



Panhandle Regional 9-1-1 Network
Advisory Committee
November 7th, 2025
2:00 PM

NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, November 7th, 2025 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/20251107.pdf>.

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on August 22nd, 2025.
4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **Recorder Maintenance**
Discuss and Consider for Approval, Entering Into a Contract for Recorder Maintenance.
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. **ECaTS MIS Reporting**
Discuss and Consider for Approval Entering Into a Contract for ECaTS MIS Reporting
9. **Performance Report**
Fiscal Year 2025 Quarter Four Performance Report.
10. **9-1-1 Call-Handling Equipment Maintenance**
Discuss and Consider for Approval, Selection and Recommendation of 9-1-1 CHE Maintenance Vendor.
11. **Text 2 9-1-1 Service Agreement**
Discuss and Consider for Approval, Entering into a Contract for TXT 2 9-1-1 Service.
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 _____, 2025, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____ a.m./p.m.

Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

August 22, 2025

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee was held on Friday, August 22nd, 2025 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; Rafael Gonzalez, Perryton Police Department; Kirsten Williams, Hereford Police Department; Angela Jolly, Wheeler County Sheriff's Office; Kris Hogan, Hemphill County Sheriff's Office; Jessica Mann, Pampa Police Department; Vicki Groneman, Oldham County Sheriff's Office; Kimberly Weatherly, Sherman County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Sidney Jordan, Borger Regional Communications; Melissa Anderson, Armstrong County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Cheryl Phillips, Donley County Sheriff's Office; Ben Eggleston, Lipscomb County Sheriff's Office; Rebekah Baucom, Parmer County Sheriff's Office; David Calabrese, Region 16; Reeves Easley-McPherson, Pantex.

MEMBERS ABSENT:

Robin Grice, Moore County Sheriff's Office; Kent Riley, Collingsworth County Sheriff's Office; Jeannie Rogers, Tulia Police Department; Diann Guffy, Dallam-Hartley County Jail; Sal Rivera, Castro County Sheriff's Office; Tom Heck, Hall County Sheriff's Office; Lance May, Texas Parks and Wildlife Department.

STAFF PRESENT:

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

NON-MEMBERS PRESENT:

Dorice Immel, Lipscomb County Sheriff's Office; Katina Brock, Hemphill County Sheriff's Office; Dustin Henderson, Borger Regional Communications; Gabriela Bloomer, Dallam-Hartley County Jail; Deana Phillips, Donley County Sheriff's Office; Billie Jo Miesner, Oldham County Sheriff's Office; David Burchfield, Pano AI.

1. CALL TO ORDER

Vicki Groneman 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 9th, 2025 meeting of the Regional 9-1-1 Network Advisory Committee. Kirsten Williams, made a motion to accept the minutes and the motion was seconded by, Vance Easley. 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. CHILLER AMENDMENT

John Schaumburg discussed with the board and recommended for approval, cost-sharing the replacement of the PRPC chiller. Reeves Easley-McPherson, made a motion to approve, and Jessica Mann, seconded. The motion carried by a unanimous vote.

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

Guest speaker, David Burchfield, informed the committee about Pano AI'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. MPLS BANDWIDTH UPGRADE

John Schaumburg informed members and recommended for approval, a host bandwidth upgrade. Vance Easley, made a motion to approve the upgrade, and Kris Hogan, seconded the motion. The motion carried unanimously.

9. FY2025 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 FY2025 covering the months of March, April, and May. Kirsten Williams, made a motion to approve the third quarter performance report, and Vance Easley, seconded the motion. The motion carried unanimously.

10. FY26-30 STRATEGIC PLAN FUNDING REQUEST APPROVAL

John Schaumburg discussed and recommended for approval the FY26/27 Strategic Plan Budget Stage 2B Request. Rafael Gonzalez, made a motion to approve the funding request, and Cheryl Phillips, seconded the motion. The motion carried unanimously.

11. PanCOM NETWORK BANDWIDTH INCREASE

This item was not discussed due to funding availability. No action was required.

12. REGIONAL 9-1-1 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:

Armstrong County- Dwayne Holt	Collingsworth County- Jeff Arnold
Oldham County- Billie Jo Miesner	Donley County- Deana Phillips
Moore County- Robin Grice	Sherman County- Kimberly Weatherly
Lipscomb County- Sheriff Ben Eggleston	

Kirsten Williams, made a motion to approve the nominations, and Jessica Mann, seconded the motion. The motion carried unanimously and the list will be submitted to the PRPC Board of Directors, for final approval.

Sidney Jordan, was nominated for Chairperson, and Kris Hogan, was nominated for Vice-Chair.

Sheriff Ben Eggleston, made a motion to approve the elections of Chair and Vice-Chair, and Vance Easley, seconded the motion. The motion carried unanimously and their names will be submitted to the PRPC Board of Directors, for final approval.

13. OPEN DISCUSSION

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

14. ADJOURNMENT

There being no further business to come before the Committee, Jessica Mann made a motion to adjourn, and Kirsten Williams, seconded the motion. The motion carried unanimously and the meeting was adjourned at 2:57 p.m.

Memorandum

DATE: November 7th, 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: November 7th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 5
Recorder Maintenance

BACKGROUND

The Panhandle Regional 9-1-1 Network records all 9-1-1 traffic throughout the region. The recording infrastructure is changing slightly due to the call-handling equipment (CHE) migration to Carbyne Apex. Historically, the Regional 9-1-1 Network was required to have recorders at every site to record the outgoing lines at the remote sites. With the new Apex deployment, all incoming and outgoing traffic on sites that have been cutover to Apex will be recorded on Eventide recorders at the two host sites.

In order to maintain the hardware, the Regional 9-1-1 Network has used the sole source maintenance vendor, Vista COM. The annual maintenance coverage for the two host sites is \$16,408.00 per site, totaling \$32,816.

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Advisory Committee approve the contract for annual recorder maintenance with Vista COM not to exceed \$32,816.





We have prepared a quote for you

PRPC Maintenance Quote

Quote # HOU005963
Version 1

Prepared for:

Panhandle Regional Planning Commission

John Schaumburg
jschaumburg@theprpc.org

Monday, September 22, 2025

Panhandle Regional Planning Commission
John Schaumburg
415 SW 8th Ave
Amarillo, TX 79101
jschaumburg@theprpc.org

Dear John,

This quote is for the continuation of the maintenance of your organization and Vista Com, broken down per host and remote sites. This quote is for the new period beginning midnight on 11/1/2025. Failure to receive payment by the expiration date will result in an expired contract whereby you may be subjected to loss of coverage or coverage for time and materials per service event. Continuation of maintenance coverage after an expiration period may also result in an onsite re-inspection of the recording system at the customer expense.

Robyn Wolverton
Operations and Marketing Manager
Vista Com



Services

Description		Price	Qty	Ext. Price
Prof. Services Maintenance	Annual Maintenance Contracts	\$16,408.00	2	\$32,816.00
	Annual Maintenance Coverage for Two Host Sites: \$16,408 per site Coverage Dates: 11/1/2025 thru 10/31/2026			
Subtotal:				\$32,816.00

PRPC Maintenance Quote



Prepared by:

Vista Com

Robyn Wolverton
(800) 708-6423 ext. 209
Fax (281) 518-7056
Robyn.Wolverton@vistacomtx.com

Prepared for:

Panhandle Regional Planning Commission

415 SW 8th Ave
Amarillo, TX 79101
John Schaumburg
(806) 220-8377
jschaumburg@theprpc.org

Quote Information:

Quote #: HOU005963

Version: 1
Delivery Date: 09/22/2025
Expiration Date: 01/31/2026

Quote Summary

Description	Amount
Services	\$32,816.00
Total: \$32,816.00	

Payment Options

Description	Payments	Interval	Amount
Payment Terms			
Net 30	1	One-Time	\$32,816.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Vista Com

Panhandle Regional Planning Commission

Signature: Robyn Wolverton
Name: Robyn Wolverton
Title: Operations and Marketing Manager
Date: 09/22/2025

Signature: _____
Name: John Schaumburg
Date: _____



March 3, 2025

To: Whom it may concern:

Subject: Eventide Inc. Fully Certified 5 Star Factory Trained Sales & Service Center

Eventide Inc. has certified Vista Com as a fully authorized 5-Star Eventide **factory trained sales and service center** for the region covering Texas, Oklahoma, Arkansas, Kansas and Louisiana.

As such, superior sales support and after sales service support can be guaranteed. Vista Com is the **only company** in this region to receive this certification from Eventide Inc. Vista Com is authorized to quote GSA prices from our GSA Contract to State & Local government agencies.

Cordially,

A handwritten signature in blue ink, appearing to read "Gordon F Moore".

Gordon F Moore

General Manager

Eventide Communications LLC

1 Alsan Way

Little Ferry, NJ 07643

Gmoore@eventidecommunications.com

Tel: 201-641-1200 X 2640

Fax: 201-641-1640

<http://www.eventidecommunications.com>

ISO 9001:2015 Certified

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☎ 201.641.1200 • Fax 201.641.1640 • 🌐 www.eventidecommunications.com

📧 loggers@eventidecommunications.com

Memorandum

DATE: November 7th, 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.

Special Guest

- Shaun Cavanaugh, Rapid SOS Senior ECC Engagement Manager
➤ scavanaugh@rapidsos.com

GENERAL TRAINING INFORMATION

• Carbyne Training:

The Carbyne migration continues. Users can access the **Carbyne Training Academy** at their convenience. TCs have individual log ins.

- www.academy.carbyne.com/start

• GeoComm Map:

GeoComm is the primary mapping tool best used. 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.

Please note that some RSOS features are not yet visible in GeoComm. Until the systems are fully integrated, log into both platforms for best accuracy. Each console has the



GeoComm access information on the monitor. Each TC has the ability to individually 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

- **One-on One & After-Hours Training:**

Mandi provides individualized and small-group training on all three platforms during PSAP visits. After-hours sessions can be scheduled upon request.

- **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.

TRAININGS OCCURRED

- Active Shooter for Telecommunicators - Shantelle Oliver
October 22nd, 2025 – Amarillo First Responder Academy
- Suicidal Callers for Telecommunicators by Shantelle Oliver
October 23rd, 2025 – Amarillo First Responder Academy
- Texas Public Safety Fall Symposium
October 6th – 8th, 2025 – The Woodlands Emergency Training Center
- PREP Conference – Cohesive Disaster Response – Shantelle Oliver
September 18th, 2025 – Amarillo Civic Center

UPCOMING

- Texas 9-1-1 Trainers Meetings
 - www.Texas9-1-1Trainers.com
- January 22nd, 2025 CAPCOG - Austin
- April 2026 Denton - During the Texas Public Safety Conference
- July 20th, 2025 – AACOG – San Antonio
- October 2026 during the Texas Public Safety Fall Symposium - AMARILLO

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

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

Commercial Electronics – www.comelectronics.com

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

Training 911 Heroes - www.training4911heroes.com

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

Watch for updates to this website.

APCO - www.apcointl.org

NENA – www.nena.org

Both of these organizations offer free and discounted training for members.

One on One Training

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

RECOMMENDATION:

Information item only, no action required.

Memorandum

DATE: November 7th, 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.

9-1-1 Public Education Material Request

Please use the following link to communicate event dates and requests.

➤ <https://forms.gle/LsRJuyeav1G1bzuu5>

OCCURRED:

Childress National Night Out

September 29th, 2025 – Pub ed items and game supplied

Tulia National Night Out

October 6th, 2025 – Pub ed items supplied

Hereford National Night Out

October 7th, 2025 – Pub ed items supplied

Parmer County National Night Out

October 7th, 2025 – Pub ed items supplied



Moore County Trunk or Treat

October 25th, 2025 – Pub ed items supplied

Borger Trunk or Treat

October 31, 2025 – Pub ed items and game supplied

COMING UP:

Amarillo Farm and Ranch Show

December 2nd - 4th, 2025 Amarillo Civic Center

If you or your TCs would like to help by manning the booth please let Mandi know.

Public Educators of Texas Meetings

- www.911publiceducatorsoftexas.com
- January 23rd, 2026 CAPCOG - Austin
- April 2026, During the Texas Public Safety Conference in Denton
- July 21, 2026 AACOG – San Antonio
- October 2026 During the Texas Public Safety Fall Symposium in AMARILLO

Please let Mandi know of any community events.

RECOMMENDATION:

Information item only, no action required.



Memorandum

DATE: November 7th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 8
ECaTS MIS Reporting

BACKGROUND

The Panhandle Regional 9-1-1 Network has used the Emergency Call Tracking System (ECaTS) for the Management Information System (MIS) regionwide. ECaTS is a cloud-based application that compiles data and allows for report generation from call detail records (CDR). Primarily, ECaTS is used for quarterly performance reporting and analytics pertaining to call-volume and class-of-service. Additionally, ECaTS stores text records which can be queried through the interface.

With the migration to Carbyne, ECaTS was incorrectly quoted with a Historical Viewing component due to an error on the sales team. We have been working with Intrado Life and Safety, Inc (Intrado) to provide pricing without the Historical Viewing component. Additionally, we are working with the Commission on State Emergency Communications (CSEC) to determine the particular requirements regarding the MIS components necessary for the region.

Staff will provide an updated quote at the meeting.

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network approve the contract with Intrado Life and Safety, Inc. for ECaTS MIS Reporting.



Memorandum

DATE: November 7th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 9
FY25 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 FY25 Q4 performance report covering June, July, and August.

- There were 26,560 9-1-1 calls received from the 21 regional call centers of with 19,837 being wireless (74.69 percent).
- Staff monitored Public Service Answering Points (PSAPs) 13 times with no findings.
- PSAP staff and PRPC staff performed 1,878 Network test calls.
- There were 12 outages during this quarter.
- The region received 2,020 text messages during this period, with the vast majority as test texts.

"Attachments", FY25 Q4 Performance Report, QPR-00838

RECOMMENDATION:

Staff recommends the Panhandle Regional 9-1-1 Network approve the FY25 Q4 Performance Report as submitted for the June, July, and August of 2025.





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QPR-00838

Quarterly Performance Report Name	QPR-00838	Record Type	Current QPR
Strategic Plan	Panhandle Regional Planning Commission - 2024-2025 - Strategic Plan	Status	Approved
Due Date	9/10/2025	Budget	BDG-000496
Released Date		Biennium	2024-2025
Period	Year 2 - Q4	Biennium Year	2025
Number of PSAPs Target			
Submitted Date			
Approved Date			

Total Number of 9-1-1 Calls Received by PSAPs			
Total # of 9-1-1 calls Target	24,000	Total # of 9-1-1 calls Actual	26,560
		Variance Explanation (Calls Received)	

Total Number of Wireless 9-1-1 Calls received by PSAPs			
Number of Wireless Calls Target	18,000	Number of Wireless Calls Actual	19,837
		Variance Explanation (Wireless)	

Number of Equipment Installations			
# Equipment Installations Target	6	# Equipment Installations Actual	10
		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)	

Percentage of Total dollar value of purchasing and contracts awarded to HUBs			
Target Percentage	0.01%	Actual Percentage	0.01%
		Variance Explanation (Percentage Total)	

Number of PSAP Monitoring Visits

Number of PSAPs	11	Number of PSAPs Visits Actual	13
		Variance Explanation (PSAP Monitoring)	
Number of Texts Received			
Number of Texts Received Target	1,500	Number of Texts Received Actual	2,020
		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	144,504	Total Error Month 1	915
Total Features Month 2	144,504	Total Error Month 2	915
Total Features Month 3	144,697	Total Error Month 3	910
Total Features for the Quarter	433,705	Total Error for the Quarter	2,740
Total GIS% Error for the Quarter	0.63%		
Infosec			
Completed Assessment in last 12 Months	No	Enter Date of Assessment	
Network Testing			
# of Network Tests Performed by PSAP	1,852	# of Network Tests Performed by RPC	26
Narrative			
Additional Narrative	SB8 Update - PRPC has replace CHE at 10 of 21 PSAPs. PRPC has 6 sites scheduled in September, and is awaiting MPLS network connections at 5 sites that are expected to be completed in the next couple months before the remaining sites can have their CHE replaced.		
Created By	Madison Powell, 6/26/2025, 10:08 AM	Last Modified By	Heather Barnes, 9/16/2025, 1:34 PM
Notes & Attachments			
SLA_Report - Complete		Totals and Explanation	
Type	File	Type	File

Last Modified **John Schaumburg**
Description
[Download](#)

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Description
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CoS Calls Carbyne Perryton FY25Q4

Type **File**
Last Modified **John Schaumburg**
Description
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CoS Calls Carbyne Pampa FY25Q4

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CoS Calls Carbyne Moore FY25Q4

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CoS Calls Carbyne Hereford FY25Q4

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CoS Calls Carbyne Hemphill FY25Q4

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CoS Calls Carbyne Hansford FY25Q4

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CoS Calls Carbyne Donley FY25Q4

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CoS Calls Carbyne Dallam FY25Q4

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CoS Calls Carbyne Childress FY25Q4

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CoS Calls Carbyne Carson FY25Q4

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Perryton - Carbyne Texts to Remove from Carbyne Totals

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Last Modified **John Schaumburg**
Description
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Pampa - Carbyne Texts to Remove from Carbyne Totals

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Moore - Carbyne Texts to Remove from Carbyne Totals

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Hereford - Carbyne Texts to Remove from Carbyne Totals

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Hemphill - Carbyne Texts to Remove from Carbyne Totals

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Hansford - Carbyne Texts to Remove from Carbyne Totals

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Donley - Carbyne Texts to Remove from Carbyne Totals

Type	File
Last Modified	John Schaumburg
Description	Download

Childress - Carbyne Texts to Remove from Carbyne Totals

Type	File
Last Modified	John Schaumburg
Description	Download

Total Texts FY25Q4

Type	File
Last Modified	John Schaumburg
Description	Download

SLA-Service Availability

Type	File
Last Modified	John Schaumburg
Description	Download

August_Summary_Report

Type	File
Last Modified	Madison Powell
Description	Download

Approval History**9/16/2025, 1:34 PM**

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

9/15/2025, 10:28 AM

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

9/11/2025, 8:29 AM

Status	Submitted
Assigned To	John Schaumburg
Actual Approver	John Schaumburg
Comments	Let me know if you need anything else

Performance Categories**PC-0031214**

Record Type	PSAP Monitoring
-------------	-----------------

Dallam - Carbyne Texts to Remove from Carbyne Totals

Type	File
Last Modified	John Schaumburg
Description	Download

Carson - Carbyne Texts to Remove from Carbyne Totals

Type	File
Last Modified	John Schaumburg
Description	Download

CoS - Non Carbyne FY25Q4

Type	File
Last Modified	John Schaumburg
Description	Download

June_Summary_Report

Type	File
Last Modified	Madison Powell
Description	Download

July_Summary_Report

Type	File
Last Modified	Madison Powell
Description	Download

Account	Panhandle Regional Planning Commission
PSAP	Castro County Sheriffs Office
Date of Visit	8/12/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031223

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Parmer County Sheriffs Office
Date of Visit	8/12/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031235

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

PC-0031216

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Childress County Sheriff's Office
Date of Visit	8/23/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031219

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Donley County Sheriffs Office
Date of Visit	8/23/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031212

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Carson County Sheriffs Office
Date of Visit	8/23/2025

Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0031222

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Lipscomb County Sheriffs Office**
Date of Visit **8/29/2025**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0031239

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

PC-0031217

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Collingsworth County Sheriffs Office**
Date of Visit **8/23/2025**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0031211

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **8/23/2025**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0031218

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hereford Police Department**
Date of Visit **8/12/2025**
Was there a finding? **No**
Type of Finding
Resolution

Was this a Repeat Finding?

PC-0031243

Record Type	Network Diagram Changes
Account	Panhandle Regional Planning Commission
PSAP	Collingsworth County Sheriffs Office
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031244

Record Type	Network Diagram Changes
Account	Panhandle Regional Planning Commission
PSAP	Sherman County Sheriffs Office
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031220

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Pampa Police Department
Date of Visit	8/23/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031221

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Hall County Jail
Date of Visit	8/23/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031241

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Perryton Police Department
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031224

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Tulia Police Department
Date of Visit	8/12/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031225

Record Type	PSAP Monitoring
Account	Panhandle Regional Planning Commission
PSAP	Wheeler County Sheriffs Office
Date of Visit	8/23/2025
Was there a finding?	No
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031240

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

PC-0031232

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

PC-0031233

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

PC-0031234

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Donley County Sheriffs Office

Date of Visit
Was there a finding?
Type of Finding
Resolution
Was this a Repeat Finding?

PC-0031236

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

PC-0031237

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Childress County Sheriff's Office
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031238

Record Type	Capital Equipment Purchases
Account	Panhandle Regional Planning Commission
PSAP	Hereford Police Department
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031242

Record Type	Network Diagram Changes
Account	Panhandle Regional Planning Commission
PSAP	Moore County Sheriffs Office
Date of Visit	
Was there a finding?	
Type of Finding	
Resolution	
Was this a Repeat Finding?	

PC-0031245

Record Type	Network Diagram Changes
Account	Panhandle Regional Planning Commission
PSAP	Wheeler County Sheriffs Office
Date of Visit	
Was there a finding?	
Type of Finding	

Resolution
Was this a Repeat Finding?

PC-0031432

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

PC-0031430

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

PC-0031431

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

PC-0031437

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

PC-0031435

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

PC-0031433

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

PC-0031439

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-0031434

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

PC-0031440

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

PC-0031436

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

PC-0031438

Record Type	Outages
Account	Panhandle Regional Planning Commission

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

PC-0031441

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?	

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Memorandum

DATE: November 7th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 10
9-1-1 Call-Handling Equipment Maintenance

BACKGROUND

The Panhandle Regional 9-1-1 Network historically has contracted with a maintenance vendor to provide Call-Handling Equipment (CHE) maintenance for the region. The maintenance vendor is tasked with providing 24-hour phone support throughout the region, as well as preventative maintenance and physical response to CHE issues.

A request for proposals (RFP) was advertised, and the Regional 9-1-1 Network began accepting proposals from vendors between October 16th and October 31st of 2025. The RFP is available at www.theprpc.org. A sealed opening of the proposals will occur on November 3rd, 2025, and those proposals will be sent out to committee members and made available for review at the committee meeting.

The following scoring metric totaling 100% will be applied to each proposal: Cost (50%), Experience (25%), and Likelihood of Meeting Performance Goals (25%).

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee recommend a vendor for selection for 9-1-1 Call Handling Equipment (CHE).



Memorandum

DATE: November 7th, 2025
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 11
Text 2 9-1-1 Service Agreement

BACKGROUND

The Panhandle Regional 9-1-1 Network is currently engaged in a contract with Intrado Life & Safety, Inc (Intrado) to deliver Message Session Relay Protocol (MSRP) text-to-9-1-1 functionality for the regional Public Safety Answering Points (PSAPs). Since the inception of text-to-9-1-1 in the region in 2017, Intrado has provided reliable text delivery.

The current contract with Intrado is set to expire on February 9th, 2026. The renewal cost, as set by the HGAC Buy (#EC07-23) is \$35,862.75 for year one and \$37,117.92 for year two of the contract, totaling \$72,980.67 for the duration of the two-year contract.

“Attachments,” Intrado Life & Safety Solutions Corporation Quote #79375

RECOMMENDATION:

Staff recommends that the Panhandle Regional 9-1-1 Network Advisory Committee approve the contract with Intrado Life & Safety, Inc. for Text 2 9-1-1 Services not to exceed \$72,980.67 for two years.





Company Name: Intrado Life & Safety, Inc.

TXT29-1-1 Service Renewal: February 10, 2026 – February 9, 2028

for

PRPC, TX

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

Quote Number: 79375

Version: 1

August 20, 2025

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

Summary – 2-year TXT 2 911 Renewal: PRPC – All Sites

Item	Price
Recurring Services	\$72,980.67
Total:	\$72,980.67

Configuration Details– PRPC

Item#	Description	Qty	List Price	Selling Price	Total
TXT29-1-1 Recurring Services					
ITXTARF1	TXT29-1-1 per PSAP (1-4 Seats) - Year 5	21	\$1,707.75	\$1,707.75	\$35,862.75
ITXTARF1	TXT29-1-1 per PSAP (1-4 Seats) - Year 6	21	\$1,767.52	\$1,767.52	\$37,117.92
				Total	\$72,980.67

Notes

- 1 This quote provides pricing for TXT 29-1-1 Annual Recurring Service for PRPC.

Effective: 10 FEB 2026 - 9 FEB 2028

Previous Quote: Q68847

Site List:

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

- 2 Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by Intrado.

Text is provided into the Call Handling system either via ITS or ESInet, depending on transport method used.

TXT29-1-1 services will be provided in accordance with the applicable Service Guide at <https://www.intrado.com/legal-privacy/terms-conditions>.

PSAP billing will begin upon completion of deployment and text readiness delivery from Intrado to the PSAP. Completion is defined as the PSAP being able to accept text messages.

Billing and the term commencement for the services will begin when the Services are first made available for Customer's use, and will continue for the designated number of months as stated in this Quote.

Terms

VENDOR NAME	Intrado Life & Safety, Inc. Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	erd-ordermanagementteam@intrado.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2023
INVOICING	If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment. If installation is purchased, Customer will be invoiced according to the following terms: • 30% on acceptance of Customer's Order • 30% on shipment • 30% on System Cutover • 10% on Final Acceptance
DELIVERY	TBD
VALIDITY	Quote expires on February 14, 2026. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety, Inc. and is offered solely for the purpose of evaluation.

Optional Signature Page

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

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

Intrado Quote Number: 79375 Version: 1 Date Issued: August 20, 2025

Total Purchase Amount (Not including Optional Products or Services): \$72,980.67

Please check one: Bill the Total Amount Upfront: _____ Bill Annually: _____

ACCEPTED AND AGREED:

Customer is committing to the Total Purchase Amount listed above.

Customer Entity Name: PRPC, TX

Signature: _____

Printed Name: _____

Title: _____

Date Signed: _____

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

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

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

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