

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
January 22, 2020

The January 22, 2020 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 headquarters at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Bill Anders, Dennis Storemski, Mark Denman, Russell Rau, Vergil Ratliff and Shawn Thompson were present for the meeting. 28 people were in attendance.

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

Agenda Item 2—“Approval of Minutes.” The minutes of the Board meeting of December 11, 2019 were approved with a motion by Board Secretary Anders and seconded by Board Member Denman. Motion unanimously passed.

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

Executive Director Lavergne Schwender updated the Board on a new protocol for citizens wishing to address the Board during a scheduled Board meeting.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca presented the investment report for the fourth quarter ending December 31, 2019. He reported that the average yield for the investments was 2.042%.

Mr. Fonseca continued with a brief overview of the overtime expenses and the monthly financial report totals ending December 31, 2019 as follows:

- Cash and cash equivalents \$ 5.4 million
- Invested funds for Operations \$ 11.8 million
- Liabilities \$ 3.6 million
- Receipts \$ 46.1 million
- Disbursements \$ 43.7 million

Next, Mr. Fonseca provided an overview on the remaining budget balance report, the Receipts and Disbursements charts, the 9-1-1 Service Fee Revenue by type, and the Cash Expenditures Trend-line charts. Chairman Rau asked if there were any inquiries

regarding the 2019 service fee increase. Mr. Fonseca stated there were no questions/comments from any other entities, service providers or citizens regarding the service fee increase. Board Member Storemski asked if the service fee increase included Internet Protocol (IP) lines. Mr. Fonseca stated yes, both the wireline and the IP line are treated the same. Mr. Fonseca continued to present the financial highlights charts for years 2015-2019. Board Member Denman noted the call volume decreasing for the past five years. Houston Emergency Center (HEC), Director Cutler mentioned that cause for the decrease could be due to a combination of things. One being multiple people not calling 9-1-1 when there's an accident/incident, because they believe someone else has already called 9-1-1. "There was a brief discussion regarding the slight increase in calls in the unincorporated Harris County area and the overall decrease experienced by other entities. Chairman Rau suggested looking into what is causing the decrease. Mr. Fonseca concluded his report with an overview of the quarterly PSAP training and related travel expenses funded by GHC 9-1-1. Chairman Rau inquired about the training budget amount not consumed by PSAPs. Mr. Fonseca advised that most training offered PSAPs take place internally at GHC 9-1-1. The amount budgeted is for external training that requires travel.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Executive Director Lavergne Schwender reported that the Federal Communications Commission (FCC) announced improvements to the wireless emergency alerts (WEAs) allowing public to receive more precise geographic information. Noting that GHC 9-1-1 emergency notification system (ENS) only serves landlines. GHC 9-1-1 ENS will remain operational until the remaining PSAPs has transitioned to their own system. Chairman Rau added that Harris County Sheriff's Office will continue to use the GHC 9-1-1 ENS until further notice. Next, Ms. Schwender provided a brief update on the 9-1-1 Fee Diversion. Ms. Schwender proceeded to update on the proposed three digit "988" number for suicide prevention and mental health hotline. Chairman Rau asked what would happen if someone in the GHC 9-1-1 community places a "988" call. Ms. Schwender noted that per the FCC's proposal, there's a national network of 163 crisis centers that is funded by Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA). Mr. Heffernan stated that it might be one of the crisis centers that GHC 9-1-1 PSAPs already transfer to. There was some discussion regarding the routing of a proposed "988" call if 9-1-1 is needed, and where the 311 call goes to when calling from out of the Houston city limits. Mr. Heffernan stated GHC 9-1-1 will look into the 311 call routing and report with further information. Lastly, Ms. Schwender mentioned the 9-1-1 Progress Report published by U.S. Department of Transportation (USDOT) and National Highway Transportation Administration (NHTSA). Ms. Schwender informed that Alliance legislative committee continues to work on the wireless fee collection legislation.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Mr. Heffernan reported there were no internal/external P1 service issue

tickets during the month of December, 2019. Mr. Heffernan continued with a brief overview of the Network Utilization, PSAP 9-1-1 Sessions Report—noting total 9-1-1 landline decreasing. He proceeded with the call statistics for Houston Emergency Center (HEC) and Harris County Sheriff’s Office (HCSO) provided by those agencies, and the call service-levels report for all PSAPs/SSAPs. Mr. Heffernan stated GHC 9-1-1 will continue to work closely with PSAPs on improving their call service-level. Lastly, Mr. Heffernan reported there were no training classes in December, 2019.

Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson reported on the distribution of 9-1-1 education materials throughout the GHC 9-1-1 territory in 2019, presenting a chart on the number of requests for materials throughout 2019. Ms. Clauson shared examples of GHC 9-1-1’s social media messages that included 9-1-1 telecommunicator recognitions and award nomination reminders, proper use of 9-1-1 tips, and training announcements.

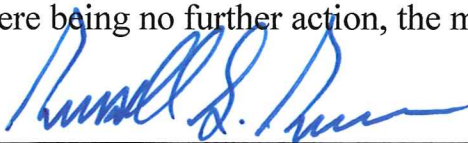
Action Item 8—“Request for Approval of the Investment Policy for the Year 2020-2021.” Mr. Fonseca provided a brief overview of the proposed investment policy. There being no questions, Board Secretary Anders made the motion to approve the Investment Policy for The Year 2020-2021. Board Member Ratliff seconded the motion. Motion passed unanimously.

Agenda Item 9—“Special Recognition—Retirement: Nicholas ‘Nick’ Lykos’, Asst. County Attorney, Harris County; Legal Counsel to GHC 9-1-1.” GHC 9-1-1 Board and Staff recognized and thank Nick for his years of service.

Agenda Item 10—“Announcements—Next Board Meeting, Upcoming Events.” Chairman Rau advised of the following: 1) The next meeting of the Board of Managers is scheduled for Wednesday, February 26, 2020; 2) 9-1-1 Goes to Washington: February 11-14, 2020; 3) Texas Public Safety Conference: April 19-22, 2020, Galveston, TX; 3) National Emergency Number Association (NENA) Conference: June 13–18, 2020, Long Beach, CA

Chairman Rau advised no executive session.

There being no further action, the meeting was adjourned at 2:18 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer