

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
January 25, 2023

The January 25, 2023 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:01 p.m. 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, Dennis Storemski, and legal counsel Philip Berzins, Harris County Assistant Attorney, were present for the meeting. Board Members Mark Denman and Shawn Thompson did not attend the meeting. There were 25 people were in attendance.

Agenda Item 1—"Call to Order." The U.S. and Texas pledges of allegiance were recited.

Agenda Item 2—"Approval of Minutes". The minutes of the Board meeting on December 14, 2022 were approved with a motion by Board Secretary Anders and seconded by Board Member Storemski. Motion passed unanimously.

Agenda Item 3—"Citizens Appearances." There were no citizens wishing to appear before the Board.

Agenda Item 4—"Financial Report." In absence of Mr. Richard Corbitt, Fiscal Officer, Executive Director Stan Heffernan gave financial report, noting that the average yield for the quarterly investments, ending December 31, 2022 was 1.875%. The monthly financial report totals ending December 31, 2022 were as follows:

- Cash and cash equivalents \$ 16.0 million
- Invested funds for Operations \$ 13.7 million
- Liabilities \$ 13.3 million
- Receipts \$ 47.5 million
- Disbursements \$ 41.2 million

Mr. Heffernan continued with the overtime expenses for the Houston Emergency Center (HEC) and Harris County Sheriff's Office (HCSO) for the year 2022, the remaining budget balance, receipts and disbursements, 9-1-1 service fee revenue, and cash expenditures trend-line charts. He highlighted that the YTD interest income was much more than budgeted due to increasing interest rates. Mr. Heffernan stated he would have Mr. Corbitt to re-present and review the details of 4th quarter investment report at the February 2023 Board meeting.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Mr. Heffernan reported that the onsite meeting with the Commission on State Emergency Communications (CSEC) to complete the NG 9-1-1 grant funding application process had to be canceled due to the absence of Mr. Corbitt. He stated that all communication with CSEC was done via email and anticipates the application process would be complete soon, with disbursement of funding to begin 1st quarter of 2023. He provided a brief review of the 88th Legislative Session update provided by Ms. Anya McInnis, Government Affairs Consultant, advising that—the draft of the 9-1-1 Legislative Council wireless fee bill will be shared with the Board soon; an extension of the deadline to use the American Rescue Plan Act (ARPA) funds will be requested; and noted key dates for this legislative session. Chairman Russell Rau asked when the bill would be introduced and if there were Sponsors for the bill in the House/Senate. Mr. Heffernan stated that after the upcoming 9-1-1 Districts’ meeting and all the players agree on the draft bill, and the committee assignments are released, Ms. McInnis would layout the timeline for introducing the bill and selecting Sponsors in both legislative bodies. Lastly, Mr. Heffernan advised that Major Jesse Razo, Harris County Sheriff’s Office Communications Division, has transferred to a different division and will be replaced by Major Susan Cotter. Staff is looking forward to working with Major Cotter and continuing the great relationship with HCSO.

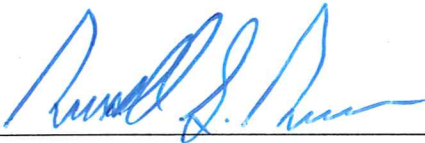
Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported there were no internal/external P1 service issues during the month of December, 2022; the network utilize graph showed normal activity, the call volume statistics provided by Houston Emergency Center (HEC), Harris County Sheriff’s Office (HCSO), Fort Bend County Sheriff’s Office (FBCSO), and the GHC 9-1-1 SLA report show the call stats for the full year 2022. He highlighted the decrease in 9-1-1 calls from landlines on the PSAP 9-1-1 call sessions year-end report. Chairman Rau inquired if the decrease could be due to more people working remote. Mr. Heffernan said that was possible, and also businesses might not be replacing phone systems that have reached end-of-life. Board Member Storemski added that the general population don’t have landlines anymore. Mr. Heffernan mentioned the email update he sent to the Board regarding the Fort Bend County Sheriff’s Office (FBCSO) voluntary evacuation from their call center, highlighting that GHC 9-1-1 staff did an excellent job assisting FBCSO and a full report would be given at the next Board meeting. 9-1-1 Services Officer Roger Hauck provided a brief summary of the efforts by GHC 9-1-1 staff to accommodate the temporary relocation request. Meghan Rivas, FBSCO Communications Manager, briefly explained why they needed to move. Mr. Heffernan concluded the Operations report with a review of the training updates and the GIS monthly

service/tasks. Chairman Rau inquired if operations were affected by the bad weather event on Tuesday, 1/24/2023. Mr. Heffernan said there was an increase in call volume and staff continually monitored systems and the weather events; they were prepared to respond, if a call center needed. Mr. Hauck added that based on data during the height of the storm compared to same day/timeframe on a non-inclement weather day, call volume increased 2,825% at Deer Park's and 112.5% at Pasadena's call centers. The 9-1-1 system functioned at 100% and there was no impact to 9-1-1 services. There were reports that cell towers on the eastside were damaged, which could have affected the public's ability to make a call, but it did not have any impact on the 9-1-1 system. There was a brief discussion about warnings that were sent out by the Emergency Alert System during the weather events.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson provided a year-end summary of materials distribution in 2022, along with a map showing distributions by zip codes, and a chart showing a 4-year comparison. Next, Ms. Clauson gave an update on the telecommunicator recruitment campaign and efforts shared through GHC 9-1-1's social media sites (Facebook, YouTube, Twitter, Instagram) and website; and a news story about call-taker shortages that aired locally on KRIV Channel 26. Lastly, Ms. Clauson gave a brief update on GHC 9-1-1's social media sites. Board Secretary Anders inquired about a news report regarding HCSO's delayed response to a 9-1-1 call. Lt. Klozik, HCSO, commented that per their investigation, it was a third-party call reporting a non-active domestic disturbance. Deputies did respond, but the involved parties had left the scene.

Agenda Item 8— "Announcements—Next Board Meeting, Save-the-Dates." Chairman Rau announced that the 1) The next Board of Managers' meeting is Scheduled on Wednesday, February 22, 2023; 2) 9-1-1 Goes to Washington, February 26 – March 1, 2023, Arlington, VA; 3) 2023 NENA Conference & Expo, June 18 – 22, 2023, Grapevine, TX

There being no further action, the meeting adjourned at 1:38 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary