist/
Administrative Clerk
Hometown: Amarillo, TX
30 yrs. public service

PRPC Executive Office staff members talk with board member Cleo Castro, Citizens Representative from Cactus, at a recent PRPC Board meeting.

"Whether it's our Board of Directors or an Advisory Committee, the members who serve (past and present), have something in common. They all care about their communities and the Texas Panhandle. I've had the privilege of seeing them work with my PRPC colleagues to ensure that programs and projects are implemented in our region. Interacting with these individuals and witnessing their successes first-hand over the years is definitely the best part of my job!"

Rebecca Rusk

"During my 29 years at PRPC, I have worked with and developed strong relationships with some awesome individuals who are in the public service arena. It is most rewarding to be in a service-oriented field and to know that our works have made and will continue to make a difference in the lives of residents in the Texas Panhandle."

Sharee Bailey

The PRPC executive office staff provides administrative support for Board members, committee members, and the PRPC staff as they serve the region conducting a wide range of leadership and managerial functions directly benefitting all PRPC programs and projects. The executive office staff also provides other support as necessary, including answering calls, greeting guests, making travel arrangements, as well as maintaining office equipment, supplies, and the building. These individuals are the people you hear or see when you call or visit the office.



The Workforce Development staff visits the childcare workers and children at Hereford Day Care.

The PRPC serves as the administrative and fiscal agent for the Panhandle Workforce Development Board, a group of dedicated volunteers, who are appointed by local elected officials. The Board oversees the region's Workforce Development programs to help Panhandle employers recruit, hire, and retain qualified personnel; as well as provide workers with the information, assistance, and training needed to obtain and keep jobs that offer good wages, benefits, and enhance their ability to support their families. All of these services are delivered through the offices of the Workforce Solutions Panhandle (WSP) system.

Marin Rivas
 Workforce Development
 Director
 Hometown: Earth, TX
 27 yrs. public service

Heather Reid
 Contract/Accounting
 Manager
 Hometown: Atlanta, GA
 1 yr. public service

Leslie Hardin
 Contracts Coordinator
 Hometown: Amarillo TX
 18 yrs. public service

Georgette Pond
 Planning Coordinator
 Hometown: Bayonne, NJ
 31 yrs. public service

Kathy Cabezuela
 Planning Program
 Specialist
 Hometown: Hereford, TX
 12 yrs. public service

Lori Bigham
 Student HireAbility
 Navigator Program
 Specialist
 Hometown: Fairfax, VA
 2 yrs. public service

Yvette Gaytan
 Fiscal Administrative
 Assistant - Contract
 Services
 Hometown: Amarillo TX
 18 yrs. public service

Gracie Aragon
 Fiscal Administrative
 Assistant -
 Program Services
 Hometown: Amarillo TX
 22 yrs. public service

Workforce Development

PRPC’s Workforce Development division continued its focus on assisting job seekers in finding self-sustaining, stable employment, as well as helping employers in finding qualified workers. This year, the staff, through Workforce Solutions Panhandle (WSP), helped over 12,321 job seekers in their search for employment, utilizing the statewide Internet-based job/employer matching system of WorkInTexas.com. PRPC, through WSP, was able to assist over 1,256 employers find qualified workers and assist 8,090 job seekers to enter employment.

To facilitate both the employers and the job seekers, the WSP hosted 11 job fairs last year throughout the region, serving 250 employers and 3,300 job seekers.

Services to Low-Income Adults/Youth and Dislocated Workers (WIOA)

The PRPC, through WSP, provided financial assistance to approximately 200 eligible individuals pursuing post-secondary training. These trainings focused on occupations in demand by local employers. Approximately 90 of these individuals were from the rural counties in the Panhandle.

WSP’s case management staff also provided job search assistance to over 400 program customers through one-on-one guidance with the statewide WorkinTexas.com website. The assistance included providing workshops in resume writing, completing application forms, interview preparation, and connecting with local employers’ staff-developed work experience opportunities.

“What began for me 18 years ago, by joining the PRPC family to facilitate a summer youth employment initiative, has become a long-lived opportunity to assist less-advantaged Panhandle residents in realizing their education and employment goals. I’d like to think that, in some small way, what we are doing in PRPC’s Workforce Development is contributing to the economy and the unique fabric of the Panhandle communities.”

Leslie Hardin

Child Care

The PRPC continued its emphasis on quality child care initiatives during the past year. On average, 1,883 children received subsidized child care per day. Ninety-five scholarships were provided to child care provider staff and directors to lead them towards Certifications and Associate degrees in child development. Increased staff development was particularly relevant for Texas Rising Star providers, because higher staff education means increased points in scoring.

All caregivers are required by Child Care Licensing (CCL) to obtain a specific amount of child care and business training. Providing a variety and quality of training assists caregivers and directors in meeting CCL requirements and delivering quality child care services. Twenty-four trainings were provided to 1,084 child care provider caregivers and administrators, totaling approximately 144 clock hours of training.

Strengthening caregiver staff knowledge and skills in delivery of child care services through one-on-one coaching and mentoring is one of the best ways to support young children's development. This year mentoring and coaching were provided to 474 child care directors, teachers, and caregivers.

Through the purchase of a quality Child Care Curriculum, Texas Rising Star (TRS) providers are able to achieve a higher star level. Purchasing, training, coaching, and mentoring TRS provider staff in the implementation of the Creative Curriculum has assisted 11 of the 22 providers to move up at least one star level.



A recent ribbon cutting ceremony took place at Frank Phillips College at the Dalhart Campus Rahl Education Center. The PRPC assisted in obtaining Workforce Innovation and Opportunity Act (WIOA) funds to purchase industrial and electrical equipment and process control technology training systems for the College. (Photo courtesy of *The Dalhart Texan*.)

Services to Public Assistance Recipients, Non-Custodial Parents

The PRPC, through WSP, provided job search assistance and supportive services to more than 500 program customers. Over 300 of these program customers were successful in finding and retaining employment.

Workforce Development Special Initiatives

Special initiatives are provided each year by the Workforce staff. Such specialty services this past year included hosting a Youth Career Fair, which assisted 325 students and 34 employers. Veterans received special assistance at a "Hiring Red White and You" Veteran Job Fair, featuring 41 employers meeting with 125 veteran job seekers.

The Summer Earn and Learn Program placed 47 students with disabilities with 35 employers for a summer job work experience. Thirty-four rural, low-income students were placed with 10 employers for a summer job work experience as part of the Youth Summer Employment Project.

Former Zachary Engineering employees, who did not want to move when the company announced its relocation to San Antonio, were assisted in finding employment with large employers in Amarillo. Pantex hired approximately 30 professionals. Excel and Asarco also hired several former Zachary employees. ❖



Randy Braidfoot
Dispute Resolution Center
Director
Hometown: Panhandle, TX
12 yrs. public service

The Honorable Phil Vanderpool, (left), 223rd District Court Judge, discusses the importance of mediation with Randy Braidfoot.

The Dispute Resolution Center (DRC) offers mediation assistance to area residents helping them to resolve conflicts of all types. These mediations are conducted by trained, impartial mediators.

Dispute Resolution

In its 28th year of operation, the Dispute Resolution Center (DRC) booked 254 mediations and facilitated 193 mediations with a 70% settlement. The DRC currently has 18 volunteer mediators who represent many different professions, including attorneys, retired human resource professionals, counselors, as well as other retired professionals.

Mediators with the DRC assisted Justice of the Peace Court N^o 1 in Randall County by facilitating 28 pre plea diversion mediations in the inceptive year. This allows a minor with a Class C misdemeanor to go through services and once successfully completed, the charge is dropped allowing him/her to move forward with a clean record.

To ensure volunteer mediators are effectively trained to provide mediation services, the DRC worked with Family Support Services to train DRC mediators in the dynamics of domestic violence. ❖

“I have been blessed with a group of talented, dedicated volunteers who give countless hours of their time to resolve difficult conflicts. The number of cases we clear from the court dockets, in addition to providing an alternative method to resolve disputes in a more amicable manner, leaves no doubt we make an immeasurable impact in assisting individuals at possibly one of the most challenging times of their lives.”

Randy Braidfoot

“As a judge who handles half of all domestic cases in Potter County, I know that the DRC is a necessary, indispensable alternative to litigation. Mediation gives the parties an opportunity to come to an amicable solution, which is always preferable to the uncertainty of someone else making that decision for them. The DRC performs an exceptionally important function in the lifeblood of our judicial system in Amarillo!”

The Honorable Doug Woodburn, 108th District Court Judge



The Local Government Services staff join co-owner and micro-loan recipient Monica Childers, (left), at the Buckin' Bean Coffee Shop in Clarendon.

Local Government Services encompasses many programs that address various needs of the region's local municipalities. The **Community Development Services** includes assistance with community block grant projects, community improvements, delivery of City Management and Strategic Planning Services, and the Texas Revenue Recovery Association (TRRA), which helps communities recover delinquent municipal utility bills. The **Economic Development** program assists local government entities and area businesses in enhancing the economic environment and encouraging the sustainable development of the region. The PRPC, under the guidance of the Texas Department of Transportation, serves as lead agency for the Texas Panhandle to develop **Regional Transportation Planning** initiatives. The Planning Commission also supports the transportation planning efforts of local elected officials under the umbrella of the Panhandle Rural Planning Organization and the Rolling Plains Organization for Rural Transportation. Finally, Local Government Services includes **Water Planning**. At the request of the Panhandle Water Planning Group, the PRPC serves as the administrative agent for the comprehensive water planning process for the region.

Dustin Meyer
Local Government Services
Director
Hometown: Amarillo, TX
8 yrs. public service

Jamie Hall
Local Government Services
Program Specialist
Hometown: Borger, TX
21 yrs. public service

Kurt Grant
Local Government Services
Program Specialist
Hometown: Whiteface, TX
5 yrs. public service

Alex Guerrero
Community & Economic
Development Program
Specialist
Hometown: Amarillo, TX
4 yrs. public service

Paige Witthar
Community & Economic
Development Program
Specialist
Hometown: Amarillo, TX
2 yrs. public service

Community Development Services

Block Grants

For more than 35 years, the PRPC staff has provided assistance for community development related projects that have been funded throughout the region. Through the years these projects have provided improvements in more than 50 different Panhandle communities. During the past year, staff administered services on eight grants totaling more than \$2.2 million in grant funding. Projects included public water improvements, as well as new recreational facilities such as a community swimming pool in the City of Clarendon and a walking trail in the City of Stratford.

During the past year, staff administered services on six Community Development Block Grants (CDBG) through the Texas Department of Agriculture. These grants were primarily used to fund water and sewer system improvements. These funds aided the Cities of Friona, Dumas, Childress, Turkey, and Hedley, as well as Hall County.

“Working on projects with communities throughout the Texas Panhandle, from idea through completion and knowing the positive impact and importance that each project has, is truly a rewarding and worthwhile career.”

Dustin Meyer

City Management & Strategic Planning Services

The PRPC continued its long-time service of delivering City Management Services to communities that cannot afford full-time administrative personnel. This year the staff provided more than 450 hours of City Management Services to the Village of Lake Tanglewood and Timbercreek Canyon. City Management services also included assisting the City of Friona in conducting a search and ultimately hiring their next City Manager.

The PRPC staff continued to provide strategic planning services to communities where such services are requested. This year the staff facilitated and assisted Potter County in developing and adopting an award-winning Strategic Plan to address the obstacles and challenges that the County was facing and set forth a guide and series of strategies to tackle them.

Texas Revenue Recovery Association

The PRPC continued its Texas Revenue Recovery Association (TRRA) initiative, a collaborative system to help communities recover delinquent utility and solid waste bills. During the current fiscal year the TRRA cleared more than 300 delinquent accounts, collecting a total of approximately \$43,000.

Economic Development

The Rural Micro Loan and Amarillo MSA Micro Loan programs provide financing to small businesses in the region that help create jobs. During the past year, the Economic Development staff managed 10 active micro-loans totaling over \$250,000. Two new micro-loans were added in FY2018 totaling \$70,000 and leading to economic growth and job creation in the region.

The staff also assisted the City of Tulia in developing and writing a grant to the Economic Development Agency for infrastructure improvements for the development of an industrial business park. The project was awarded \$1.2 million dollars and will lead to increased economic growth through new jobs and business stimulus.



The Buckin' Bean Coffee, Tea & More shop marked its second year in operation in April 2018.

“Working with municipal employees in Panhandle towns reminds me daily of what being a real servant is. They continuously volunteer and give their time to maintain their hometowns. Creating an extension of the generosity and caring nature of the Panhandle towns is what true public service is and will be.”

Kurt Grant

Water Planning

The PRPC assisted the Panhandle Water Planning Group (PWPG) facilitate and monitor the 2016 Regional Water Plan. Looking ahead to future water needs, the staff began working with the PWPG on the development of the 2021 Regional Water Plan. This Plan will have a heavy focus on drought and municipal demand. Groundwater availability is being refined based on recently revised Desired Future Conditions (DFCs).

In 2016 the Groundwater Management Area adopted DFCs for the major aquifers in its Joint Planning Area. Since 2007 the PRPC has served as the administrative agent in this area for the four Groundwater Conservation Districts who are responsible for establishing the 50 year goal for ground water conservation in the region. Currently, the GMA#1 is actively working through the planning process to prepare DFCs for 2021.

Regional Transportation Services

Helping residents access and utilize public transportation is the key focus of the Regional Public Transportation Plan. This past year the PRPC staff coordinated and administered planning activities associated with the Plan, including managing a TxDot funded demonstration project to develop a regional transportation phone app and public awareness campaign to increase accessibility and ridership of public transportation.

The staff also facilitated discussion among all stakeholders with regard to public transportation related issues through the administration of the Panhandle Regional Organization to Maximize Public Transportation (PROMPT). A definitive list of available resources was developed from these meetings, focus groups, and surveys. These findings will serve as input for the formation of the 2021 Panhandle Regional Public Transportation Plan. ✨



Groundwater conservation is critical to the major aquifers throughout the Panhandle.

"While working as a public servant over the past few years, I know I am only one but I am one. I cannot change everything but I can make an impact. And I will not let what I cannot do interfere with what I can do."

Alex Guerrero

Emergency Preparedness

Safe Rooms

This year the PRPC continued its focus on the Regional Residential Safe Room Rebate Program. The PRPC received an additional \$150,000 in Hazard Mitigation Grant Program (HMGP) funding to continue the PRPC’s Phase 2 safe room program, and under a separate HMGP grant, the PRPC installed 50 shelters as part of Phase 3. An application has been submitted for another \$1,500,000 in HMGP funding also for Phase 3.

Hazard Mitigation Planning

Hazard mitigation planning efforts have made progress during the past year. The PRPC submitted 14 Panhandle county-level hazard mitigation plan updates to the Texas Department of Emergency Management (TDEM) for initial review and comment. Nine county-level hazmit plan updates were conditionally approved by the Federal Emergency Management Agency (FEMA), and nine other hazmit plan updates were approved and adopted within the counties. The PRPC also assisted seven jurisdictions in submitting their Notice of Interest (NOI) for HMGP funding to TDEM/FEMA.



“I’ve had the pleasure of working with some of the most remarkable and dedicated public servants in the world and amazingly, they all live right here in the Texas Panhandle. My bent toward public service has been inspired by the city and county officials, employees, responders, and local volunteers I’ve been honored to work with throughout my PRPC career. They habitually put service to others above self.”

John Kiehl



Planning & Exercises

The PRPC assisted in maintaining 22 local jurisdictional emergency operations plans at the advanced level, which is the highest rating used by the Texas Department of Emergency Management to measure planning preparedness. To ensure readiness, the PRPC participated or facilitated in five major exercises based on scenarios ranging from mass shootings, to public health outbreaks.

More than 250 local responders attended last year’s annual Panhandle Preparedness Conference centered on managing the impacts of disaster events. Responders to the 1997 Jarrell tornado and the 1986 Chernobyl nuclear disaster shared their insights.

John Kiehl
Regional Services Director/
Assistant to the Executive
Director
Hometown: St. Louis, MO
32 yrs. public service

Shane Brown
Emergency Communications
& Preparedness Program
Manager
Hometown: Amarillo, TX
23 yrs. public service

Emily Nolte
Emergency Management
Planning Program
Coordinator
Hometown: Amarillo, TX
33 yrs. public service

Lori Gunn
Program Coordinator (Solid
Waste & Criminal Justice
Programs)
Hometown: Melrose, NM
4 yrs. public service



The Regional Services staff visited the Amarillo College Career and Technical Training Moore County campus in Dumas, where they met with Tommy Brooks, (center), Moore County EMC and Deputy Jace Delgado, (right), Moore County Sheriff's Office.

Regional Services encompasses Emergency Preparedness, Solid Waste, and Criminal Justice programs. The **Emergency Preparedness** program supports the state's homeland security strategic plan. Its primary focus is to better prepare the area's first responders to thwart and/or respond to and recover from large-scale, man-made or natural disasters.

The **Solid Waste Management** program assists the region's local governments in implementing regional solid waste initiatives. The base goal is to provide guidance in the development and implementation of local and regional alternatives for alternative forms of waste disposal.

The PRPC's **Criminal Justice** program has been designated by the Office of the Governor, Criminal Justice Division as the responsible entity for regional criminal justice planning efforts for the 26-county area. The department assists in administering, monitoring, and reviewing grants for a range of activities. The PRPC also coordinates basic and in-service peace officer training through the Panhandle Regional Law Enforcement Academy.

PANCOM

On the State's radio communications interoperability scale of 1 – 5, with 5 being “full interoperability”, the entire Panhandle region is now rated at Level 4 or higher. During the last full reporting year, the staff responded to 104 service calls for minor to catastrophic system repairs or adjustments. Ninety-seven percent of the time, repairs or adjustments were completed within eight hours from the initial service calls. When repairs could not be immediately made, work arounds were implemented for all service calls within eight hours and maintained until permanent repairs or adjustments could be made. This year, two previously leased towers were replaced with PRPC-owned towers. By eliminating lease costs, from 2016 to 2018, the PANCOM system's total annual lease expenses have been cut by more than \$36,000.



Two PRPC-owned towers were purchased this past year, saving \$36,000 in annual lease expenses.



Solid Waste

The Panhandle Environmental Partnership (PEP), staffed by the PRPC, continued to serve the marketing needs of the region's recycling communities. PEP members shipped 71 loads of recyclable materials in FY18 totaling 976 tons of waste. Of the total tonnage, over 750 tons were either cardboard or mixed paper, and the balance was scrap metal. Researchers state that 6,990 gallons of water are saved for each recycled ton of paper used in the production of new paper. Based on that statistic, PEP members conserved 5,242,494 gallons of water in FY18. Each ton of waste recycled also results in avoided landfill costs of around \$35.

Solid Waste Program Coordinator Lori Gunn, (center), visited with Tony Rios, (left), Dimmitt Public Works Director; and Dimmitt City Manager B.J. Potts, (right), to see the City's newly refurbished grapple truck.

“My parents were very much service-oriented, so public service is in my blood. I get a great deal of satisfaction in working with like-minded officials around the Panhandle who are dedicated to taking care of their residents. I admire their service, and it’s a privilege to work with them in protecting the public.”

Emily Nolte

Criminal Justice

Law Enforcement Training & Education

During FY18, fifty-nine in-service courses were conducted, totaling 14,177 hours of in-service training being delivered. These courses covered a wide range of topics relevant to modern policing, including human trafficking, social media for police, missing and exploited children, and bloodstain pattern analysis.

The PRPC provided tuition assistance to five individuals who were aspiring to become peace officers. These individuals successfully completed their Basic Certification training.

The PRPC helped to facilitate the completion of the new Potter County Law Enforcement Complex project, which came in under budget by more than 10 percent.

PEWS

The Panhandle Electronic Warrant System (PEWS) enables the electronic execution and delivery of certain warrants and related court documents to automate the complaint-to-warrant service processes. This year, 980 search warrants were electronically issued through the PEWS system, enabling licensed peace officers to legally and expeditiously investigate probable public safety threats. In addition, 2,471 criminal complaints were electronically processed through PEWS. Within the past three months, three more Panhandle law enforcement agencies joined the PEWS system.

Criminal Justice Grants

The PRPC helped local entities apply for funding from the Criminal Justice Division of the Governor’s Office. These applications sought general Juvenile Justice and Delinquency Prevention grants to support programs that prevent violence near schools and improve the juvenile justice system. The PRPC facilitated the distribution of \$2,369,299 in FY18 Criminal Justice grant funding including: \$354,766 in Justice Assistance Grant (JAG) funds; \$91,616 Juvenile Justice and Delinquency Prevention (JJDP) funds; \$1,826,040 in Victims of Crime Act (VOCA) funds; and \$96,877 in Stop Violence Against Women Act (VAWA) funding. The PRPC assisted nine Panhandle law enforcement agencies with the implementation of projects to update the systems they use to report local crime statistics to the appropriate state and federal agencies that had been funded under the Criminal Justice Division’s National Incident-Based Reporting System (NIBRS) grant program. ✨

9-1-1 Calls Delivered

The Regional 9-1-1 Network delivered more than 101,000 calls during the past year to area call takers at call centers throughout the region. The department is responsible for accurate and reliable 9-1-1 call delivery to all 23 call centers. Staff conducted Public Safety Answering Point visits 52 times to test equipment functionality. In addition, the 9-1-1 Network upgraded its equipment to enable call takers to receive and respond to text messages at all 23 dispatch locations for the four largest carriers: AT&T, Sprint, T-Mobile, and Verizon.

"Assisting others save lives and property for most of my 18 years at the PRPC ... what could be more rewarding than that?"

Mike Peters



The Regional 9-1-1 Network staff visited the Carson County Public Safety Answering Point in Panhandle, where Call Taker Kalee Massey was working.

The PRPC’s Regional 9-1-1 Network provides emergency communications services for residents in 24 Panhandle counties through a network of twenty-three 9-1-1 call centers located in sheriffs’ offices and police departments. These 9-1-1 calls are received by landlines, cellular phones, and most recently, VOIP or voice over IP. The PRPC provides ongoing training of 9-1-1 call takers, ensures maintenance of the emergency systems, and provides public education.

Mike Peters

Regional 9-1-1 Network
Director/Assistant to
Executive Director
Hometown: Albuquerque, NM
24 yrs. public service

John Schaumburg

Geographic Information
Systems Program Manager
Hometown: San Francisco, CA
10 yrs. public service

Craig Wolf

Network/Information
Technology Program
Specialist
Hometown: Casper, WY
2 yrs. public service

Pamela Frisk

Program Specialist
Hometown: Amarillo, TX
27 yrs. public service

Khasi Campos

Program Administrative
Assistant
Hometown: Lubbock, TX
10 yrs. public service

Becky Blair

Geographic Information
Systems Administrative
Assistant
Hometown: Graham, TX
3 yrs. public service

9-1-1 Address Points

In order to ensure dispatch centers have the most accurate information to accurately route responders when a call is answered, the 9-1-1 Network staff must map address points for each of the homes and businesses within the Panhandle.

“There is nothing better than leaving a conversation with a Texas Panhandle resident knowing I was able to help in some way. This makes working for PRPC 9-1-1 network a privilege.”

Becky Blair

Training and Education

Training and education to call takers and the public continue to be important for the success of the Regional 9-1-1 Network. No-cost classes were offered to call takers covering such topics as equipment training, emergency responses, and map training. The 9-1-1 staff participated in many public events and provided educational materials to assist the regional call centers. ✨

“I love my job because in 9-1-1 you not only save lives but you can impact a life also.”

Pamela Frisk



Harold Keeter, Swisher County Judge, met with the PRPC Finance staff in his courthouse chambers in Tulia.

The Finance staff provides professional accounting services necessary to establish and maintain financial policies, practices, and controls to ensure the highest degree of financial accountability and fully safeguard all public funds entrusted to the PRPC. For 31 consecutive years, these individuals have received the Certificate for Excellence in Financial Reporting from the Government Finance Officers Association for the PRPC's Comprehensive Annual Financial Reports. Their responsibilities include preparation, processing, and completion of budgets, deposits, payroll vouchers, tax-related financial forms, general ledgers, financial reports, audits, as well as physical inventory of approximately \$11.1 million of PRPC property and equipment.

"It always makes me proud when I am in public and tell people that I work for PRPC to hear that PRPC was able to help them with something (like Aging, safe rooms etc.) and how much they appreciated that. It makes me feel like we are making a difference."

Heike Bowen

Renee Boehning

Finance Director
Hometown: Canyon, TX
1 yr. public service

Cristy Henderson

Accounting Manager
Hometown: Tucumcari, NM
24 yrs. public service

Julie Lyles

Accountant III
Hometown: Groom, TX
20 yrs. public service

Heike Bowen

Accounts Payable
Administrative Assistant
Hometown: Cologne, Germany
25 yrs. public service

Stephine Neuwirth

Human Resources/
Accounting Systems
Administrative Assistant
Hometown: Holly, MI
6 yrs. public service

2018 BUDGET SUMMARY

BUDGETED EXPENDITURES BY PROGRAM

Workforce Development.....	\$13,308,119
Aging	2,054,333
Local Government Services.	192,010
Economic Development	118,156
Dispute Resolution.	129,790
Regional 9-1-1 Network	1,774,970
Criminal Justice	202,890
Solid Waste Management	173,169
Water Planning.	231,055
Emergency Preparedness	1,218,686
Regional Services	43,623
Regional Transportation Planning	161,824
Reserve Contribution	9,809

TOTAL 2018 BUDGETED PROGRAM EXPENDITURES \$19,618,434

BUDGETED PROGRAM REVENUE BY SOURCE

Federal Funds	\$70,000
Federal Funds through State	14,888,931
State Funds	2,019,020
State Emergency Communications Funds	1,774,970
Dispute Resolution Court Fees (Potter & Randall Counties)	56,000
Contract Service Fees	417,235
Local Government Membership Dues.	68,000
Local Matching Contributions	288,978
Interest and Miscellaneous Revenues	35,300

TOTAL 2018 BUDGETED PROGRAM REVENUES \$19,618,434

The Area Agency on Aging (AAA) serves as the advocate for the Panhandle's elderly population. The AAA offers a range of comprehensive and coordinated programs designed to assist the region's elderly population and those who care for them.

Benefits Counseling

Seniors often need assistance in understanding, applying for, and obtaining services. Volunteers are a significant key to delivering this needed benefit. These men and women assist in the Benefits Counseling and Ombudsman programs. This year the volunteers provided 4,053 one-on-one benefits counseling hours.

Nutrition Services

Nutrition services programs continue to be one of the core strategies of the AAA for reducing food insecurity among the elderly. These vital community-based programs, serving persons aged 60 and over, provide access to congregate meals in a group setting, as well as home-delivered meals. The AAA served 199,195 meals, funded by the Older Americans Act, to the elderly this year.

Education, Training, and Respite Care Services for Caregivers

Hundreds of caregivers live in the Panhandle, and spend much of their time caring for family members who need constant attention and assistance. To assist these caregivers, the AAA staff provides education and training to educate caregivers in the best methods of caring for a loved one, as well as the importance of having a support group and how to organize one. Because caregiving is emotionally draining, these caregivers need a break from time to time. The AAA staff members provide respite care to these caregivers so they can recuperate from the stresses of caregiving, and take care of their own personal and emotional needs. The AAA provided these caregivers a total of 10,163 hours of respite care during the year.

Melissa Carter
Director
Hometown: Sanford, TX
24 yrs. public service

Janet Schulte
Care Coordinator
Hometown: Canyon, TX
40 yrs. public service

Sundee Rossi
Operations
Coordinator
Hometown: Longview, TX
20 yrs. public service

Lisa Hancock
Volunteer & Public
Education Program
Specialist
Hometown: Vernon, TX
12 yrs. public service

Jose Mayorga
Program Specialist
(Benefits Counselor)
Hometown: Sanford, TX
20 yrs. public service

Jaime Sharp
Program Specialist
(Caregiver Specialist)
Hometown: Amarillo, TX
10 yrs. public service

Felicia Shaffer
Information Referral
and Assistance
Administrative Assistant
Hometown: Amarillo, TX
11 yrs. public service

Kathryn English
Benefits Counseling/
Caregiver Administrative
Assistant
Hometown: Denver City, TX
2 yrs. public service

Laurie McAfee
Program Support Aide
Hometown: Canyon, TX
30 yrs. public service



The Area Agency on Aging staff visited with some of the seniors receiving services at Opportunities, Inc., a congregate meal site in Borger.



"I've always known that I wanted to be in a profession where I would be helping people. For 18 years the aging population has been my calling. I truly feel I have received more than I have given. Our clients freely share their wisdom and knowledge, helping me become a stronger advocate."

Melissa Carter



"Helping the elderly in our community has been very rewarding to me and I think I have learned more from them than they have from me. We have to put ourselves in their shoes and imagine our lives as they live theirs. Every day we educate seniors about benefits they are not aware of. Sharing our knowledge and learning what is valuable to them makes a difference. It is so rewarding because they are always very appreciative of our assistance."

Janet Schulte

Teaching a Matter of Balance class to increase the activity level of older adults, Laurie McAfee, (center), helped seniors Lynda Cheek, (left), and Trina Froschheiser, (right).

Referral and Assistance Calls

There are a wide range of programs and services offered to seniors. The AAA staff provides referral and assistance calls to seniors throughout the region, making them aware of such services, eligibility criteria, and applications processes to take advantage of such benefits. The AAA staff assisted 3,871 seniors through such information and referral calls.

Evidence Based Intervention Programs

The AAA continued offering its Matter of Balance classes to seniors. These classes emphasize practical strategies to reduce fear of falling and increase activity levels. Participants learn to view falls and fear of falling as controllable, set realistic goals to increase activity, change their environment to reduce fall risk factors, and exercise to increase strength and balance. Two hundred forty-five participants attended these Evidence Based Intervention programs, with 1,555 classes attended. 🌿



"I have thoroughly enjoyed working with seniors at the Area Agency on Aging. Helping this population prevent falls has been my focus over the past 2 1/2 years. It has been very rewarding and well received and I feel the senior community is better for it. Seniors have been very appreciative of the program and this makes me proud to work for this outstanding organization!"

Laurie McAfee

2018 MEMBERSHIP

COUNTIES

Armstrong	Gray	Oldham
Briscoe	Hall	Parmer
Carson	Hansford	Potter
Castro	Hartley	Randall
Childress	Hemphill	Roberts
Collingsworth	Hutchinson	Sherman
Dallam	Lipscomb	Swisher
Deaf Smith	Moore	Wheeler
Donley	Ochiltree	

CITIES

Adrian	Follett	Palisades Village
Amarillo	Friena	Pampa
Bishop Hills	Fritch	Panhandle
Booker	Groom	Perryton
Borger	Gruver	Shamrock
Bovina	Happy	Silverton
Cactus	Hart	Skellytown
Canadian	Hedley	Spearman
Canyon	Hereford	Stinnett
Channing	Higgins	Stratford
Childress	Howardwick	Sunray
Clarendon	Kress	Texhoma
Claude	Lake Tanglewood	Texline
Dalhart	Lakeview	Timbercreek
Darrouzett	Lefors	Tulia
Dimmitt	McLean	Vega
Dodson	Memphis	Wellington
Dumas	Miami	Wheeler
Estelline	Mobeetie	White Deer
Farwell	Nazareth	

SPECIAL DISTRICTS

Canadian River Municipal Water Authority
Greenbelt Municipal and Industrial Water Authority
Mackenzie Municipal Water Authority
Palo Duro River Authority
Panhandle Ground Water Conservation District

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Panhandle Water Planning Group

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Joe Baumgardner . . . Amarillo
Dr. Nolan Clark . . . Amarillo
Vernon Cook . . . Roberts County
Dean Cooke . . . Borger
Rick Gibson . . . Amarillo
Rusty Gilmore . . . Amarillo
Glen Green . . . Amarillo
Janet Guthrie . . . Canadian
Dr. Bill Hallerberg . . . Amarillo
Floyd Hartman . . . Amarillo
Bobby Kidd . . . Childress
Danny Krienke . . . Perryton
David Landis . . . Perryton
Donna Raef Kizziar . . . Amarillo
Kent Satterwhite . . . Sanford
Lynn Smith . . . Wellington
Beverly Stephens . . . Borger
Janet Tregellas . . . Booker
Steve Walthour . . . Dumas
Ben Weinheimer . . . Amarillo

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Desha Butler . . . Amarillo
Melissa Carter . . . Amarillo
Jim Chilcote . . . Amarillo
Eric Garcia . . . Amarillo
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Heather Freeman . . . Amarillo
Jennifer Galbraith . . . Amarillo
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Sam Harper . . . Lubbock
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Lynda McCarty . . . Amarillo
Sandra McKinney . . . Amarillo
Pat Montoya . . . Pampa
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George Briant . . . Hemphill County
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Ronnie Gordon . . . Hartley County
Ernie Houdashell . . . Randall County
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Richard Peet . . . Gray County
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Hugh Reed . . . Armstrong County
Rowdy Rhoades . . . Moore County
Willis Smith . . . Lipscomb County
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Nancy Tanner . . . Potter County
Rick Tennant . . . Roberts County
D.J. Wagner . . . Deaf Smith County
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Letta Day . . . Amarillo
Sace Hardman . . . Panhandle
Brent Harrison . . . Hereford
Harry Hueston . . . Canyon
Monty Hysinger . . . Dumas
April Leming . . . Amarillo
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Sara Northrup . . . Amarillo
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Bruce Scott . . . Dallam County
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Randall Sims . . . Potter County
Jason Zang . . . Amarillo

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Paul Arganbright . . . Wheeler
Jildardo Arias . . . Pampa
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Tommy Bogart . . . Stratford
Drew Brassfield . . . Fritch
Richard Collins . . . Perryton
Tim Cook . . . Canadian
Greg Dankworth . . . Amarillo
James Davis . . . Tulia
Chris Douglas . . . Spearman
Ben Estep . . . Panhandle
Danny Gaines . . . Clarendon
Scott Honeyfield . . . Amarillo
Susan Leary . . . Childress
David Lehfeltdt . . . Amarillo
Cesar Marquez . . . Bovina
Richard Miller . . . White Deer
Tony Rios . . . Dimmitt
Dan Reese . . . Canyon
Isidro Renteria . . . Dumas
Ricky Rivera . . . Pampa
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Jim Smith . . . Texline
Newlyn Ward . . . Memphis
Benny Williams . . . Amarillo

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Elvira BlakemoreAmarillo
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Joe RogersAmarillo
Todd TownAmarillo
Lisa UnderwoodAmarillo
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Joyce Williams.Amarillo
Brad WhiteAmarillo

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Kathy AllenStratford
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Beverly BentonBorger
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Evelyn EckerCanyon
Andrew FreemanAmarillo
Karen Haddon.Booker
Liz KendallClaude
Dion MillerTulia
B. J. PottsDimmitt
Clay RicePampa
Mike RunningDumas
Shane SpencerCanadian
Doris StallingsWellington
Randy Stark.Quitaque

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Terri CarterSherman County
Harold KeeterSwisher County
Jay MaydenChildress County
Ginger NelsonAmarillo
Richard PeetGray County
Nancy TannerPotter County

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 Danny Hardcastle . . .Wheeler County
 Lynn Tate.Amarillo
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*C.E. WilliamsWhite Deer
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Advisory Committee**

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John BlackwellDumas
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Brian BookerAmarillo
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Amber FuquaArmstrong County
Mark GarciaAmarillo
Misty GarrettHansford County
Randy Geries.Parmer County
Penny GilbertSherman County
Robin GriceMoore County
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Diann GuffyDallam County
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Jared JohnsonHall County
Linda LewisBorger
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Kirsten WilliamsDeaf Smith County
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**Rolling Plains Organization
for Rural Transportation**

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Duane DanielKing County
Karl HollowayCottle County
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Ronald IngramHardeman County
John JamesCollingsworth County
Jay MaydenChildress County
Jim Meador.Motley County
Wayne NanceBriscoe County
Ray PowellHall County
Stan Wojcik.Knox County

**Texas Revenue
Recovery Association**

Don Jennings, ChairPerryton
Chris Coffman.Granbury
Sarianne Beversdorf Plainview
Jennifer GonzalezAmarillo
Jay PatelDumas
B. J. PottsDimmitt
Joe PriceBorger
Tina RexSpearman
Chris SharpCanyon

**Panhandle Regional Emergency
Management Advisory
Committee**

Kevin Starbuck, Chair Amarillo
Suzanne BellsnyderSpearman
Blaine BertrandRandall County
Martin BirkenfeldAmarillo
Tommy BrooksDumas
Terry CoffeePanhandle
Jack CoxChildress
Ken DaughtryWheeler County
Dr. Robert E. Deotte.Canyon
David Dockery.Clarendon
Trey EllisParmer County
Dr. David FinchAmarillo
Chris ForbisRandall County
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Randy Geries.Parmer County
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Cindy IrwinHutchinson County
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P. J. LemonsAmarillo
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Russell LutherAmarillo
Jay MaydenChildress County
Jeff McCormickPampa
Erica Widick McDowell . . . Oldham County
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Kiley David MurrayAmarillo
Kelly NorthcottAmarillo
Jim Powell.Perryton
B. J. PottsDimmitt
Dan E. ReeseCanyon
Jo Dee RobinsonSilverton
Kirk SelfCanyon
Dean TurneyHereford
Eric WallaceAmarillo
Ben WeinheimerAmarillo
Ross WilsonAmarillo
Zack WilsonAmarillo
Dale Xiangyu.Canyon

**Dispute Resolution Center
Advisory Board**

Dave Kemp, ChairAmarillo
Tracy Byrd.Randall County
Pam Coffee.Amarillo
Sally EmersonAmarillo
Debra Horn.Amarillo
H.R. KellyPotter County
Dale RabeChildress
Chuck Speed.Amarillo
Nancy TannerPotter County
Phil Vanderpool.Pampa
Doug Woodburn.Amarillo

(* Ex Officio Member}



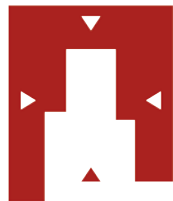
Panhandle Regional Planning Commission

The Panhandle Regional Planning Commission is a voluntary association of cities, counties and special districts in the Texas Panhandle. Established in 1969, the Planning Commission assists local governments in planning, developing and implementing programs designed to improve the general health, safety and welfare of the citizens in the Texas Panhandle.

The Planning Commission is an organization of, by and for local governments. It was created based on the concept that more can be accomplished by local governments acting cooperatively rather than alone. Since 1969, the Planning Commission has been involved in a wide range of projects and programs. Activities currently include initiatives in the areas of workforce development, aging, local government services, economic development, dispute resolution, 9-1-1 services, criminal justice, solid waste management, emergency preparedness, transportation planning, water planning, regional services and technical assistance to the local governments of the Panhandle.

The Panhandle region covers a 26-county area consisting of almost 26,000 square miles. The region's population is 427,927. The Panhandle Regional Planning Commission has 90 member governments — including all 26 counties, 59 incorporated cities and 5 special districts.





PANHANDLE REGIONAL PLANNING COMMISSION

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