

**ITEM II. Approval of Minutes—Board Meeting on January 24, 2024**

**Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
January 24, 2024**

The Board of Managers meeting of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:05 p.m. on January 24, 2024, in the Board Room of the GHC 9-1-1 at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Bill Anders, Russell Rau, Vergil Ratliff, Mark Denman, Shawn Thompson, and legal counsel Haley New were present. There were 32 people in attendance.

- I. Call to Order—The U.S. and Texas pledges of allegiance were recited.
- II. Approval of Minutes—The minutes from the Board meeting of December 13, 2024, were approved with a motion by Board Secretary Anders, and second by Board Member Ratliff. Board Member Mark Denman abstained due to his absence. Motion carries.
- III. Citizens Comments—There were no citizens wishing to appear before the Board.
- IV. Executive Director Report— Executive Director Stan Heffernan provided a brief update on GHC 9-1-1 organizational activity for December 2023, noting there were no priority 1 tickets. Mr. Heffernan highlighted Mike Hayes for his nomination to represent the Texas 9-1-1 Alliance on the Communications Security, Reliability, and Interoperability Council (CSRIC). The Board congratulated Mr. Hayes on the nomination. The monthly Board of Manager meetings was brought up by Chairman Rau and he stated there is possible consideration of changing the Board meetings to every other month. He notes that this discussion is not listed on the agenda, however, he would like to discuss and hear the Board Member's thoughts. Chairman Rau stated that he understands that there may not be a critical item on every agenda, but feels it is his obligation to fulfill his responsibility as the appointee to the Board by Harris County Commissioners Court. Chairman Rau opened the floor for the Board Members thoughts. Board Member Ratliff stated it is imperative that GHC 9-1-1 hold a monthly Board meeting since there is a new Houston Mayor John Whitmire, and his administration and does not want a disconnect between GHC 9-1-1 and future new Board Members. Board Member Denman expressed that he does not support the idea but appreciates the discussion. Board Secretary Anders added that he appreciates the staff reports, and certainly would like to see more detailed

information in the Board reports and stated that it is very important to meet monthly to stay up to date.

V. Financial Report—Fiscal Officer Richard Corbitt provided the monthly financial report noting the quarterly investments, and the financial totals for the period ending December 31, 2023, as follows:



Mr. Corbitt reported that the overtime expenses are under budget for the City of Houston and Harris County for January 1, 2023, through December 31, 2023. Chairman Rau commented that a way to avoid overtime is to have the appropriate number of staff and perhaps it would be a better investment to fund staff positions than to incur overtime expenses. He would like for GHC 9-1-1 to take into consideration for future budget requests from the major call centers.

Mr. Corbitt provided an overview of the remaining budget balance report, noting that he is keeping a close eye on the earnings. Mr. Corbitt reported that GHC 9-1-1 is expecting to receive grant reimbursements quarterly in 2024. Chairman Rau asked about the reimbursement on the old legacy system. Mr. Heffernan said GHC 9-1-1 is working with the Alliance and CSEC, and it should be in the next 2-3 months. Mr. Corbitt continued to provide an update on the receipts and disbursement charts, and the revenue and expenditures line charts.

VI. 9-1-1 Services Division Report—9-1-1 Services Officer Roger Hauck provided a graphic summary report of incident tickets and service request tickets that 9-1-1 service division completed, there were no priority 1 (P1) tickets for December 2023. Mr. Hauck went over the Enterprise PSAP 9-1-1 sessions charts, the 9-1-1 trend charts, and the PSAP call volume statistics provided by Harris County Emergency Center (HEC), Harris County Sheriff's Office (HCSO), and Fort Bend County Sheriff's Office (FBCSO). Mr. Hauck highlighted the uptick in call volume from last year, partly due to the Android anomaly. He emphasized the rise in call volume at the major sites, with HEC being up by 7%, HCSO up by 9.9%, and FBSO up by 13.6%. Mr. Hauck replies to Mr. Denman's comment about Fort Bend County population increase, stating that Fort Bend is one of the fastest growing counties in the county, contributing to the increase in call volume for 2023. Next, Mr.

Hauck presented the PSAPs call volume SLA report, he stated that all the PSAPs are performing well with a total average of 98%.

Mr. Hauck reported that in December 2023 there were two 9-1-1 equipment courses. No Professional Growth Classes for Telecommunicators were held for December 2023. He highlighted 902 students took an online training session in 2023, holding the record.

Public Information Officer Sonya Clauson provided an update on the 9-1-1 education outreach efforts. Ms. Clauson provided a summary of the 2023 media campaign results and observations. Ms. Clauson highlighted that the “general campaign” (reduce the number of non-emergency calls campaign) saw the highest increase in views, with a 2000% increase in video shares. Ms. Clauson notes that on the careers page, over 50% of all job openings from GHC 9-1-1 area PSAP’s have been “closed” and only 46% “openings remain. She highlighted the 911.org website stats, stating that there was a 49% increase in users and 43% increase in new users, with a 282% increase in the job openings page.

Mr. Hauck mentioned that New Year’s Eve usually has a large increase in call volumes, however, for 2023, we’ve seen a 52% decrease in 9-1-1 call volume at the three major centers. Mr. Denman complimented Sonya on her summary handout and expresses a need to keep the proper budget to support the public awareness campaign for 2024.

VII. Operations Division (Ops) Report—Operations Officer Sam Mitchell provided the incident tickets, and service request tickets completed by the Operations division during the month of December 2023, noting that most of those tickets went to the NOC. Mr. Mitchell reported the project of maintaining and re-painting the GHC 9-1-1 parking lots.

VIII. Information Technology (IT) Division Report—IT Officer Mike Hayes briefly reviewed the divisional activity for December 2023, stating that the data remains normal. Mr. Hayes reported on the GHC 9-1-1 email security metrics, he highlighted one incident where one of our agencies’ email addresses had been compromised. He congratulated Security Administrator Greg Platek for investigating and handling this cyber-attack.

IX. Item IX: Discussion and possible action of the formation on GHC 9-1-1 Golf Tournament Committee.

Committee Members:

|               |                  |
|---------------|------------------|
| Mark Denman   | Chairman         |
| Russell Rau   | Committee member |
| Pat Pollan    | Committee member |
| Sonya Clauson | Committee member |
| Mindi Bartee  | Committee member |

- X. Taken out of order - Announcements: Discussion of future Board Meetings conflicts in reference to conferences going on in 2024. Board Members discussed and agreed to change the April meeting date to Wednesday, April 17, 2024.
- XI. Executive Session – The Board went into Executive session at 2:14 PM and returned at 3:01 PM. No action from the Board.
- XI. Announcements—Next Board Meeting will be February 28, 2024.

There being no further action, the meeting was adjourned at 3:02 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary