



NOTICE OF PUBLIC MEETING

Notice is hereby given that a regular meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) will be held on Thursday, February 27, 2025, at 1:00 p.m. in the Board Room at the GHC 9-1-1 Headquarters, 10220 Fairbanks N. Houston Rd., Houston, TX 77064 for the purpose of considering and acting on matters brought before the Board shown below:

1:00 P.M.

AGENDA:

- I. **Call to Order**—Pledges of Allegiance: U.S. and Texas
- II. **Approval of Minutes**—Board Meeting on December 11, 2024
- III. **Public Comments** — Speakers limited to 3 minutes
- IV. **Board Member Comments/ Updates**
- V. **PSAP Comments/ Updates** (if necessary)
- VI. **Executive Director Report** - Transmittal and discussion of organizational updates
 - A. **State and Federal Updates**
 - B. **Organizational Activity**
 - C. **Additional Updates**
- VII. **Fiscal Division Report** – Transmittal and discussion of monthly financial updates
 - A. **Financial Update** – Period ending December 31, 2024 and January 31, 2025
- VIII. **9-1-1 Services Division Report** - Transmittal and discussion of 9-1-1 updates
 - A. **Divisional Activity**
 - B. **PSAP Statistics** – Enterprise Call Sessions, Call Trends, Call Center Statistics
 - C. **Call Center SLA Statistics - 2024 & 2025**
 - D. **PSAP Training Update**
 - E. **Public Information/Education Update**
 - F. **Additional Updates**
- IX. **Operations Division Report** – Transmittal and discussion of Operations updates
 - A. **Divisional Activity**
 - B. **Facilities Updates**
- X. **Information Technology Division Report** – Transmittal and discussion of IT updates
 - A. **Divisional Activity**
 - B. **GIS Activity**
 - C. **Cyber Security Systems**
 - D. **Additional Update**
- XI. **Action Item:** Resolution Recognizing Public Safety Telecommunicator Week

XII. Action Item: Resolution Recognizing GHC 9-1-1 Employee Retirement – Recognition of the Retirement of Sonya Clauson, Public Information Officer, and Transmittal of a Resolution for Adoption Recognizing Her Service

XIV. Announcements

- A. Next Board Meeting – Wednesday, March 26, 2025.
- B. Texas Public Safety Conference – April 2-5, 2025 | McAllen, TX
- C. National NENA Conference – June 21-26, 2025 | Long Beach, CA

XV. Emergency/Supplemental Items

XVI. Adjournment

The Board of Managers may meet in executive session, if necessary, pursuant to chapter 551 of the Texas Government Code, for one or more of the following reasons: (1) consultation with legal counsel to seek or receive legal advice or consultation regarding pending or contemplated litigation, (2) discussion about the value or transfer of real property and other real estate matters, (3) discussion about a prospective gift or donation, (4) consideration of specific personnel matters, and (5) discussion about security personnel or devices. The Board of Managers may announce that it will go into executive session on any item listed on this agenda if the subject matter is permitted for a closed session by provisions of Chapter 551 of the Texas Government Code.

2/21/2025

Date



Stan Heffernan, Executive Director

***REGISTRATION FOR PUBLIC COMMENT:** Members of the public wishing to address the Board during the meeting should email GHC 9-1-1 at PUBLICCOMMENTS@911.ORG by 8:00 a.m. on the day of the meeting, as noted above—provide full name, phone number, and identify the agenda item you wish to speak on. Speakers will be called during Public Appearances (Agenda Item 3) and advised when it is their time to speak. Members of the public may also send public comments to the Board via e-mail at PUBLICCOMMENTS@911.ORG.