



NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, April 12th, 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/20240412.pdf>.

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on February 2nd, 2024.
4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **CPE Vendor Presentation**
Equipment Vendor Presentations from Intrado Life and Safety Solutions, Inc. and Carbyne.
6. **Customer Premise Equipment**
Discuss and Consider for Approval, a Selection Recommending a Vendor to Replace Regional CPE.
7. **Networking Equipment**
Discuss and Consider for Conditional Approval, a Selection Recommending a Vendor to Replace the 9-1-1 Networking Equipment.
8. **Stage One Budget**
Review and Consider for Approval, the Stage One Funding Request for FY2026-2027
9. **Public Education Activities**
Staff Report on Public Education Activities in the Region.
10. **Training Activities**
Staff Report on Emergency Communication Training Opportunities in the Region.
11. **Performance Report**
FY2024 Q2 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

February 2, 2024

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, February 2nd, 2024 at 2:00 p.m. in the PRPC Board Room, 415 West Eighth Avenue; Amarillo, Texas; Potter County.

MEMBERS PRESENT:

Melissa Anderson, Armstrong County; Kent Riley, Collingsworth County Sheriff's Office; Michele Griffin, Dallam County Sheriff's Office; Kirsten Williams, Hereford Police Department; Cheryl Cano, Hemphill County Sheriff's Office; Vicki Groneman, Oldham County Sheriff's Office; Bret Wilson, Parmer County Sheriff's Office; Kimberly Weatherly, Sherman County; Jeannie Rogers, Tulia Police Department; Rhonda Scott, Wheeler County Sheriff's Office.

MEMBERS ABSENT:

Kalee Massey, Carson County Sheriff's Office; Sal Rivera, Castro County Sheriff's Office; Vance Easley, Childress County Sheriff's Office; Cheryl Phillips, Donley County Sheriff's Office; Lance Richburg, Pampa Police Department; Tom Heck, Hall County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Kara Lee, City of Borger; Ty Lane, Lipscomb County Sheriff's Office; Robin Grice, Moore County Sheriff's Office; Nick Yara, Perryton Police Department; Manuel Almanza, AT&T Representative; Mark Garcia, Suddenlink Representative; Kyle Ray, Windstream Representative.

STAFF PRESENT:

John Schaumburg, Regional 9-1-1 Network Director; Shawn Tortella, Regional 9-1-1 Network Technical Program Specialist; Becky Blair, Regional 9-1-1 Network GIS Administrative Assistant; Mandi Jones, Regional 9-1-1 Network Program Specialist; Khasi Campos, Regional 9-1-1 Network Program Specialist.

NON-MEMBERS PRESENT:

Sidney Jordan, Borger Regional Communications; Whitney Schultz, Borger Regional Communications; Dorice Immel, Lipscomb County Sheriff's Office; Rafael Gonzalez, Perryton Police Department.

1. CALL TO ORDER

Michele Griffin 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 November 3rd, 2023 meeting of the Regional 9-1-1 Network Advisory Committee. Rhonda Scott, made a motion to accept the minutes and the motion was seconded by, Cheryl Cano. 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. FY2024 1st QUARTER PERFORMANCE REPORT

John Schaumburg submitted and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the first quarter of FY2024 covering the months of September, October, and November. Jeannie Rogers, made a motion to approve the first quarter performance report, and Sheriff Kent Riley, seconded the motion. The motion carried unanimously.

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. CPE SUBCOMMITTEE REVIEW

John Schaumburg gave a review of the RFP Subcommittee scoring and a recommendation for the replacement of Customer Premise Equipment (CPE). Mr. Schaumburg asked the committee for approval to negotiate between the highest scoring vendors. Cheryl Cano, made a motion to approve negotiations, and Vicki Groneman, seconded the motion. The motion carried unanimously.

9. TEXT SERVICES CONTRACT RENEWAL WITH INTRADO LIFE & SAFETY SOLUTIONS CORPORATION

John Schaumburg discussed and recommended for approval the Panhandle Regional 9-1-1 Network's text services contract renewal with Intrado Life & Safety Solutions Corporation. Jeannie Rogers, made a motion to approve the contract, and Rhonda Scott, seconded the motion. The motion carried unanimously.

10. REGIONAL 9-1-1 NETWORK MAPPING UPDATES

John Schaumburg gave a review of mapping accomplishments since the November meeting. No action was required.

11. OPEN DISCUSSION

The next meeting scheduled is for Friday, March 22nd, 2024 at 2:00 p.m.

12. ADJOURNMENT

There being no further business to come before the Committee, Kirsten Williams made a motion to adjourn, and Vicki Groneman seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:55 p.m.

Memorandum

DATE: April 12th, 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

Oral report regarding current and future program activities.

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 5
CPE Vendor Presentation

The Panhandle Regional 9-1-1 Network Advisory Committee made a recommendation to staff at its February meeting to negotiate with Intrado Life and Safety Solutions, Inc, and Carbyne for the replacement of the 9-1-1 Customer Premise Equipment (CPE).

The Panhandle Regional 9-1-1 Network has negotiated pricing with both vendors, and is providing them with an opportunity to present their solutions to the 9-1-1 Network Advisory Committee.

Recommendation

This is an informational item, and no action is necessary.

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 6
Customer Premise Equipment

The Panhandle Regional 9-1-1 Network Advisory Committee made a recommendation to staff at its February meeting to negotiate with Intrado Life and Safety Solutions, Inc, and Carbyne for the replacement of the 9-1-1 Customer Premise Equipment (CPE).

The Panhandle Regional 9-1-1 Network has negotiated pricing and functionality, and procured additional state funding to cover the additional cost of the 6-year Carbyne proposal, if it is selected.

The Panhandle Regional 9-1-1 Network welcomes an open discussion to determine which vendor to recommend to the PRPC Board of Directors.

Recommendation

Staff recommends that the 9-1-1 Advisory Committee select and recommend a vendor for the replacement of 9-1-1 Customer Premise Equipment.

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 7
Networking Equipment

The Panhandle Regional 9-1-1 Network Advisory Committee submitted a request for proposals (RFP) in March to replace the networking equipment throughout the region. The networking equipment is what allows connectivity between the different Public Safety Answering Points (PSAPs) and the hosts. This equipment consists of configured routers at every site that are capable of making decisions based on service availability.

The Panhandle Regional 9-1-1 Network has a primary virtual private network, and utilizes the PanCOM microwave network as a redundant solution. In the event that the primary network becomes non-functional, the backup network will take over to deliver the calls. The networking equipment will be capable of this, as well as allowing certain firewall access and security features.

The Panhandle Regional 9-1-1 Network Subcommittee will review and score the proposals prior to the Advisory Committee meeting, and provide a provisional recommendation based on funding availability from the Commission on State Emergency Communications.

Recommendation

Staff recommends that the 9-1-1 Advisory Committee make a provisional selection and recommendation based on state funding availability.

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 8
Stage One Budget

In accordance with the Commission on State Emergency Communications (CSEC) Program Policy Statements (PPS) 033: *Regional Planning Commission Strategic Planning*, the Panhandle Regional 9-1-1 Network must submit an initial financial projection to assist CSEC with the development of the Commission’s biennial Legislative Appropriations Request.

PRPC staff has estimated the 9-1-1 categorized budget for FY2026 and FY2027, and roughly projected FY2028-2030.

<u>Component</u>	<u>FY2026</u>	<u>FY2027</u>
Admin:	\$86,236	\$88,392
Program:	\$1,940,415	\$1,953,150
Equipment:	\$0	\$440,000

FY2028: \$2,077,795
FY2029: \$2,135,484
FY2030: \$2,155,285

Recommendation

Staff recommends that the 9-1-1 Advisory Committee make a provisional selection and recommendation based on state funding availability.



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BDG-000544

Budget Name	BDG-000544	Owner	John Schaumburg
Biennium	2026-2027	Strategic Plan	SP-0259
Status	Released	Strategic Plan Name	Panhandle Regional Planning Commission - 2026-2027 - Strategic Plan
Record Type	Stage 1	Account	Panhandle Regional Planning Commission
# of Days Working		Released Date	3/15/2024
# of Days from Release		Due Date	4/15/2024
# of Days for Acceptance		Working Date	
Accepted Date		Submitted Date	
Year 1 Service Fee	\$1,478,809	Year 1 Surcharge	
Year 2 Service Fee	\$1,478,809	Year 2 Surcharge	
Y1 NGCS	\$313,814		
Y2 NGCS	\$313,814		
Y1 NGCS Exceptions			
Y2 NGCS Exceptions			
Y1 CHE			
Y1 CHE Exceptions	\$0		
Y2 CHE			
Y2 CHE Exceptions	\$315,000		
Y1 Routers/Firewalls			
Y2 Routers/Firewalls			
Y1 Routers/Firewalls Exceptions	\$0		
Y2 Routers/Firewalls Exceptions	\$0		

Three-Year Financial Projections

Fiscal Year 3	\$2,077,795	Fiscal Year 4	\$2,135,484
Fiscal Year 5	\$2,155,285		

Total Base Year 1

Year 1 Total Base	\$1,478,809	Year 1 Total Exceptions Base Budget	\$547,842
Year 1 Total Base + Exceptions	\$2,026,651		

**Administration Base Year 1**

Y1 Total Administration \$86,236

Y1 Total Administration Exception

Program Base Year 1

Y1 Operations	\$716,843	Y1 Operations Exceptions	
Y1 Legacy Network	\$70,544	Y1 Legacy Network Exception	
Y1 RPC PSAP Network	\$227,856	Y1 RPC PSAP Network Exception	
Y1 Core Functions		Y1 Core Functions Exceptions	
Y1 Text-to-911	\$34,650	Y1 Text-to-911 Exceptions	
Y1 Wireless		Y1 Wireless Exceptions	
Y1 Database		Y1 Database Exceptions	
Y1 GIS	\$28,866	Y1 GIS Exceptions	\$2,884
Y1 Database Maintenance		Y1 Database Maintenance Exceptions	
Y1 Equipment Maintenance		Y1 Equipment Maintenance Exceptions	\$244,400
Y1 Network Reliability		Y1 Network Reliability Exceptions	\$128,250
Y1 PSAP Services		Y1 PSAP Services Exceptions	\$3,003
Y1 PSAP Supplies		Y1 PSAP Supplies Exceptions	\$24,800
Y1 PSAP Training		Y1 PSAP Training Exceptions	\$13,800
Y1 PSAP Room Prep		Y1 PSAP Room Prep Exceptions	\$5,000
Y1 Public Education		Y1 Public Education Exceptions	\$12,500
Y1 Ancillary Equipment Maint		Y1 Ancillary Equipment Maint Exceptions	\$33,205
Y1 MIS		Y1 MIS Exceptions	\$70,000
Y1 InfoSec		Y1 InfoSec Exceptions	\$10,000
Y1 Total Program	\$1,392,573	Y1 Total Program Exceptions	\$547,842

Equipment Base Year 1

Y1 CPE		Y1 CPE Exceptions	
Y1 Power		Y1 Power Exceptions	\$0
Y1 Recorders		Y1 Recorders Exceptions	\$0

Y1 Routers & Switches		Y1 Routers & Switches Exceptions	
Y1 ESInet		Y1 ESInet Exceptions	
Y1 Database Maintenance		Y1 Database Maintenance Exceptions	
Y1 Equipment GIS		Y1 Equipment GIS Exception	\$0
Y1 Total Equipment	\$0	Y1 Total Equipment Exceptions	\$0

Total Base Year 2

Year 2 Total Base	\$1,478,809	Year 2 Total Exceptions Base	\$687,733.00
Year 2 Total Base + Exceptions	\$2,166,542		
Year 2 Indicator			

Administration Base Year 2

Y2 Administration Total	\$88,392	Y2 Administration Total Exceptions	
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Program Base Year 2

Y2 Operations	\$747,422	Y2 Operations Exceptions	
Y2 Legacy Network	\$70,544	Y2 Legacy Network Exceptions	
Y2 RPC PSAP Network	\$227,856	Y2 RPC PSAP Network Exceptions	
Y2 Core Functions		Y2 Core Functions Exceptions	
Y2 Text-to-9-1-1	\$30,781	Y2 Text-to-9-1-1 Exceptions	\$3,869.00
Y2 Wireless		Y2 Wireless Exceptions	
Y2 Database		Y2 Database Exceptions	
Y2 GIS		Y2 GIS Exceptions	\$31,750.00
Y2 Database Maintenance		Y2 Database Maintenance Exception	
Y2 Equipment Maintenance		Y2 Equipment Maintenance Exceptions	\$244,400.00
Y2 Network Reliability		Y2 Network Reliability Exceptions	\$130,206.00
Y2 PSAP Services		Y2 PSAP Services Exceptions	\$3,003.00
Y2 PSAP Supplies		Y2 PSAP Supplies Exceptions	\$5,000.00
Y2 PSAP Training		Y2 PSAP Training Exceptions	\$13,800.00
Y2 PSAP Room Prep		Y2 PSAP Room Prep Exceptions	\$5,000.00
Y2 Public Education		Y2 Public Education	\$12,500.00

		Exceptions	
Y2 Ancillary Equipment Maintenance		Y2 Ancillary Equipment Maintenance Excep	\$33,205.00
Y2 MIS		Y2 MIS Exceptions	\$70,000.00
Y2 InfoSec		Y2 InfoSec Exceptions	\$10,000.00
Y2 Total Program	\$1,390,417	Y2 Total Program Exceptions	\$562,733.00

Equipment Base Year 2

Y2 CPE		Y2 CPE Exceptions	
Y2 Power		Y2 Power Exceptions	\$125,000
Y2 Recorders		Y2 Recorders Exceptions	\$0
Y2 Routers and Switches		Y2 Routers and Switches Exceptions	
Y2 ESInet		Y2 ESInet Exceptions	
Y2 Database Maintenance		Y2 Database Maintenance Exceptions	
Y2 Equipment GIS		Y2 Equipment GIS Exceptions	\$0
Y2 Total Equipment	\$0	Y2 Total Equipment Exceptions	\$125,000
Created By	Jessyka Vyner, 3/15/2024, 2:13 PM	Last Modified By	John Schaumburg, 4/4/2024, 3:18 PM

Exceptions

EXP-00273

Exception Number/Rank **12**
Exception Type **New**
Budget **Program**
Line Item **Public Education**
Amount Y1 **\$12,500**
Amount Y2 **\$12,500**

EXP-00276

Exception Number/Rank **4**
Exception Type **New**
Budget **Program**
Line Item **Equipment Maintenance**
Amount Y1 **\$244,400**
Amount Y2 **\$244,400**

EXP-00281

Exception Number/Rank **11**
Exception Type **New**
Budget **Program**
Line Item **PSAP Room Prep**
Amount Y1 **\$5,000**
Amount Y2 **\$5,000**

EXP-00274

Exception Number/Rank **2**

Exception Type **New**
Budget **Program**
Line Item **GIS**
Amount Y1 **\$2,884**
Amount Y2 **\$31,750**

EXP-00275

Exception Number/Rank **1**
Exception Type **New**
Budget **Program**
Line Item **Text-to-911**
Amount Y1 **\$0**
Amount Y2 **\$3,869**

EXP-00280

Exception Number/Rank **10**
Exception Type **New**
Budget **Program**
Line Item **PSAP Training**
Amount Y1 **\$13,800**
Amount Y2 **\$13,800**

EXP-00282

Exception Number/Rank **6**
Exception Type **New**
Budget **Program**
Line Item **Ancillary Equipment Maint**
Amount Y1 **\$33,205**
Amount Y2 **\$33,205**

EXP-00277

Exception Number/Rank **5**
Exception Type **New**
Budget **Program**
Line Item **Network Reliability**
Amount Y1 **\$128,250**
Amount Y2 **\$130,206**

EXP-00278

Exception Number/Rank **8**
Exception Type **New**
Budget **Program**
Line Item **PSAP Services**
Amount Y1 **\$3,003**
Amount Y2 **\$3,003**

EXP-00279

Exception Number/Rank **9**
Exception Type **New**
Budget **Program**
Line Item **PSAP Supplies**
Amount Y1 **\$24,800**
Amount Y2 **\$5,000**

EXP-00283

Exception Number/Rank **3**
Exception Type **New**
Budget **Program**
Line Item **MIS**
Amount Y1 **\$70,000**
Amount Y2 **\$70,000**

EXP-00284

Exception Number/Rank **7**
Exception Type **New**
Budget **Program**
Line Item **InfoSec**
Amount Y1 **\$10,000**
Amount Y2 **\$10,000**

Files**2024-04-01 - PRPC ERS**

Last Modified **4/3/2024, 3:32 PM**
Created By **John Schaumburg**

Stage 1 Checklist_031124

Last Modified **3/15/2024, 2:27 PM**
Created By **Heather Barnes**

Stage 1 Technical Instructions_031124

Last Modified **3/15/2024, 2:27 PM**
Created By **Heather Barnes**

Strategic Planning Instructions_031124

Last Modified **3/15/2024, 2:27 PM**
Created By **Heather Barnes**

PRPC ERS

Last Modified **3/15/2024, 2:23 PM**
Created By **Jessyka Vyner**

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Mandi Jones, 9-1-1 Program Specialist
SUBJECT: Agenda Item 9
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:

Let's DISH – March 26th, 27th, 28th

Amarillo College

Items were shared with TCs attending training.

COMING UP:

National Telecommunicator Week April 14th – 20th

PRPC personnel will deliver appreciation items to each PSAP. Please recognize your people.

Public Educators of Texas Meetings

www.911publiceducatorsoftexas.com

- April 21st in Denton during the Texas Public Safety Conference
- July 23rd in San Antonio at the Alamo Area Council of Governments
- October 22nd *location TBD. The Fall Symposium has *NOT* been discontinued.*

RECOMMENDATION:

Information item only, no action required.

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: Mandi Jones, 9-1-1 Program Specialist
SUBJECT: Agenda Item 10
Panhandle Regional 9-1-1 Network Training Activities

BACKGROUND

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

General Training Information

Our training website is up. www.Panhandle911.org

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

OCCURRED

9-1-1 Now Newsletter – March

The newsletter went out to PSAP supervisors and TCs. Upcoming trainings as well as networking information was inside.

Let's DISH – March 26th, 27th, 28th

Determine problem areas

Invoke others to talk

Share ideas/solutions

Help each other become better

The classes were full with about 20 students each day. The PRPC region was represented well. We plan on bringing back the training in about a year.

UPCOMING

TXAPCO/TXNENA Public Safety Conference – April 21st – 24th

www.txpublicsafetyconference.com

The state conference will be in Denton at the Embassy Suites by Hilton – 3100 Town Center Tr. Volunteers can earn a day pass to attend classes. Every 4 hours volunteered earns a day pass.

No Boundaries International – May, 2024 (*tentative date*)

THE TRUTH ABOUT HUMAN TRAFFICKING IN THE PANHANDLE

Time: 1.5-2 Hours

Target Audience: Law Enforcement

Objectives: Types of human trafficking, risk factors, prostitution vs sex trafficking, local trends, case studies, a deeper look at the traffickers, predominate areas of trafficking, red flags for First Responders.

Department of Energy/DOE dispatch training – May, 2024 (*tentative date*)

WHO ARE THEY AND WHY ARE THEY CALLING ME?

Fall Symposium – October

Bryan, Texas

TXAPCO and TXNENA are providing 2 days of training. The details are still in the works.

Frank Phillips Regional Training – November

Sidney Jordan is planning the 2nd annual training. Please reach out to her for suggested topics & if you would be interested in teaching.

Texas 9-1-1 Trainers Meetings

www.Texas911Trainers.org

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

Reminders

TERT Texas Telecommunicator Emergency Response Taskforce

If you or your team members think you're a TERT member, please make sure all of your paperwork is submitted to Mandi. Hurricane & storm season is quickly approaching. We need to be ready to deploy.

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

TCOLE – www.tcole.texas.gov

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

Commercial Electronics – www.comelectronics.com

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

Training 911 Heroes - www.training4911heroes.com

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

Watch for updates to this website.

APCO - www.apcointl.org

NENA – www.nena.org

Both of these organizations offer free training for non-members

One on One Training

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

RECOMMENDATION:

Information item only, no action required.

Memorandum

DATE: April 12th, 2024
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 11
Quarterly Performance Report - FY24-Q1

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 Q2 performance report covering December, January, and February.

- There were 23,887 9-1-1 calls received from the 21 regional call centers of with 15,556 being wireless (65.1 percent).
- Staff monitored Public Service Answering Points (PSAPs) 19 times with no findings.
- PSAP staff and PRPC staff performed 2,697 Network test calls.
- There were nine outages during this quarter.
- The region received 1,697 text messages during this period, with the vast majority as test texts.

“Attachments”, FY24 Q2 Performance Report, QPR-00716

Recommendation

Staff recommends that the 9-1-1 Advisory Committee approve the quarterly performance report for FY24 Q2 for December, January, and February.