

II. Approval of Minutes—Board Meeting on May 28, 2025

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE May 28, 2025
TIME 1:07 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, and legal counsel Nicholas Santulli were present. Board Members Vergil Ratliff and Shawn Thompson were absent. 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 March 26, 2025, were approved with a motion by Board Member Denman, and seconded by Secretary Anders. The vote passed unanimously.
- III. **Citizens Comments**—There were no citizens wishing to appear before the Board.
- IV. Taken-out-of-order: **XI. Action Item – Resolution Recognizing the Retirement:** Tim Staten, 9-1-1 Administrative Coordinator, Harris County Sheriff’s Office. Chairman Rau read a resolution honoring Mr. Tim Staten upon his retirement. The resolution recognized Mr. Staten’s sixteen years of dedicated service to the Harris County Sheriff’s Office Emergency Dispatch Center. During his career, Mr. Staten held several key roles, including Communications Officer and 9-1-1 Coordinator. He was commended for his professionalism, leadership, and calm demeanor under pressure. His contributions have made a lasting impact on the Dispatch Center and the broader public safety community. The Board and GHC 9-1-1 extended their heartfelt gratitude and best wishes to Mr. Staten as he begins his well-deserved retirement. Chairman Rau called for a motion regarding the resolution recognizing Mr. Staten’s retirement. Secretary Anders made the motion and Board Member Denman seconded. The vote passed unanimously.

It was mentioned by Director David Klozik from HCSO that Jennifer Blake has been selected as the replacement for the 9-1-1 Administrative Coordinator position.
- V. **Board Member Comments/Updates** – Chairman Rau requested an action item for GHC staff to develop a system to educate the public on how to update emergency information using the new feature available on smartphone devices. He shared his vision of promoting this initiative through local media outlets—such as in a webinar-style format—and making the information available on the GHC website to help ensure the public is informed. Mrs. Kelly noted that while GHC had previously produced social media content and flyers in both English and Spanish

about Medical ID updates, she agreed there was an opportunity to increase promotion, beginning with outreach to telecommunicators. Board Member Denman suggested that GHC collaborate with its social media vendor, Brand Ranch Media, to brainstorm effective strategies and determine the associated costs. Chairman Rau also commended the team for engaging with the Autistic community and recommended expanding outreach to other organizations by providing them with educational literature and materials.

- VI. **PSAP Comments/Updates** – Director David Klozik with the Harris County Sheriff’s Office (HCSO) spoke about the ongoing efforts to fully civilianize the call center. He explained that in March, Commissioners Court approved the replacement of lieutenant positions with three new civilian roles. As a result, beginning in January 2026, the leadership command chain will be civilianized, which is expected to bring greater stability and ease of operations to the call centers. The new watch commanders will be former telecommunicators. Chairman Rau agreed that this was a step in the right direction. Secretary Anders requested an organizational chart from HCSO once the structure is finalized, to which Mr. Klozik responded that he would present it at the next Board Meeting as part of the budget proposal.

- VII. **Executive Director Report** – Executive Director Stan Heffernan presented his report, beginning with state-level updates. He stated that while staff would continue to keep the Board informed on legislative efforts taking place in Austin, the organization was not successful in passing legislation during the most recent session. He noted that there were approximately three to four bills in the Senate that could potentially impact GHC’s bill, and that those were being actively tracked. A full report on these bills would be available once the session concluded. Chairman Rau requested that either Mrs. Anya McInnis or Loren attend a future meeting to provide a detailed update. Although there was disappointment that the bill for a 9-1-1 service fee increase did not advance in the Texas Legislature, Mr. Heffernan affirmed that efforts would continue. Board Member Denman remarked that, unfortunately, it may take a catastrophe before Congress recognizes the urgency of the issue. Mr. Heffernan explained that because GHC’s systems are so strong and redundant, it can be difficult to persuade legislators of the need for increased service fees—despite the fact that rural areas are the ones most likely to suffer from inadequate funding. Chairman Rau emphasized his long-standing plan to conduct a county-wide public poll to demonstrate strong public support for a 9-1-1 service fee increase, showing legislators that such action would not negatively affect their standing with voters. Shifting to Organizational Activities, Mr. Heffernan shared that future reports would feature revised charts that focus more on performance metrics for ticket handling, rather than just volume, which is the current emphasis.

Community Outreach Specialist Justena Kelly presented the Public Information and Education Updates, beginning with Community Outreach. She shared that GHC held its first coloring contest, themed “What is an Emergency,” which was geared toward elementary schools in the district. There were 39 entries for the coloring contest, with 3 categories that included pre-k – 5th grade. The winners will be announced this week and awarded with a pizza party and tour of a PSAP. In April, there were 20 community outreach events, and the appearance of Cell Phone Sally received extremely positive feedback. In the Digital Media Update section, Mrs. Kelly noted that several new initiatives were highlighted, including new 9-1-1 features, texting 9-1-1, and the “Voice Behind the Call” series. While Nextdoor continued to be the platform with the highest audience reach, all social media platforms experienced a slight uptick in engagement. Mrs. Kelly also mentioned that she had spoken with a representative from Nextdoor regarding potential advertising opportunities on their platform. Chairman Rau

inquired whether the volume of comments on Nextdoor had become unmanageable, to which Mrs. Kelly responded that they were manageable and that she typically directs users to the website for more information. In the Social Media Impressions section, she noted that Instagram impressions in April were the second highest of the year, largely due to a new content-sharing technique aimed at expanding audience reach. Regarding the Website section, she stated that the coloring contest had been featured online. However, the website session trends chart showed slightly lower traffic compared to the previous year, likely because the digital media campaign for May had not yet launched. She anticipated that May's numbers would be more comparable. Chairman Rau requested to see the coloring contest results, and Mrs. Kelly confirmed that they would be included in the next Board Report. This concluded the Executive Director's report.

VIII. **Fiscal Division Report**— Fiscal Division Officer Richard Corbitt presented the Financial Report for the period ending April 30, 2025, beginning with the investment report for the quarter. He stated that an additional \$5 million had been moved from banking into investments. He also presented updated staffing charts for major centers, along with the 2025 PSAP overtime trend chart. Board Member Denman requested a staffing update from Director Roderick Jackson of the Houston Emergency Center (HEC) to which Mr. Jackson responded that despite ongoing staff losses to other agencies related to scheduling and pay, HEC maintained consistent efforts to support employee retention. He added that a personnel transition process was underway and that he was working on replacements. Board Member Denman expressed support, emphasizing that their success is GHC's success. Moving on to the Remaining Budget Balance table, Mr. Corbitt noted that a major project in Fort Bend County involving a new call center and training facility was expected to drive an increase in expenditures due to purchase order activity. He then briefly reviewed standard charts detailing GHC's revenue sources, noting that all trends remained steady. He added that expenditures were consistent, with payments being made weekly. Regarding the 2024 Golf Tournament funds, Mr. Corbitt reported that the initial \$42,000 from the event—available as of January 2025—had been partially spent by the Training Department, with approximately \$32,000 remaining. Ms. Bartee and Mr. Hauck would provide further updates on the use of the remaining funds. The 2026 Budget Proposal was in progress and would be presented at the July Board Meeting. The 2024 audit was also underway, with auditors potentially attending the August meeting. On the topic of grants, Mr. Corbitt informed the Board that he had met with Rob Schmitt, Grants Director at Harris County, who offered guidance on locating grant opportunities. Mr. Corbitt also enrolled in a grant writing and sourcing course through Harris County, beginning in July. Board Member Denman requested that \$15,000–\$20,000 from the remaining 2024 Golf Tournament funds be reserved to support the 2025 tournament. Chairman Rau commended Mr. Corbitt's initiative with grant training and encouraged GHC to not only apply for grants for itself but also serve as an umbrella organization to benefit PSAPs and other partner entities. Mr. Corbitt agreed and noted that Director Klozik would also be attending the same grant seminar in July to assist his own organization. This concluded the Fiscal Division report.

IX. **9-1-1 Services Division Report**—9-1-1 Services Division Officer Roger Hauck briefly reviewed divisional activity for April 2025, reporting that operations remained normal and reminding the Board that updated charts would be presented at the next meeting. In reviewing PSAP statistics, he noted that the numbers remained consistent from March to April, along with similar trends in the 9-1-1 trend charts. Regarding major center call statistics, Mr. Hauck pointed out a noticeable increase in call volumes compared to the same time last year, with a 25–30% rise specifically in the sub-set of 9-1-1 Police calls. Chairman Rau inquired about the protocol followed when a telecommunicator receives a call intended to report someone to ICE. Director Jackson from HEC responded that in such cases, a police officer would be dispatched to the scene to assess the situation. Director Klozik from

HCSO added that it would be handled as a standard call for service. Chairman Rau asked whether these types of calls were contributing to the increase in call volume, but both directors (HEC and HCSO) clarified that they were not. They explained that increased call activity during the spring and summer months is typical, particularly on the Police side. Board Member Denman identified a formula error in Fort Bend's year-to-date (YTD) average column, noting that the percentage difference was incorrectly listed as 18.84%, when it should be closer to 4%.

PSAP Training Manager Mindi Bartee presented the PSAP training update to the Board, reporting that in April, GHC placed a strong focus on National Telecommunicator Week. The team visited several call center sites to conduct interviews with staff, highlighting topics such as mental health and key messages they wished to share with the public. They also delivered commemorative challenge coins to various locations—matching the ones created for the upcoming Awards Luncheon in June. The luncheon will honor nominees from their respective agencies who played a critical role in life-saving responses, and GHC visited centers including HEC, Sugar Land PD, and HCSO to personally deliver the coins. Additionally, GHC participated in the Texas Public Safety Conference in McAllen, where 41 nominations from the district were submitted, and three individuals were selected as winners. GHC also attended the Houston Police Department's Positive Interaction Program (PIP) and Citizen Police Academy, where the team delivered an informative presentation on 9-1-1 tools and features available to residents across the Greater Houston area.

Mr. Hauck continued with the additional updates section, beginning with the TDoS (Telephony Denial of Service) attack that occurred on April 30, 2025. He explained that a TDoS attack is a malicious or non-malicious attempt to disrupt normal telephone system operations by overwhelming the system with a high volume of calls. On April 30, 2025, between 1:00 p.m. and 5:00 p.m., the Houston Emergency Center (HEC) experienced a non-malicious TDoS attack, during which a total of 9,113 9-1-1 calls were received. By comparison, during the same time period on April 30, 2024, HEC had received only 1,340 calls, marking a 500% increase attributed to the TDoS event. The source of the disruption was traced to a phone inside one of the HEC restrooms that had been unhooked and was continuously dialing 9-1-1. Fortunately, the 911 Aggregator successfully blocked the majority of these calls before they reached the center, handling a total of 60,292 calls, with 52,133 of those being blocked. Two charts were presented to illustrate the volume and impact of the incident on the center.

In the final update, Mr. Hauck reported that the Sugar Land PSAP contacted the GHC Network Operations Center (NOC) on Friday, April 25, 2025, requesting a temporary relocation to the Sugar Land Regional Airport on Sunday, April 27, 2025, to allow for building generator maintenance. The Sugar Land PSAP and GHC's 9-1-1 Services team were on-site at 6:00 a.m. to set up two 9-1-1 MCU laptops from the PSAP's inventory, along with an additional MCU laptop from GHC's Backup Data Center (BDC). The PSAP successfully processed 9-1-1 calls from the temporary location until 6:00 p.m., after which the laptops were packed up and returned to their respective inventories. This concluded the 9-1-1 Services Division report.

- X. **Operations Division (Ops) Report** – Operations Division Officer Samuel Mitchell provided a brief update on divisional activity. In his additional updates section, he reported on a strong storm that passed through the Sugar Land area last month during the late morning hours. The GHC Network Operations Center (NOC) was alerted via its monitoring tool that the Sugar Land PSAP's Uninterruptible Power Supply (UPS) had switched to battery mode. GHC Facilities and the PSAP site were immediately contacted to gather more information. Within twenty minutes, a GHC technician had loaded the portable generator and was en route to the site; however, utility power was restored shortly before the technician arrived. Due to ongoing mechanical issues at the Sugar Land PSAP, the portable generator was staged onsite for several more days as a precaution. The PSAP was operating

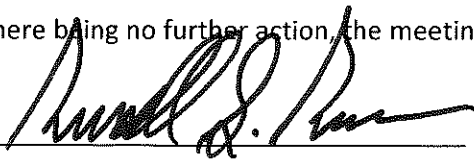
on UPS lithium-ion battery technology, and once normal operations resumed, an additional lithium-ion battery was installed to provide extended runtime. In response to Secretary Anders' question regarding the feasibility of pre-locating generators due to the distance between NOC technicians and PSAP sites, Chairman Rau clarified the concern. Mr. Mitchell responded that GHC already maintains and regularly tests the generators on-site, so pre-locating them would not offer additional benefit. This concluded the Operations Division report.

- XI. **Information Technology (IT) Division Report**— Executive Director Stan Heffernan presented on behalf of Information Technology Division Officer Michael Hayes, providing a brief update on divisional, GIS, and cybersecurity activities, reporting normal operations for April 2025. In the Managed Endpoint Detection & Response section, one critical and high alert was triggered due to a software application downloaded from a trusted source; this was reviewed and subsequently allowed. In additional updates, GHC secured a vendor to conduct a Cybersecurity Assessment, with planning and scheduling currently underway. The project is tentatively scheduled for completion by the end of June.

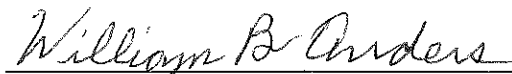
Mr. Heffernan added, in relation to the TDoS attack, that one of the key benefits of being on the NextGen system was the ability to respond quickly and efficiently to cover the system—something that would not have been possible as fast under the old legacy system. In response to Chairman Rau's question, Mr. Hauck confirmed that the system can block calls like those through the 911 aggregator. When Secretary Anders asked if staff were up-to-date with their online security training, Mr. Heffernan affirmed that they were.

- XII. **Item – GHC 9-1-1 Annual Golf Tournament Committee Discussion.** Board Member Denman stated that he had revised the budget and confirmed that there was still a net balance of \$80,000 available without including a celebrity spokesperson. He noted that future meetings would be scheduled on an as-needed basis. Mrs. Kelly reported that emails had been sent announcing that the golf tournament website is live, and that invitations had been distributed to past sponsors, potential sponsors, and vendors. She added that further discussion would take place during the upcoming meeting next week.
- XIII. **Announcements:** The next Board of Managers Meeting was scheduled for July 23, 2025. It was confirmed that, due to the National Emergency Number Association (NENA) Conference taking place in Long Beach, California, from June 21–26, 2025, there would be no Board of Managers Meeting in June. Additionally, the November and December meetings would be combined, with a single meeting planned for December 10, 2025.

There being no further action, the meeting was adjourned at 2:41 PM.



Russell S. Rau, Chairman



William B. Anders, Secretary