

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

The March 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, Dennis Storemski, and legal counsel Philip Berzins, Harris County Assistant Attorney, were present. Board Members Vergil Ratliff and Shawn Thompson did not attend. There were 24 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 February 22, 2023 were approved as corrected, during the meeting, to show Board Member Denman in attendance, with a motion by Board Member Denman, and second 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." Fiscal Officer Richard Corbitt gave an overview of the monthly financial totals ending February 28, 2023, as follows:

- Cash and cash equivalents \$ 16.1 million
- Invested funds for Operations \$ 13.7 million
- Liabilities \$ 11.4 million
- Receipts \$ 8.2 million
- Disbursements \$ 7.5 million

Mr. Corbitt continued with an overview of the overtime expenses for Houston Emergency Center (HEC) and Harris County Sheriff's Office (HCSO), and the remaining budget balance—cash basis (receipts and disbursements). A status update on the American Rescue Plan Act (ARPA) NG9-1-1 grant funds was given—GHC 9-1-1 received notice from the Commission on State Emergency Communications (CSEC) that of the funds applied for, approximately \$13 million have been granted. In addition, the staff is working on two other requests from past projects that should be ready for submission soon. There are four new projects planned between now and the funding end date, December 2024, that requests will be submitted for. There was a brief discussion about the source of the grant proceeds, which are Federal funds appropriated to the State via the Commission on State Emergency Communications (CSEC). Chairman asked for clarification on the

reduced carryover of funds Mr. Corbitt mentioned during the remaining budget balance update, line item 25—when setting the budget, are carryover funds included in the total budget revenue, but used to pay prior expenses. Mr. Corbitt advised that expenditures rollover from month to month depending on the status of a project. Staff were able to complete several projects and invoice payments were made prior to year-end 2022, which prevented the rollover to the new year/budget.

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 with a review of the bill filing deadlines, committee hearings, floor activity in both the House and Senate, the 9-1-1 wireless fee legislation, and Bills of interest: HB9/HJR 125–Rep. Trent Ashby and HB3290–Rep. Guillen/SB 1858–Sen. Hancock. She said due to the State’s unprecedented surplus of funds, it has been made clear that there would be no state-wide fee increase for 9-1-1 this session; therefore, they were unsuccessful in getting a legislator to file the 9-1-1 wireless fee bill. Ms. McInnis discussed the concern caused when HB9/HJR (Texas Broadband Infrastructure Fund) was filed just before the deadline, as it included language to repeal the existing 9-1-1 fee statute and fund 9-1-1 with funds designated through the bill until the funds expired in 10 years. After conversations with Rep. Ashby’s office, repealing the existing 9-1-1 fee statute was not the intent. A substitute bill will be drafted with the unintended language removed. In turn, provisions will be added to include funding 9-1-1 out of the Broadband Fund, over and above at a difference between \$0.50 and \$0.85. Ms. McInnis said there were several other activities happening regarding the supplemental appropriations bill, involving the surplus, which could be an option if HB 9 doesn’t go as planned. There’s also HB 3290/SB 1858, which would extend the deadline of the NG9-1-1 service fund (ARPA), with language added to allow how the general revenue or other state funds are allocated to 9-1-1 authorities by population, and not have to go through the federal grant process. Ms. McInnis said legislators understand 9-1-1’s needs, and she feels positive about how things are currently going. Board Member Denman recommended adding to the fact sheet that the wireless fee has not changed since it was set in 1996. McInnis acknowledged the recommendation and thanked staff for their assistance putting the fact sheet together and providing the new map showing the various types of 9-1-1 authorities in Texas.

Executive Director Stan Heffernan provided an update on the Houston Emergency Center power system (UPS) project. The GHC 9-1-1 Operations staff had onsite meetings with City of Houston reps. GHC 9-1-1 will vacate their old UPS room at HEC and continue to provide its own power systems, utilizing a room previously used for PBX equipment. Chairman Rau inquired if GHC 9-1-1 will be updating its equipment in conjunction with the move. Mr. Heffernan said capital replacement of that equipment would be included in the next budget cycle.

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 February 2023; the network utilize activity was normal; he mentioned wireless 9-1-1 calls have been consistently over 90% as indicated on the Enterprise PSAP 9-1-1 Sessions graph; call volume statistics from Houston Emergency Center (HEC), Harris County Sheriff's Office (HCSO), Fort Bend County Sheriff's Office (FBCSO) and the GHC 9-1-1 SLA reports were provided. He highlighted the new graph that was added to show SLA 2-year trends for the major centers. Chairman Rau requested to see the SLA trends as a running 12 months on the existing SLA performance. Mr. Heffernan reviewed the training updates, the GIS monthly service/tasks, concluding the report. Chairman Rau inquired if the training courses that give TCOLE credit generate more interest. 9-1-1 Services Officer Roger Hauck answered, yes and stated that GHC 9-1-1 gets input from the PSAP Working Group, then host those courses that telecommunicators need to maintain their license.

Action: Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson reported plans are in progress to promote Telecommunicator (TC) Week and 9-1-1 Education Month in April. The 9-1-1 Public Educators of Texas (PETS) are working on a social media campaign, "30 days of 9-1-1 education tips" that will be shared locally and across the state. The campaign will also be shared with local call centers/jurisdictions for promotion. GHC 9-1-1 will also continue promoting the TC recruitment efforts through the jobs section of the GHC 9-1-1 website, which is getting a new look, and sharing the recruitment videos that were created in 2022 via social media and other media outlets. Ms. Clauson gave a reminder that the Texas Public Safety Conference will be the first week of April and provided a brief update on the GHC 9-1-1 social media sites. Chair Rau requested a meeting invite be sent to the Board for the conference awards banquet. Board Member Denman recommended a name badge and larger 9-1-1 lapel pin be considered for the Board Members to wear when attending functions, for association purposes.

Agenda Item 8—"Announcements—Next Board Meeting, Save-the-Dates." Chairman Rau announced the next meeting is April 26, 2023; 1) Texas Public Safety Conference, April 2 – 5, 2023, Galveston, TX; 2) 2023 NENA Conference & Expo, June 18 – 22, 2023, Grapevine, TX

There being no further action, the meeting was adjourned at 1:57 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary

Minutes
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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:

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|---------------------------------|-----------------|
| • 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 Governors 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.

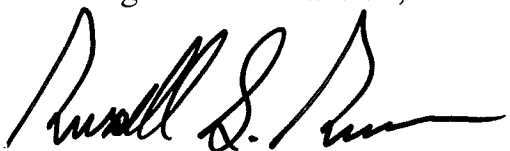
Agenda Item 8—"Transmittal and Consideration for Adoption of a Resolution Declaring April 9 – 15, 2023 Public Safety Telecommunicator (TC) Week in the Territory Served by GHC 9-1-1." Ms. Clauson presented a resolution to declare April 9 – 15, 2023 Telecommunicator Week in the territory served by GHC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