

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
February 22, 2023

The February 22, 2023 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, Russell Rau, Mark Denman, Shawn Thompson and legal counsel Philip Berzins, Harris County Assistant Attorney, were present. There were 28 people in attendance.

Agenda Item 1—"Call to Order." The U.S. and Texas pledges of allegiance were recited.

Agenda Item 2—"Approval of Minutes". The minutes of the Board meeting on January 25, 2023 were approved with a motion by Board Secretary Anders and seconded Board Member Mark Denman. Motion passed with a vote of 2 in favor and 1 abstention.

Board Member Vergil Ratliff arrived 1:09 p.m. Board Member Dennis Storemski arrived at 1:11 p.m. Attendance increased to 30.

Agenda Item 3—"Citizens Appearances." There were no citizens wishing to appear before the Board.

Agenda Item 4—"Financial Report." Fiscal Officer Richard Corbitt gave an overview of the monthly financial totals ending January 31, 2023, as follows; adding that invested funds continues to see favorable returns:

- Cash and cash equivalents \$ 16.0 million
- Invested funds for Operations \$ 13.7 million
- Liabilities \$ 12.5 million
- Receipts \$ 3.7 million
- Disbursements \$ 3.2 million

Mr. Corbitt continued with the monthly overtime expenses for the Houston Emergency Center (HEC) and Harris County Sheriff's Office (HCSO), the remaining budget balance, receipts and disbursements, 9-1-1 service fee revenue, and cash expenditures trend-line charts. He mentioned that a lot of invoice payments were made in December 2022 reducing carryovers to 2023. Chairman Rau asked

how the overtime expenses were for the major centers in relation to their unfilled positions. Mr. Corbitt stated that overall, both centers were in budget with their overtime expenses.

Taken out of order: Agenda Item 5 B. of the “Executive Director Report—Transmittal and Discussion of Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” **B. Additional Matters:** Discussion of City of Houston (City) Proposed Memorandum of Understanding (MOU)—Mr. Robert Mock, Director of HEC and Mr. Terry Newell (City of Houston) were introduced. Mr. Mock explained that 2 years ago the HEC experience some electrical issues, which affected their uninterruptible power supply (UPS). And, in addition, the HEC building was 20+ years old and needed some major repairs/renovations. A lot of work has been done and the entire power supply system was replaced—new UPSs and switches were installed. The reason for the proposed MOU was because, the original agreement between GHC 9-1-1 and the City, outlining what equipment/systems were to be supplied and maintained by whom, was signed 20+ years ago. Therefore, with the recent upgrades to the systems, power supply and added redundancy at HEC, they are proposing a new MOU requesting that GHC 9-1-1 decommission its UPS units and utilized their system instead. Mr. Mock introduced the vendor for project, Mr. Richard Freeman with M.C. Dean, Inc to address any questions. Chairman Rau stated that redundancy is vital to GHC 9-1-1 and in its mission and responsibility of routing calls to HEC/PSAPs, GHC 9-1-1 is most comfortable relying on its own equipment and controlling that destiny—he asked was there a technical reason that GHC 9-1-1 should switch to shared systems with HEC, and have the parties had meetings about this request. Mr. Freeman provided an in-depth review on the status of the project, work that has been done thus far, why they need the space currently occupied by GHC 9-1-1’s UPSs, the capability of HEC’s recently installed systems and UPSs, his opinion on the viability of the GHC 9-1-1 equipment and why he is recommending that GHC 9-1-1 shift to the City/HEC maintained system. Mr. Mock advised there was a meeting last year; Mr. Freeman added there was a walk-through 4 months ago. GHC 9-1-1 Executive Director Stan Heffernan said more meetings were needed to discuss the request, as GHC 9-1-1 wants to continue to supply turnkey solutions at all call centers in the territory. Relinquishing this control is not something that staff is in favor of and does not recommend it. Mr. Heffernan added that giving the City the current GHC 9-1-1 UPS room at HEC is not an issue. GHC 9-1-1 has space in other areas, since upgrading to Next Gen capable systems that are smaller in size. Board Secretary Anders asked if GHC 9-1-1 would be upgrading its UPSs at HEC. Mr. Heffernan said yes, once upgrades that are being done at the GHC 9-1-1 data centers are completed, upgrades will be made at HEC and all the other

call centers. Board Member Ratliff asked staff what reservations they had. Mr. Heffernan said that GHC 9-1-1 has always provided/maintained all systems needed to support the 9-1-1 technology at all the 9-1-1 call centers and in case of a failure, it is good to have that separation. There was further discussion on what was needed to move the City's project forward—GHC 9-1-1 will vacate the UPS room, and meetings will be coordinated between the two sides, along with their subject matter experts. Board Member Storemski inquired whether a MOU was a legal document or just a document indicating what the involved parties are going to do. GHC 9-1-1's legal counsel Philip Berzin explained that a MOU is a document between governmental entities, it's very specific and the parties are not giving anything that they don't already provide—based on the document presented by the City, it's more of an agreement with some non-binding language. Chairman Rau made note that the City is interested in updating the original interlocal agreement.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Ms. Anya McInnis, government liaison, gave an in-depth update on the 88th Texas Legislative Session. She highlighted local representatives (members) in the Senate and the House that have assignments on significant committees for 9-1-1 issues and provided an overview of the Governor's State-of-the-State address. She said bills are being filed but won't be referred to committees until after legislation that is deemed priority is heard. She provided an update on the 9-1-1 wireless fee legislation, the work that is being done to secure authors to file the bill, noting that the draft bill is out of legislative counsel and should have a number soon. Ms. McInnis said that with the State's large surplus of funds and members' reservations with filing a tax increase bill, getting the wireless fee legislation passed this session could be difficult. If this is the case, a possible option for 9-1-1 entities would be to pursue funds from the surplus to sustain them until next legislative session. Ms. McInnis explained the history of how the current 9-1-1 wireless fee amount of \$.50 was set in 1997, the amount (\$.75) that was passed last session with HB 2911 and will remain the same in the draft bill this session. She expressed that one of the needs the wireless fee increase was needed is the mandate passed by legislators requiring 9-1-1 systems to be Next Gen (NG) capable by 2024. Chairman Rau expressed the Board's appreciation to Ms. McInnis for all the work that she and legislative team is doing.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Mr. Heffernan reported there were no internal/external P1 service issues during the month of January 2023; the network utilization activity was normal, he mentioned that wireless calls were over 90% last month as shown on the Enterprise PSAP 9-1-1 Sessions graph, the call volume statistics from Houston Emergency

Center (HEC), Harris County Sheriff's Office (HCSO), Fort Bend County Sheriff's Office (FBCSO) were provided. Chairman Rau asked if the PSAP reps had any updates to share. Lt. Klozik, HCSO, said they were alerted to a potential Telephony denial of service (TDoS) attack. Mr. Heffernan explained that a TDoS attack is when attackers flood systems with call preventing legitimate calls from getting through. Mr. Heffernan continue with the GHC 9-1-1 SLA report. Chairman Rau asked that the data in the Enterprise reports be shown on a running 12 bases; staff acknowledged. Mr. Heffernan review the training updates, the GIS monthly service/tasks, concluding the report. Chairman Rau said training levels seemed down. 9-1-1 Services Officer Roger Hauck explained that training levels usually decrease at the end and beginning of the year due to the holidays. GHC 9-1-1 continues to advertise training and has many good training opportunities lined up for the year. Mr. Heffernan continued with the updated on the FBCSO temporary relocation that happened in January 2023, noting how efficiently staff handled things and highlighting the letter of commendation that was received from FBCSO Sheriff Fagan. Mr. Hauck added, looking at the timeframe in which GHC 9-1-1 was contacted, our teams responded, and equipment was ready to receive 9-1-1 calls the process was second nature and is a testament to all the training and preparation that we do. Board Members said the commendation letter was very nice and congratulated staff.

Action: Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson report the beginning of the year was also slow for public education materials distribution, but it will pick up with the orders for Spring-time events. She mentioned that the process for ordering education material is transitioning to a new platform. Ms. Clauson reminded the Board of the annual public safety awards to be held on April 5, 2023, in conjunction with the Texas Public Safety Conference (TPSC) in Galveston and the PSAPs in the GHC 9-1-1 territory that submitted nominations. In 2024 the TPSC will be in held in Denton, TX. Ms. Clauson concluded with an update on GHC 9-1-1's social media sites. Chairman Rau stated it is important for Board members to attend the awards banquet, if possible, as it is an opportunity to show appreciation to telecommunicators who are being recognized, and asked Ms. Clauson to send a meeting invite with the details to Board members. Ms. Clauson acknowledged.

Agenda Item 8—"Transmittal and Consideration for Adoption of a Resolution Declaring April 9 – 15, 2023 Public Safety Telecommunicator (TC) Week in the Territory Served by GHC 9-1-1." Ms. Clauson presented a resolution to declare April 9 – 15, 2023 Telecommunicator Week in the territory served by GHC 9-1-1,

in conjunction with the State of Texas and nationally, to recognize these individuals for their dedication and daily work in emergency communications. Ms. Clauson mentioned that the signed resolution will be shared with the PSAPs and jurisdictions to also recognize these individuals locally. Board Secretary Anders made to the motion to approve the resolution; Board Member Denman seconded the motion. Motion passed unanimously.

Agenda Item 9—“Transmittal and Consideration for Adoption of a Resolution Appointing the Executive Director, Stan Heffernan, as the GHC 9-1-1 Successor Representative for the Public Power Pool (P3).” Mr. Heffernan explained that the P3 is a power consortium designed to provide better rates for members. GHC 9-1-1 has been since 2009 and Tino Fonseca (retired) was the representative. Board Member Denman made the motion to approve the resolution appointing Mr. Heffernan as the representative; Board Secretary Anders seconded the motion. Motion passed unanimously.

Agenda Item 10 “Announcements—Next Board Meeting, Save-the-Dates.” Chairman Rau announced that the 1) The next Board of Managers’ meeting is Scheduled on Wednesday, March 22, 2023; 2) 2023 NENA Conference & Expo, June 18 – 22, 2023, Grapevine, TX

There being no further action, the meeting adjourned at 2:27 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary