



Panhandle Regional 9-1-1 Network
Advisory Committee
August 21st, 2026
2:00 PM



NOTICE OF MEETING

A meeting of the Panhandle Regional 9-1-1 Network Advisory Committee will be held on Friday, August 21st, 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/20260821.pdf>.

AGENDA

1. **Call to Order**
2. **Introductions**
3. **Minutes**
Consideration of Approval of the Minutes From the Last Meeting Held on May 1st, 2026.
4. **Director's Report**
Oral Report Explaining the Current Activities of the 9-1-1 Network.
5. **Performance Report**
Fiscal Year 2026 Quarter Three 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. **Online Training Academy**
Discuss and Consider for Approval Entering into a Contract for Online Training
9. **Advisory Committee Nominations**
Discuss and Consider Nomination Recommendations for the Advisory Committee Membership and Officer Designation
10. **9-1-1 Call Recorder Maintenance**
Discuss and Consider for Approval Entering into a Contract for 9-1-1 Call Recorder Maintenance
11. **Open Discussion**
 1. Open Discussion
 2. Next Meeting Date

PUBLIC NOTICE

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

Posted this _____ day of _____, 2026, at 415 Southwest Eighth Avenue, Amarillo, Texas, at _____ a.m./p.m.

Khasi Campos

PANHANDLE REGIONAL 9-1-1 NETWORK

ADVISORY COMMITTEE

Minutes

May 1, 2026

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

MEMBERS PRESENT:

Kimberly Weatherly, Sherman County Sheriff's Office; Dwayne Holt, Armstrong County Sheriff's Office; Vance Easley, Childress County Sheriff's Office; Rafael Gonzalez, Perryton Police Department; Jeannie Rogers, Tulia Police Department; Jessica Mann, Pampa Police Department; Sidney Jordan, Borger Regional Communications; Deana Phillips, Donley County Sheriff's Office; David Calabrese, Region 16; Lance May, Texas Parks and Wildlife Department; Sheriff Ben Eggleston, Lipscomb County Sheriff's Office.

MEMBERS ABSENT:

William Reeves Easley-McPherson, Pantex; Rebekah Baucom, Parmer County Sheriff's Office; Billie Jo Miesner, Oldham County Sheriff's Office; Kalee Massey, Carson County Sheriff's Office; Kris Hogan, Hemphill County Sheriff's Office; Kirsten Williams, Hereford Police Department; Robin Grice, Moore County Sheriff's Office; Sheriff Robert Mahaffee, Hansford County Sheriff's Office; Sheriff Tim Reeves, Wheeler County Sheriff's Office; Diann Guffy, Dallam-Hartley County Jail; Jeff Arnold, Collingsworth County Sheriff's Office; Sheriff Sal Rivera, Castro County Sheriff's Office; Sheriff Tom Heck, Hall County Sheriff's Office.

STAFF PRESENT:

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

NON-MEMBERS PRESENT:

Gabriela Bloomer, Dallam-Hartley County Jail; Shanna Dillon, Lipscomb County Sheriff's Office; Misty Garrett, Hansford County Sheriff's Office; Dustin Henderson, Borger Regional Communications.

1. CALL TO ORDER

Sidney Jordan called the meeting to order at 2:00 p.m.

2. INTRODUCTIONS

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

3. MINUTES

Members considered the minutes from our February 13th, 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, Jeannie Rogers. 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 2nd QUARTER PERFORMANCE REPORT

John Schaumburg reviewed and recommended for approval the Panhandle Regional 9-1-1 Network performance report for the second quarter of FY2026 covering the months of December, January, and February. Deana Phillips, made a motion to approve the second quarter performance report, and Jessica Mann, 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. STAGE ONE BUDGET

John Schaumburg discussed with members and recommended for approval, the FY28-29 Stage One Budget Request. Dwayne Holt, made a motion to approve the budget request, and Rafael Gonzalez, seconded the motion. The motion carried unanimously.

9. OPEN DISCUSSION

The next meeting scheduled is for Friday, August 21st, 2026 at 2:00 p.m.

10. 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 2:31 p.m.

Memorandum

DATE: August 21st, 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.



Memorandum

DATE: August 21st, 2026
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 5
Fiscal Year 26 Quarter 3 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 Q3 performance report covering March, April, and May.

- There were 24,750 9-1-1 calls received from the 21 regional call centers of which 17,999 were wireless (72.72 percent).
- Staff monitored Public Service Answering Points (PSAPs) 25 times with no findings.
- PSAP staff and PRPC staff performed 1,578 Network test calls.
- There were 2 outages during this quarter.
- The region received 1,820 text messages during this period, with the vast majority as test texts.

"Attachments", FY26 Q3 Performance Report, QPR-00895

RECOMMENDATION:

Staff recommends the Panhandle Regional 9-1-1 Advisory Committee approve the FY26Q3 Performance Report as submitted.





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QPR-00895

Quarterly Performance Report Name	QPR-00895	Record Type	Current QPR
Strategic Plan	Panhandle Regional Planning Commission - 2026-2027 - Strategic Plan	Status	Approved
Due Date	6/10/2026	Budget	BDG-000568
Released Date		Biennium	2026-2027
Period	Year 1 - Q3	Biennium Year	2027
Number of PSAPs Target			
Submitted Date	6/9/2026		
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	24,750
		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	17,999
		Variance Explanation (Wireless)	
Number of Equipment Installations			
# Equipment Installations Target	0	# Equipment Installations Actual	1
		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	2
		Variance Explanation (Network Outage)	
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	25
		Variance Explanation (PSAP Monitoring)	
Number of Texts Received			
Number of Texts Received Target	1,700	Number of Texts Received Actual	1,820
		Variance Explanation (Texts Received)	
Amount of Time 9-1-1 System is Operational			
Target Amount of Minutes - Month 1	44,640	Amount of Minutes Actual - Month 1	44,640
Target Amount of Minutes - Month 2	43,200	Amount of Minutes Actual - Month 2	43,200
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	145,182	Total Error Month 1	907
Total Features Month 2	145,201	Total Error Month 2	908
Total Features Month 3	145,201	Total Error Month 3	908
Total Features for the Quarter	435,584	Total Error for the Quarter	2,723
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	1,528	# of Network Tests Performed by RPC	50
Narrative			
Additional Narrative	All 9-1-1 PSAPs have had their new CHE installed. All SB8 funding has been requested and/or disbursed.		
Created By	Sydney Hernandez, 3/24/2026, 8:21 AM	Last Modified By	Kimber Snoddy, 6/16/2026, 11:34 AM

Notes & Attachments

RE_ Typo on my Perf Report		Text to 9-1-1 All Sites Totals	
Type	File	Type	File
Last Modified	Kimber Snoddy	Last Modified	John Schaumburg
Description	Download	Description	Download
SLA FY2026Q3		CoS - Wheeler CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Tulia PD		COS - Sherman CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Perryton PD		CoS - Parmer CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Pampa PD		CoS - Oldham CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Moore CSO		CoS - Lipscomb CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Hereford PD		CoS - Hemphill CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Hansford CSO		CoS - Hall CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Donley CSO		CoS - Dallam CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Collingsworth CSO		CoS - Castro CSO	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Carson CSO		CoS - Borger PD	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
CoS - Armstrong CSO		Call Totals Spreadsheet	
Type	File	Type	File
Last Modified	John Schaumburg	Last Modified	John Schaumburg
Description	Download	Description	Download
March_Summary_Report		April_Summary_Report	
Type	File	Type	File
Last Modified	Sydney Hernandez	Last Modified	Sydney Hernandez
Description	Download	Description	Download
May_Summary_Report			
Type	File		
Last Modified	Sydney Hernandez		
Description	Download		

Approval History

6/11/2026, 1:28 PM

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

6/10/2026, 10:59 AM

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

6/9/2026, 11:45 AM

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

Performance Categories

PC-0032731

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **3/12/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032713

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

PC-0032729

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hemphill County Sheriffs Office**
Date of Visit **5/30/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032730

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Lipscomb County Sheriffs Office**
Date of Visit **4/22/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032720

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Perryton Police Department**
Date of Visit **4/16/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032728

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hansford County Sheriffs Office**
Date of Visit **4/15/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032741

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hemphill County Sheriffs Office**
Date of Visit **4/14/2026**
Was there a finding? **No**

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

PC-0032715

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-0032739

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Collingsworth County Sheriffs Office**
Date of Visit **4/15/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032721

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **5/18/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032722

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Castro County Sheriffs Office**
Date of Visit **4/13/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032725

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hereford Police Department**
Date of Visit **4/13/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032723

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Childress County Sheriff's Office**
Date of Visit **5/27/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032724

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Collingsworth County Sheriffs Office**
Date of Visit **5/27/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032726

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Donley County Sheriffs Office**
Date of Visit **5/27/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032727

Record Type **PSAP Monitoring**

Account **Panhandle Regional Planning Commission**
PSAP **Hall County Jail**
Date of Visit **5/27/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032732

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **5/7/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032733

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Parmer County Sheriffs Office**
Date of Visit **4/14/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032734

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Tulia Police Department**
Date of Visit **4/13/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032738

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Donley County Sheriffs Office**
Date of Visit **4/15/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032743

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Pampa Police Department**
Date of Visit **4/14/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032736

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Carson County Sheriffs Office**
Date of Visit **4/13/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032735

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Armstrong County Sheriffs Office**
Date of Visit **4/15/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032737

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Childress County Sheriff's Office**
Date of Visit **4/15/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032740

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Hall County Jail**
Date of Visit **4/15/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032742

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Oldham County Sheriffs Office**
Date of Visit **4/16/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032744

Record Type **PSAP Monitoring**
Account **Panhandle Regional Planning Commission**
PSAP **Wheeler County Sheriffs Office**
Date of Visit **4/14/2026**
Was there a finding? **No**
Type of Finding
Resolution
Was this a Repeat Finding? **No**

PC-0032745

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

Memorandum

DATE: August 21st, 2026
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.

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 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 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 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.

UPCOMING

- Texas 9-1-1 Trainers Meetings
 - www.Texas9-1-1Trainers.com
 - October 2026 during the Texas Public Safety Fall Symposium – AMARILLO
- TERT
 - September/October tentatively

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.911derwomen.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.

One on One Training

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

RECOMMENDATION:

Information item only, no action required.

Memorandum

DATE: August 21st, 2026
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:

Hereford Kids College – Pub ed items supplied.

COMING UP:

Public Educators of Texas Meetings

- www.911publiceducatorsoftexas.com
 - 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: August 21st, 2026
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 8
Online Training Academy

BACKGROUND

The Panhandle Regional 9-1-1 Network would like to provide online training subscriptions for telecommunicators throughout the region. Remote virtual training allows telecommunicators to access training courses that would otherwise be unavailable due to the rural constraints of the region. The Regional 9-1-1 Network obtained three quotes for the solutions.

	Virtual Academy	Police Legal Sciences	The Public Safety Group
Price	8,134.00	15,272.00	3,600.00
Available Courses	111	16	70
TCOLE Reporting	Yes	No - Provides Documentation	No - Provides Documentation
TCOLE Hours Possible	126	16	70

The Panhandle Regional 9-1-1 Network would like the Advisory Committee to review the quotes for a recommendation.

RECOMMENDATION:

Staff recommends that Panhandle Regional 9-1-1 Network Advisory Committee provide guidance regarding the contract to provide region-wide online training subscriptions for telecommunicators.





QUOTE

Savant Learning Systems, Inc.
317 South Lindell Street
Martin, TN 38237

Date

07/01/2026

Name / Address

Panhandle Regional Planning Commission
415 SW 8th Ave
Amarillo TX 79105

Project

Virtual Academy

Description	Qty	Cost	Total
Full Access- 1 year User Agreement Basic Package: Full TMS and unlimited course catalog Direct reporting to TCOLE	166 users	\$49.00/user/year	\$8134.00
		TOTAL:	\$8134.00



POLICE LEGAL SCIENCES

Panhandle Regional Planning Commission

Panhandle Regional Planning Commission
Panhandle, TX

Mandy Jones
mjones@theprpc.org

Reference: 20260701-113352382
Quote created: July 1, 2026
Quote expires: August 30, 2026
Quote created by: Katelynn Curles
National Sales Manager
kcurles@policelegalsciences.com
+13198558137

Comments from Katelynn Curles

Large Agency Discount for 150+ users: \$30 discount per person

Products & Services

Item & Description	Quantity	Unit Price	Total
Dispatch Pro - 12 (DP-12)	166	\$120.00	\$14,940.00 / year
Dispatch Pro 12 Lesson Package - 1 hour per Lesson , COL-PFM-12		/ year	after \$4,980.00 discount for 1 year
Service Fee	166	\$2.00 / year	\$332.00 / year
Annual fee for database and player engine.			for 1 year
Annual subtotal			\$15,272.00 after \$4,980.00 discount
Total			\$15,272.00

Purchase terms

Questions? Contact me



Katelynn Curles
National Sales Manager
kcurles@policelegalsciences.com
+13198558137

Police Legal Sciences Inc.
P.O. Box 52
Washington, IA 52353
United States



The Public Safety Group

PO Box 3250
Pinehurst, NC 28374
(919) 569-0426

July 10, 2026

Price Quote

Training on Demand by The Public Safety Group is the most innovative training program available. This program has been developed with the dynamic needs of the Emergency Communications Center in mind.

This program allows your agency unlimited access to the **Training on Demand** library for one low-cost annual payment. The content will be continuously updated with new training. The library will also be regularly updated with additional topics and instruction.

The Training on Demand program one-year quote for up to 200 users is \$3,600 per year. There would be a one-time set-up fee of \$250.

Sincerely,

Tony Harrison

Tony Harrison, President

Memorandum

DATE: August 21st, 2026
TO: Panhandle Regional 9-1-1 Network Advisory Committee
FROM: John Schaumburg, Regional 9-1-1 Director
SUBJECT: Agenda Item 9
Panhandle Regional 9-1-1 Advisory Committee Nominations & Election of Officers

BACKGROUND

Nominations and elections for Chairperson and Vice-Chair for the upcoming year, as well as nominations for the Panhandle Regional 9-1-1 Network Advisory Committee.

Local Governments Needing Nominations:

Carson County: Sheriff Tam Terry Replacing Kalee Massey
Castro County: Brittany Llamas replacing Sheriff Sal Rivera
Childress County: Kendra Egerton replacing Vance Easley
Swisher County: Neyla Braddock replacing Jeannie Rogers

Local Governments Continuing Membership:

Deaf Smith County: Kirsten Williams
Hall County: Sheriff Thomas Heck
Hutchinson County: Sidney Jordan
Ochiltree County: Rafael Gonzalez

RECOMMENDATION:

Staff recommends approval of the nominations and elections/re-elections for its submission to the PRPC Board of Directors for approval.



Memorandum

DATE: August 21st, 2026
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 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 \$19,076.50 per site, totaling \$38,153.

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 \$38,153.





We have prepared a quote for you

**Panhandle Regional Planning Commission -
2026/27 Maintenance**

[Quote # HOU006421](#)

Version 1

Prepared for:

Panhandle Regional Planning Commission

[John Schaumburg](#)

jschaumburg@theprpc.org

Thursday, August 13, 2026

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

Dear John,

This proposal is for the continuation of the maintenance contract in effect per agreement of your organization and Vista Com. This quote is for the new period beginning midnight on 11/01/2026. 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.

Please contact Vista Com Service 30 days prior to contract expiration if you wish to alter the terms of the contract.

Amanda Leiker
Operations and Marketing Manager
Vista Com

Services

Item	Description	Price	Qty	Ext. Price
Annual Maintenance Contract Bundle	Recording Solution Support Annual Maintenance Contract Recording Solution Support Annual Maintenance Contract There are two separate support components: • Manufacturer (OEM) Support Fee - Covers Tier 3 and Tier 4 OEM technical support provided to the dealer via EventideAssure after the expiration of the OEM materials warranty. • Service Provider Support Fee (Vista Com) - Covers Vista Com software support, system configuration support, on-site maintenance, and associated time and materials.	\$38,153.00	1	\$38,153.00
Maintenance Contracts	Maintenance Contract Support Contract Covering Your Recording Solution		1	
EventideAssure	EventideAssure Manufacture annual fee to obtain license updates, critical patches, break fixes, and tier 3 and 4 support assistance to the Certified Dealer.		1	

Subtotal: \$38,153.00

Panhandle Regional Planning Commission - 2026/27 Maintenance

Prepared by:

Vista Com

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

Prepared for:

Panhandle Regional Planning Commission

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

Quote Information:

Quote #: HOU006421

Version: 1
Delivery Date: 08/13/2026
Expiration Date: 11/01/2026

Quote Summary

Description	Amount
Services	\$38,153.00
Total: \$38,153.00	

Payment Terms Financing

Description	No. of Payments		Amount
Net 30	1	None	\$38,153.00

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

Signature

Date

Eventide Advanced Security and Data Protection Features



Vista Com and Eventide recognize the importance of security and data protection. All Vista Com technical, training and sales personnel that could have access to your system have completed CJIS Security and Awareness Training and Certification. These certificates are available, by request, to the customer.

Nexlog Communications Recorders additionally offer the following security and protection features:

- Multi-tier security system that controls each user's access based on role and channel (or talk group) assignments.
- NexLog software has been designed to enhance security by encouraging users to employ strong passwords and to use them properly. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out.
- Nexlog systems provide an audit trail on the activity, and access, of every recording for the life of the file. This audit trail is searchable and reportable.
- Nexlog systems provide an audit trail on the activity, and access, of every user listed in the system. This audit trail is searchable and reportable.
- Eventide records in a protected format that provides AES 256 bit encryption for files at rest. This is also applied to archived files (removable media, NAS, etc.)
- Optional SSL provides for encryption of files in transit (for remote playback).
- Improved HTTPS network security, including TLS (Transport Layer Security).
- Custom "Terms of Service" can be enabled to force user to "Accept" before proceeding at log in.
- Media Access Blocking is an optional feature that allows supervisors to restrict the playback of individual recorded media to certain users only. The call record and its metadata (notes, time, duration, etc.) will still be visible for all users, but only specified users will be able to play it. This is useful when a call, or screen recording contains sensitive information. This functionality allows administration to limit who can listen to or view the files. The call record and its metadata would still be visible but only specific users would be able to play the files.
- The Packaged Player Incident Export add-on license allows for Incidents to be saved to the desktop as a .exe file that will launch into a standalone incident player. Once the license is added in Configuration Manager, an option for "Package Player with Incident" will appear in the Download tab of the Save Incident As dialog.
- Redaction allows for the masking of sensitive information, when exporting a file. Redaction can apply silence, tone or obfuscation to the redacted portion. Although redaction may be applied to the file, the original file, with complete content, remains intact on the recorder.