



# Greater Harris County 9-1-1 Emergency Network

## NOTICE OF PUBLIC MEETING

Notice Is Hereby Given That A Meeting Of The Board Of Managers Of The Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) Will Be Held On Wednesday, April 27, 2022 At 1:00 P.M. In The Board Room Of GHC 9-1-1, 10220 Fairbanks N. Houston Rd. 77064, Houston, Texas, For The Purpose Of Considering And Taking Action On Matters Brought Before The Board Shown Below:

**1:00 P.M.**

1. **Call To Order**—Pledges of Allegiance: U.S. and Texas
2. **Consideration of Request for Approval of Minutes**—Board Meeting on March 23, 2022
3. **Public Comments (Speakers limited to 3 minutes)**—\*\*Email [PublicComments@911.org](mailto:PublicComments@911.org)
4. **Financial Report**—Transmittal and Discussion of Financials: Period Ending March 31, 2022
5. **Executive Director Report**—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters
  - A. **Federal Legislative/Regulatory Matters:** No Update
  - B. **State and Local Legislative/Regulatory Matters:** NG9-1-1 Funding Effort
6. **Operations Report**—Transmittal and Discussion of Operational Matters
  - A. **Standard Updates:** NOC Internal/External P1 Tickets, Call-trend Charts, PSAP Call Statistics & SLA Report, Training Report
  - B. **Operational Updates:** GIS/Database Monthly Service Requests/Tasks
  - C. **Ongoing Operational Efforts:** Originating Service Provider (OSP) Migration to the NG9-1-1 Platform
7. **Public Information/Education Report**—Transmittal and Discussion of Public Education Outreach Efforts
  - A. **9-1-1 Public Education Outreach Efforts:** Distribution of Education Materials, Community Events
  - B. **GHC 9-1-1 Telecommunicator Recruitment Outreach:** Call Center Hiring Campaign PSA Videos
  - C. **9-1-1 Education Month/Telecommunicator (TC) Week:** Education Month Campaign Plans, TC Week Activity
  - D. **Social Media Update:** GHC 9-1-1 Social Media Sites



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8. **Local Telecommunicator Honorees**—Recognition of 9-1-1 Personnel Honored at the 2022 Texas Public Safety Conference
9. **Action Item—PSAP Provisioning Policy:** Transmittal and Consideration for Approval of Modifications to Clarify Existing PSAP Provisioning Policy
10. **Announcements**—Next Board Meeting: May 25, 2022, Save-the-Dates
11. **Emergency/Supplemental Items**
12. **Adjournment**

The Board of Managers may meet in executive session, if necessary, pursuant to chapter 551 of the Texas Government Code, for one or more of the following reasons: (1) consultation with legal counsel to seek or receive legal advice or consultation regarding pending or contemplated litigation, (2) discussion about the value or transfer of real property and other real estate matters, (3) discussion about a prospective gift or donation, (4) consideration of specific personnel matters, and (5) discussion about security personnel or devices. The Board of Managers may announce that it will go into executive session on any item listed on this agenda if the subject matter is permitted for a closed session by provisions of Chapter 551 of the Texas Government Code.

4/22/2022

Date

A handwritten signature in blue ink, appearing to read "Stan Heffernan", written over a horizontal line.

Stan Heffernan, Executive Director

**\*\*REGISTRATION FOR PUBLIC COMMENT:** Members of the public wishing to address the Board during the meeting should email GHC 9-1-1 at [PUBLIComments@911.org](mailto:PUBLIComments@911.org) by 8:00 a.m. on the day of the meeting, as noted above—provide full name, phone number, and identify the agenda item you wish to speak on. Speakers will be called on during Public Appearances (Agenda Item 3) and advised when it is their time to speak. Members of the public may also submit public comments to the Board via e-mail at [PUBLIComments@911.org](mailto:PUBLIComments@911.org).