

## ITEM II. Approval of Minutes—Board Meeting on March 27, 2024

### **Minutes Greater Harris County 9-1-1 Emergency Network Board of Managers March 27, 2024**

The Board of Managers meeting of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:07 p.m. on March 27, 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 Denman, Shawn Thompson, and legal counsel Haley New were present. There were 27 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 February 28, 2024, were approved with a motion by Board Secretary Anders, and second by Board Member Ratliff. Board Member Denman abstained due to absence.
- III. Citizens Comments—There were no citizens wishing to appear before the Board.
- IV. Executive Director Report— Executive Director Stan Heffernan provides updates on state and federal matters, including APCO 2024 priorities and Prop 8 funding. Mr. Heffernan states that Next Gen (NG) 9-1-1 funding was a big topic and opened the floor for Board Member Denman and Mr. Hauck to discuss any updates in the 9-1-1 Goes to Washington conference they attended, in reference to the APCO 2024 priorities. Board Member Denman expresses disappointment of the NENA organization's misinformation on the reclassification of telecommunicators, where only 18 states had approved reclassification, not 26 states as NENA had presented. Mr. Heffernan continues with his report, addressing the Prop 8 funding and briefly going over the Organizational Activity as stated in the Board Report.

Mr. Heffernan provides an update on the AT&T service issue in his 'Additional Updates' segment, noting that the outage on February 22, 2024, was less significant than reported in the news, with minimal impact in the Harris County area. Board Member Thompson adds that the outage was not a result of a cyber-attack but rather human error stemming from a system update. Board Member Rau praises Mr. Heffernan for his comprehensive

Executive Director annual report to the Board. Mr. Heffernan indicated that additional details will be addressed during Executive Session.

- V. Financial Report— Fiscal Officer Richard Corbitt presents the monthly financial reports for the period ending February 2024, highlighting the City of Houston's significant overtime expenses. He emphasized key figures related to grants and service fees. Mr. Corbitt highlights that Harris County plans to transition to a new depository bank in September 2024, though the current incumbent bank has yet to be determined. He suggests distributing GHC 9-1-1 funds across multiple banks as a contingency measure to mitigate potential disruptions to financial flows, particularly in the weather event and our main bank is down. Another update on Prop 8 funding, indicating that the CSEC agency will allocate half of the funds. The organization is required to submit a P&L (Profit and Loss statement) by May 2024, detailing the utilization of the funding. The remaining half, totaling 14 million, is anticipated to be disbursed in August 2024. Board Member Rau raises concerns about finalizing an annual budget amidst such staggered funding distribution. Mr. Corbitt announces that the 2023 Audit is nearing completion and informs the Board that preparations for the 2025 budget are currently underway.
- VI. 9-1-1 Services Division Report—9-1-1 Services Division Officer Roger Hauck delivers a concise overview of divisional activity in February 2024, reporting normal ticket volume. He reviews charts depicting Enterprise PSAP 911 sessions, 911 trends, and call volume statistics from Houston Emergency Center (HEC), Harris County Sheriff's Office (HCSO), and Fort Bend County Sheriff's Office (FBCSO). Other highlights were HEC's answer index of 89.50%, where Board Member Denman commending HEC for maintaining near 90%. Additionally, it was noted the slight decrease in 9-1-1 call volume and a slight increase in non-emergency calls across all major sites.

PSAP Training Manager Mindi Bartee provides an update on the PSAP training for February 2024, highlighting the completion of 9-1-1 equipment courses and a professional growth course on CPR. A total of 160 students participated in an online course, indicating a growing trend in online training. Board Member Rau acknowledges the addition of telecommunicator courses at Houston Community College, questioning whether there is integration with high school programs. Ms. Bartee acknowledged the Board that GHC 9-1-1 is aware of the program. Lt. Klozik with HCSO stated the students in the program toured both major centers earlier that week.

Public Information Officer Sonya Clauson provides updates on public education outreach efforts, noting that groups have begun ordering educational materials for upcoming April events. She highlights the success of GHC 9-1-1's media partner, Brand Ranch, whose campaign ad "Don't Call Us for That" received an award. Plans for future media

campaigns, particularly for April's 9-1-1 Education Month, include additional social media efforts.

Addressing the digital media updates section, Ms. Clauson reports on messages shared in March, including one addressing the AT&T service outage. This post, reassuring the public that phones without service can still dial 9-1-1, garnered over 10,000 views.

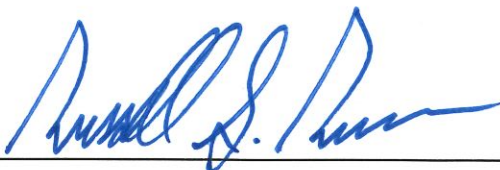
Division Officer Hauck provides updates in reference to the Additional Updates section, stating that technicians successfully conducted test calls without interruptions during the outage. Additionally, Hauck reports a significant 52% increase in 9-1-1 calls, which was attributed to citizens testing the service during the outage period.

- VII. Operations Division (Ops) Report— Operations Division Officer Sam Mitchell provides an overview of Divisional Activity, noting minimal changes in ticketing compared to the previous month. In Facilities Updates, Mr. Mitchell announces the successful relocation of Tomball Police Department's dispatch to an adjacent conference room with assistance from the Facilities group and 9-1-1 Services during their renovation. He explains the installation of additional cabling infrastructure to accommodate potential growth at Tomball PD, showcasing before-and-after images in the Board Report.
- VIII. Information Technology (IT) Division Report— In the absence of Information Technology Officer Mike Hayes, Executive Director Stan Heffernan presents the IT Division Report. He discusses the normal activity reflected in the IT Ticket Breakdown and GIS Activity charts provided in the Board Report. Mr. Heffernan highlights the effectiveness of the Cyber Security System in detecting and protecting GHC 9-1-1's systems, reassuring the Board that despite ongoing threats, there have been no service disruptions. Board Member Mark Denman commends the comprehensive data, noting the analysis of over 1.2 billion events and 11 million noteworthy incidents within a mere 10-day period.
- IX. Action Item: Resolution, Telecommunicator (TC) Week – Transmittal and Consideration for Adoption of a Resolution Declaring April 14-20, 2024, Public Safety Telecommunicator Week in the territory served by Greater Harris County 9-1-1 Emergency Network. A motion by Board Member Denman was made to approve the resolution for TC Week, seconded by Board Member Anders, and passed unanimously. Resolution was signed by all Board members.
- X. Item: Discussion and possible action in regard to the GHC 9-1-1 Golf Tournament Committee. GHC 9-1-1 aims to raise \$60,000 through its inaugural Golf Tournament fundraiser, supporting Telecommunicators' wellness, education, and training. The event will be held at The Golf Club of Houston on September 12, 2024, with tee off at 9:11 AM.

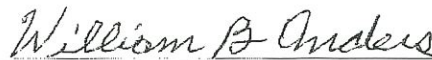
Participants will pay a fee of \$150 each. A motion was passed to approve the location and authorize the Executive Director to secure the venue with a \$4,800 down payment. Board Member Denman motioned, Board Member Ratliff seconded, and passed unanimously.

- XI. Item: Discussion and possible action regarding the April Board Meeting date. After deliberation, it was concluded to maintain the Board of Managers meeting on April 17, 2024, at 1:00 P.M. Board Member Rau announces that a founding Board Member who represented the City of Houston, Joe Russo, will be present at the next meeting.
- XII. Taken out of Order: Announcements: During the announcements segment, Board Member Rau conveys the passing of Jesse James (JJ) Pruitt, the inaugural Harris County Fire Marshal, who passed away on March 23, 2024. Board Member Anders highlights JJ's significant achievements, noting that upon assuming the role of Fire Marshal, he unified district lines, ensuring comprehensive fire protection across all areas of Harris County through collaborative efforts. Board Member Rau continues with the rest of the announcements, stating that the next board meeting will be held April 17, 2024.
- XIV. Taken out of Order: Emergency/ Supplemental Items: Mr. George Buenick, Director of Public Safety & Homeland Security for the City of Houston, presents two supplemental items to the Board. Firstly, he addresses the AT&T incident, where the Vice President of AT&T expressed regret for the lack of communication and public information during the outage on February 22, 2024. Secondly, Buenick discusses a power outage related to an HEC UPS upgrade, which affected the CAD system's normal operation. Despite media portrayal, he clarifies that the outage wasn't a significant issue for HEC, highlighting that 9-1-1 services remained unaffected. It was noted that the separation of 9-1-1 UPS systems from the main system's UPS system remains beneficial.
- XII. Executive Session – The Board of Managers enters Executive Session at 2:18 P.M. and reconvenes at 4:57 P.M. A motion was made and passed to approve a 4% compensation increase, effective April 1, 2024. The motion was approved by Board Member Denman and seconded by Board Member Anders, with a unanimous vote.

There being no further action, the meeting was adjourned at 4:58 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary