

II. Approval of Minutes—Board Meeting on April 23, 2025

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE April 23, 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, and legal counsel Haley New 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 Secretary Anders, and seconded by Board Member Deman. The vote passed unanimously.
- III. **Citizens Comments**—There were no citizens wishing to appear before the Board.
- IV. **Board Member Comments/Updates** – Board Member Denman provided comments regarding his attendance at the Mayor’s Meeting, where a police officer from Memorial Village spoke about advancements in data and artificial intelligence and how these tools are increasingly effective in solving crimes. During the discussion, it was revealed that the Harris County Sheriff’s Office (HCSO) and the Houston Emergency Center (HEC) do not currently share crime data with other local municipalities, which has led to significant challenges. Board Member Denman expressed surprise at this information and stated that he intended to follow up with the appropriate parties to understand why this lack of data sharing exists. In response, Director David Klozik from HCSO addressed the concern, explaining that the issue stems from the use of different CAD (Computer-Aided Dispatch) systems across agencies. He noted that if all jurisdictions operated on a unified CAD system, it would greatly enhance the ability to access and share critical crime data.
- V. **PSAP Comments/Updates** – There were no Public Safety Answering Points (PSAP’s) wishing to appear before the Board.
- VI. **Executive Director Report** – Executive Director Stan Heffernan presented his report, beginning with state-level updates. He informed the Board that Senate Bill 2860, related to fee legislation, had been filed and stated he would continue to provide updates as the legislative process moves forward. He then briefly reviewed

organizational activity, noting that operations across the organization remained consistent. Mr. Heffernan also informed the Board that, moving forward, reported data will shift to focus more on performance metrics rather than solely on the volume of tickets.

Community Outreach Specialist Justena Kelly presented the Public Information and Education Updates, reporting that 14 community outreach events took place in March, highlighting the Revive Church Rodeo Event, which was attended at the request of Secretary Anders. She then provided digital media updates, noting that social media efforts in March focused on 9-1-1 education by leveraging timely events such as Spring Break and St. Patrick's Day. Mrs. Kelly pointed out a steady increase in audience engagement across all platforms, with Nextdoor showing the highest visibility. She briefly reviewed the social media impressions, which showed a slight increase from the previous year, with the exception of YouTube—likely due to the absence of a marketing campaign. Moving to website analytics, she noted that the majority of traffic comes from direct visits, as shown in the website sessions pie chart. In response to Board Member Denman's question about increasing funds toward Nextdoor due to its strong performance, Mrs. Kelly clarified that Nextdoor only covers Harris and Fort Bend Counties, does not offer advertising options, and is used solely as a free platform for 9-1-1 public education. She confirmed she would follow up with Brand Ranch Media to explore the possibility of running ads on Nextdoor and report back to the Board. She then concluded her report.

- VII. Taken out of Order: **XI. Action Item – Recognizing Texas Public Safety Conference Award Winners.** Harry Fair of ESD 11 was recognized as Geography Information Systems (GIS) Professional of the Year for his expertise, leadership, and foundational contributions to public safety GIS systems. Christine Mangum, also of ESD 11, was named Public Safety Communications Trainer of the Year for her innovative training programs and commitment to dispatch education. Brett Planka of the Fort Bend County Sheriff's Office received Telecommunicator of the Year for his calm and effective response during a critical emergency call.
- VIII. **Fiscal Division Report**— Fiscal Division Officer Richard Corbitt presented the Financial Report for the period ending March 31, 2025, stating that the organization remains in a strong financial position. He introduced new reports on 2025 PSAP staffing statistics for the major centers—Fort Bend County Sheriff's Office (FBCSO), Harris County Sheriff's Office (HCSO), and Houston Emergency Center (HEC)—noting that staffing levels remained consistent with FBCSO at 15, HCSO at 97, and HEC at 149. A newly introduced line graph also illustrated 2025 PSAP overtime figures for these major centers. Board Member Denman expressed his appreciation for the inclusion of the new staffing and overtime data. Mr. Corbitt then reviewed the Remaining Budget Balance table, drawing attention to the salaries line, which stood at 99.99%. He explained that this unusually high percentage was due to there being only 90 days in the quarter, compared to the typical 98 days, and reassured the Board that the figures would normalize over time. In response to Chairman Rau's inquiry regarding the audit, Mr. Corbitt confirmed that the audit began on April 21, 2025, with 95% of all audit requests already submitted, and stated that a full audit report would be available in July 2025. He then concluded his report.
- IX. **9-1-1 Services Division Report**—9-1-1 Services Division Officer Roger Hauck briefly reviewed divisional activity for March 2025, reporting that operations remained normal. He then presented PSAP statistics, highlighting a significant increase in call volume for March, including both calls and texts, noting it was a very active month. He also reviewed the 9-1-1 Trend Charts, which reflected continued normal activity. In discussing the PSAP Call

Statistics and Updates for March, Mr. Hauck noted a decrease in the overall service level, with 81% of calls meeting the Service Level Agreement (SLA) compared to 91% the previous month. He explained that this drop was due to an increase of nearly 40,000 calls from February to March. Secretary Anders asked Mr. Jackson whether the timeframe between receiving an applicant and officially hiring them had improved. Mr. Jackson with HEC confirmed that the hiring process had been shortened from 6–8 weeks to approximately 30 days. Mr. Hauck continued by reporting on HCSO's SLA performance, stating that despite the spike in call volume, they maintained a high SLA of 99%, which was commended by Board Member Denman. FBCSO maintained an SLA of 92%, and the overall SLA average across all PSAPs remained strong at 97%.

PSAP Training Manager Mindi Bartee presented the PSAP training update to the Board, reporting that GHC hosted three professional growth courses in March. These included the International Academies of Emergency Dispatch (IAED) course, the Communications Training Officer (CTO) course, and a time management course titled "Turbo Charge Your Time."

Next, PSAP Training Manager Mindi Bartee delivered a live presentation to the Board on the new 9-1-1 applications and their features. She began by reviewing the 9-1-1 mapping system, noting that although it is not a new tool, it has continued to evolve into a more dynamic and interactive resource. Mrs. Bartee explained that when a 9-1-1 call is received, call takers have access to several key features to assist in determining the caller's location. These include the 9-1-1 Mapping View, which displays the caller's real-time location using ANI and ALI, with all carriers now providing XY coordinates through location-based routing. She highlighted the integration of the Google Street View layer for added visual context, as well as the clickable map that reveals updated jurisdictional boundaries and agency information. She also discussed the Enhanced Data Window, which automatically displays any emergency health profile the caller has registered. Additionally, Mrs. Bartee introduced the Citizen Input feature, which allows call takers to send a secure link to the caller to enable updated location sharing. The live stream, photo and/or video from the caller can be shared to the first responder via a secure link to both mobile devices and email. She concluded by emphasizing how these tools improve location accuracy and enhance response coordination.

The Board expressed strong interest in the presentation and recommended that it be shared with the Commissioner's Court and city and county councils to demonstrate the system's capabilities. Board Member Denman suggested that Mrs. Bartee serve as the spokesperson for these efforts. Mr. Jackson added that Houston Police Department officers do have city-issued cell phones funded by a grant, and noted that these new 9-1-1 features would be highly beneficial. Mr. Klozik stated he would raise the topic at his next meeting with his counsel, but mentioned a challenge at HCSO where not all patrol officers have county-issued cell phones. However, he confirmed that officers do have laptops with email access, and Mrs. Bartee confirmed the live-stream link feature is accessible via both cell phones and email within the next quarter of the year. Chairman Rau recommended that research into grant opportunities continue, and that Harris County apply for funding to provide officers with county-issued cell phones. In response to Board Member Denman's question on how the message will be delivered, Mrs. Bartee stated there are plans to hold internal meetings with public safety leadership, including chiefs, sheriffs, and PSAP coordinators. Mr. Hauck added that a workshop will be scheduled, and further suggested presenting at the Mayor's Association Meeting, to which Board Member Denman agreed and confirmed it will be added to the next agenda.

- X. **Operations Division (Ops) Report** – Operations Division Officer Samuel Mitchell did a brief update on the divisional activity, stating there was a slight increase in activity in comparison to last month (March 2025), however nothing out of the normal.
- 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 March 2025. He noted a slight spike in Internet Access Protection activity on March 18th, which was attributed to the testing of a new tool by the security team. In the Managed Detection & Response graph, 13 incidents were reported, with details shown in a corresponding pie chart that included items such as firewall changes. In the Managed Endpoint Detection & Response image, 11 high alerts were detected, all related to various malicious files, which were promptly addressed. Under Additional Updates, Mr. Hayes introduced a new map and graph showing Secondary Safety Answering Point (SSAP) out-of-area transfers of 9-1-1 calls, with the majority occurring in Montgomery County. He then spoke on the upcoming cybersecurity audit, which is anticipated to begin in May, with results to be shared at the July Board of Managers Meeting. Mr. Hayes also discussed recent fiber vandalism incidents, illustrated through photos, where copper thieves targeted lines in an attempt to extract and sell copper. Affected areas included Deer Park Police, Galena Park Police, Harris County Sheriff’s Office, and the Greenspoint Microwave tower. He highlighted Senate Bill 1646, introduced by Senator Phil King, which would make it illegal to remove and sell copper wires from utility infrastructure. Mr. Hayes expressed optimism about the bill's potential to pass. Chairman Rau commended Mr. Hayes for stepping outside his traditional role and engaging with public policy matters.
- XII. **Item – GHC 9-1-1 Annual Golf Tournament Committee Discussion.** Board Member Denman initiated the discussion by announcing that Mrs. Kelly would serve as the face of the Golf Tournament organization and shared that efforts were underway to appoint an honorary Chairman for the Golf Committee. He concluded by expressing confidence in the continued progress of the planning efforts. Mrs. Kelly added that internal Executive Group meetings have started and will continue coordinating to support the tournament’s success.
- XIII. **Announcements:** The next Board of Managers Meeting is scheduled for May 28, 2025. Upcoming conference is the National Emergency Number Association (NENA) Conference in Long Beach, California, from June 21-26, 2025. It was confirmed that due to the NENA Conference, there will not be a Board of Managers Meeting in June.

There being no further action, the meeting was adjourned at 2:31 PM.

Russell S. Rau, Chairman

William B. Anders, Secretary