

ITEM II. Approval of Minutes—Board Meeting on December 13, 2023

**Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
December 13, 2023**

The Board of Managers meeting of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:11 p.m. on December 13, 2023, 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, Shawn Thompson, and legal counsel Haley New were present. Board Member Mark Denman did not attend. There were 30 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 on October 25, 2023, were approved with a motion by Board Secretary Anders, and second by Board Member Ratliff. Motion passed unanimously.
- III. Citizens Comments—There were no citizens wishing to appear before the Board.
- IV. Executive Director Report—GHC 9-1-1 Government Liaison Anya McInnis stated that Texas Proposition 8, the Creation of Broadband Infrastructure Fund Amendment, was approved, but unsure when the funding distribution will take place. Ms. McInnis mentioned that her team is working closely with the Commission on State Emergency Communications (CSEC) and the Comptroller's Office on the distribution of funds, a one-time payment disbursement. Ms. McInnis added that GHC 9-1-1 will be pushing legislative fee for a more sustainable funding source going forward. Chairman Rau suggested for GHC 9-1-1 to think about pursuing the stand-alone fee legislation and combining it with a referendum. In hopes that through the voters it would be successful. Ms. McInnis stated that the legal/alliance team will try to figure it out with the existing statute, she mentioned that public education efforts on 9-1-1 funding is important. Ms. McInnis said that a public opinion poll could be presented to the legislature to show that there is strong public support for 9-1-1 funding so that Texas Representatives can understand that the public will not turn on them if there is a moderate fee increase.

V. Executive Director Stan Heffernan provided a brief update on GHC 9-1-1 organizational activity for the months of October and November 2023. He congratulated all efforts taken by Staff in setting-up the 40th Anniversary Reception and GHC 9-1-1 History Wall.

VI. Financial Report—Fiscal Officer Richard Corbitt provided the monthly financial update for the period ending November 30, 2023, is as follows:

- Cash and cash equivalents \$18.8 million
- Invested funds for Operations \$20.2 million
- Liabilities \$12.4 million
- Receipts \$54.2 million
- Disbursements \$44.7 million

Mr. Corbitt reported that the overtime expenses are under budget for the City of Houston and Harris County for January 1, 2023, through November 30, 2023. Mr. Corbitt provided an overview of the remaining budget balance report, he highlighted the following line items; line item 8 (interest) he stated that interest rates and earnings are good. Line item 10 (grant) GHC 9-1-1 anticipates \$2.4 million in grant fund reimbursement in January 2024. Line item 20 (Major Answering Site Expense) HEC and HCSO personnel count remains under budget. Line item 24 (General Maintenance/Contracts) the accounting team is working on getting those paid.

VII. 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, noting there were no priority 1 (P1) tickets for the months of October and November 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 HEC, HCSO, and FBCSO. 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%. Board Secretary Anders pointed out that HEC’s SLA went slightly down from the previous month, and HEC needs to thrive to keep SLA percentages in the 90%. HEC Director Robert Mock added that HEC has its good and bad days but will try to keep their SLA in the 90 percentiles.

Mr. Hauck reported that on October 2023 there was an HEC 9-1-1 equipment course. Professional Growth Classes for Telecommunicators were held throughout the months of October and November 2023. He highlighted that the 21 students that took the 1080 Basic Telecommunicator Licensing Course, passed the state licensing test.

Public Information Officer Sonya Clauson provided an update on the 9-1-1 education outreach efforts. Ms. Clauson said the fall season is the busiest time of the year for

community events, GHC 9-1-1 distributed 9-1-1 education materials to 59 events throughout Harris and Fort Bend Counties during the months of October and November 2023. GHC 9-1-1 partnered with HCSO and TECC for the Safetober event in Old Town Spring. She stated that GHC 9-1-1 is promoting on social media the available resources that 9-1-1 agencies can request for their community events. Ms. Clauson mentioned that the recruitment campaign ended in October 2023. Additional public awareness advertising was included in social media and TV/Over the Top (OTT) such as “Don’t Call Us for That!”, “Who to Call”, and “Know Your Phone.” Next, Ms. Clauson presented the activity results from the 911.org website sessions, by device, and by views for the month of October and November 2023, noting there were 3,701 visits to the 911.org careers page. Board Secretary Anders commented that he appreciates GHC 9-1-1 efforts on the social media posts.

- VIII. Operations Division (Ops) Report—Operations Officer Sam Mitchell provided the incident tickets, and service request tickets completed by the Operations division during the months of October and November 2023. Mr. Mitchell reported there were three major UPS battery upgrades for BDC (Bass Data Center), HEC, and HCSO in 2023. One UPS battery upgrade was completed for HDC (Huntsville Data Center) in April 2022. Mr. Mitchell said that the UPS battery upgrades have a life expectancy of 5 years. By making these upgrades, it will allow a reduction in footprint in those rooms and expansion, if needed.
- IX. Information Technology (IT) Division Report—IT Officer Mike Hayes reviewed the incident tickets and service request tickets completed by the IT/GIS division in the months of October and November 2023. Mr. Hayes explained the reason for an increase in service request tickets. He stated that over 90% of tickets are from external entities who requested subdivisional plats or address verifications, those tickets are not categorized as high priority due to its long-term process. Next, Mr. Hayes provided graphical GIS updates stating that all data is normal for the months of October and November. Mr. Hayes reported on the GHC 9-1-1 email security metrics, he highlighted that the month of October 2023 there were 68,087 inbound emails and in November 2023 there were 21,223 inbound emails, he mentioned that the decrease in inbound emails could be due to the Thanksgiving holiday. Mr. Hayes presented the Internet access protection data for the months of October and November 2023. He pointed out that there was a peak of malicious content detected on October 6, 2023, after an investigation, it was concluded that malicious ads were embedded to a website, the malicious content was then blocked. Board Secretary Anders asked if any attempts of cyber-attacks have been reported to the Texas Department of Information Resources (DIR). Mr. Hayes stated no, GHC 9-1-1 does not correspond to DIR regarding Cyber security.

X. Action: Consideration of Request from HCSO for Approval to Proceed with the Purchase of Chairs for 9-1-1 Call Takers. HCSO Director of Emergency Dispatch Center David Klozik provided background information for their request. Action was approved with a motion by Board Secretary Anders, and second by Chairman Rau.

XI. Recognitions – Years of Service – Special recognition of GHC 9-1-1 Staff and Board Members for their years of service.

David Early	5 Years of Service
Derek Doinoff	10 Years of Service
Brenda Pope	15 Years of Service
Laquona Smith	15 Years of Service
Monette Hurtt	20 Years of Service
Greg Platek	20 Years of Service
Sonya Clauson	30 Years of Service
Bill Anders	40 Years of Service

XI. Executive Session – The Board went into Executive session at 2:12 PM and returned at 2:43 PM. No action from the Board.

XII. Announcements—Next Board Meeting will be January 24, 2024.

There being no further action, the meeting was adjourned at 2:45 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary