

II. Approval of Minutes—Board Meeting on March 26, 2025

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE March 26, 2025
TIME 1:10 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, and legal counsel Haley New were present. Board Member Shawn Thompson was absent. 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 26, 2025, were approved with a motion by Board Member Denman, and seconded by Board Member Ratliff. The vote passed unanimously.
- III. Taken out of Order—**Action Item: Acknowledging Motorola Solutions for Sponsoring the GHC 9-1-1 Golf Tournament in Support of Telecommunicator Wellness.** Board Member Denman read the Resolution to Motorola Solutions and the Board of Managers. In summary, GHC 9-1-1 and its Board honor the critical, often unseen work of 9-1-1 telecommunicators, recognizing the stress and emotional toll it takes. To support their well-being, GHC 9-1-1 has launched wellness initiatives, further strengthened by the success of the GHC 9-1-1 Golf Tournament held on September 12, 2024. The event raised funds for these programs, with Motorola Solutions serving as Presenting Sponsor and receiving special thanks for their generous and ongoing support. The resolution was approved by Secretary Anders and seconded by Board Member Ratliff. Vote passed unanimously.
- IV. **Citizens Comments**—There were no citizens wishing to appear before the Board.
- V. **Board Member Comments/Updates** – Board Member Denman formally congratulated and recognized Houston Emergency Center (HEC) Director Roderick Jackson for his outstanding performance in enhancing productivity and call statistics, describing him as a “shining example” and encouraging him to continue his efforts, noting that he has the full support of GHC. Board Member Vergil Ratliff offered condolences to the family of the late Congressman Sylvester Turner, acknowledging that her appointment to the Board was the result of his recommendation and expressing her deep gratitude for his support. Board Chairman Rau echoed his condolences to the family.

- VI. **PSAP Comments/Updates** – There were no Public Safety Answering Points (PSAP's) wishing to appear before the Board.
- VII. **Executive Director Report** – Executive Director Stan Heffernan presented the State and Federal updates and discussed GHC 9-1-1's efforts related to fee legislation. He noted that while many steps still needed to be taken, he remained hopeful about the progress. Mr. Heffernan expressed his appreciation to Mike Hayes, Roger Hauck, and other staff members who had contributed to the legislative efforts. Chairman Rau acknowledged that it had been a long journey but believed the legislation had been perfected and thanked everyone involved in the process. Mr. Heffernan then briefly reviewed the Organizational Activity, stating that nothing unusual had occurred. He highlighted that additional priorities had been added to incidents and tickets to assist with system cleanup and to better assess GHC 9-1-1's performance. He also mentioned that future reports to the Board would focus less on ticket volume and more on performance metrics, offering a clearer picture of how GHC 9-1-1 was performing. This concluded the Executive Director's report, after which Mr. Heffernan announced that the Public Information section would follow, with Justena Kelly scheduled to present.

Community Outreach Specialist Justena Kelly reported that during the first week of February, she and Sonya Clauson met with the Chief of Staff for the Houston City Council Member representing District F. During this meeting, they discussed opportunities to connect and educate the office on new 9-1-1 technologies. Mrs. Kelly expressed her interest in partnering with the council members' office in the future, particularly for their District F Summer Safety Initiative. She noted that there were no community events held in February; however, outreach efforts continued with public educators who had requested 9-1-1 educational materials, telecommunicator visits, and the use of the Cell Phone Sally costume for upcoming spring events. As a result, she anticipated increased community outreach to be reflected in future board reports. Mrs. Kelly also reviewed February's social media activity, which focused on topics such as Heart Health, the Super Bowl, Teen Dating Violence Awareness, Telecommunicator Recruitment, Texting 9-1-1, When to Call 9-1-1, and the Public Educator Program. She highlighted a graph showing the social media audience—defined as users following or subscribing to GHC 9-1-1 on platforms such as Instagram, Facebook, Nextdoor, YouTube, and Twitter. She pointed out that Nextdoor remained the largest platform, with an audience of 2.1 million. Mrs. Kelly briefly discussed the Social Media Audience Trend Chart, which compared audience metrics from 2024 to 2025 across all platforms. She explained the definition of social media impressions as the number of times a user views organic or paid content from GHC 9-1-1. Board Member Denman requested clarification on the distinction between social media impressions and audience. Mrs. Kelly clarified that the audience includes users who follow GHC 9-1-1's platforms, whereas impressions also encompass views from users who see shared content without directly following the page. Chairman Rau inquired whether GHC 9-1-1 actively encouraged the public to follow its social media platform. Mrs. Kelly confirmed that they did, noting that follower growth typically increased during weather events and observances such as Telecommunicator Month and 9-1-1 Education Month. Board Member Ratliff suggested the idea of GHC 9-1-1 hosting a booth at the Houston Rodeo, which coincides with Spring Break. Mr. Heffernan responded that it could be a viable opportunity. However, Board Member Denman pointed out that participation in the Houston Rodeo could be cost-prohibitive. In response, Board Member Ratliff recommended featuring the Cell Phone Sally costume and distributing flyers. Mr. Heffernan mentioned that there might be more affordable booth options and proposed exploring a possible partnership with the

Houston Rodeo due to the public safety mission. Mrs. Kelly thanked Board Member Ratliff for the suggestion. Mrs. Kelly then reviewed the Social Media Impression Graph, using it to illustrate how impressions fluctuate throughout the year. She noted that February's impressions were lower than January's due to the January freeze, which led to increased engagement during that month. Board Member Denman referenced a program aired in Fall 2024 and asked whether it might have carried into January 2025, contributing to the strong performance. Mrs. Kelly confirmed that it had. Board Member Denman also suggested measuring cost-per-click to assess program effectiveness. Mr. Heffernan agreed and shared that GHC 9-1-1 was working with a media firm to evaluate performance metrics, with Mrs. Kelly providing relevant data. He added that more detailed information would be shared in future meetings. Finally, Mrs. Kelly provided an update on the GHC 9-1-1 website. She announced that both the English and Spanish versions of the career landing page had been updated to list all Public Safety Answering Points (PSAPs), improving accessibility for job applicants. She presented the Website Sessions Graph, which tracked the number of individual visits to the site and highlighted that most users accessed the website through direct traffic or organic search. Additionally, she reviewed Website Page Views, explaining that the non-emergency resource page and the homepage were the most frequently viewed pages throughout 2025. She concluded her presentation with a trend chart detailing the website page views over time.

- VIII. **Financial Report**— Fiscal Division Officer Richard Corbitt presented the Financial Report for the period ending February 28, 2025, stating that GHC remains in a strong financial position with stable cash flow and invested funds. He noted that while overtime expenses for the City of Houston appear elevated, this is due to two freezes in January 2025 that required increased staffing; however, Houston Emergency Center (HEC) Director Roderick Jackson has committed to continuing efforts to reduce overtime costs. Mr. Corbitt explained that the Memberships line item in the Cash Basis report appears high because payments are being made early in the year, and that the Network & Connectivity Services line item will decrease significantly following the discontinuation of SONET—a major Information Technology service that previously cost \$115,000 per month. He also addressed upcoming major expenditures, including generator replacements and the development of the Fort Bend PSAP training office. Board Member Denman requested an update on the trending chart he previously requested, which compares budget allocations of dispatch centers in cities such as Chicago, Atlanta, Los Angeles, and New York City with GHC's, in order to assess areas such as salary competitiveness and spending trends; Mr. Corbitt agreed to prepare a data visualization to present this information. Board Member Denman also requested that staffing headcounts for major centers continue to be included in the fiscal report. Mr. Corbitt agreed and confirmed that they will be included in next month's report and going forward. Mr. Corbitt proceeded with the remainder of his report and concluded his presentation.
- IX. **9-1-1 Division Report**—9-1-1 Services Division Officer Roger Hauck briefly reviewed divisional activity for February 2025, reporting that operations remained normal. He presented PSAP statistics, noting a slight dip in call volume for the month, and reviewed trending charts, with Mr. Heffernan emphasizing the continued decline in landline usage while wireless and text volumes remain steady. A discussion followed between Mr. Hauck and the Board regarding the integration of video calls into 9-1-1 operations. Mr. Hauck explained that telecommunicators can send a video link to a caller, who may accept and begin live streaming to the call taker; this process is entirely initiated and controlled by the telecommunicator and offers significant benefits. Chairman Rau requested a demonstration of this video technology at the next Board Meeting and emphasized the importance of public education on the new tool. Board Member Ratliff inquired whether every City of

Houston police officer is issued a city phone, to which it was confirmed they are not. She also asked about the legality of officers receiving videos or photos from 9-1-1 callers. Legal Counsel Haley New clarified that there are no legal issues, provided that such media is properly documented and retained for public information purposes. Mrs. Bartee confirmed that the video link sent to officers expires and is not stored on their phones. Mr. Hauck stated that while the technology is available, GHC is working with partner agencies to finalize policies and procedures before full implementation. He proceeded with major call center statistics, starting with the Houston Emergency Center (HEC), noting that new data—such as agent counts by shift (Day, Evening, Night)—had been added, but initial algorithm errors have since been corrected, which may affect how the data appears. Board Member Ratliff asked where this data is sourced, and Harris County Sheriff's Office Director David Klozik responded that the reports are generated internally by each facility and verified by GHC 9-1-1. Mr. Hauck concluded his report by stating that overall call center statistics were strong, with Service Level Agreements (SLAs) averaging 98.11%.

PSAP Training Manager Mindi Bartee presented the PSAP training update to the Board, reporting that GHC hosted several training events in February, including a 9-1-1 Equipment Course for the Houston Emergency Center (HEC) with seven attendees, as well as two professional development courses: the Resource Center for Customer Service Professionals (RCCSP) Call Center Manager Training with five participants and Intermediate Spanish for Telecommunicators with nine participants. Additionally, 55 students completed online training during November and December. No training and technical bulletin was issued in February. In response to Board Member Ratliff's question regarding additional compensation for telecommunicators who speak Spanish, Mrs. Bartee and Mr. Heffernan confirmed that some agencies do offer language incentives. Mrs. Bartee also shared that GHC currently holds 30 Babble licenses, all of which are being utilized by students, and expressed optimism about the program's effectiveness. When asked how GHC reaches the deaf community, Mrs. Kelly explained that communication is ongoing, and efforts are being made to ensure awareness that texting to 9-1-1 is available.

Mr. Hauck concluded the 9-1-1 Services report with additional updates, noting that on February 6, 2025, GHC 9-1-1 held its first Quarterly PSAP Operations Meeting of the year, which brought together 25 PSAP and SSAP (Secondary Safety Answering Point) representatives to review new system features and operational updates. The meeting also included a retirement tribute to Mrs. Sonya Clauson in recognition of her service. Additionally, from February 24–26, GHC 9-1-1 representatives attended the NENA 9-1-1 Goes to Washington Conference in Washington, D.C., where they met with five local legislators to advocate for the 9-1-1 SAVES Act, which seeks federal recognition of 9-1-1 call takers as first responders.

- X. **Operations Division (Ops) Report** – Operations Division Officer Samuel Mitchell did a brief update on the divisional activity, stating normal activity for the month of February 2025. The Facilities department completed the capital replacement of the HVAC system at the BDC microwave shelter, replacing the aging 2010 units with new 3-ton air conditioners due to frequent repairs and worn components.
- XI. **Information Technology (IT) Division Report**— Information Technology Division Officer Michael Hayes provided a brief update on divisional, GIS, and cybersecurity activity, reporting normal operations for February 2025. He noted that four alerts were triggered during routine maintenance but were quickly resolved. In regard to managed endpoint detection and response, one critical and high alert was generated when a user brought a laptop home and connected a USB drive; however, no issues resulted from the incident. Mr. Hayes also informed the Board of an upcoming topic in next month's report concerning network resiliency and pending legislation.

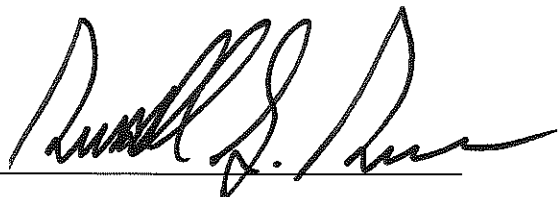
Between the end of February and early March, GHC experienced three network fiber cuts caused by copper thieves mistakenly targeting fiber lines, with incidents occurring in the Deer Park area, Galena Park area, and near the Harris County Sheriff's Office. Mr. Hayes explained that these incidents are linked to two proposed senate bills aimed at increasing penalties for false wire cuttings, which GHC fully supports due to the serious disruptions such acts can cause. In response to Chairman Rau's inquiry about GHC's ability to assist, Mr. Heffernan confirmed that the alliance is already in full support of the legislation.

- XII. **Announcements:** The next Board of Managers Meeting is scheduled for April 23, 2025. Upcoming conferences include Public Safety Conference in McAllen, Texas, from April 2-5, 2025; and the National NENA Conference in Long Beach, California, from June 21-26, 2025.

- XIII. **Action Item: Executive Session: Personnel—Evaluation of the Executive Director and Consideration of Compensation Increase.** The Board of Managers entered into Executive Session at 2:43 PM and returned from the session at 4:33 PM.

The Board of Managers approved and voted for a 3% salary increase. Secretary Anders motioned and Board Member Ratliff seconded, vote passed unanimously.

There being no further action, the meeting was adjourned at 4:34 PM.



Russell S. Rau, Chairman



William B. Anders, Secretary