

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
April 17, 2024

The Board of Managers meeting of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:02 p.m. on April 17, 2024, in the Board Room of the GHC 9-1-1 at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Russell Rau, Vergil Ratliff, and Mark Denman, along with legal counsel Haley New, were present. Board Member Bill Anders was unable to attend due to medical reasons, while Shawn Thompson was also absent. A total of 26 individuals were 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 March 27, 2024, were approved with a motion by Board Member Denman, and second by Board Member Ratliff. The vote passed unanimously.
- III. Citizens Comments—There were no citizens wishing to appear before the Board.
- IX. Taken Out of Order – Action Item: Resolution: Recognition of Founding Board Member – Mr. Joe Russo, Board Member, Representing City of Houston from 1983-1985. Board Member Denman read the resolution in honor of Mr. Russo. Motion was made by Chairman Rau, seconded by Board Member Ratliff, motion passed unanimously. Board Member Ratliff read a letter written by Board Member Anders, expressing his regret for his absence due to unforeseen circumstances. On behalf of Firefighters and Emergency Medical Services in Harris & Fort Bend Counties, Board Member Anders extended his sincere appreciation for the significant contributions made by Mr. Russo establishing the Enhanced 9-1-1 system. Recognizing Mr. Russo's foundational role played over 40 years ago, he acknowledges that GHC 9-1-1 has ensured efficient access to emergency services. Board Member Anders conveys a deep sense of honor in having served alongside Mr. Russo on the inaugural GHC 9-1-1 Board of Managers.

The Board of Managers meeting was paused at 1:15 P.M. and resumed at 1:22 P.M.

- IV. Executive Director Report— Executive Director Stan Heffernan briefly updated on the Organizational Activity as stated in the Board Report. Mr. Heffernan stated there will be more discussion in next month's meeting on funding and Proposition 8 updates.

Financial Report— Fiscal Officer Richard Corbitt presented the monthly financial reports for the period ending March 31, 2024. He reported on the quarterly investment report, and the PSAP overtime expenses. Mr. Corbitt noted a 1% increase in 9-1-1 state fund due to an increase in population in the Greater Harris 9-1-1 District. Mr. Corbitt mentioned that capital funding disbursements were primarily due to fleet vehicle replacements for the Operations Division. He stated that a minor change in the Receipts pie chart reflected data related to "Grants/Others". Mr. Corbitt informed the Board that GHC 9-1-1's current audit firm Belt Harris Paycheck was acquired by Crowe. Chairman Rau asked if the audit firm Crowe honored GHC 9-1-1's current 2024 audit proposal. Mr. Corbitt stated that there was no information regarding that matter, however the audit process will begin May 1, 2024. Mr. Corbitt stated GHC 9-1-1 does not enter into a five-year agreement with the audit firm, it is only the Board's policy. He also noted GHC 9-1-1's upcoming change in banking from Cadence to JP Morgan Chase Bank in September 2024, (under the Harris County system), with the drawback of not receiving the same investment rate as Cadence Bank. Additionally, Mr. Corbitt mentioned the ongoing preparations for the GHC 9-1-1 2025 budget workshop. Chairman Rau suggested the budget workshop to start early to allow enough time to review the budget. Mr. Heffernan concurred. Chairman Rau expressed his concern about the grant funds received from federal/state that are classified as "reserved" in the GHC 9-1-1 budget worksheet, as he does not want confusion or misunderstanding from City Council and Commissioners Court when the budget goes out for approval. Chairman Rau explained that GHC 9-1-1 sets aside funds to cover deficits not supported by revenues from 9-1-1 service fees. For that reason, it's important to properly classify the grant funds for future funding only. Mr. Heffernan assured the Board the "reserved" line item in the budget will be properly labeled to avoid any future misunderstanding.

- V. 9-1-1 Division Report—9-1-1 Services Division Officer Roger Hauck delivered a concise overview of divisional activity in March 2024, reporting normal ticket volume. Next, Mr. Hauck transitioned to PSAP statistics, observing a slight increase in calls for March, attributed to citizens being out for spring break, which he

considers typical. He further explained the ongoing trend of declining 9-1-1 landline calls over the years, while there continues to be a gradual rise in 9-1-1 texting. Reviewing the Call Volume charts for Houston Emergency Center (HEC), Harris County Sheriff's Office (HCSO), and Fort Bend County Sheriff's Office (FBCSO), Board Member Denman acknowledged HEC for exceeding a 90% answer index on SLAs, while also commending HCSO and FBCSO for maintaining consistently high numbers.

In the absence of PSAP Training Manager, Mindi Bartee, Mr. Hauck proceeded with the PSAP Training Update, outlining the courses conducted by GHC 9-1-1. These include two sessions focused on 9-1-1 equipment, two professional growth courses, and a self-paced training module. Additionally, 12 students successfully completed training on the online training portal. Mr. Hauck highlighted an increase in GHC 9-1-1 training attendance for March.

Public Information Officer Sonya Clauson discussed recent engagement efforts at an Aldine ISD school, providing 9-1-1 information to students and parents. She highlighted April as 9-1-1 Education Month, coinciding with Telecommunicator Week, aiming to raise awareness through social media and targeted ads. Updates included linking the career page to agency pages, progress in 9-1-1 call center staffing, and ongoing telecommunicator recruitment efforts. Sonya reviewed the popularity of the Careers and Public Education pages on 911.org. Board Members applauded Sonya and Ms. Bartee for their work on the golf tournament. Board members also expressed gratitude to GHC 9-1-1 for recognizing Joe Russo.

- VI. Operations Division (Ops) Report— Operations Division Officer Sam Mitchell provided an overview of operational divisional activity, focusing on the total number of tickets for the month of March. He noted that this number would vary from month to month, but overall activity seemed normal. Apart from the ticket overview, there were no other updates to report.
- VII. Information Technology (IT) Division Report— IT Officer Mike Hayes presented an overview of the monthly service requests and tasks completed by the IT division. He extended recognition to GIS Manager Brenda Pope and her team for identifying a wireless deployment initiative in the area. This initiative involves deploying smaller nodes within commercial buildings to transmit dispatchable location data to call takers. Mr. Hayes highlighted Memorial Hermann's observation of enhanced

dispatchable location information on ALI records, providing details such as hallway and floor numbers rather than just latitude and longitude coordinates. Mr. Hayes confirms he will have a more formal report for the board next month. During the discussion, Chairman Rau queries if the system operates similarly to a Wi-Fi node system, which Mr. Hayes confirms, noting the absence of password requirements. Mr. Hayes ended his report with an update on cyber email/internet security metrics and managed detection and response, noting normal performance levels in these areas.

- X. Announcements: Next Board of Managers Meeting will be May 22, 2024. The Texas Public Safety Conference will be April 21-24, 2024, in Denton, Texas and NENA conference will be June 28-July 3, 2024, in Orlando, Florida.

There being no further action, the meeting was adjourned at 1:59 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary