

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
October 26, 2022

The October 26, 2022 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:06 p.m. in the Board Room of the GHC 9-1-1 at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Bill Anders, Dennis Storemski, Mark Denman, Russell Rau, and legal counsel Philip Berzins, Harris County Assistant Attorney, were present for the meeting. Board Member Vergil Ratliff and Shawn Thompson did not attend the meeting. Sixteen people were in attendance.

Agenda Item 1—“Call to Order.” The U.S. and Texas pledges of allegiance were recited.

Agenda Item 2—“Approval of Minutes”. The minutes of the Board meeting on September 28, 2022 were approved with a motion by Board Member Denman and seconded by Board Secretary Anders. Motion passed unanimously.

Agenda Item 3—“Citizens Appearances.” There were no citizens wishing to appear before the Board.

Agenda Item 4—“Financial Report.” Fiscal Officer Richard Corbitt presented the investment report for the quarter ending September 30, 2022. Next, Mr. Corbitt reported on the overtime expenses for the PSAPs City of Houston and Harris County for January 1, 2022 through September 30, 2022. Mr. Corbitt highlighted the monthly financial report totals ending September 30, 2022 as follows:

- Cash and cash equivalents \$ 19.8 million
- Invested funds for Operations \$ 12.0 million
- Liabilities \$ 11.1 million
- Receipts \$ 35.3 million
- Disbursements \$ 27.0 million

Mr. Corbitt provided an overview of the remaining budget balance report. He noted that the “network and connectivity services” was underbudget, but it will catch up with payments for NG9-1-1 router service, since router transition is now complete. Mr. Corbitt reported that the “salaries” were under budget due to the full-time

position vacancies, that are on a contract-to-hire basis. Mr. Corbitt discussed the contract-to-hire expense analysis, which is budgeted with the general maintenance/contracts line item. Board Member Storemski requested that the contract-to-hire funds not be budgeted with salaries and maintenance/contracts. Mr. Corbitt stated that GHC 9-1-1 will report a separate line item for contract-to-hire in the next proposed budget cycle. Next, Mr. Corbitt provided an update on the NG9-1-1 federal funding, he stated that the sub-projects submitted for reimbursements to Commission on State Emergency Communications (CSEC) were going well. Chairman Rau asked how the NG9-1-1 reimbursement funds would be reported in the financial report. Mr. Corbitt stated that when GHC 9-1-1 receives the funds, it will be placed in line item 9 “other.” Board Member Denman advised that the NG9-1-1 funds be placed in a separate line item. Mr. Heffernan stated that since the 2023 GHC 9-1-1 budget has already been approved, the funds and sub-projects can be tracked separately.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director, Stan Heffernan reported that there were no Federal updates to report.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported that there were no internal/external P1 service issue tickets during the month of September 2022. Mr. Heffernan provided an overview of the network utilization charts, the PSAP 9-1-1 call sessions report, the PSAP 9-1-1 trending charts, and the call volume statistics provided by Houston Emergency Center (HEC), Harris County Sheriff’s Office (HCSO), and Fort Bend County Sheriff’s Office (FBCSO). Board Member Denman noted a significant decrease in HEC’s 9-1-1 call volume and an increase in police 10-digit calls in the third quarter 2022, and asked if the increase was a result of 9-1-1 public education. HEC Director Robert Mock said that police 10-digit speed of answer was longer than 9-1-1 calls, so it was difficult to explain why that was happening. Chairman Rau asked if HEC telecommunicators also dispatch 9-1-1 calls. Mr. Mock stated that HEC telecommunicators do not dispatch, they answer the call, analyze the situation, and route the call to a dispatcher for the appropriate emergency response (Police, Fire, or EMS). Mr. Mock added that on the police side, there is a queue selection that prompts the caller to select the right emergency response when telecommunicators are busy assisting other calls. Chairman Russell Rau asked if an emergency pool of people could be created to fill positions in a major emergency event. Mr. Heffernan stated that GHC 9-1-1 is looking into solutions to assist the PSAPs in this area. Next, Mr. Heffernan concluded the Operations update with an

overview of the 9-1-1 calls Service Level Agreement (SLA), training reports, and the monthly GIS service requests/tasks.

Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson reported that on September 24, 2022, Jersey Village hosted the Mothers Against Drunk Driving (Walk like MADD) event, GHC 9-1-1 and other PSAP’s participated in the event. Ms. Clauson stated that in September, there was an increase in distribution of 9-1-1 education materials. Ms. Clauson thanked GHC 9-1-1 Administrative Assistant Raquel Lopez for assisting with all the 9-1-1 education material requests. Next, Ms. Clauson presented a list of agencies who distributed 9-1-1 education materials in September 2022. Ms. Clauson reported that the GHC 9-1-1 media campaign ended in September 2022, and she provided a summary of the digital marketing and social media highlights. Board Member Denman asked if a year-over-year comparison of social media performance across all platforms could be provided. Ms. Clauson stated yes, she will provide a comparison overview at an upcoming meeting on the social media and the distribution of 9-1-1 education materials.

Action: Action Item 8—“Recognition of Retirement—Request for Adoption of a Resolution Acknowledging Tino Fonseca, Fiscal Officer, for 27 Years of Service with GHC 9-1-1 and Recognition of His Retirement After 33 Years of Public Service.” Board Secretary Anders presented the resolution for adoption, acknowledging Mr. Fonseca’s career. Mr. Anders motioned to approve the resolution. Board Member Denman seconded. Motion passed unanimously.

Action: Agenda Item 9—“PSAP Provisioning Policy—Request for Approval of Modification of Existing PSAP Provisioning Policy.” Mr. Heffernan stated that the Board last approved the PSAP Provisioning Policy in April 2022. The latest changes to the policy address the issue of funding for out of district 9-1-1 calls received by PSAPs/SSAPs in the GHC 9-1-1 territory. Board Member Storemski asked who would track the out of district 9-1-1 calls. Mr. Heffernan said that GHC 9-1-1 will utilize reporting tools that will track the calls and bill the entities annually. GHC 9-1-1 will create a memorandum of understanding (MOU) for out of district entities, effective January 1, 2023. Chairman Rau advised that if there were to be any exceptions to the policy to bring them to the Board for consideration on a case-by-case basis. Board Secretary Anders made the motion to approve the modifications in the existing PSAP provisioning policy. Board Member Storemski seconded. Motion passed unanimously.

Agenda Item 10— “Investment Policy—Transmittal and Consideration for Approval of the Investment Policy for Year 2022 – 2023.” Mr. Corbitt highlighted the two minor revisions made to the GHC 9-1-1 investment policy for year 2022 – 2023. Board Member Storemski motioned to approve the Investment policy. Board Secretary Anders seconded. Motion passed unanimously.

Agenda Item 11— “Announcements—Next Board Meeting, Save-the-Dates.” Chairman Rau advised of the following: 1) due to the Thanksgiving and Christmas Holidays, the Board meetings for November and December would be combined, and held on Wednesday, December 14, 2022; 2) 9-1-1 Goes to Washington, February 26 – March 1, 2023, Arlington, VA.

There being no further action, the meeting adjourned at 2:18 p.m.

Russell S. Rau, Chairman

William B. Anders, Secretary