

Panhandle Regional 9-1-1 Network Advisory Committee

November 6th, 2026

2:00 PM

PANHANDLE REGIONAL PLANNING COMMISSION

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, November 6th, 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/20261106.pdf.

AGENDA

1. **Call to Order**

2. **Introductions**

3. **Minutes**
   Consideration of Approval of the Minutes From the Last Meeting Held on August 21st, 2026.

4. **Director's Report**
   Oral Report Explaining the Current Activities of the 9-1-1 Network.

5. **Performance Report**
   Fiscal Year 2026 Quarter Four Performance Report.

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. **Virtual Academy Presentation**
   Presentation of the Virtual Academy Interface

9. **Open Discussion**
   1. Open Discussion
   2. Next Meeting Date

PUBLIC NOTICE

This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements); Section 551.043 (Time and Accessibility of Notice Requirements); and Section 551.053 (Notice Requirements of a Political Subdivision Extending into four or more Counties). The notice has been filed at least 72 hours before the scheduled time of the meeting with the Secretary of State's Office; the Potter County Clerk's Office and has been posted in the administrative Office of the Panhandle Regional Planning Commission.
Posted this _____ day of _____, 2026, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____a.m./p.m.

_____
Khasi Campos

415 SW 8th Avenue
Amarillo, TX 79105
806-372-3381
www.theprpc.org

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

August 21, 2026

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, August 21st, 2026, at 2:00 p.m. in the Panhandle Regional Planning Commission Board Room, 415 Southwest Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Kalee Massey, Carson County Sheriff's Office; Vance Easley, Childress County Sheriff's Office; Diann Guffy, Dallam-Hartley County Jail; Deana Phillips, Donley County Sheriff's Office; Kris Hogan, Hemphill County Sheriff's Office; Kirsten Williams, Hereford Police Department; Jessica Mann, Pampa Police Department; Reeves Easley-McPherson, Pantex; Rafael Gonzalez, Perryton Police Department; David Calabrese, Region 16.

MEMBERS ABSENT:

Dwayne Holt, Armstrong County Sheriff's Office; Sidney Jordan, Borger Regional Communications Center; Sal Rivera, Castro County Sheriff's Office; Jeff Arnold, Collingsworth County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Robert Mahaffee, Hansford County Sheriff's Office; Ben Eggleston, Lipscomb County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Billie Jo Miesner, Oldham County Sheriff's Office; Rebekah Baucom, Parmer County Sheriff's Office; Kimberly Weatherly, Sherman County Sheriff's Office; Lance May, Texas Parks and Wildlife Department; Jeannie Rogers, Tulia Police Department; Tim Reeves, Wheeler County Sheriff's Office.

STAFF PRESENT:

John Schaumburg, Regional 9-1-1 Network Director; Mandi Jones, Regional 9-1-1 Network Program Specialist; Melissa Calkins, Regional 9-1-1 Network GIS/Technical Program Specialist; Khasi Campos, Regional 9-1-1 Network Program Specialist.

NON-MEMBERS PRESENT:

Kianna Norman, Amarillo College; Dustin Henderson, Borger Regional Communications Center; Misty Garrett, Hansford County Sheriff's Office; Katina Brock, Perryton Police Department; Danielle Walsh, Texas Law Enforcement Peer Network; Neyla Braddock, Tulia Police Department; Bill Grindstaff, Western States Communications Inc; Leigh Ann Cook, Wheeler County Sheriff's Office.

1. CALL TO ORDER

Kris Hogan 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 May 1st, 2026, meeting of the Regional 9-1-1 Network Advisory Committee. Vance Easley, made a motion to accept the minutes and the motion was seconded by, Jessica Mann. 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. FY2026 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 FY2026 covering the months of March, April, and May. Reeves Easley-McPherson, made a motion to approve the third quarter performance report, and Rafael Gonzalez, seconded the motion. The motion carried by a unanimous vote.

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

Guest speaker, Danielle Walsh, informed the committee about the Texas Law Enforcement Peer Network's mission. Then, 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. ONLINE TRAINING ACADEMY

John Schaumburg informed members and recommended for approval, entering into a contract for online training. Jessica Mann, made a motion to approve the contract, and Kalee Massey, seconded the motion. The motion carried unanimously.

9. REGIONAL 9-1-1 NETWORK ADVISORY COMMITTEE NOMINATIONS AND ELECTIONS

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

Carson County- Sheriff Tam Terry	Castro County- Brittany Llamas
Childress County- Sheriff Matthew Bradley	Deaf Smith County- Kirsten Williams
Hall County- Sheriff Tom Heck	Hutchinson County- Sidney Jordan
Ochiltree County- Rafael Gonzalez	Swisher County- Neyla Braddock

Kris Hogan, was nominated for Chairperson, and Kalee Massey, was nominated for Vice-Chair.

Jessica Mann, made a motion to approve the nominations and elections/re-elections, and Deana Phillips, seconded the motion. The motion was carried unanimously, and all names will be submitted to the PRPC Board of Directors, for final approval.

10. 9-1-1 CALL RECORDER MAINTENANCE

John Schaumburg discussed and recommended for approval, entering into a contract for 9-1-1 call recorder maintenance. Rafael Gonzalez, made a motion to approve the contract, and Kalee Massey seconded the motion. The motion carried unanimously.

11. OPEN DISCUSSION

The next meeting scheduled is on Friday, November 6, 2026, at 2:00 p.m.

12. ADJOURNMENT

There being no further business to come before the Committee, Deana Phillips made a motion to adjourn, and Vance Easley, seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:44 p.m.

PANHANDLE REGIONAL PLANNING COMMISSION

Memorandum

DATE: November 6th, 2026

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.

PANHANDLE REGIONAL PLANNING COMMISSION

Memorandum

DATE: November 6th, 2026

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

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

SUBJECT: Agenda Item 5

FY2026 Q4 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 FY26 Q4 performance report covering June, July, and August.

- There were 28,290 9-1-1 calls received from the 21 regional call centers, and 24,741 were wireless (87.45 percent).
- Staff monitored Public Service Answering Points (PSAPs) 12 times with no findings.
- PSAP staff and PRPC staff performed 3,364 Network test calls.
- There were 12 outages during this quarter.
- The region received 1,756 text messages during this period, with the vast majority as test texts.

"Attachments", FY26 Q4 Performance Report, QPR-00933

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee approve the FY26 Q4 Performance Report as submitted covering the months June, July, and August.

QPR-00933

Quarterly Performance Report Name	QPR-00933	**Record Type**	Current QPR
Strategic Plan	Panhandle Regional Planning Commission - 2026-2027 - Strategic Plan	**Status**	Approved
Due Date	9/10/2026	**Budget**	BDG-000568
Released Date		**Biennium**	2026-2027
Period	Year 1 - Q4	**Biennium Year**	2027
Number of PSAPs Target			
Submitted Date	9/15/2026		
Approved Date			

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

Total # of 9-1-1 calls Target	23,000	**Total # of 9-1-1 calls Actual**	28,290
		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**	24,741
		Variance Explanation (Wireless)	

Number of Equipment Installations

# Equipment Installations Target	0	**# Equipment Installations Actual**	0
		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**	12
		Variance Explanation (Network Outage)	Multiple outages at Hall County & Collingsworth County were caused by fiber cuts well outside of the region. PRPC worked with ATT/DIR to engage Uniti management who reportedly has installed a secondary path throughout the region for redundancy.

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

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

Number of PSAP Monitoring Visits

Number of PSAPs	11	**Number of PSAPs Visits Actual**	12
		Variance Explanation (PSAP Monitoring)	

Number of Texts Received

Number of Texts Received Target	1,700	**Number of Texts Received Actual**	1,756
		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	145,714	**Total Error Month 1**	1,078
Total Features Month 2	145,781	**Total Error Month 2**	982
Total Features Month 3	145,864	**Total Error Month 3**	933
Total Features for the Quarter	437,359	**Total Error for the Quarter**	2,993
Total GIS% Error for the Quarter	0.68%		

Infosec

Completed Assessment in last 12 Months	No	**Enter Date of Assessment**	

Network Testing

# of Network Tests Performed by PSAP	3,328	**# of Network Tests Performed by RPC**	36

Narrative

Additional Narrative	PRPC has completed CHE installation and spent all SB8 funding.		
Created By	Sydney Hernandez, 8/18/2026, 12:18 PM	**Last Modified By**	Kimber Snoddy, 9/18/2026, 11:23 AM

Notes & Attachments

Text-to-911 - All PSAPs

Type **File**
Last Modified **John Schaumburg**
Description
Download

SLA Report 2026Q4

Type **File**
Last Modified **John Schaumburg**
Description
Download

Call Totals Spreadsheet

Type **File**
Last Modified **John Schaumburg**
Description
Download

Call Totals - Wheeler

Type **File**
Last Modified **John Schaumburg**
Description
Download

Call Totals - Tulia PD

Type **File**
Last Modified **John Schaumburg**
Description
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Call Totals - Sherman SO

Type **File**
Last Modified **John Schaumburg**
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Call Totals - Perryton PD

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Call Totals - Parmer SO

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Call Totals - Pampa PD

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Call Totals - Oldham

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Call Totals - Moore SO

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Call Totals - Lipscomb

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Call Totals - Hereford

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Call Totals - Hemphill SO

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Call Totals - Hansford

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Call Totals - Hall

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Call Totals - Donley

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Call Totals - Dallam

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Call Totals - Collingsworth

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Call Totals - Childress

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Call Totals - Castro SO

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Call Totals - Carson

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Call Totals - Borger PD

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Call Totals - Armstrong SO

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Last Modified **John Schaumburg**
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2026Q4 - Call Totals Spreadsheet

Type **File**
Last Modified **John Schaumburg**
Description
Download

August_Summary_Report

Type **File**
Last Modified **Sydney Hernandez**
Description
Download

June_Summary_Report

Type **File**
Last Modified **Sydney Hernandez**
Description
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July_Summary_Report

Type **File**
Last Modified **Sydney Hernandez**
Description
Download

Approval History

9/18/2026, 11:23 AM

Status	**Approved**
Assigned To	**9-1-1 Director of Programs**
Actual Approver	**Kimber Snoddy**
Comments	

9/15/2026, 3:54 PM

Status	**Approved**
Assigned To	**9-1-1 Program Manager**
Actual Approver	**Kimber Snoddy**
Comments	

9/15/2026, 1:55 PM

Status	**Submitted**
Assigned To	**John Schaumburg**
Actual Approver	**John Schaumburg**
Comments	**Updated - Thanks for catching that!**

9/14/2026, 9:15 AM

Status	**Rejected**
Assigned To	**9-1-1 Program Manager**
Actual Approver	**Kimber Snoddy**
Comments	**After reviewing your QPR, below are the areas that need to be reviewed or corrected –** **- Total wireless calls – looks like you just entered the wrong number here. Will you double check this?** **- Sb8 Narrative – will you include a brief narrative on where you're at with your Sb8 funds? Since you're done with those funds just note when you spent them fully down.**

9/10/2026, 3:55 PM

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

Performance Categories

PC-0033533

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Dallam County Sheriffs Office**
Date of Visit	**8/13/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033534

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Moore County Sheriffs Office**
Date of Visit	**8/13/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033540

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Hereford Police Department**
Date of Visit	**8/11/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033537

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Wheeler County Sheriffs Office**
Date of Visit	**8/18/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033532

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Carson County Sheriffs Office**
Date of Visit	**8/18/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033550

Record Type	**Outages**
Account	**Panhandle Regional Planning Commission**

PSAP **Castro County Sheriffs Office**
Date of Visit
Was there a finding?
Type of Finding
Resolution **Repaired/Resolved**
Was this a Repeat Finding?

PC-0033552

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-0033535

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Pampa Police Department**
Date of Visit **8/18/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0033553

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-0033547

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-0033541

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **8/25/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0033536

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Tulia Police Department**
Date of Visit **8/11/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0033531

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **8/28/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0033549

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-0033538

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Borger Police Department**
Date of Visit	**8/18/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033539

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Castro County Sheriffs Office**
Date of Visit	**8/11/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033542

Record Type	**PSAP Monitoring**
Account	**Panhandle Regional Planning Commission**
PSAP	**Sherman County Sheriffs Office**
Date of Visit	**8/13/2026**
Was there a finding?	**No**
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0033543

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-0033544

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-0033545

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-0033546

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-0033548

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-0033551

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

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

PC-0033554

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?	

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PANHANDLE REGIONAL PLANNING COMMISSION

Memorandum

DATE: November 6th, 2026

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

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

SUBJECT: Agenda Item 6

Panhandle Regional 9-1-1 Network Training Activities

BACKGROUND

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

GENERAL TRAINING INFORMATION

- **Carbyne Training:**

  The Carbyne migration is complete! The new user interphase (UI) is loaded and available. Users can access the **Carbyne Training Academy** at their convenience. TCs have individual logins. Additional tutorials are continuously being added.

  - *www.academy.carbyne.com/start*

- **GeoComm Map:**

  GeoComm is a helpful resource that contains the region's GIS data. This map utilizes the information your agency has provided PRPC such as blueprints and fire hydrant locations, as well as mile markers, in addition to the Rapid SOS location information.

  Please note that some RSOS features will not be visible in GeoComm. Log into both platforms for best accuracy. Each console has the GeoComm access information on the monitor. Each TC has the ability to log in.

  - www.prpctx.maps.geocomm.cloud/911

- **Rapid SOS:**

  RapidSOS offers the same type of training portal. Users can go through the tutorials at their convenience. Click the button with the 3 lines on the top right of the screen, scroll down to training. RSOS provides the Medical ID info if the caller has it on their phone.

  - www.rapidsosportal.com
- **Virtual Academy**

  PRPC has entered into contract with Virtual Academy to provide online training resources to PSAP staff throughout the region.

- **On-Site Training**

  Please reach out to PRPC to set up a training window on the 9-1-1 Interface. PRPC will come to the PSAP and work with PSAP staff going through scenarios and call-handling equipment features.

- **Personnel Updates:**

  Please continue to communicate TC staffing changes (new hires and terminations). Individual logins are now required, and maintaining accurate lists ensures timely activation. Accurate employee information helps plan for TC recognition items and supplies.

TCOLE Training Cycle

Telecommunicators are required to obtain 20 hours of continuing education each TCOLE cycle. The current cycle began September 1st, 2025. 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.911nderwomen.com

TCOLE – www.tcole.texas.gov

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.

Open Discussion:

PRPC would like Advisory Committee feedback on the future of training throughout the region.

RECOMMENDATION:

Information item only, no action required.

PANHANDLE REGIONAL PLANNING COMMISSION

Memorandum

DATE: November 6th, 2026

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

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

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.

9-1-1 Public Education Material Request

A public education supplies request form and other resources are available at:

https://panhandle911.theprpc.org

OCCURRED:

National Night Out
- City of Hereford
- City of Farwell
- City of Childress

Trunk or Treat
- City of Perryton

COMING UP:

Farm and Ranch Show at the Amarillo Civic Center

RECOMMENDATION:
Information item only, no action required.

PANHANDLE REGIONAL PLANNING COMMISSION

Memorandum

DATE: November 6th, 2026

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

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

SUBJECT: Agenda Item 8

Virtual Academy Presentation

BACKGROUND

Virtual Academy is an online training portal for Public Safety Answering Point (PSAP) staff. PRPC has entered into a one-year contract with Virtual Academy on behalf of the 9-1-1 PSAPs throughout the region.

Britne Haynes from Virtual Academy will be providing Advisory Committee members a walkthrough of the interface to show its capabilities.

RECOMMENDATION:

Information only, no action required.