

## II. Approval of Minutes—Board Meeting on October 23, 2024

# Minutes

*Greater Harris County 9-1-1 Emergency Network*

**Board of Managers Meeting**

DATE October 23, 2024  
 TIME 1:03 PM  
 LOCATION Board Room of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

### IN ATTENDANCE

Board Members Russell Rau, Bill Anders, Mark Denman, Vergil Ratliff, Shawn Thompson, and legal counsel Haley New were present. There were 26 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 September 25, 2024, were approved with a motion by Secretary Anders, and seconded by Board Member Ratliff. The vote passed unanimously.
- III. Citizens Comments—There were no citizens wishing to appear before the Board.
- IV. Board Member Comments/ Updates – Board Member Denman commended the GHC 9-1-1 staff for consistently providing exceptional lunches before Board Meetings. He shared a prior discussion with Jonathan Gilian, NENA VP Govt Affairs, emphasizing the importance of GHC 9-1-1 taking a proactive role in engaging constituents to raise awareness about critical issues and the need for increased funding. He recommended that GHC 9-1-1 initiate bi-monthly calls to strategize on this approach.
- V. PSAP Comments/ Updates – There were no comments from PSAPs presented before the Board.
- VI. Executive Director Report – Executive Director Stan Heffernan began with the "State and Federal Updates" section of his report, highlighting a nearly 90% increase in wireless data traffic from 2021 to 2023, exceeding 100 trillion megabytes used. He emphasized the critical reliance on wireless connectivity, noting the devastating impact on the public during major storms that disrupt this service. Mr. Heffernan also reported that organizational activities remained steady, with a slight increase in priority 5 tickets within the IT department.
- VII. Fiscal Division Report - Fiscal Division Officer Rick Corbitt began his report by highlighting GHC 9-1-1's strong cash and investment position. He provided an update on the transition of banking services from Cadence Bank to JP Morgan Chase, noting that redundancies with Cadence are being maintained temporarily to address potential initial issues with JP Morgan Chase. Mr. Corbitt discussed overtime expenses, reporting that all three major centers are under budget by approximately \$1.4 million. He emphasized that while overtime is being used, it

remains within the 2024 budget. Board Member Denman commented on the increase in HEC's Actual Head Count (AHC) of about 10, which he praised, while Mr. Corbitt noted a slight decrease in FBCSO's AHC. Mr. Corbitt then referenced the 9-1-1 Landline vs. Wireless Revenue graph, commending Mr. Hayes for his efforts in data retrieval. The graph illustrated the growth of wireless revenue since 1995, surpassing landline revenue by 2007 and reaching nearly 65% in 2024. Mr. Hayes explained the aggregated data, showing the decline of landline use and the rise of wireless revenue over time. Another graph on page 19 detailed annual fee revenue and operational expenses per person, adjusted for inflation to 1995 dollars. Chairman Rau inquired whether the data accounted for grant funding. Mr. Hayes clarified that grant funding was excluded due to its inconsistent nature. Chairman Rau congratulated Mr. Hayes, who expressed gratitude to former Executive Director Lavergne Schwender and former Fiscal Officer Tino Fonseca for their assistance with the data collection. In closing, Mr. Corbitt addressed a previous question from Board Member Denman about pension standing, reporting that GHC 9-1-1 is in excellent condition at 93.7% funded, well above the benchmark for good standing. He distributed a detailed handout on the topic. Mr. Corbitt also noted ongoing efforts to secure budget approvals from the City of Houston and Harris County. Chairman Rau requested the footnote from the 2025 Budget booklet for input purposes.

- VIII. Taken out-of-order: Action Item: Transmittal and Consideration for Approval of the Investment Policy for the Year 2024-2025. Mr. Corbitt provided a brief overview of the Investment Policy as outlined in the memorandum. He mentioned that he takes investment classes to remain current and well-informed on the subject. Following the presentation, Chairman Rau called for a vote. The motion to approve was made by Board Member Denman and seconded by Secretary Anders. The motion passes unanimously.
- IX. 9-1-1 Services Division Report – 9-1-1 Services Division Officer Roger Hauck presented the divisional activity report for 9-1-1 services, noting that there were no P1 incidents to report for the month. He then reviewed the Call Statistics charts, which indicated that wireless calls comprised over 90% of total calls. Board Member Denman highlighted that, on average, Houston 9-1-1 receives more than 11,000 calls per day, emphasizing the magnitude of life-and-death situations handled daily. Chairman Rau remarked on the growing number of 9-1-1 text messages and inquired about their management. Mr. Hauck and Ms. Bartee confirmed that there had been no complaints from the PSAPs and that the process appeared to be running smoothly. Chairman Rau acknowledged that texting was likely slower than voice calls, a point with which Mr. Hauck agreed, noting that text sessions generally take longer than voice communications. Ms. Bartee further clarified that text messaging is designed for situations where citizens cannot make a voice call, and for this intended purpose, it was performing well. Mr. Hauck then presented the major center call reports, starting with the Houston Emergency Center (HEC). He reported a 10% increase in call volume for the month of September, with an SLA of 76.4%. Mr. Hauck explained that this increase was anticipated and noted that Roderick Jackson was already working on adjustments. Board Member Denman expressed confidence that Mr. Jackson would make improvements over time. Mr. Hauck then discussed the Harris County Sheriff's Office (HCSO), where call volume remained stable for September. He continued with the Fort Bend County Sheriff's Office (FBCSO), which experienced a slight increase in call volume along with a decrease in SLA. He attributed the drop in performance to recent configuration changes, noting that further adjustments were needed. Mr. Hauck also mentioned that he would be collaborating with Meagan Rivas of FBCSO on potential modifications, though she had pointed out that staffing issues were contributing to the challenges. To conclude, Mr. Hauck presented the overall enterprise report, which showed an average SLA of 97.7% for September.

PSAP Training Manager Mindi Bartee reported that GHC 9-1-1 hosted three classes in September. These included a 9-1-1 class for HEC, a basic licensing course that is required to obtain a telecommunicator license in Texas, in

which 20 telecommunicators earned their certification, and a Spanish telecommunicator course, also a state-mandated program, attended by 11 students. Additionally, 50 students participated in online courses. Ms. Bartee also noted that her team attended the MADD (Mothers Against Drunk Driving) event, where they represented GHC 9-1-1 and the telecommunicators in the district. She explained that MADD aimed to raise awareness about the mental health of telecommunicators and acknowledging them as victims of drunk drivers. Furthermore, there was a PSAP operations meeting that brought together representatives from all PSAPs and SSAPs in the district. During this meeting, participants discussed system functionalities and explored ways to improve collaboration between their agencies and GHC 9-1-1.

Public Information Officer Sonya Clauson reported that several telecommunicators from HCSO staffed a 9-1-1 booth at Katy Fest, where they had the opportunity to engage with the public. Ms. Clauson also mentioned that the GHC 9-1-1 media campaign, which included both social media and broadcast streaming, had concluded. However, she stated that research would be conducted to analyze the campaign's performance and compare analytics. She provided an update on GHC 9-1-1's activity on the newly added app, Nextdoor, noting that one post had recently reached over 66,000 people.

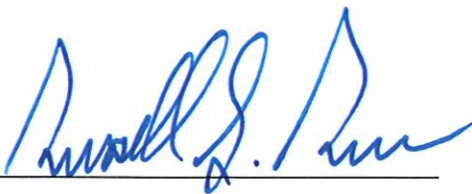
At the conclusion of Ms. Clauson's report, Board Member Denman inquired whether there were any reports tracking erroneous calls to 9-1-1 in an effort to reduce non-emergency calls. Ms. Bartee explained that a previous attempt by one of the larger call centers to track non-emergency calls had been unsuccessful due to the high call volume and other operational challenges. Board Member Denman further asked if there was a report generated after each call to determine whether it was an emergency. During this discussion it was brought up that one challenge with this idea was that there are situations where it is difficult to categorize a call as an emergency or non-emergency. Ms. Clauson also shared that one of GHC 9-1-1's social media ads had directed people to a list of non-emergency resources on 911.org, which received over 3,000 visits in September.

- X. Operations Division Report – Operations Division Officer Sam Mitchell shared that Deer Park PD had begun construction on their new dispatch and EOC building in January 2023, which spans approximately 8,500 square feet. As of September 30, 2024, they were finally able to begin taking calls in the new facility. Chairman Rau inquired about the role GHC 9-1-1 played in supporting the opening of the new building. Mr. Mitchell explained that several divisions contributed, including IT, which coordinated with service providers to ensure connectivity, 9-1-1 services, which assisted with the installation of new call-handling equipment, and operations, which helped with infrastructure elements such as foundation cabinets, cabling, and UPS power systems. Board Member Denman asked whether there had been a grand opening for the new building or if one would be held, as he would like to attend. Mr. Mitchell confirmed that he would inform him.
- XI. Information Technology Division Report - Mike Hayes briefly reviewed the divisional activity for IT and GIS, noting that both were operating normally. He then moved on to the Managed Detection and Response chart, which showed two critical alerts. Mr. Hayes explained that one of the alerts had been a false alarm, triggered by the rollout of a custom application developed by his team. Aside from that, there were no security concerns. Mr. Hayes also reported that he and Mr. Hauck had met with FCC Chairwoman Rosenworcel in September. They met with her at HEC following her visit to the Matagorda County PSAP to discuss Hurricane Beryl, including the experience and lessons learned from the event.
- XII. Action Item – Final report and discussion of the GHC 9-1-1 Golf Tournament, and consideration of approval to continue the event annually. Board Member Denman initiated the discussion by confirming that the Golf Club of

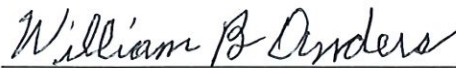
Houston is prepared to host the 2025 Golf Tournament, with a down payment required to secure the venue. Chairman Rau reflected on the success of the funds raised during the previous tournament, expressed gratitude for the relationships built through the event, and shared enthusiasm for utilizing the funds to address telecommunicator mental health. Ms. Bartee proposed setting up a Golf Committee meeting to plan the distribution of funds raised during the 2024 tournament. Board Member Denman motioned to hold the event at the Golf Club of Houston again next year, with the submission of a down payment to secure the date, acknowledging a potential price increase. Secretary Anders seconded the motion, which passed unanimously.

- XIII. Announcement – Justena Kelly was introduced to the Board as the newest GHC 9-1-1 staff member, filling an open position. Chairman Rau announced that the next Board of Managers meeting is scheduled for December 11, 2024. He also highlighted the final report on the Golf Tournament, commending the successful results of the event. Board Member Denman wants the golf tournament brochure distributed to the attendees.

There being no further action, the meeting was adjourned at 2:27 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary