

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

**Friday  
February 7<sup>th</sup>, 2025  
2:00 PM**



## **NOTICE OF MEETING**

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, February 7<sup>th</sup>, 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/20250207.pdf>.

### **AGENDA**

1. **Call to Order**
2. **Introductions**
3. **Minutes**  
Consideration of Approval of the Minutes From the Last Meeting Held on November 8<sup>th</sup>, 2024.
4. **Director's Report**  
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **Advisory Committee Nominations**  
Discuss and Consider for approval, the appointment of three new members to the Advisory Committee
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. **Renewal of Interlocal Agreements**  
Discuss the process of renewing interlocal agreements throughout the region.
9. **Call Handling Equipment (CHE) Software Support Renewal**  
Discuss and Consider for Approval, the Contract Extension for CHE Software Support.
10. **Performance Report**  
Fiscal Year 2025 Quarter One Performance Report.
11. **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 \_\_\_\_\_, 2025, at 415 Southwest Eighth Avenue, Amarillo, Texas, at \_\_\_\_\_ a.m./p.m.

\_\_\_\_\_  
Khasi Campos

## **PANHANDLE REGIONAL 9-1-1 NETWORK**

### **ADVISORY COMMITTEE**

#### **Minutes**

**November 8, 2024**

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, November 8<sup>th</sup>, 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; Kirsten Williams, Hereford Police Department; Kris Hogan, Hemphill County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Sidney Jordan, City of Borger; Melissa Anderson, Armstrong County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Rebekah Baucom, Parmer County Sheriff's Office.

#### **MEMBERS ABSENT:**

Jessica Mann, Pampa Police Department; Vicki Groneman, Oldham County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office; Johnny Carter, Wheeler County Sheriff's Office; Rafael Gonzalez, Perryton Police Department; Kimberly Weatherly, Sherman County Sheriff's Office; Diann Guffy, 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; Kyle Ray, Windstream Representative; Manuel Almanza, AT&T Representative; Mark Garcia, Suddenlink Representative.

#### **STAFF PRESENT:**

John Schaumburg, Regional 9-1-1 Network Director; 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:**

Dustin Henderson, Borger Regional Communications; Gabriela Bloomer, Dallam-Hartley County Jail; Robert Napp, Pantex Plant; Brian Veach, Pantex Plant; Cynthia Bartlett, Hall County Sheriff's Office.

**1. CALL TO ORDER**

Sidney Jordan 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 August 23<sup>rd</sup>, 2024 meeting of the Regional 9-1-1 Network Advisory Committee. Kris Hogan, made a motion to accept the minutes and the motion was seconded by, Kirsten Williams. 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. MPLS CIRCUIT UPGRADE CONFIGURATION**

John Schaumburg discussed with the board and recommended for approval, a plan to procure services for the network configuration to assist with the MPLS circuit upgrades. Vance Easley, made a motion to approve the plan, and Kalee Massey, 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 MEMBER RECOMMENDATIONS**

John Schaumburg discussed with members and recommended for approval, new membership nominations to the 9-1-1 Network Advisory Committee. Kalee Massey, made a motion to approve the memberships, and Jeannie Rogers, seconded the motion. The motion carried unanimously.

**9. CALL HANDLING EQUIPMENT (CHE) SOFTWARE SUPPORT RENEWAL**

John Schaumburg informed board members and recommended for approval, a contract extension for CHE Software Support. Vance Easley, made a motion to approve the contract extension, and Kris Hogan, seconded the motion. The motion carried unanimously.

## **10. FY2024 4<sup>th</sup> QUARTER PERFORMANCE REPORT**

John Schaumburg reviewed and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the fourth quarter of FY2024 covering the months of June, July, and August. Vance Easley, made a motion to approve the fourth quarter performance report, and Kirsten Williams, seconded the motion. The motion carried unanimously.

## **11. OPEN DISCUSSION**

The next meeting scheduled is for Friday, February 7, 2025 at 2:00 p.m.

## **12. ADJOURNMENT**

There being no further business to come before the Committee, Vance Easley made a motion to adjourn, and Kalee Massey, seconded the motion. The motion carried unanimously and the meeting was adjourned at 3:06 p.m.

# Memorandum

**DATE:** February 7<sup>th</sup>, 2025  
**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:** February 7<sup>th</sup>, 2025  
**TO:** Panhandle Regional 9-1-1 Network Advisory Committee  
**FROM:** John Schaumburg, Regional 9-1-1 Director  
**SUBJECT:** Agenda Item 5  
Advisory Committee Nominations

## **BACKGROUND**

The Panhandle Regional 9-1-1 Network Advisory Committee is comprised of 21 members representing each of the Public Safety Answering Points (PSAPs) of the Texas Panhandle. Historically, the Advisory Committee had representation from the telecommunications industry. Over the past year, the Committee changed its policies and procedures to remove the telecommunications verbiage within the document. The Panhandle Regional 9-1-1 Network took recommendations from the Advisory Committee of potential agencies within the region that would benefit the Committee. The following agencies were recommended:

- Pantex
- Region 16
- Texas Parks and Wildlife

The 9-1-1 Network reached out to each of these entities for possible membership, and the following people were recommended by each respective agency:

- William “Reeves” Easley-McPherson, Pantex
- David Calabrese, Region 16
- Cpt. Lance May, Texas Game Warden

## **RECOMMENDATION:**

Staff recommends that the Regional 9-1-1 Advisory Committee approve the Committee Nominations as proposed.



# Memorandum

**DATE:** February 7<sup>th</sup>, 2025  
**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 Speakers**

Douglas Beck [dbeck@westtexasgas.com](mailto:dbeck@westtexasgas.com)

Douglas Beck works for West Texas Gas in damage prevention and public awareness.

Jonathan Hood [jhood@apollomedflight.com](mailto:jhood@apollomedflight.com)

Jonathan Hood will be available to answer any questions you might have.

## **General Training Information**

Our training website is [www.Panhandle911.org](http://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.

## **OCCURRED**

Panhandle Telecommunicator Symposium November 25<sup>th</sup> – 26<sup>th</sup> Borger Dome

The 2<sup>nd</sup> annual FREE training went well. We welcome suggestions.





## Carbyne Training Tutorials

Everyone should be receiving training emails from Carbyne. On site training occurred at PRPC this morning.

## **UPCOMING**

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

Call for papers is still open.

## **Texas 9-1-1 Trainers Meetings**

[www.Texas9-1-1Trainers.com](http://www.Texas9-1-1Trainers.com)

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

TEEX Peer Support TBD

Support That Saves: A Guide to Building and Sustaining Peer Support. Watch for information.

## **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](http://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.911nderwomen.com](http://www.911nderwomen.com)

TCOLE – [www.tcole.texas.gov](http://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](http://www.comelectronics.com)

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

Training 911 Heroes - [www.training4911heroes.com](http://www.training4911heroes.com)

Look under 'all courses' for some free training courses and worksheets to use for training TXAPCO – [www.txapco.org](http://www.txapco.org)

Watch for updates to this website.

APCO - [www.apcointl.org](http://www.apcointl.org)

NENA – [www.nena.org](http://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.

# Memorandum

**DATE:** February 7<sup>th</sup>, 2025  
**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:**

Farm and Ranch Show December 3<sup>rd</sup> – 5<sup>th</sup> Amarillo Civic Center  
We met lots of people of all ages. Cell Phone Sally and Red E Fox taught 9-1-1 to all ages.

## **COMING UP:**

Wranglers Hockey First Responder Night February 15<sup>th</sup> Amarillo Civic Center  
The Wrangler organization is looking for tactical vehicles for display. Contact [Brandi@amarillohockey.com](mailto:Brandi@amarillohockey.com) for more info. First responders will have free entry.

Public Educators of Texas Meetings  
[www.911publiceducatorsoftexas.com](http://www.911publiceducatorsoftexas.com)

- January 17<sup>th</sup>, 2025 AACOG Alamo Council of Governments, San Antonio
- April 2<sup>nd</sup>, 2025 during the Texas Public Safety Conference in McAllen
- July 23<sup>rd</sup>, Amarillo
- October, 2025 during the Fall Symposium

## **RECOMMENDATION:**

Information item only, no action required.



# Memorandum

**DATE:** February 7<sup>th</sup>, 2025

**TO:** Regional 9-1-1 Network Advisory Committee

**FROM:** John Schaumburg, Director, Regional 9-1-1 Network

**SUBJECT:** Agenda Item 8  
Interlocal Contracts for E9-1-1 Service and Call Handling Equipment

## **BACKGROUND**

A requirement of the Commission on State Emergency Communications is to maintain interlocal contracts between the Councils of Government and the agencies responsible for each 9-1-1 Public Safety Answering Point (PSAP). The interlocal agreement stipulates the duties and responsibilities of the Panhandle Regional Planning Commission and the represented PSAP.

Currently, the Regional 9-1-1 Network and the Cities are covered under agreements that were renewed and passed for all of the 21 PSAPs in 2023. The existing contracts have a two-year term that expire at the end of August of this year. Over the next several months, Regional 9-1-1 staff will renew these agreements with each respective agency's governing body.

## **RECOMMENDATION**

This is an information only item.

Attachments:

Sample Resolution

Sample 9-1-1 Services Contract



## INTERLOCAL AGREEMENT FOR E9-1-1 SERVICE & PSAP EQUIPMENT

### Article 1: Parties & Purpose

- 1.1 The Panhandle Regional Planning Commission (PRPC) is a regional planning commission and political subdivision of the State of Texas organized and operating under the Texas Regional Planning Act of 1965, as amended, Chapter 391 of the Local Government Code. PRPC has developed a Strategic Plan (Plan or Strategic Plan) to establish and maintain 9-1-1 emergency telephone service in State Planning Region 1, and the Commission on State Emergency Communications (CSEC or Commission) has approved its current Plan.
- 1.2 **WHEELER COUNTY TEXAS** is a local government that operates one or more Public Safety Answering Points (PSAPs) that assist in implementing the Plan as authorized by Chapter 771 of the Health and Safety Code.
- 1.3 This contract is entered into between PRPC and Local Government under Chapter 791 of the Government Code so that Local Government can participate in the enhanced 9-1-1 emergency telephone system in the region.
- 1.4 The Commission on State Emergency Communications as authorized by Health & Safety Code, Chapter 771, is the oversight and funding authority for regional councils implementing 9-1-1 .

### Article 2: Stipulations

As required by the Memorandum of Understanding (MOU) that has been executed between the PRPC and the CSEC, the PRPC shall execute interlocal agreements between itself and its member local governments and/or PSAPs relating to the planning, development, operation, and provision of 9-1-1 service, the use of 9-1-1 funds and adherence to applicable law. At a minimum, the parties of this contract agree:

- 2.1 To comply with applicable provisions of the state's Uniform Grant Management Standards (UGMS);
- 2.2 That the PRPC may withhold, decrease, or seek reimbursement of 9-1-1 funds in the event that those 9-1-1 funds were used in noncompliance with applicable law and/or CSEC Rules;
- 2.3 That local government and PSAPs shall return or reimburse the PRPC and/or the Commission, as applicable, any 9-1-1 funds used in noncompliance with applicable law and/or CSEC Rules;
- 2.4 That such return or reimbursement of 9-1-1 funds to the PRPC and/or the Commission, as applicable, shall be made by the Local Government or PSAP within 60 days after demand by the PRPC, unless an alternative repayment plan is approved by the PRPC and then submitted to the Commission for approval;
- 2.5 To comply with the UGMS applicable law and/or CSEC Rules in regards to the ownership, transfer of ownership, and/or control of equipment acquired with 9-1-1 funds; in connection with the provision of 9-1-1 services (9-1-1 equipment);
- 2.6 To maintain a current inventory of all 9-1-1 equipment consistent with UGMS, applicable law and/or CSEC rules;

## Interlocal Agreement 9-1-1 Service & Equipment

- 2.7 To reimburse PRPC and/or Commission for damage to the 9-1-1 equipment caused by intentional misconduct, abuse, misuse or negligence by PSAP employees; though this provision shall not include ordinary wear and tear or ordinary day to day use of equipment;
- 2.8 That the PRPC and Local Governments and/or PSAPS will maintain accurate fiscal records and supporting documentation of all 9-1-1 funds distributed to such Local Governments and PSAPs and all 9-1-1 funds spent by such Local Governments and PSAPs for 9-1-1 service, consistent with UGMS, applicable law and/or CSEC Rules, and as approved in the Prep's current strategic plan;
- 2.9 That the Commission or its duly authorized representative shall have access to and the right to examine all books, accounts, records, files, and/or other papers, or property pertaining to 9-1-1 service, belonging to or in use by the Local Government and/or the PSAP;
- 2.10 To recognize that the Commission reserves the right to perform on-site monitoring of the PRPC and/or its performing Local Governments or PSAPs for compliance with applicable law, and the PRPC and Local Government agree to cooperate fully with such on-site monitoring.

### Article 3: Program Deliverables - 9-1-1 Equipment & Data

Local Government agrees to comply with all applicable law, CSEC Rules and PRPC policies in providing the following deliverables to this contract. To the extent that PRPC policies are not consistent with applicable law, the applicable law will prevail.

#### Ownership, Transference & Disposition

- 3.1 The PRPC shall establish ownership of all property and equipment located within Local Government's jurisdiction. The PRPC may maintain ownership, or it may agree to transfer ownership to the Local Government. Before any such transfer of ownership, the PRPC should evaluate the adequacy of controls of the prospective receiver to ensure that sufficient controls and security exist by which to protect and safeguard the equipment purchased with 9-1-1 funds for the purpose of delivery of 9-1-1 calls.
- 3.2 Equipment shall be categorized by type, according to CSEC Rules.
- 3.3 Ownership and transfer-of-ownership documents shall be prepared by the PRPC upon establishing ownership, or transference of ownership of any such equipment, in accordance with UGMS and the State Comptroller of Public Accounts.
- 3.4 The Local Government shall provide adequate insurance policies on any equipment owned by the PRPC and housed at Local Government offices. Such insurance must provide for the replacement of the equipment in cases of loss where applicable.
- 3.5 Responsibilities over property and equipment should be properly segregated among employees.
- 3.6 Upon disposition of equipment due to obsolescence, failure, or other planned replacement, transfer documents and Capital Recovery Asset Disposal Notices (as

required by CSEC Rules) shall be prepared by PRPC in accordance with UGMS and the State Comptroller of Public Accounts.

### Inventory

- 3.7 The owner of the equipment shall maintain property records, reconciled to the entity's general ledger account at least once per year, in accordance with CSEC Rules, UGMS and the State Property Accounting Policy and Procedures manual.
- 3.8 The owner of the equipment, or the party to whom responsibility is assigned, shall cooperate with the PRPC to provide inventory information for the Annual Certification of 9-1-1 Program Assets, as required by CSEC Rules.
- 3.9 All property and equipment should be tagged with identification labels.
- 3.10 A physical inventory shall be conducted at least once per year.
- 3.11 Any lost or stolen equipment shall be reported to the PRPC as soon as possible, and shall be duly investigated by Local Government and PRPC.

### Security

- 3.12 Protect the 9-1-1 equipment and secure the premises of its PSAP against unauthorized entrance or use.
- 3.13 Operate within standard procedures, as established by PRPC, and take appropriate security measures as may be necessary, to ensure that non-CSEC approved third-party software applications cannot be integrated into the PSAP Customer Premise Equipment or Integrated Workstations as outlined in CSEC Rules,
- 3.14 Adhere to Health & Safety Code, Section 771, Confidentiality of Information in maintaining 9-1-1 and other databases.

### Maintenance

- 3.15 Practice preventive maintenance of the 9-1-1 equipment, software and databases.
- 3.16 Upgrade its 9-1-1 equipment and software, as authorized in the current Plan.
- 3.17 In instances of damage to any equipment purchased with 9-1-1 funds due to intentional misconduct, abuse, misuse or negligence by Local Government employees, Local Government agrees to reimburse PRPC for the cost of replacing and/or repairing said equipment.

### Supplies

- 3.17 Purchase supplies necessary for the continuous operation of its 9-1-1 CPE, and ancillary equipment, as outlined in the approved PRPC Strategic Plan, and in compliance with proper procurement procedures.

Training

- 3.19 Provide calltakers and/or dispatchers access to emergency communications training as approved in the Strategic Plan, or as determined by Local Government.
- 3.20 Notify PRPC of any new 9-1-1 calltakers/dispatchers and schedule for training as soon as possible.

Operations

- 3.21 Designate a single point of contact for PRPC and provide related contact information.
- 3.22 Coordinate with PRPC and local elected officials in the planning for, implementation and operation of all 9-1-1 equipment.
- 3.23 Monitor the 9-1-1 calltakers/dispatchers and equipment and report any failures or maintenance issues immediately to the appropriate telco or vendor and PRPC.
- 3.24 Keep a log of all trouble reports and make copies available to PRPC as needed.
- 3.25 Notify PRPC of any and all major service-affecting issues or issues needing escalation within a service provider's organization.
- 3.26 Test all 9-1-1 and Ancillary equipment for proper operation and user familiarity for basic call scenarios, including at a minimum:
  - a. Daily recommended testing of the following, and required documentation of the following tests at a minimum of once a week:
    - 1. Wireline voice call to 9-1-1,
    - 2. Wireless voice call to 9-1-1,
    - 3. Text to 9-1-1.
  - b. Monthly testing of:
    - 1. ANI/ALI verification,
    - 2. Recording,
    - 3. Printer,
    - 4. Call transfer functionality,
    - 5. Abandoned call and return dial,
    - 6. TTY/TDD call (stand-alone TTY and/or built in TTY function),
    - 7. ANI call back,
    - 8. Ancillary equipment functionality.
- 3.27 Log all TTY/TDD calls, as required by the Americans with Disabilities Act and submit copies of the logs to the PRPC on an as-needed basis.
- 3.28 Limit access to all 9-1-1 equipment and related data only to authorized public safety personnel. Notify PRPC of any and all requests for such data prior to release of any 9-1-1 data.
- 3.29 Make no changes to 9-1-1 equipment, software or programs without prior written consent from PRPC.
- 3.30 Provide a safe and healthy environment for all 9-1-1 calltakers/dispatchers.
- 3.31 PSAP will provide continuous personnel/staff to receive 9-1-1 calls and, as appropriate, to dispatch public safety services or to extend, transfer, or relay 9-1-1 calls to appropriate public safety agencies.



Performance Monitoring

- 3.31 Local Government agrees to fully cooperate with all monitoring requests from PRPC and/or Commission for the purposes of assessing and evaluating Local Government's performance of the deliverables specified in this contract, and as outlined in Performance Measures attached, and the Strategic Plan.

Article. 4: Procurement

- 4.1 The PRPC agrees to serve as Local Government's agent and purchase on Local Government's behalf the 9-1-1 equipment, software, services, and other items described in the current strategic plan.
- 4.2 The PRPC and the Local Government agree to use competitive procurement practices and procedures similar to those required by state law for cities or counties, as well as CSEC Rules.

Article 5: Vendor Contract Administration

Local Government may not assign its rights or subcontract its duties under this contract without the prior written consent of PRPC. An attempted assignment or subcontract in violation of this paragraph is void.

Article 6: Financial

- 6.1 The PRPC shall develop a plan to meet Local Government needs for the establishment and operation of 9-1-1 service throughout the region served, according to standards established by the CSEC, and reviewed and approved by the CSEC.
- 6.2 The provisioning of 9-1-1 service throughout the region shall be funded by emergency service fees and/or equalization surcharge, based upon priority and need, as established and provided by the CSEC, through the regional councils.
- 6.3 Allowable and disallowable expenditures shall be determined by the rules, policies and procedures as established by the CSEC, and as provided for the Local Government in the PRPC's approved strategic plan.

Article 7: Records

- 7.1 Local Government agrees to maintain financial, statistical, and ANI/ALI records adequate to document its performance, costs, and receipts under this contract. Local Government agrees to maintain these records, at their offices for the current fiscal year and the previous two (2) fiscal years.
- 7.2 Local Government shall maintain records detailing the significant history of procurement, including the rationale for the method of procurement, the selection of contract type, the contractor selection or rejection and the basis for the contract price. Local Government agrees to maintain these records, at their offices, for the current fiscal year and the previous two fiscal (2) years.

- 7.3 Local Government agrees to preserve the records for three years after receiving final payment under this contract; if an audit of or information in the records is disputed or the subject of litigation, Local Government agrees to preserve the records until the dispute or litigation is finally concluded, regardless of the expiration or early termination of this contract;
- 7.4 The PRPC and/or Commission is entitled to inspect and copy, during normal business hours, at Local Government offices where the records are maintained under this contract for as long as they are preserved. The PRPC is also entitled to visit Local Government's offices, talk to its personnel and audit its records all during normal business hours, to assist in evaluating its performance under this contract;
- 7.5 The PRPC agrees to notify Local Government at least 24 hours in advance of any intended visit for the purposes described in paragraph 7.4.
- 7.6 The Commission and the Texas State Auditor have the same inspection, copying, and visitation rights as the PRPC.

#### Article 8: Nondiscrimination and Equal Opportunity

Local Government shall not exclude anyone from participating under this contract, deny anyone benefits under this contract, or otherwise unlawfully discriminate against anyone in carrying out this contract because of race, color, religion, sex, age, disability, handicap, or national origin.

#### Article 9: Dispute Resolution

- 9.1 The parties desire to resolve disputes arising under this contract without litigation. Accordingly, if a dispute arises, the parties agree to attempt in good faith to resolve the dispute between them. To this end, the parties agree not to sue one another, except to enforce compliance with paragraphs 9.1 - 9.4, until they have exhausted the procedures set out in these paragraphs.
- 9.2 At the written request of either party, each party shall appoint one non-lawyer representative to negotiate informally and in good faith to resolve any dispute arising under this contract. The representatives appointed shall determine the location, format, frequency, and duration of the negotiations.
- 9.3 If the representatives cannot resolve the dispute within 30 calendar days after the first negotiation meeting, the parties agree to refer the dispute to a mutually designated legal mediator. Each party shall pay half the cost of the mediation services.
- 9.4 The parties agree to continue performing their duties under this contract, which are unaffected by the dispute, during the negotiation and mediation process.

## Interlocal Agreement 9-1-1 Service & Equipment

### Article 10: Suspension or Unavailability of Funds

Local Government acknowledges that PRPC's sole source of funding for this contract are the 9-1-1 fees collected by service providers and received by the PRPC. If fees sufficient to pay Local Government under this contract are not paid to PRPC, or if the CSEC does not authorize PRPC to use the fees to pay Local Government, PRPC may suspend payment to Local Government by giving Local Government notice of the suspension. The suspension is effective 10 calendar days after Local Government's receipt of the notice. Upon suspension of payment, Local Government's obligations under this contract are also suspended until PRPC resumes payment.

### Article 11: Notice to Parties

11.1 Notice under this contract must be in writing and received by the party against whom it is to operate. Notice must be mailed, registered or certified mail, return receipt requested to the party's address specified in paragraph 11.2. Notice is received by a party on the date shown on the return receipt.

11.2 PRPC's address is:

Panhandle Regional Planning Commission  
P.O. Box 9257  
Amarillo, Texas 79105  
Attention: Mike J. Peters,  
Executive Director

Local Government's address is:

Wheeler County  
P. O. Box 486  
Wheeler, TX 79096  
Attn: Pat McDowell, County Judge

11.3 A party may change its address by providing notice of the change in accordance with paragraph 11.1.

### Article 12: Effective Date and Term of Contract

This contract takes effect when signed on behalf of PRPC and Local Government and shall continue through August 31, 2027 unless either party notifies the other party of their desire to terminate the contract. Notice to terminate the contract must be provided in writing. Notice must be mailed registered or certified mail, return receipt requested to the parties address specified in paragraph 11.2. Notice to terminate the contract must be received 180 days prior to the termination of the contract. Any termination must be reviewed and approved by CSEC.

Interlocal Agreement 9-1-1 Service & Equipment

Article 13: Miscellaneous

- 13.1 Each individual signing this contract on behalf of a party warrants that he or she is legally authorized to do so and that the party is legally authorized to perform the obligations undertaken.
- 13.2 This contract states the entire agreement of the parties, and an amendment to it is not effective unless in writing and signed by all parties.
- 13.3 The following Attachments are part of this contract:
- a. Ownership Agreement;
  - b. Transfer of Ownership Agreement(s) if applicable;
  - c. PSAP Equipment & Operations Performance Measures;
  - d. CSEC Legislation, Rules, Policies and Procedures.
- 13.4 This contract is binding on and to the benefit of the parties' successors in interest.
- 13.5 This contract is executed in duplicate originals.

Wheeler County Texas

Panhandle Regional  
Planning Commission

---

Pat McDowell  
County Judge

---

Mike J. Peters  
Executive Director

Interlocal Agreement 9-1-1 Service & Equipment

**ATTACHMENTS**

Attachments to Interlocal Contract for E9-1-1 Service and PSAP Equipment:

The following documents are provided, hereafter, as part of this executed contract. Changes may not be made to the contract, or amendments to the contract, without written notice and modification of the original contract.

- A. Ownership Agreement;
- B. Transfer of Ownership Form(s), if applicable;
- C. PSAP Equipment & Operations Performance Measures;
- D. CSEC Legislation, Rules, Policies and Procedures.
- E. Daily and Monthly Test Log Sheets

**Attachment A**

**Ownership Agreement**

As stipulated in Article 3: Program Deliverables - 9-1-1 Database Equipment & Data, the PRPC shall establish ownership of all property and equipment purchased with 9-1-1 funds, and located within the Local Government's jurisdiction.

With the exception of equipment listed on the attached Transfer of Ownership documents, the Panhandle Regional Planning Commission hereby establishes all PSAP equipment located at 7944 US Hwy 83 to be the property of the Panhandle Regional Planning Commission.

Equipment which has been properly transferred to Wheeler County via the attached Transfer of Ownership documents shall remain the property of recipient.

Owner agrees to all stipulations of this contract, including the safeguarding of all PSAP equipment through security measures, inventory identification and fiscal controls.

Local Government agrees to provide adequate insurance policies on the equipment housed at their offices. Such insurance must provide for the replacement of the equipment in cases of loss.

**Attachment B**

**Transfer of Ownership Form(s)**

Indicate the appropriate classification:      Transfer\_\_\_\_    Disposition\_\_\_\_

Please provide the following information in as much detail as possible.

Inventory Number	New Assignee:
Description	Location:
Serial Number	
Acquisition Date	Transfer Date
Acquisition Cost	
Vendor	
Invoice Number	
Purchase Order Number	
Condition	

## **Attachment C**

### **PSAP Equipment & Operations Performance Measures And Monitoring**

PRPC personnel will conduct site visits at least twice per year to evaluate the condition of equipment, efficiency of PSAP operations, and compliance with Article 3: Program Deliverables - 9-1-1 Database Equipment & Data.

#### Reports

In addition, PRPC may request that Local Government provide PRPC with specialized reports. These reports will not duplicate information readily available from vendors.

#### Logs

Upon request Local Government shall provide copies of trouble report logs, a list of service-affecting issues, Certification of TTY/TDD testing, and TTY/TDD call logs.

#### Quality Assurance Inspections

At least twice per year the PRPC and the PSAP shall conduct inspections of all 9-1-1 and network equipment located at each answering point. Inspections shall include phone position buttons/labels, trunks, printers, TTY/TDDs, UPS, recorders, ANI and ALI displays on each answering position, accessibility and condition of 9-1-1 equipment, and other items as identified by PRPC.



**Attachment D**

**CSEC Legislation, Rules, Policies and Procedures**

1. Commission Legislation: [http://www.911.state.tx.us/browse.php/rules\\_legislation](http://www.911.state.tx.us/browse.php/rules_legislation)
2. Commission Rules: [http://www.911.state.tx.us/browse.php/rules\\_legislation](http://www.911.state.tx.us/browse.php/rules_legislation)
3. Commission Program Policy Statements:  
[http://www.911.state.tx.us/browse.php/program\\_policy\\_statements](http://www.911.state.tx.us/browse.php/program_policy_statements)

**Attachment E**

**Daily and Monthly Test Log Sheets**

**9-1-1 Monthly Equipment Testing**

PSAP

Name: \_\_\_\_\_ Month: \_\_\_\_\_ Year: \_\_\_\_\_

Return Daily Testing Sheets to [mjones@theprpc.org](mailto:mjones@theprpc.org) or fax to Mandi Jones at 806-373-3268

Date:	Wireline Call <input type="checkbox"/>	Wireless Call <input type="checkbox"/>	Text <input type="checkbox"/>
	ANI/ALI Verification <input type="checkbox"/>	Recording <input type="checkbox"/>	Printer <input type="checkbox"/>
Initials:	Call Transfer <input type="checkbox"/>	Abandoned Call <input type="checkbox"/>	Return Dial <input type="checkbox"/>
	TTY/TDD Call <input type="checkbox"/>	ANI Call Back <input type="checkbox"/>	<input type="checkbox"/>

Required monthly testing by PSAP as stipulated by article 3.26 of the Interlocal Agreement for E9-1-1 Service and PSAP Equipment

**Attachment E (Continued)**

**Daily and Monthly Test Log Sheets**

**9-1-1 Call Test Log**

PSAP Name: \_\_\_\_\_ Month: \_\_\_\_\_ Year: \_\_\_\_\_

Return Daily Testing Sheets to [mjones@theprpc.org](mailto:mjones@theprpc.org) or fax to Mandi Jones at 806-373-3268

Day	Time	Wireline Call	Wireless Call	Text	Initials	
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
16		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory One Per Week
23		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Documentation of a wireline voice call, a wireless voice call, and a text are required by PSAP as stipulated by article 3.26 of the Interlocal Agreement for E9-1-1 Service and PSAP Equipment

# Memorandum

**DATE:** February 7<sup>th</sup>, 2025

**TO:** Regional 9-1-1 Network Advisory Committee

**FROM:** John Schaumburg, Director, Regional 9-1-1 Network

**SUBJECT:** Agenda Item 9  
Call Handling Equipment (CHE) & Mapflex Maintenance

## **BACKGROUND**

The Panhandle Regional 9-1-1 Network is currently in the process of transitioning to a new Call Handling Equipment (CHE) vendor. In order to complete this process, there are several network upgrades and various testing that must occur prior to the cutover date.

Currently, we are still under a maintenance contract with the current CHE vendor Intrado Life and Safety Solutions Corporation, through April of 2025, to ensure functionality. Ideally, we aim to have several PSAPs migrated to the new vendor, Carbyne, by the time of the April renewal. Intrado has agreed to quote us at a prorated contract for the sites that are still in need of their maintenance.

Ultimately, the per unit annual maintenance is \$2,675.00 for maintenance and \$2,569.00 for MapFlex, which prorated to a monthly rate would be \$222.92/unit (\$9,585.42/month) for maintenance and \$214.08/month for MapFlex. The total monthly cost would not exceed \$9,799.50, with a start date of May 1<sup>st</sup>, 2025.

## **RECOMMENDATION**

The Panhandle Regional 9-1-1 Network recommends that the 9-1-1 Advisory Committee approve monthly renewal of the 9-1-1 Maintenance and MapFlex support with Intrado Life and Safety Solutions Corporation not to exceed \$9,799.50 per month, as needed.



# Memorandum

**DATE:** February 7<sup>th</sup>, 2025

**TO:** Regional 9-1-1 Network Advisory Committee

**FROM:** John Schaumburg, Director, Regional 9-1-1 Network

**SUBJECT:** Agenda Item 10  
Fiscal Year 2025 Q1 Performance Report

## **BACKGROUND**

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

The following items make up the key points of the FY25 Q1 performance report covering September, October, and November.

- There were 23,053 9-1-1 calls received from the 21 regional call centers of with 17,544 being wireless (76.1 percent).
- Staff monitored Public Service Answering Points (PSAPs) 14 times with no findings.
- PSAP staff and PRPC staff performed 1,791 Network test calls.
- There were 11 outages during this quarter.
- The region received 1,709 text messages during this period, with the vast majority as test texts.

“Attachments”, FY25 Q1 Performance Report, QPR-00777

## **RECOMMENDATION**

Staff recommends that Regional 9-1-1 Advisory Committee approve the FY25 Q1 Performance Report as submitted, covering the months of September, October, and November of 2024.





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## QPR-00777

<b>Quarterly Performance Report Name</b>	QPR-00777	<b>Record Type</b>	Current QPR
<b>Strategic Plan</b>	Panhandle Regional Planning Commission - 2024-2025 - Strategic Plan	<b>Status</b>	Approved
<b>Due Date</b>	12/10/2024	<b>Budget</b>	BDG-000496
<b>Released Date</b>		<b>Biennium</b>	2024-2025
<b>Period</b>	Year 2 - Q1	<b>Biennium Year</b>	2025
<b>Number of PSAPs Target</b>			

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

<b>Total # of 9-1-1 calls Target</b>	24,000	<b>Total # of 9-1-1 calls Actual</b>	23,053
		<b>Variance Explanation (Calls Received)</b>	

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

<b>Number of Wireless Calls Target</b>	18,000	<b>Number of Wireless Calls Actual</b>	17,544
		<b>Variance Explanation (Wireless)</b>	

### Number of Equipment Installations

<b># Equipment Installations Target</b>	0	<b># Equipment Installations Actual</b>	0
		<b>Variance Explanation (Equipment)</b>	

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

<b>Number of Reported Outages Target</b>	0	<b>Number of Reported Outages Actual</b>	11
		<b>Variance Explanation (Network Outage)</b>	Fiber cut took down several sites, and additional identification was needed to bring up Hall CSO. Weather related, fiber cuts or copper failures.

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

<b>Target Percentage</b>	0.01%	<b>Actual Percentage</b>	0.01%
		<b>Variance Explanation (Percentage Total)</b>	

### Number of PSAP Monitoring Visits

Number of PSAPs 11

Number of PSAPs Visits Actual 14

Variance Explanation (PSAP Monitoring)

**Number of Texts Received**

Number of Texts Received Target 1,500

Number of Texts Received Actual 1,709

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 43,200

Amount of Minutes Actual - Month 3 43,200

Total Amount of Minutes Target 131,040.00

Total Amount of Minutes Actual 131,040

**% of GIS Errors**

Total Features Month 1 143,764

Total Error Month 1 1,665

Total Features Month 2 143,779

Total Error Month 2 1,686

Total Features Month 3 143,958

Total Error Month 3 1,700

Total Features for the Quarter 431,501

Total Error for the Quarter 5,051

Total GIS% Error for the Quarter 1.17%

**Infosec**

Completed Assessment in last 12 Months No

Enter Date of Assessment

**Network Testing**

# of Network Tests Performed by PSAP 1,749

# of Network Tests Performed by RPC 42

**Narrative**

Additional Narrative SB8 Update:  
Routers: PRPC is in a contract with ATT to replace the routers. Routers have been delivered to the host site and have been pre-staged for deployment. Additional modules were needed before deployment, but were delivered, and deployment of the units should be completed by the end of December 2025.

CHE: PRPC is under contract with Carbyne to replace CPE. A portion of the SB8 funding has already been paid to

Carbyne for the project management portion. Edge connection hardware has been installed at the hosts, and connectivity is being finalized. CHE hardware has been ordered and/or delivered to PRPC headquarters. PRPC aims to migrate 7 sites by the end of January, but is awaiting fiber circuit upgrades at 14 of the 22 sites before full deployment. These have all been ordered and are being processed.

Cybersecurity: PRPC has entered into an interlocal agreement with DIR to access the assessment, but has been instructed to wait until new CHE has been installed.

**Created By** Jessyka McLemore, 11/19/2024, 11:29 AM

**Last Modified By** Heather Barnes, 12/10/2024, 4:25 PM

## Notes & Attachments

### 2025Q1 Total Calls - CoS

Type	File
Last Modified	<b>John Schaumburg</b>
Description	<a href="#">Download</a>

### 2025Q1 - Text Report Totals

Type	File
Last Modified	<b>John Schaumburg</b>
Description	<a href="#">Download</a>

### 2025Q1 - SLA

Type	File
Last Modified	<b>John Schaumburg</b>
Description	<a href="#">Download</a>

### FY25 Q1 GIS Data

Type	File
Last Modified	<b>Madison Powell</b>
Description	<a href="#">Download</a>

## Approval History

### 12/10/2024, 4:25 PM

Status	<b>Approved</b>
Assigned To	<b>9-1-1 Director of Programs</b>
Actual Approver	<b>Heather Barnes</b>
Comments	

### 12/10/2024, 2:56 PM

Status	<b>Approved</b>
Assigned To	<b>9-1-1 Program Manager</b>
Actual Approver	<b>Jessyka McLemore</b>
Comments	

### 12/10/2024, 12:54 PM

Status	<b>Submitted</b>
Assigned To	<b>John Schaumburg</b>
Actual Approver	<b>John Schaumburg</b>
Comments	<b>Here you go! Let me know if there is anything else</b>

## Performance Categories

### PC-0030017

Record Type	<b>Outages</b>
Account	<b>Panhandle Regional Planning Commission</b>
PSAP	<b>Hall County Jail</b>



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

**PC-0030018**

---

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-0030009**

---

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

**PC-0030010**

---

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-0030011**

---

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-0030012**

---

Record Type **Outages**  
Account **Panhandle Regional Planning Commission**  
PSAP **Borger Police Department**  
Date of Visit  
Was there a finding?  
Type of Finding

Resolution **Repaired/Resolved**  
Was this a Repeat Finding?

**PC-0030013**

---

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

**PC-0030014**

---

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-0030015**

---

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

**PC-0030016**

---

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-0030019**

---

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

**PC-0030050**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Carson County Sheriffs Office**  
Date of Visit **11/20/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030049**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Armstrong County Sheriffs Office**  
Date of Visit **11/19/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030061**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Sherman County Sheriffs Office**  
Date of Visit **11/20/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030059**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Moore County Sheriffs Office**  
Date of Visit **11/20/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030057**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Hansford County Sheriffs Office**  
Date of Visit **11/20/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030056**

---

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

PSAP **Hall County Jail**  
Date of Visit **11/19/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030053**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Collingsworth County Sheriffs Office**  
Date of Visit **11/19/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030051**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Castro County Sheriffs Office**  
Date of Visit **9/30/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030052**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Childress County Sheriff's Office**  
Date of Visit **11/19/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030060**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Parmer County Sheriffs Office**  
Date of Visit **9/30/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030054**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Dallam County Sheriffs Office**  
Date of Visit **11/20/2024**  
Was there a finding? **No**

Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030055**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Donley County Sheriffs Office**  
Date of Visit **11/19/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030058**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Borger Police Department**  
Date of Visit **10/22/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?

**PC-0030062**

---

Record Type **PSAP Monitoring**  
Account **Panhandle Regional Planning Commission**  
PSAP **Tulia Police Department**  
Date of Visit **9/30/2024**  
Was there a finding? **No**  
Type of Finding  
Resolution  
Was this a Repeat Finding?