



Mr. Corbitt provided the overtime expenses for Houston Emergency Center (HEC) and Harris County Sheriff's Office (HCSO) and noted that interest rates on investments continue to be favorable.

- VI. 9-1-1 Services Division Report: Roger Hauck, 9-1-1 Services Officer, provided an overview of the division activity for the month of July, highlighting there were no priority-1 (P1) tickets during the month of July. He reviewed the PSAP 9-1-1 call sessions totals/percentage chart, noting that wireless 9-1-1 calls continued to be 90 percent or higher. There was a brief discussion on the breakdown of 9-1-1 calls from a landline—residential compared to business. The PSAP 9-1-1 call trend charts, PSAP call statistic reports, call center SLA report, and training update were provided. GHC 9-1-1 hosted a Women in Leadership professional growth class for call center personnel, which was very well attend. Mindi Bartee, PSAP Information Officer advised that professional growth class topics are selected based on need, requests and feedback from call center personnel.

Sonya Clauson, Public Information Officer, reported that a refresh of the GHC 9-1-1 website was completed recently. Some of the changes included: it is now more adaptable for wireless devices, the homepage navigation bar was shortened, and the main menu is static, a link to the Careers page is highlighted on the navigation bar—on the careers page is a video, information about Telecommunicators, and a list of agencies that are hiring, with links to the job posting on their jurisdiction's website. The public education page was renamed Community Support. Ms. Clauson concluded with an update on GHC 9-1-1's social media accounts and posts that are being shared, which includes information and tips for staying safe during hot temperatures.

Mr. Hauck reported that the capital replacement project at HCSO was completed, and GHC 9-1-1 hosted the third quarter PSAP Operations Group meeting on July 13, 2023.

- VII. Operations Division (Ops) Report: Sam Mitchell, Operations Officer, review the total service tickets handled by the Ops division. He reported GHC 9-1-1 has completed the migration of the interim UPS solution at the HEC, pictures were provided. A design and plan for a permanent solution will be reviewed in the future. Mr. Heffernan commented on how aesthetically well the installation was done. He commended the staff for their diligent work during regular and after-hours. He highlighted that there was no disruption of service during this project.
- VIII. Information Technology (IT) Division Report: Mike Hayes, IT Officer, gave an overview of the divisional activity for the IT division; explained the monthly service requests and types of tasks handled by the GIS group; provided graphs showing the email security metrics,

internet access protection, and the number and types of events analyzed by management detection and response (MDR) provider. He reported that a microwave dish, on one of the GHC 9-1-1 microwave towers, was knocked out of alignment by high winds during a storm on June 21, 2023. There are systems in place to alert staff when there are issues with the microwave dishes/towers. Then, staff can triage the situation, determine the problem and notify the repair service. GHC 9-1-1 staff and multiple agencies from counties along the Galveston Bay water boundary, including the local Coast Guard, had a joint brainstorming meeting to discuss first responders for call routing in a NG9-1-1 environment. A second meeting is scheduled with municipalities, in the GHC 9-1-1 territory, that borders the water boundary.

- IX. Action: Consideration and Approval of a Resolution Designating September 11, 2023 as 9-1-1 Day in the Territory Served by GHC 9-1-1: Board Secretary Anders made a motion to approve the resolution; Board Member Denman seconded the motion. Motion passed unanimously.
- X. Budget Workshop—Transmittal and discussion of proposed budget for Year 2024. Chief Financial Officer Rick Corbitt explained the process that staff goes through to prepare the draft budget. Revenue/cash receipts were prepared using current trends and historical data for service fees, interest income, other income, and the recent grant proceeds. Operation and capital expenditures for 2024 are determined, reviewed and budgeted for. He noted that the budget requests included for the major centers were presented as submitted, with no adjustments by GHC 9-1-1. Chairman Rau inquired if there were any recommendations regarding the major centers' requests. Mr. Corbitt stated that the major centers had been asked to make some adjustments to decrease their request amounts, but as submitted, more reductions need to be done. Chairman Rau asked if there were reserve funds included in the capital budget. Mr. Corbitt stated there were no reserve funds; what's budgeted in the 5-year projection is cash on-hand. There was a lengthy discussion on the projected 5-year budget decline in service fees, grant proceeds, the sustainability of operations, and the need to have a reserve fund. Board Member Ratliff asked if GHC 9-1-1 was to establish a reserve fund, could other entities solicit those monies for their own use. It was advised that a request could be made, but GHC 9-1-1 is not a granting authority. Mr. Heffernan noted that some future upgrades and capital replacement to infrastructure and at PSAPs could be put on hold as efforts continue with the fee legislation. At Chairman Rau's request, Mr. Corbitt reviewed the 5-Year projection again, advising that with the regression in revenue and lack of funding, the current level of operational and capital expenditures was not sustainable. There was discussion on where costs could be cut. Mr. Heffernan commented that GHC 9-1-1's capital replacement program keeps the system viable and would not recommend cuts in the

capital budget, which has remained steady the past 15 years. Chairman Rau commented that the Network must look into establishing an operational reserved. He added that it's difficult for an organization to operate on a fee that has been the same for 27 years.

Mr. Corbitt continued with a review of sections: II. Summary-Projected Receipts and Operational/Capital budget 2024—the salaries line item is projected to be under budget and includes a request for an additional employee for the finance division. There was a question and discussion about the decrease in total projected receipts for 2023 compared to 2024—it was explained that the amount of ARPA grant proceeds received in 2023 was more than will be received in 2024. Mr. Corbitt called on the PSAP representatives to give their budget presentations.

Mr. Tim Staten, Harris County Sheriff's Office (HCSO) Communications Division, advised that Major Susan Cotter and Director David Klozik were not able to attend due to prior engagements. Mr. Staten presented the HCSO 2024 proposed budget request, which included a salary equity increase and fringe benefits increase in pension and FICA due to new positions and a COLA raise proposed by Commissioners' Court and Sheriff Gonzalez. Also included was an increase in premium pay due to retention pay and degree compensation. He highlighted their 9-1-1 call-volume has been steady since 2018, with an exception in 2021 when over 1 million calls were handled. And, even with the major increase in volume experienced this year, they have maintained a 98% service level due to the hard work of all staff, the implementation of internal minimum standards, and the daily monitoring of telecommunicator performance.

Chairman Rau requested that clarification be provided on how many positions, at each of the major centers, are funded by GHC 9-1-1. Board Secretary Anders gave the history of the statute and the positions that are funded by GHC 9-1-1, noting that with 9-1-1 telecommunicators now cross-trained to handle other functions, the demarcation was no longer clear.

Mr. Robert Mock, Houston Emergency Center (HEC), said they continue to implement measures to improve SLAs and staffing at the call center. He thanked GHC 9-1-1 for everything that's done to help with telecommunicator recruitment efforts. Mr. Mock presented the HEC 2024 proposed budget, which included nine new positions (4-CTOs, 2-Shift Managers, 2-Fire/EMS Supervisors, 1-Trainer Coordinator). Board Member Ratliff, City of Houston Rep, expressed her concern about the below standard service levels. She asked if funding for the nine new positions was allotted, would it help, what else was being done to resolve this issue, and if the City Council was aware of the dilemma. Mr. Mock advised that the Mayor's office approved the incentives that are now being offered to help increase the applicant pool, and he is advocating through HR and Compensation

to reclassified positions to a higher pay grade. Board Member Ratliff stated it is of urgency to get the service level issue resolved. Mr. Mock acknowledged. Board Member Denman added that the Board would like to see what measures HEC has implemented in the past year and where the additional funding will help further improve what has been put in place, that would help the Board understand the need for additional funding and personnel. Chairman Rau inquired if funding for the High School program was in the budget. Ms. Jane Nyambura advised yes, it is part of the Services cost. There was a discussion about how a 9-1-1 is processed at HEC, the functions of a complaint taker and a 9-1-1 telecommunicator, and the demarcation for funding.

3:15 P.M.—Chairman Rau paused the meeting for a brief break.

3:25 P.M.—Meeting called backed into order.

Chairman Rau explained that when 9-1-1 began, GHC 9-1-1 funded Neutral sites that transferred 9-1-1 calls to emergency service agencies, based nature of the emergency: police, fire or EMS, so the demarcation was clear. A few years after HEC was created, the structure of the 9-1-1 call-taker was adjusted, which has complicated the funding separation point. Mr. Mock continued with a review of HEC's annual 9-1-1 call volume. There was brief discussion on how hang-up/abandoned calls were calculated. Board Member Ratliff and Chairman Rau inquired if HEC also used the GHC 9-1-1 Analytics management tool to monitor performance. Mr. Mock stated, yes. GHC 9-1-1 Services Officer Roger Hauck explained the functions of Analytics tool, which is available at all the call centers, and the types of data and report that can be obtained. Mr. Mock concluded with a review of measures that have been implemented to improve service levels and incentives that are offered to aid in the retention of personnel.

Mr. Corbitt introduced Meghan Rivas, Fort Bend County Sheriff's Office (FBCSO). He highlighted that the FBCSO 2024 budget request did not include an increase from Year 2023. Ms. Rivas stated that during the 2023 budget process, Fort Bend County was in the middle of having a salary study done. Based on the determined salary range for the GHC 9-1-1 funded positions, the cost is within the allotted amount funded in 2023. She added that pay model for call center personnel will now be like it is for police officers—COLA plus certification level: base, intermediate, and advanced. Board Member Denman stated that should help with the retention of personnel. Ms. Rivas said they had 40 vacant positions in 2023, and now they are down to 20; of those, three supervisor positions and one telecommunicator position are funded by GHC 9-1-1.

Mr. Corbitt continued with the presentation of the GHC 9-1-1 operational and capital budget, reviewing the line items for salaries, public education, training, and contract services. Based on a prior compensation study and changes that were implemented,

Board Member Ratliff inquired if car allowances were being provided to staff. Mr. Heffernan said yes, the allowance was reviewed and lowered. There is an operations field level and a lower-level allowance, and all staff receive the standard mileage reimbursement if traveling out-of-district for business. Board Member Ratliff requested to see the allowance detail. Mr. Heffernan acknowledged and stated that was an item that could be reviewed. Mr. Corbitt noted that the allowance cost was included in the salary line item.

Mr. Corbitt provided a detailed list of capital expenditures items and costs included in the proposed 2024 budget. Chairman Rau asked, with there being an unbalanced deficit, what could be done to balance the budget. Mr. Corbitt said with no new revenue coming in, all parties need to review their requests to see where there was room for reductions. Board Member Denman suggested that staff rate the capital budget items by necessity. Mr. Heffernan acknowledged and stated there were some items that could be put on hold and cut. Board Member Denman recommended that the major centers do the same.

The Board requested that the budget workshop be put back on the agenda for the September meeting. The Board advised staff and the major centers to take steps to eliminate the deficit and balance the budget. Chairman Rau stated if there are still difficulties after the next workshop, there might need to be a Special Meeting before the regularly scheduled meeting for October, 2023.

XI. Announcements: Next Board meeting is scheduled for Wednesday, September 27, 2023.

There being no further action, the meeting was adjourned at 4:05 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary