

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
February 28, 2024

The Board of Managers meeting of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:17 p.m. on February 28, 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, and legal counsel Haley New were present. Board Members Mark Denman and Shawn Thompson did not attend. There were 31 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 January 24, 2024, 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— Executive Director Stan Heffernan provided updates on state and federal matters, including Prop. 8 9-1-1 funding and the FCC's adoption of a document on Location-Based routing. He briefly discussed organizational activities for January 2024, highlighting the absence of priority 1 tickets. In response to inquiries about the recent AT&T outage, Mr. Heffernan assured the Board that ongoing analysis is underway. Detailed findings will be presented in the next meeting, including information on the likely outcomes in the event of a large outage.
- V. Financial Report— Fiscal Officer Richard Corbitt presented the monthly financial reports for the period ending January 2024. Mr. Corbitt emphasized notable figures in grants and service fees. Questions were raised regarding Fort Bend County's absence from the overtime expenses section to which Mr. Corbitt clarified that no such expenses were incurred. Concerns about potential impacts of new legislation related to climate change were also addressed, with Mr. Heffernan committing to further research and providing relevant information to the Board.

VI. 9-1-1 Services Division Report—Executive Director Stan Heffernan fills in for 9-1-1 Services Division Officer Roger Hauck. Mr. Heffernan reported there were no priority 1 (P1) tickets for January 2024. Mr. Heffernan went over the Enterprise PSAP 911 sessions charts, the 911 trend charts, and the PSAP call volume statistics provided by Houston Emergency Center (HEC), Harris County Sherrif’s Office (HCSO), and Fort Bend County Sherrif’s Office (FBCSO). He emphasized HEC’s answer index is at 90%. He noted a decrease in 9-1-1 call volume, and an increase in non-emergency calls.

PSAP Training Manager Mindi Bartee reported that in January 2024, there were no 9-1-1 equipment courses, and one team-building online seminar with 26 attendees. She highlighted that 34 students took an online course and projected that these numbers would be higher.

Public Information Officer Sonya Clauson highlighted the success of recent social media campaigns, particularly noting a popular post about winter storm preparedness reaching over 30,000 people. She discussed increased engagement metrics since December 2023, and presented charts from the Board Report highlighting GHC 9-1-1 website activity.

During the discussion, Chairman Rau inquired about the 911.org Page Views chart, questioning its recording of website access for training purposes. Ms. Clauson and Ms. Bartee clarified that while the page contains general training program information, students can access the training portal through it.

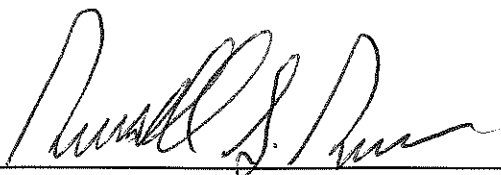
Chairman Rau also brought up updates on meetings with Harris County regarding training for handling callers in crisis. Ms. Bartee explained ongoing efforts to collaborate with the Harris Center for Mental Health in providing online training for call takers and enhancing interoperability with National Crisis lines. When asked about the National Crisis Line call center's location, Ms. Bartee clarified that while the physical call center is on the Southwest Freeway, operations are conducted remotely. Chairman Rau requested to add an action item to the April agenda for discussion, aiming to provide a public update on the GHC 9-1-1 Golf Tournament committee.

VII. Operations Division (Ops) Report— Operations Division Officer Sam Mitchell announced the successful upgrade of the AV system, resulting improved audio

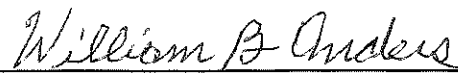
recording capabilities and reduced maintenance costs. The system's capacity for remote participation, asked for by Chairman Rau, was confirmed by Mr. Mitchell, stating that the system does have that capability.

- VIII. Information Technology (IT) Division Report— Information Technology Officer Mike Hayes discussed the Ticket Distribution chart, highlighting the Database/GIS Division as busiest for typical requests for address verifications. He briefly covered January 2024 monthly service requests/tasks. During inquiries about cybersecurity from Chairman Rau, Mr. Hayes indicated further discussion will require an executive session. Mr. Heffernan clarified GHC's focus on protecting 9-1-1 call delivery over critical data, with existing plans in place. In response to Board Member Bill Anders, Mr. Hayes stated that GHC 9-1-1 does not directly educate PSAPs on cybersecurity. Mr. Heffernan suggested exploring potential support initiatives.
- IX. Executive Session – Executive Session did not take place due to lack of a full quorum.
- XI. Announcements—Next Board Meeting will be March 27, 2024. Chairman Rau requested that Staff include the discussion of the April Board Meeting date conflicts as an agenda item to next month's meeting.

There being no further action, the meeting was adjourned at 2:02 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary