

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
May 25, 2022

The May 25, 2022 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:05 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, and legal counsel Philip Berzins, Harris County Assistant Attorney were present for the meeting. Board Member Dennis Storemski, Shawn Thompson did not attend the meeting; 20 people were in attendance.

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

Taken Out of Order: Agenda Item 8—“Audited Financial Statements—Transmittal and Discussion of the Greater Harris County 9-1-1 Emergency Network’s Audited Financial Statements for the Year Ending December 31, 2021.” Chief Financial Officer Tino Fonseca introduced Auditor Lupe Garcia with the auditing firm WhitelyPenn LLP. Mr. Garcia advised that a clean and unmodified opinion of the audit was issued. Mr. Garcia updated the Board on new accounting rules set by the Governmental Accounting Standard Board (GASB) for recording lease agreements (fiscal year 2022), and software subscriptions/licenses (fiscal year 2023) on the balance sheet. There being no further questions, Mr. Garcia concluded the audit report.

Agenda Item 2—“Approval of Minutes.” The minutes of the Board meeting on April 27, 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.” Chief Financial Officer Tino Fonseca provided a brief overview of the monthly financial report totals ending April 30, 2022.

- Cash and cash equivalents \$ 17.4 million
- Invested funds for Operations \$ 12.0 million
- Liabilities \$ 11.3 million
- Receipts \$ 15.2 million
- Disbursements \$ 9.4 million

Mr. Fonseca reported on the overtime expenses for the City of Houston and County for January 1, 2022 through April 30, 2022. Chairman Rau asked what would happen when the City of Houston exceeds the overtime expense budget. Mr. Fonseca explained that the line item “Major Answering Site Expense” is made up of the three call centers; HEC, HCSO, and FBCSO each with a budget for salaries, overtime, and miscellaneous. If expenditures ever reaches the cap in total for each call center, GHC 9-1-1 will ask the Board for approval to transfer funds.

Mr. Fonseca continued to report on the remaining budget balance report, the Receipts and Disbursements report, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. Chairman Rau asked for an update on the NG9-1-1 funding grant. Mr. Fonseca stated that GHC 9-1-1 continues to work on the application, Executive Director Stan Heffernan will provide more details about the application process in his report.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director, Stan Heffernan reported that AT&T is launching a nationwide 9-1-1 location-based routing service to improve 9-1-1 call routing accuracy and help decrease the number of transfers on the 9-1-1 system. Next, Mr. Heffernan stated that the Grant Application Packages (GAP) were delivered to all 9-1-1 entities. The application will be submitted to the State on or before June 30, 2022. GHC 9-1-1 will continue to keep the Board updated on the NG9-1-1 grant. Mr. Rau expressed his concern about GHC 9-1-1 getting pushed to the next legislative session on the wireless fee since GHC 9-1-1 will be receiving reimbursement grant. Mr. Heffernan stated that the grant is not long term, only reimbursement for NG9-1-1 costs within the three year period. Mr. Heffernan announced that the Originating Service Provider (OSP) migration to NG9-1-1 is 100% complete. Mr. Heffernan congratulated GHC 9-1-1 staff, and the GIS group that served as the primary point on the project.

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 April, 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). Mr. Heffernan briefly reported on the 9-1-1 call Service Level Agreement (SLA) report for all PSAPs/SSAPs for the month of April, 2022. Next, Mr. Heffernan provided an overview of the training and the attendance report for the month of April, 2022. He reported that the GIS/database monthly service requests/tasks are going well. Board Secretary Anders requested a P1 tracking report. Mr. Heffernan stated that the staff is working on a format to report on the system’s performance. Board Member Denman

commented that he was disappointed that HEC is still experiencing staffing issues. Chairman Rau asked Mr. George Buenik, Director of Public Safety and Homeland Security, City of Houston, to provide an update on HEC's staffing issue. Mr. Buenik stated that HEC Director Robert Mock has informed Mayor Sylvester Turner about HEC's situation; he added that other city departments are also experiencing staffing issues. Mr. Mock mentioned that summer is a time when they get high call volume. The Board expressed their continued concern and a lengthy discussion proceeded regarding the ongoing recruiting efforts, the high school program, and pay increases.


Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson stated that the month of April, 2022 was a busy month for community outreach events. She reported that the social media campaign for the month focused on telecommunicator recruitment. The telecommunicator recruitment video was shown on the following social media platforms; Facebook, Instagram, and Google. Ms. Clauson highlighted that there were 1,200 visits to GHC 9-1-1's job posting page, meaning that people are clicking on the social media recruitment video/message and are being directed to the GHC 9-1-1 website. Ms. Clauson stated that she will be querying 9-1-1 call centers on the number of job applications they've received. Next, Ms. Clauson highlighted the upcoming annual summer media campaign. GHC 9-1-1 will continue to disseminate traditional and new 9-1-1 messages, and in lieu of the 9-1-1 emergency profile sign-up service, telecommunicator recruitment will be advertised. Ms. Clauson presented the media plan summary. Chairman Rau stated that if more funds are needed to effectively advertise, traditional and TC recruitment messages, to please let the Board know. Ms. Clauson said that the advertising agency worked around her budget to create the best plan.

Ms. Clauson announced that GHC 9-1-1 is now on a new social media platform, Instagram. She closed her report with snapshots of 9-1-1's social media messages for the month of April, 2022. Ms. Clauson added that at the time of the Robb Elementary School tragedy in Uvalde, TX, there were two dispatchers working at the Uvalde call center (10 dispatchers work there), she received the mailing address for cards to be sent to the Uvalde call center. Board Member Denman asked what GHC 9-1-1 can do to express sympathy. Ms. Clauson stated that she was considering sending blankets as comfort gifts.

Taken Out of Order: Agenda Item 10—"Announcements—Next Board Meeting, Save-the-Dates." Chairman Rau advised of the following: 1) Due to the annual National Emergency Number Association's conference scheduled for June 11-16, 2022, there will not be a Board of Managers meeting in the month of June, 2022; 2) The next Board of Managers meeting is scheduled for Wednesday, July 27, 2022.

Action Item 9—“Executive Session—Personnel: Evaluation of Executive Director (ED) and Consideration of Compensation for the ED.” The Board went into executive session at 2:21 p.m., room 123B, pursuant to Section 551.074(A) (1) of the Texas Government Code for the purpose of discussing specific personnel matters. The Board returned from executive session at 3:13 p.m. Chairman Rau advised that there were no recommendations for action, and requested that there be an executive session at the July, 2022 Board meeting with an appropriate corresponding action item on the agenda.

There being no further action, the meeting adjourned at 3:15 p.m.



William B. Anders, Secretary