

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
April 27, 2022

The April 27, 2022 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:08 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, Mark Denman, Vergil Ratliff, Russell Rau, Dennis Storemski, and legal counsel Philip Berzins, Harris County Assistant Attorney were present for the Board meeting. Board Member Shawn Thompson did not attend the meeting; 33 people were in attendance.

Agenda Item 1—"Pledges of Allegiance." The U.S. and Texas pledges of allegiance were recited.

Agenda Item 2—"Approval of Minutes." The minutes of the Board meeting on March 23, 2022 were approved with a motion by Board Secretary Anders and seconded by Board Member Storemski. Motion passed unanimously.

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

Taken Out of Order: Agenda Item 8—"Local Telecommunicator Honorees—Recognition of 9-1-1 Personnel Honored at the 2022 Texas Public Safety Conference." Public Information Officer Sonya Clauson introduced the telecommunicator honorees that were honored by Texas NENA and Texas APCO at the 2022 Texas Public Safety Conference 9-1-1 Awards Banquet. The following are the Honorees:

2022 Telecommunicator of the Year

Texas NENA — Datasha Arce, Harris County Sheriff's Office

2022 Training Professional of the Year

Texas NENA — Amanda Davis, Sugar Land Public Safety Dispatch

2022 Operational Professional of the Year

Texas NENA — Vernita Rawls, Pearland Police Department

2022 Supervisor of the Year

Texas APCO — Lauren Belvin, League City Police Department

2022 Texas NENA Silent Heroes

Jason Gregory, Baytown Emergency Communications
Cyprian Lee-Chong, Harris County Sheriff's Office
Crystal Marrero, Houston Emergency Center
Megan Votaw, League City Police Department
Amanda Yeldell, Sugar Land Public Safety Dispatch
Christina DeLeon, Pearland Police Department

Board Member Ratliff arrived at 1:20 p.m.

On behalf of the Board, Chairman Rau gave special thanks to all the telecommunicators and supervisors for the outstanding job that they do every single day.

Agenda Item 4—"Financial Report." Chief Financial Officer Tino Fonseca presented the investment report for the quarter ending March 31, 2022.

Mr. Fonseca reported the overtime expenses for the City of Houston and County for January 1, 2022 through March 31, 2022. Next, Mr. Fonseca provided the monthly financial report totals ending March 31, 2022 as follows:

• Cash and cash equivalents	\$ 15.8 million
• Invested funds for Operations	\$ 12.0 million
• Liabilities	\$ 7.6 million
• Receipts	\$ 11.7 million
• Disbursements	\$ 7.5 million

Mr. Fonseca continued to report on the remaining budget balance report. He continued to report on the Receipts and Disbursements report, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. Chairman Rau asked if GHC 9-1-1 maintains a reserve fund. Mr. Fonseca explained that there's no designated reserve fund, but the cash balance which is rolled over every year is held for future capital expenditures and other projects. Mr. Rau stated that since GHC 9-1-1 anticipates on receiving the NG9-1-1 reimbursement, he wanted to know how it would impact the GHC 9-1-1 budget. Mr. Fonseca stated that the reimbursement funds would be consumed by ongoing maintenance costs. Chairman Rau asked if GHC 9-1-1 needed to do a budget amendment. Mr. Fonseca stated no, the anticipated NG911 reimbursements will be part of the next budget plan for 2023.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Executive Director, Stan Heffernan reported on the NG 9-1-1 funding (SB 8) effort. He stated that GHC 9-1-1 staff will be attending the Commission on State Emergency Communications (CSEC) meeting in Austin, TX on May 17, 2022. Mr. Heffernan said that GHC 9-1-1 will learn more about the final process for funding to 9-1-1 entities in the state.

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 March, 2022. Mr. Heffernan provided an overview of the network utilization charts, the PSAP 9-1-1 call sessions report, noting an increase in call volume. Mr. Heffernan continued with 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). Mr. Heffernan briefly reported on the 9-1-1 call Service Level Agreement (SLA) report for all PSAPs/SSAPs for the month of March, 2022. Next, Mr. Heffernan reported on the text to 9-1-1 upgrade, which will allow call-takers to have access up to 108 languages for translation when initiating or accepting texts to 9-1-1. Mr. Heffernan added that during the month of March, 2022, 227 students attended online courses via the training portal. He stated that the month of March is a challenge for in-person training due to spring break, but GHC 9-1-1 provides training as much as possible.

Mr. Heffernan provided reviewed the GIS/database monthly service requests/tasks report and the Originating Service Providers (OSPs) migration to NG9-1-1. He reported that the OSPs migration to NG9-1-1 is close to 100% complete. Chairman Rau asked about how self-paced training is accessed. GHC 9-1-1 Service Officer Roger Hauck explained that the self-paced training is available online for call-takers to access training at their convenience. Chairman Rau commented that he would like to see how the online training works. Mr. Heffernan stated that he would do a workshop for the Board, to show some new tools that are being utilized. Board Member Denman mentioned that he was happy to see that local telecommunicators were being recognized and honored at the meeting. He emphasized that "recognition is motivation" and would like to see more recognition for all the good work that telecommunicators do. Mr. Denman mentioned that recognition also attracts people to join the telecommunicator team. Board Secretary Anders asked if GHC 9-1-1 had hosted Center Manager Certification Program (CMCP) classes. Mr. Heffernan stated that in the past GHC 9-1-1 hosted CMCP classes annually, but since COVID-19 pandemic happened, it has been a challenge. Chairman Rau thanked Ms. Clauson for inviting the telecommunicator honorees to the Board meeting and for recognizing their achievements.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson reported that she gave a presentation to students at the High School for Law and Justice on career day event. She got the opportunity to visit Mr. Valgene Holmes and his students. She mentioned that Mr. Holmes is working closely with HEC, and she was informed that some of his graduates are working at some of the other PSAPs. Ms. Clauson proceeded with an update on the GHC 9-1-1 telecommunicator recruitment outreach efforts. She stated that all PSAPs, jurisdictions, and city PIOs were encouraged to share the recruitment videos on their social media platforms. Ms. Clauson provided an example of Mayor Sylvester Turner's Facebook page, where the telecommunicator recruitment video was shared. She mentioned that the recruitment video shows the 911.org website to direct/encourage viewers to view job

openings. Ms. Clauson commented that this year has been one of the best years for 9-1-1 education month and telecommunicator week, because many 9-1-1 agencies and outside organizations, throughout the GHC 9-1-1 service area, recognized and showed their appreciation during the week. Several PSAPs created their own videos thanking call-takers for the work that they do and shared it on their social media. Ms. Clauson reported that GHC 9-1-1's media campaign was implemented for 9-1-1 public education month in April. The media campaign included paid advertising spots on social media, telecommunicator recruitment, and educational messages on proper use of 9-1-1. She stated that during the month of March, GHC 9-1-1 social media highlighted women's history month by featuring 9-1-1 supervisors. Ms. Clauson closed her report with snapshots of the analytics for GHC 9-1-1's social media messages. Chairman Rau thanked Ms. Clauson for the good job she does on GHC 9-1-1 social media.

Agenda Item 9—"PSAP Provisioning Policy—Transmittal and Consideration for Approval of the Modification to Clarify Existing PSAP Provisioning Policy." Mr. Heffernan provided an updated copy of the PSAP Provisioning Policy approved by the Board in January, 2015. Mr. Heffernan explained that the updated version provides clarification on GHC 9-1-1 territorial boundaries and the flexibility to better serve the PSAPs with long call durations. GHC 9-1-1 is requesting the Board's approval for the updates made to the PSAP Provisioning Policy. Chairman Rau asked how the revised policy would impact the situation discussed at the last Board meeting. Mr. Heffernan stated that the updated policy clarifies for any PSAP/SSAP wanting to do contracts outside GHC 9-1-1 territory, and outlines what GHC 9-1-1 provides and supports to public safety entities. Mr. Heffernan added that GHC 9-1-1 had a couple of meetings with ESD 100 and that Gulf Coast Regional 9-1-1 will be working with ESD 100 on a solution. Board Secretary Anders commented that Gulf Coast Regional 9-1-1 is the authority and should be looking for solutions for fire and EMS services provided by ESD200. Board Member Storemski asked to see the revisions made to the policy. Mr. Heffernan stated that GHC 9-1-1 will provide a copy with the highlighted changes. Board Secretary Anders made the motion to approve the modifications to clarify the existing PSAP provisioning policy. Board Member Denman seconded. Motion passed unanimously.

Agenda Item 10—"Announcements—Next Board Meeting, Save-the-Dates." Chairman Rau advised of the following: 1) The next meeting of the Board of Managers of GHC 9-1-1 is scheduled for Wednesday, May 25, 2022; 2) NENA 2022 Conference & Expo: June 11 – 16, 2022 in Louisville, KY. Please let Daveda know, if you are interested in attending.

There being no further action, the meeting adjourned at 1:58 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary