

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
April 26, 2023

The April 26, 2023, meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:00 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, Mark Denman, and legal counsel Philip Berzins, Harris County Assistant Attorney, were present. Chairman Rau noted that three members were present establishing a quorum, and Board Member Vergil Ratliff was present virtually for the special recognition of the passing of Board Member Dennis Storemski. Board Member Shawn Thompson did not attend. There were 49 people in attendance.

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

Taken out of order: Agenda Item 8—"Resolution: In Memoriam of Mr. Dennis Storemski, GHC 9-1-1 Board Member." Chairman Rau thanked Board Member Ratliff for sending flowers to place at Board Member Storemski's seating position, then he read the note card that was included. Those present stood around Board Member Storemski's chair as Board Member Ratliff read the resolution, a tribute to his 13 years of dedication service and contributions to the continued success of 9-1-1, emergency services, and public safety.

Board Member Ratliff's virtual attendance ended at 1:07 p.m.

Agenda Item 2—"Approval of Minutes". The minutes of the Board meeting on March 22, 2023, were approved with a motion by Board Secretary Anders, and second by Board Member Denman. Motion passed unanimously.

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

Agenda Item 4—"Financial Report." Fiscal Officer Richard Corbitt presented the investment report for the quarter ending March 31, 2023. He reviewed the monthly overtime expenses for Houston Emergency Center (HEC) and Harris County Sheriff's Office (HCSO). The monthly financial totals ending March 31, 2023, were as follows:

• Cash and cash equivalents	\$15.2 million
• Invested funds for Operations	\$14.0 million
• Liabilities	\$11.1 million
• Receipts	\$12.0 million
• Disbursements	\$12.4 million

Mr. Corbitt concluded with a review of the remaining budget balance, receipts and disbursements, 9-1-1 service fee revenue, and cash expenditures trend-line charts and investment detail.

Taken out of order: Agenda Item 9—“Local Telecommunicator Honorees—Recognition of 9-1-1 Personnel Honored at the 2023 Texas Public Safety Conference.” Public Information Officer Sonya Clauson introduced the telecommunicators who were recognized by Texas NENA and Texas APCO at the Texas Public Safety Conference Awards Banquet on April 5, 2023, in Galveston, TX. The honorees were presented with a token of appreciation. Following are the Honorees:

TX NENA Operational Professional of the Year Honoree

Brandon Stallworth, Sugar Land Public Safety Dispatch

TX APCO Supervisor of the Year Honoree

Taylor Vasquez, Rosenberg Police Department

TX APCO Team Honoree

Missouri City Police Department

Shannon Brumfield

Zoe Gogan

Kayland Johnson

Mayte Ramirez

Amber Simmons

TX NENA Silent Heroes

Carol Rives

Reis Ermis

Stephanie Michalski

Samady Koehler

Marsha Shamlin

Baytown Emergency Communications

Bellaire Police Department

Emergency Service District (ESD) 11

Fort Bend County Sheriff's Office

Harris County Sheriff's Office

TX NENA Silent Heroes cont.

John Santos-Villalobos	Houston Emergency Center
Kristal Robinson	League City Police Department
Mayte Ramirez	Missouri City Police Department
Kristy McKinney	Rosenberg Police Department
Michael Marquez	Spring Valley Police Department
Nadine Kahn	Seabrook Police Department
Joshua Bailey	Sugar Land Public Safety Dispatch

Chairman Rau acknowledged the Immediate Past President of Texas APCO who was in attendance, Roderick Jackson, Communications Manager, City of Baytown Communications.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Stan Heffernan advised that letters of support for House Bill (HB) 3290 and Senate Bill (SB) 1858, were sent to legislative committee members that represent Harris and Ft. Bend Counties. He said that Anya McInnis, Government Liaison, was currently at the Capitol monitoring the Major State Calendar and the progress of HB 9, which would provide a sustainable source of funding to fund critical 9-1-1 communication services. In addition, the 2024 deadline for HB 2911 (federal grant funds) might be extended for an additional four years, and there could be state funds available in the future. Mr. Heffernan highlighted the recognition of GHC 9-1-1/staff at a ceremony at the Fort Bend County Sheriff’s Office (FBCSO). Sheriff Fagan expressed how grateful the FBCSO was for the Network’s efforts in the temporary relocation of their call center.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan advised the Board that staff stay abreast of recommended industry standards and participate on committees of the various organizations that set the standards. He reported there were no internal/external P1 service issues during the month of March 2023; the network utilize activity was normal; he highlighted on the Enterprise PSAP 9-1-1 Sessions graph that wireless 9-1-1 calls were over 91% and would probably remain over 90% as landline calls continue to decrease. Board Member Denman mentioned with the increase in overall call volume over the past couple of months, he was pleased to learn there will be 24 students graduating from the high school program and possibly transitioning to fulltime positions, which would be a help with staffing needs. Mr. Heffernan continued with review of the call volume statistics provided by the Houston Emergency Center (HEC), Harris County Sheriff’s Office (HCSO), Fort Bend County Sheriff’s Office (FBCSO), the GHC 9-1-1 SLA

report, the training updates, and the GIS monthly service/tasks report. Chairman Rau said having the self-paced and online training were great options. There was a brief discussion regarding the HEC call service level and staffing shortage. Mr. Heffernan stated that hiring and retaining employees continues to be a challenge for all industries. There was a brief discussion and update on the HEC power supply project. Mr. Heffernan acknowledged Administrative Professionals Day.

Action: Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson gave an update on the distribution of 9-1-1 educational materials for community outreach events that took place throughout the GHC 9-1-1 territory. She highlighted the Spring into Safety event, hosted by the Spring Fire Department, where she worked a booth, along with personnel from HCSO and Texas Emergency Communications Center (TECC). Ms. Clauson reviewed the plan for the annual public awareness campaign, which will continue to focus on telecommunicator recruitment, utilizing existing and new PSA videos messages highlighting the many benefits of the job. The campaign will run on digital media sites and target individuals that are looking for employment. A general awareness campaign focusing on the proper use of 9-1-1 and providing contact resources for non-life-threatening situations will air on all traditional media outlets. She mentioned that the PSAP jobs page on the GHC 9-1-1 website has been updated, and a post card has been created that includes a QR Code linked to the page. She concluded with an update on the social media sites. Board Secretary Anders said that he appreciates that actual telecommunicators were used in the social media recruitment ads, which he shares and encourages his social media friends to do the same. Board Member Denman requested that legal counsel Berzins look into what type of appreciation tokens GHC 9-1-1 can give to area telecommunicators that are selected for the Texas NENA and Texas APCO awards.

Agenda Item 8—"Announcements—Next Board Meeting, Save-the-Dates." Chairman Rau announced the next meeting is scheduled for May 24, 2023; 1) 2023 NENA Conference & Expo, June 18 – 22, 2023, Grapevine, TX

There being no further action, the meeting was adjourned at 2:01 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary