

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

**Friday
November 8th, 2024
2:00 PM**

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, November 8th, 2024 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/20241108.pdf>.

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on August 23rd, 2024.
4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **MPLS Circuit Upgrade Configuration**
Discuss and Consider for Approval, a Plan to Procure Services for the Network Configuration to assist with the MPLS Circuit Upgrades.
6. **Training Activities**
Staff Report on Emergency Communication Training Opportunities in the Region.
7. **Public Education Activities**
Staff Report on Public Education Activities in the Region.
8. **9-1-1 Network Advisory Committee Member Recommendations**
Discuss and Consider for Approval, New Membership Nominations to the 9-1-1 Advisory Committee.
9. **Call Handling Equipment (CHE) Software Support Renewal**
Discuss and Consider for Approval, the Contract Extension for CHE Software Support.
11. **Performance Report**
Fiscal Year 2024 Quarter 4 Performance Report.
12. **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 _____, 2024, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____ a.m./p.m.

Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

August 23, 2024

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, August 23rd, 2024 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; Rafael Gonzalez, Perryton Police Department; Kirsten Williams, Hereford Police Department; Rhonda Scott, Wheeler County Sheriff's Office; Kris Hogan, Hemphill County Sheriff's Office; Lance Richburg, Pampa Police Department; Vicki Groneman, Oldham County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office.

MEMBERS ABSENT:

Kimberly Weatherly, Sherman County Sheriff's Office, Kalee Massey, Carson County Sheriff's Office; Kara Lee, City of Borger; Melissa Anderson, Armstrong County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Michele Griffin, Dallam-Hartley County Jail; Sal Rivera, Castro County Sheriff's Office; Cheryl Phillips, Donley County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Ty Lane, Lipscomb County Sheriff's Office; Bret Wilson, Parmer County Sheriff's Office; Kyle Ray, Windstream Representative; Manuel Almanza, AT&T Representative; Mark Garcia, Suddenlink Representative.

STAFF PRESENT:

John Schaumburg, Regional 9-1-1 Network Director; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Craig Wolf, Regional 9-1-1 Network / IT Coordinator; Mandi Jones, Regional 9-1-1 Network Program Specialist; Melissa Devenport, Regional 9-1-1 Network GIS/Technical Program Specialist; Khasi Campos, Regional 9-1-1 Network Program Specialist.

NON-MEMBERS PRESENT:

Dorice Immel, Lipscomb County Sheriff's Office; Brenda Bolar, Lipscomb County Sheriff's Office; Sidney Jordan, Borger Regional Communications; Dustin Henderson, Borger Regional Communications; Diann Guffy, Dallam-Hartley County Jail; Gabriela Bloomer, Dallam-Hartley County Jail; Bryan Wood, Lifestar; Jessica Mann, Pampa Police Department; Bill Grindstaff, Western States Communications Inc.

1. CALL TO ORDER

Jeannie Rogers called the meeting to order at 2:00 p.m.

2. INTRODUCTIONS

Introductions were made by Committee members and staff. No action was required.

3. MINUTES

Members considered the minutes from our April 12th, 2024 meeting of the Regional 9-1-1 Network Advisory Committee. Sheriff Kent Riley, made a motion to accept the minutes and the motion was seconded by, Rhonda Scott. The motion carried by a unanimous vote.

4. REGIONAL 9-1-1 NETWORK DIRECTOR'S REPORT

Members heard a report from John Schaumburg regarding current activities of the Regional 9-1-1 Network. No action was required.

5. REGIONAL PSAP NETWORK UPGRADE

John Schaumburg discussed with the board and recommended for approval, an upgrade to the RPC PSAP Network Circuits. Lance Richburg, made a motion to approve the upgrade, and Kris Hogan, seconded. The motion carried by a unanimous vote.

6. REGIONAL 9-1-1 NETWORK RURAL TRAINING OPPORTUNITIES

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

7. 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.

8. ADVISORY COMMITTEE’S POLICIES AND PROCEDURES

Khasi Campos informed members and recommended for approval, a change to the committee’s policies and procedures. Vicki Groneman, made a motion to approve the language change, and Vance Easley, seconded the motion. The motion carried unanimously.

9. ADVISORY COMMITTEE’S NOMINATIONS AND ELECTIONS

Khasi Campos led the nominations for the Panhandle Regional 9-1-1 Network Advisory Committee. John Schaumburg led the elections for Chairperson and Vice-Chair for the upcoming year. Nominations and Elections/Re-Elections are as follows:

- Dallam County- Diann Guffy Hansford County- Robert Mahaffee
- Parmer County- Rebekah Baucom Pampa Police Department- Jessica Mann
- Wheeler County- Johnny Carter City of Borger- Sidney Jordan

Vicki Groneman was nominated for Chairperson, and Sidney Jordan, was nominated for Vice-Chair.

Vance Easley, made a motion to approve the nominations and elections, and Robin Grice, seconded the motion. The motion carried unanimously and the list will be submitted to the PRPC Board of Directors, for final approval.

10. FY2024 3rd QUARTER PERFORMANCE REPORT

John Schaumburg reviewed and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the third quarter of FY2024 covering the months of March, April, and May. Jessica Mann, made a motion to approve the third quarter performance report, and Sidney Jordan, seconded the motion. The motion carried unanimously.

11. REGIONAL 9-1-1- NETWORK MAPPING UPDATES

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

12. OPEN DISCUSSION

The next meeting scheduled is for Friday, November 8, 2024 at 2:00 p.m.

13. ADJOURNMENT

There being no further business to come before the Committee, Lance Richburg made a motion to adjourn, and Rhonda Scott, seconded the motion. The motion carried unanimously and the meeting was adjourned at 3:07 p.m.



Memorandum

DATE: November 8th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 4
Director's Report

BACKGROUND

Oral report explaining the current activities of the 9-1-1 Network.

RECOMMENDATION:

Information only, no action required.





Memorandum

DATE: November 8th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 5
MPLS Circuit Upgrade Configuration

BACKGROUND

The 9-1-1 networking infrastructure connects the two 9-1-1 ingress points at the PRPC and Pampa hosts to the remote PSAPs via a Multiprotocol Label Switching (MPLS) network. The Panhandle Regional 9-1-1 Network has ordered upgrades to the MPLS circuits throughout the region.

The upgrade will change the 14 existing 1.544 Mbps T1 circuits to the more reliable 10 Mbps ethernet connections. The six sites currently working over a 5 Mbps circuit will be upgraded to 10 Mbps, and the two host sites are changing from 20 Mbps to 100 Mbps. Each one of these upgrades requires router configurations in tandem with the test and turnup of the circuit.

The request for proposals (RFP) to perform this work is attached. Due to the relatively simple requirements set forth within the RFP and time constraints, the Panhandle Regional 9-1-1 Network would like to score the responses internally, and present the results to the PRPC Board of Directors for final approval.

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee allow the Regional 9-1-1 Network Staff to internally score the submitted proposals for the MPLS Circuit Upgrade Configuration.



Panhandle Regional Planning Commission
Regional 9-1-1 Network
415 SW 8th Avenue
Amarillo, TX 79105
(800)-687-7911

Request for Proposal:

Network Configurations for MPLS Upgrade



Issued By:

The Panhandle Regional Planning Commission
Regional 9-1-1 Network
415 SW 8th Ave
Amarillo, TX 79101

Issue Date:

October 30th, 2024

Proposal Due Date & Time:

November 20th, 2024 @ 5:00 pm CST

Sealed Bid Opening Date & Time:

November 21st, 2024 @ 2:00pm CST
PRPC – 415 SW 8th Ave, Amarillo, TX

1. General Information and Background

- a. **Summary:** The Panhandle Regional Planning Commission (PRPC) is inviting proposals from qualified vendors to help with networking configurations for our region-wide Multiprotocol Label Switching (MPLS)/AT&T Virtual Private Network (AVPN) upgrade.
- b. **Background:** The Panhandle Regional 9-1-1 Network aims to provide the most reliable, functional, and current means to ensure the highest possible quality of 9-1-1 service to the citizens of the Texas Panhandle. In an effort to migrate to a higher bandwidth solution, the 9-1-1 Network will be upgrading the MPLS circuits at all sites throughout the region.

i. **Current Infrastructure:** The Panhandle Regional 9-1-1 Network Currently has one stand-alone host, one host with an in-house Public Safety Answering Point (PSAP), and twenty additional remote PSAPs.

1. **Host:** The current MPLS network infrastructure includes a 20 Mbps ethernet connections at both host sites, six remote PSAPS with 5 Mbps ethernet connections and 14 PSAPs with 1.544 Mbps T1 connections. Additionally, all sites are connected via microwave to the PANCOM network as a redundant call delivery solution.
2. **Remotes:** The network relies primarily on the AVPN by default, but upon network disruption, the equipment switches to utilize the PANCOM microwave network for redundancy.

ii. **Future Infrastructure:** The Regional 9-1-1 Network will be upgrading PSAPs, except Parmer County Sheriff's Office (see below), from their current AVPN circuit to a 10 Mbps AVPN connection. The two hosts will be upgrading from a 20 Mbps AVPN connection to a 100 Mbps AVPN connection.

a. **Primary Host:**

Panhandle Regional Planning Commission
415 SW 8th Ave, Amarillo, TX 79101
806-372-3381

b. **Secondary Host:**

Pampa Police Department
201 W Kingsmill Ave, Pampa, TX 79065
806-669-5700

Public Safety Answering Points and Current AVPN Circuit

- Armstrong County Sheriff's Office (T1)
- Carson County Sheriff's Office (T1)
- Castro County Sheriff's Office (T1)
- Childress County Sheriff's Office (5 Mbps)
- Collingsworth County Sheriff's Office (T1)
- Dallam County Jail (5 Mbps)
- Hereford Police Department (5 Mbps)
- Donley County Sheriff's Office (T1)
- Pampa Police Department (20 Mbps)

- Hall County Sheriff's Office (T1)
 - Hansford County Sheriff's Office (T1)
 - Hemphill County Sheriff's Office (5 Mbps)
 - Borger Police Department (5 Mbps)
 - Lipscomb County Sheriff's Office (T1)
 - Moore County Sheriff's Office (5 Mbps)
 - Parmer County Sheriff's Office (T1) – See Below
 - Perryton Police Department (T1)
 - Oldham County Sheriff's Office (T1)
 - Sherman County Sheriff's Office (T1)
 - Tulia Police Department (T1)
 - Wheeler County Sheriff's Office (T1)
- c. **Parmer County Sheriff's Office:** Due to the fact that AT&T was geographically unable to provide an ethernet connection, Parmer County Sheriff's Office potentially will have to use a different solution or a different vendor.
2. **Scope of Work:** The proposal shall provide a comprehensive configuration solution that includes, but is not limited to the following components:
- i. **General Router Configurations:** The updated router configuration will connect each site's edge router to the primary AVPN using the newly upgraded circuit. Vendor will ensure that all routers throughout the region have been upgraded as recommended by hardware and Call Handling Equipment (CHE) specifics.
 - ii. **Redundancy:** Each site's edge router configuration should be capable of detecting a disruption of service with the primary AVPN network, and automatically fail-over to the redundant microwave network. Each router shall be capable of detecting restoration of service, and prioritizing traffic back over the AVPN network. These operations must be autonomous.
 - iii. **Quality of Service:** Vendor agrees to work with CHE vendors to ensure that the proper levels of Quality of Service (QoS) have been added to the circuit configuration.
 - iv. **Parmer County Sheriff's Office:**
 - 1. **Consultation:** Vendor will work with PRPC and CHE vendor to assist PRPC with potential connectivity solutions. Vendor will provide insight on connectivity options and capabilities and will assist with any informational specifics involved with PRPC's procurement of the solution.
 - 2. **Configuration:** Upon procurement of a connectivity solution, vendor will complete configuration to the edge routers to ensure connectivity and complete 9-1-1 call functionality with CHE.
 - v. **Test and Turnup:**
 - 1. **Timeframe:** Vendor agrees to work with PRPC, AT&T network test and turnup crews to determine an appropriate schedule to update configurations of each site. Vendor must be flexible with dates and times due to the large geographic region and distance between sites.

Site cutover should be expected within one month of each site's circuit deliveries.

2. **Cutover:** At the time of cutover, vendor will be available to assist via telephone. Vendor will join the conference bridge and work with Test and Turnup teams to work through the cutover. In the event of a cutover failure for any reason, vendor agrees to be available and reschedule until site cutover is completed. PRPC will provide console access to the routers.
 3. **Testing:**
 - a. **AVPN:** Vendor will ensure full connectivity to all sites via the AVPN network, and that 9-1-1 traffic is capable of traversing the AVPN network and delivering call-taking functionality to the PSAP.
 - b. **Redundancy:** Vendor will ensure the autonomous failover to the PANCOM network, that 9-1-1 traffic is capable of traversing the PANCOM network, and delivering call-functionality to the PSAP.
 - c. **Fail-Back:** Vendor will ensure the autonomous fail-back to the AVPN network upon restoration, that 9-1-1 traffic is capable of traversing the AVPN network via the restored connection, and 9-1-1 traffic is capable of traversing the AVPN network and delivering call-functionality to the PSAP.
 4. **Cutover Completion:**
 - a. **PSAP:** Cutover will be considered complete when traffic is traveling over the new AVPN circuit, all testing is done, redundancy is checked, and 9-1-1 functionality is restored at the PSAP.
 - b. **Regionwide:** Cutover will be considered complete when traffic throughout the entire region is traveling over the upgraded AVPN circuit, all testing is done, redundancy is checked, and 9-1-1 functionality is restored throughout the entire region.
 - c. **Documentation:** Vendor will provide copies of all configurations, usernames, and passwords. All configurations will be owned by, with a right to modify, by the PRPC.
- vi. Cooperation with Vendors:**
1. Vendor must be willing to work and adjust proposal to ensure complete functionality with the CHE vendor as well as all circuit technicians, including, but not limited to, last-mile vendors, test and turnup crews, PANCOM representatives, etc.
- vii. Seamless Transition and Downtime**
1. The networking configuration must prioritize the reduction of downtime and a seamless transition to the new circuits.
3. **Extended Support:** Vendor support will be available under this contract for the immediate two months following the cutover to ensure that if any problems arise, vendor will be available to

troubleshoot and repair any future issues that may have been missed or may arise following the cutovers.

4. Proposal Requirements

a. General Specifications and Requirements

- i. Legal name of firm
- ii. Contact person and contact information (phone, address, email)
- iii. Date of firm formation
- iv. Legal business description (Individual, Partnership, Corporation, Joint Venture, etc.)
- v. Evidence of licensure (if required by the State of Texas) to do business within the State of Texas
- vi. Evidence of liability insurance and amount of coverage

b. Qualifications and Availability

- i. Provide a statement of interest for the project, including the firm's history, a narrative describing the firm's specific expertise and unique qualifications as they pertain to this particular project.
- ii. Provide a statement on the availability and commitment of the team to undertake the project.
- iii. Provide an organizational chart for personnel (including consultants) who are to work on this project. Include the role they will play in the project.

c. Duration of Proposal: Proposal will remain valid for a minimum term of 180 days from the closing of the proposal due date.

d. References: Proposal will provide verifiable examples of at least five networking configuration completions. Proposal will include contact information for the five 9-1-1 agencies, as well as individual contact name, phone, and email for the 9-1-1 project coordinator.

e. Background Checks, Identification, Notice: All technicians may be required to pass background checks, must wear identification at all times when on project sites. Technicians must provide ample notice to all sites prior to install dates.

f. Good Standing: Proposal vendor must show good standing status with the Texas State Comptroller's Office and the Federal System for Award Management

g. Enhancements or Deviations: Proposal will include justifications and/or explanations of deviations from the stated criteria. Proposal will include a complete description of any additional competitive enhancements which offerors wish to be considered in the evaluation.

h. Tax Exemption: The PRPC 9-1-1 Network is a sales tax-exempt organization. A Texas Sales and Use Tax Exemption Certificate will be provided with the order.

i. Damages: Proposal must state that the parties agree to indemnify and hold harmless the PRPC 9-1-1 Network Staff, the PRPC, its officers, agents and employees for any damages concerning the undertaking and execution of any subsequent contract.

j. Required Documentation: Proposals must also must complete and include (in all copies of proposals) Attachment 1 (Contractor Proposal cover sheet), Attachment 2

(Bidder/Offeror Certification), and Attachment 3 (Bidder/Offeror Affirmations).

Attachment 4 (Contractor Certification - Federal Uniform Guidance Contract Provisions) and Attachment 5 (Contractor Certification Regarding Lobbying) are for reference purposes and will need to be signed by the Contractor who attains the bid.

5. **Cost:** All cost of hardware, software, licenses, services, travel rates and expenses, etc., will be outlined in the proposal. Cost will be broken down on an individual item level and on a per-site level as follows:
 - a. Site
 - b. Installation/Configuration
 - c. Expenses
 - d. Other
6. **General Conditions:**
 - a. The purpose of this request for proposals is to ensure uniform information in the solicitation of bids and procurement of services. This proposal is not to be construed as a purchase agreement or contract or as a commitment of any kind; nor does it commit the PRPC 9-1-1 Network to pay for costs incurred prior to the execution of a formal contract or purchase order unless such costs are specifically authorized in writing by the PRPC 9-1-1 Network.
 - b. The PRPC 9-1-1 Network reserves the right to accept or reject any or all proposals received, and or cancel or reissue this proposal in part or its entirety.
 - c. The PRPC 9-1-1 Network reserves the right to negotiate the final terms of all contracts or agreements with offeror(s) selected.
 - d. Misrepresentation of the offeror's ability to perform as stated in the proposal may result in cancellation of any contract or agreement awarded.
 - e. Offerors shall not under penalty of law, offer or provide any gratuities, favors, or anything of monetary value to any officer, member, employee, or agent of the PRPC 9-1-1 Network for the purpose of having an influence toward their own bid or any other bid submitted hereunder.
 - f. No employee, officer, member, or agent of the PRPC 9-1-1 Network shall participate in the selection, award, or administration of a contract if a conflict of interest, or potential conflict, would be involved.
 - g. Bidders shall not engage in any activity, which will restrict or eliminate competition. Violation of this provision may cause an offeror's bid to be rejected. This does not preclude joint ventures or subcontractors.
 - h. Any offeror may withdraw their proposal either in person or by written request by a duly authorized representative at any time prior to the scheduled closing time for receipt of bids.
7. **Evaluation and Selections:** Each proposal must conform and be responsive to the terms, conditions and specifications listed throughout this request for proposal. The proposal must meet or exceed stated requirements in order to be considered responsive. The PRPC 9-1-1 Network reserves the right to reject all proposals or to waive any irregularities in any proposals, and be the sole judge of the merit and qualifications of products and services offered, and may accept whatever proposal, or whatever portion of the proposal, is deemed to be in the best interest of the PRPC 9-1-1 Network.

- a. **Panhandle Regional 9-1-1 Review:** The Panhandle Regional 9-1-1 Network will review the proposals, and present the proposal reviews to the Panhandle Regional Planning Commission's Board of Directors for final selection.
 - b. **Review Score:** Scoring will be based on a total score of 100,
 - i. **Cost:** 50 Percent
 - ii. **Experience:** 25 Percent
 - iii. **Likelihood of Meeting Performance Goals:** 25 Percent

*Due to the nature of emergency telephone calling, and its need to remain operational, PRPC may elect to add an additional risk element to the scoring metric.
 - c. **Additional Information:** Additional information may be requested from any/all of the respondents to clarify their respective proposals.
8. **Proposal Delivery:**
- a. **Contact**
John Schaumburg
Director
Panhandle Regional 9-1-1 Network
806-372-3381
jschaumburg@theprpc.org
 - b. **Deadline:** Proposals received after November 20th, 2024 @ 5:00pm CST will not be accepted or considered for award. Proposals will not be accepted via e-mail or facsimile. Timely delivery of proposals is the sole responsibility of the offeror.
 - c. **Means of Delivery:** Please submit three (3) hard copies and one digital copy of the proposal to PRPC delivered by November 20th, 2024, prior to 5:00 CST, to:
 - i. **In Person or by FEDEX or UPS**
PRPC 9-1-1 Network
415 SW 8th AVE
Amarillo, TX 79101
 - ii. **US Mail (USPS Only)**
PRPC 9-1-1 Network
415 SW 8th AVE
Amarillo, TX 79101
9. **Conclusion:** Upon receipt of the proposals by the stated deadline, the selection committee will evaluate the respondents' qualifications and rank them based on the criteria in Section 7 of this document. The selection committee may select the highest ranked firm or may interview a short list of firms. The result of the selection process shall be presented to the Panhandle Regional 9-1-1 Network Advisory Committee, and then the PRPC Board of Directors with a recommendation for selection. PRPC will then begin negotiations with the selected offeror. If negotiations are not successful, negotiations will commence with the next highest rated offeror.

Acceptance of evaluation methodology: By submitting a proposal in response to this RFP, respondents accept the evaluation process and acknowledge/accept that the

determination of the “most qualified” offeror may require subjective judgments by Panhandle Regional 9-1-1 Network Review Committee.

All information, documentation and other materials submitted in response to this solicitation are considered non-confidential and/or non-proprietary and may be subject to public disclosure after the solicitation has been completed and the contract executed with the selected firm.



Memorandum

DATE: November 8th, 2024
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.

Guest Speaker – Robert Napp *Robert.Napp@pantex.doe.gov*

Assistant Fire Chief Robert Napp with Pantex Fire will give an overview of the Pantex Fire Department.

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.

OCCURRED

TXAPCO/TXNENA Public Safety Fall Symposium – October 7 – 9, 2024, Bryan Tx

The Texas Fall Symposium was in Bryan.



Console Training

During PSAP visits, Mandi completed light training. If your agency needs on-duty training, reach out to Mandi.

UPCOMING

Telecommunicator Panhandle Symposium November 25th – 26th Borger Dome

The 2nd annual FREE training will be at the Borger Dome instead of Frank Phillips College. See the flyer.

TXAPCO/TXNENA Texas Public Safety Conference April 3-6th McAllen, TX

Call for papers is open. See the flyer.

Texas 9-1-1 Trainers Meetings

www.Texas9-1-1Trainers.com

- January 16th, 2025 in San Antonio at AACOG (Alamo Area Council of Governments)
- April 2nd, 2025 McAllen during the TXPSC
- July 21st, 2025 Amarillo
- October, 2025 TBD (will be during the TXAPCO/TXNENA 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.

Websites

911derwomen — www.911derwomen.com Applications are open for the Firework Scholarship.



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 and discounted training for members.

One on One Training

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

RECOMMENDATION:

Information item only, no action required.



TX PANHANDLE TELECOMMUNICATOR SYMPOSIUM

- 2 and 4 hour Training Sessions
- TCOLE Credit
- Local Presenters
- Network with Local TCs
- Professional Development
- Attend Sessions That Interest You

FREE



Nov 25 - 26, 2024



0800 - 1700



**Borger Dome
1113 Bulldog, Borger**





Memorandum

DATE: November 8th, 2024
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.

OCCURRED:

Wheeler Safety Town September 4th, 2024
 Stinnett Day of Celebration September 21st, 2024
 Tulia Police Night Out October 1st, 2024
 Parmer County National Night Out October 1st, 2024
 Amarillo Safety Town October 23rd, 24th, 2024
 Borger ECC Halloween October 31st, 2024

Cell Phone Sally and Red E. Fox made an appearance and spoke about 9-1-1 at several of the events. Pub-ed items were supplied.

COMING UP:

Farm and Ranch Show Dec 3rd – 5th Amarillo Civic Center
 If you would like to volunteer, reach out to Mandi.



Public Educators of Texas Meetings

www.911publiceducatorsoftexas.com

- January 17th, 2025 AACOG Alamo Council of Governments, San Antonio
- April 2nd, 2025 during the Texas Public Safety Conference in McAllen
- July 22nd, Amarillo
- October, 2025 during the Fall Symposium

RECOMMENDATION:

Information item only, no action required.





Memorandum

DATE: November 8th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 8
Regional 9-1-1 Network Advisory Committee Member Recommendations

BACKGROUND

The Panhandle Regional 9-1-1 Network Procedures and Policies governing document was recently updated to modify the membership requirements. Historically, the 9-1-1 Advisory Committee included 3 members from the telecommunication industry. The new verbiage states that the 3 additional members no longer need to be from the telecommunication industry.

The 9-1-1 Network would like to present some options regarding membership possibilities and hear recommendations from the active Advisory Committee. Accepted nominations will be brought before the PRPC Board of Directors for final approval.

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee approve the nominations to the Panhandle Regional 9-1-1 Network Advisory Committee.





Memorandum

DATE: November 8th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 9
Call Handling Equipment (CHE) Software Support Renewal

BACKGROUND

Since 2009, the Panhandle Regional Planning Commission has maintained contract services for software support, telephone support and antivirus updates from Intrado Life & Safety Solutions Corporation. The existing contract expires on October 31st, 2024. The 9-1-1 Network will be changing equipment vendors in the upcoming months, so the HGAC-Buy Contract #EC07-24 pricing was prorated for six months costing a total of \$58,797.00.

If we choose to maintain this support contract, it allows newer software versions at no additional cost. Typically, the best benefit of this service is to correct any software issues that may develop and to future-proof the technology.

This contract also provides a 24x7-support hotline to remedy any issues that staff or the local technicians cannot immediately solve. The help desk has the ability to troubleshoot at a much higher level with access to system engineers and software developers.

Lastly, the maintenance contract provides mailed antivirus updates for all computers and servers, as the 9-1-1 network is restricted from the internet.

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee approve the HGAC-Buy Contract Price to enter into a contract with Intrado Life & Safety Solutions Corporation for CHE Software Support.



Company Name: Intrado Life & Safety Solutions Corporation

6 Month Maintenance Renewal: November 1, 2024 through April 30, 2025

for

Panhandle Regional Planning Commission (PRPC), TX

(Direct. All Intrado products and services are on H-GAC Buy EC07-23.)

Quote Number: 76468

Version: 1

June 17, 2024

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

Summary - Panhandle Regional Planning Commission

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Item	Price
Maintenance	\$58,797.00
Total:	\$58,797.00

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
6-month pro rate				\$58,797.00	\$58,797.00
Totals				\$58,797.00	\$58,797.00

Configuration Parameters - Panhandle Regional Planning Commission

Site Configuration

Total Positions	43
AntiVirus	75

Item#	Description	Qty	List Price	Selling Price	Total
Total Protection Services					
P10349	Total Protection Service, Primary Position – Pro rated 6 months	43	\$2,675.00	\$1,337.50	\$57,512.50
				Subtotal	\$57,512.50
MapFlex Maintenance Services					
MF-SRV-SUP	MapFlex Server Support and Maintenance – Pro rated 6 months	1	\$2,569.00	\$1,284.50	\$1,284.50
				Subtotal	\$1,284.50
				Total	\$58,797.00

- 1** This quote provides pricing for 6 months renewal of Total Protection Services and MapFlex Server Support and Maintenance at PSAPS within the Panhandle Regional Planning Commission (PRPC), TX. The coverage period is November 1, 2024 through April 30, 2025.

	Site	Pos#
	PRPC HQ Host	0 pos, 1 MapFlex Server
1	Pampa PD - Host	2
2	Armstrong County SO	2
3	Borger PD	3
4	Carson County SO	2
5	Castro County SO	2
6	Childress Law Enforcement Center	2
7	Collingsworth County SO	2
8	Dallam County Jail	2
9	Donley County SO	2
10	Hall County SO	2
11	Hansford County SO	2
12	Hemphill County SO	2
13	Hereford PD	2
14	Lipscomb County SO	2
15	Moore County SO	2
16	Oldham County SO	2
17	Parmer SO	2
18	Perryton PD	2
19	Sherman County SO	2
20	Tulia PD	2
21	Wheeler County SO	2
		43

Previous quote 71015.

- 2** Total Protection Service provide:

- 24/7 VIPER Alarm (NOC) Monitoring
- 24/7 Remote Technical Support
- Access to all product software updates, enhancements, and new feature releases.
- Access to all future Call Handling platform upgrades at no additional cost i
- Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak performance for the duration of system life cycle.ii
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard Intrado supplied Cisco LAN switches

Conditions not covered under this Service offering

- On-site support services are not included, but available for separate purchase.
- Customer is responsible for the installation of all software maintenance releases, unless On-Site Maintenance Services are purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will assign personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current rate for such Professional services.
- Installation support for Call Handling platform upgrades. Installation services can be purchased separately from Intrado.
- Assistance with third-party software or hardware not provided by Intrado.
- Assistance with user configuration, usage scenarios, and items covered in standard end user training or operating manuals provided to the customer. Support for these subjects is available through purchase of end-user training curriculum.
- Assistance with Geographic Information Systems (GIS) data updates performed by the end user or resulting problems.
- Replacement of non-operational hardware not provided by Intrado.
- Replacement of non-operational workstation monitors.
- Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.
- Installation of the replacement hardware, unless On-Site Maintenance Services are purchased.

- 3** MapFlex is a 9-1-1 call mapping application which locates incoming calls on a map display using customer GIS data and call location data received from the call handling system.

Customers are required to provide their GIS data for provisioning within MapFlex and are required to maintain their GIS data unless Intrado has been contracted to manage the data on the customer's behalf.

GIS Services Included with MapFlex Deployment

- MapFlex GIS Data Preparation services (creation or re-creation of the customer's GIS data package prior to Final Acceptance)
- Remote MapFlex Configuration services

Post-Deployment GIS Services Included Under an Active Maintenance Services Agreement

- Creation or re-creation of a GIS data package potentially required in support of software "break fix"
- Other GIS data professional services potentially required in support of a bug fix related to software

Post-Deployment GIS Services Not Included Under an Active Maintenance Services Agreement

- MapFlex GIS Data Preparation services (following the initial system setup and installation)
- MapFlex Data Update Service (one-time or recurring)

Re-creation of the GIS data package or other GIS data professional services performed in support of a MapFlex version upgrade

Terms

VENDOR NAME	Intrado Life & Safety Solutions Corporation Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	erd-ordermanagementteam@intrado.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2023
INVOICING	<p>If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment. If installation is purchased, Customer will be invoiced according to the following terms:</p> <ul style="list-style-type: none"> • 30% on acceptance of Customer's Order • 30% on shipment • 30% on System Cutover • 10% on Final Acceptance
DELIVERY	TBD
VALIDITY	<p>Quote expires on December 10, 2024.</p> <p>However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.</p>
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety Solutions Corporation and is offered solely for the purpose of evaluation.

Optional Signature Page

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Customer can purchase the products and services in this Quote by:

- Issuing a purchase order for the Total Amount of the quote
- OR
- By signing below

Intrado Quote Number: 76468 Version: 1 Date Issued: June 17, 2024

Total Purchase Amount (Not including Optional Products or Services): \$58,797.00

ACCEPTED AND AGREED:

Customer is committing to the Total Purchase Amount listed above.

Customer Entity Name: Panhandle Regional Planning Commission (PRPC), TX

Signature: _____

Printed Name: _____

Title: _____

Date Signed: _____

By signing above, Customer acknowledges and agrees with the terms of the box checked below:

A customer purchase order is required to pay any invoice relating to this quote. Customer acknowledges that Intrado will not ship any equipment or software, or commence any services, until it has received customer's corresponding purchase order.

A customer purchase order is NOT required to pay any invoice relating to this quote. The signature above authorizes Intrado to ship, provide services, and invoice customer.

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.



Memorandum

DATE: November 8th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 11
 FY24 Q4 Performance Report, QPR-00757

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 FY24 Q4 performance report covering June, July and August.

- There were 25,141 9-1-1 calls received from the 21 regional call centers of with 19,822 being wireless (78.84 percent).
- Staff monitored Public Service Answering Points (PSAPs) 18 times with no findings.
- PSAP staff and PRPC staff performed 1,588 Network test calls.
- There were 10 outages during this quarter. All the causes were related to fiber cuts, power outages, or telco failures.
- The region received 1,768 text messages during this period, with the vast majority as test texts.

"Attachments", FY24 Q4 Performance Report, QPR-00757

RECOMMENDATION:

Staff recommends that the 9-1-1 Advisory Committee approve the FY24 Q4 Performance Report as submitted covering the months of June, July and August.





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QPR-00757

Quarterly Performance Report Name	QPR-00757	Record Type	Current QPR
Strategic Plan	Panhandle Regional Planning Commission - 2024-2025 - Strategic Plan	Status	Approved
Due Date	9/10/2024	Budget	BDG-000496
Released Date		Biennium	2024-2025
Period	Year 1 - Q4	Biennium Year	2025
Number of PSAPs Target			

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

Total # of 9-1-1 calls Target	24,000	Total # of 9-1-1 calls Actual	25,141
		Variance Explanation (Calls Received)	

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

Number of Wireless Calls Target	18,000	Number of Wireless Calls Actual	19,822
		Variance Explanation (Wireless)	

Number of Equipment Installations

# Equipment Installations Target	3	# Equipment Installations Actual	3
		Variance Explanation (Equipment)	

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	10
		Variance Explanation (Network Outage)	

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

Target Percentage	0.00%	Actual Percentage	0.01%
		Variance Explanation (Percentage Total)	

Number of PSAP Monitoring Visits

Number of PSAPs	11	Number of PSAPs Visits Actual	18
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Variance Explanation
(PSAP Monitoring)

Number of Texts Received

Number of Texts Received Target 1,500

Number of Texts Received Actual 1,768

Variance Explanation
(Texts Received)

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 1 143,596

Total Error Month 1 1,645

Total Features Month 2 143,627

Total Error Month 2 1,649

Total Features Month 3 143,704

Total Error Month 3 1,653

Total Features for the Quarter 430,927

Total Error for the Quarter 4,947

Total GIS% Error for the Quarter 1.15%

Infosec

Completed Assessment in last 12 Months No

Enter Date of Assessment

Network Testing

of Network Tests Performed by PSAP 1,552

of Network Tests Performed by RPC 36

Narrative

Additional Narrative SB8 Update:
CHE: One main circuit has been installed at PRPC host and Pampa Host. Awaiting secondary and tertiary circuit installs. Hardware has been ordered and awaiting configuration. Carbyne networking equipment has been delivered to PRPC host.
Routers: Firewalls have been installed at both hosts. Routers have been delivered to the PRPC office.

Created By Jessyka McLemore, 9/3/2024, 9:10 AM

Last Modified By Heather Barnes, 9/19/2024, 5:43 PM

Notes & Attachments

SLA		FY24-Q4 Total Calls Regionwide COS	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	<u>Download</u>	Description	<u>Download</u>

FY24 - Q4 Total Texts Regionwide		FY24 Q4 GIS Data	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	Jessyka McLemore
Description	<u>Download</u>	Description	<u>Download</u>

Approval History

9/19/2024, 5:43 PM

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

9/17/2024, 10:32 AM

Status	Approved
Assigned To	9-1-1 Program Manager
Actual Approver	Jessyka McLemore
Comments	

9/11/2024, 3:48 PM

Status	Submitted
Assigned To	John Schaumburg
Actual Approver	John Schaumburg
Comments	Here you go!

Performance Categories

PC-0029682

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Oldham County Sheriffs Office
Date of Visit	8/27/2024
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0029677

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Hemphill County Sheriffs Office
Date of Visit	6/26/2024
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0029689

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

PC-0029688

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

PC-0029691

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

PC-0029686

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Wheeler County Sheriffs Office**
 Date of Visit **8/22/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029672

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Castro County Sheriffs Office**
 Date of Visit **8/27/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029683

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

Date of Visit **8/27/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029684

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Tulia Police Department**
 Date of Visit **7/9/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029690

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

PC-0029676

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Hansford County Sheriffs Office**
 Date of Visit **7/2/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029674

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Hereford Police Department**
 Date of Visit **7/9/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029693

Record Type **Outages**
 Account **Panhandle Regional Planning Commission**
 PSAP **Dallam County Sheriffs Office**
 Date of Visit
 Was there a finding?
 Type of Finding

Resolution **Corrected**
 Was this a Repeat Finding?

PC-0029685

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Tulia Police Department**
 Date of Visit **8/27/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029669

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Armstrong County Sheriffs Office**
 Date of Visit **8/20/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029670

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Hereford Police Department**
 Date of Visit **8/27/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029671

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Donley County Sheriffs Office**
 Date of Visit **8/20/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029694

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

PC-0029692

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

PC-0029673

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Childress County Sheriffs Office**
 Date of Visit **8/20/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029675

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Hall County Jail**
 Date of Visit **8/20/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029678

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Borger Police Department**
 Date of Visit **7/2/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029679

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Lipscomb County Sheriffs Office**
 Date of Visit **7/2/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029680

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

PSAP **Perryton Police Department**
 Date of Visit **7/2/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029681

Record Type **PSAP Monitoring**
 Account **Panhandle Regional Planning Commission**
 PSAP **Oldham County Sheriffs Office**
 Date of Visit **6/6/2024**
 Was there a finding? **No**
 Type of Finding
 Resolution
 Was this a Repeat Finding?

PC-0029696

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

PC-0029699

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-0029687

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

PC-0029698

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-0029697

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-0029695

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-0029704

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-0029716

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-0029700

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

PC-0029717

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-0029720

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-0029703

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-0029702

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-0029706

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-0029713

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-0029722

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-0029708

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-0029714

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-0029701

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-0029705

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-0029707

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-0029709

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-0029710

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-0029711

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-0029712

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-0029715

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-0029718

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-0029719

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-0029721

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?