

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
December 12, 2018

The December 12, 2018 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:10 p.m. in the Board Room of the GHC 9-1-1 headquarters at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Dennis Storemski, Gary Johnson, Russell Rau, Vergil Ratliff, and Shawn Thompson were present for the meeting. Board Secretary Bill Anders notified GHC 9-1-1 that he would not be able to attend due to an important family matter. Approximately 26 people were in attendance.

The minutes of the Board meeting of October 24, 2018 were approved with a motion by Board Member Johnson and seconded by Board Member Ratliff. Motion unanimously passed.

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

Agenda Item 4—"Financial Report." Chief Financial Officer Tino Fonseca presented the financial report. He reported the monthly financial totals ending November 30, 2018 as follows:

• Cash and cash equivalents	\$ 8.3 million
• Investments	\$ 13.9 million
• Liabilities	\$ 4.7 million
• Receipts	\$ 36.4 million
• Disbursements	\$ 40.3 million

Mr. Fonseca mentioned the overtime expenses for the major centers, noting the over budget amount for the City of Houston would be offset by funds already allotted in their budget. He announced that the Harris County Commissioners Court and the Houston City Council had approved the GHC 9-1-1 2019 Operational/Capital budget. Mr. Fonseca thanked GHC 9-1-1 executive staff and Houston Emergency Center (HEC) Director, David Cutler, for their input during the meeting with the City of Houston Public Safety Committee. He stated that during the Council meeting, Council Member Stardig was very complimentary of GHC 9-1-1 and no one had any questions. Mr. Fonseca provided a brief update on the remaining budget balance report. Mr. Fonseca concluded his financial report with an update on the

receipts and disbursements charts, the 9-1-1 service fee revenue, and cash expenditures trendline charts.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Executive Director Lavergne Schwender provided her legislative/regulatory report. Ms. Schwender stated that the 9-1-1 Reliability/Fee legislation (draft) had been provided to Chairman Rau for his review. She reported that the Texas 9-1-1 Alliance continues to work and meet with AT&T on the proposed legislation. GHC 9-1-1 Government Liaison, Anya McInnis, was present and provided a brief overview of the legislative session beginning in January, 2019. Ms. McInnis stated that with all the new changes taking place in the House, the proposed legislation for 9-1-1 is at a stand-still until the leaders of the House and the Committee Chairs are determined. Ms. McInnis stated that AT&T's feedback was positive and they did have one question, which was addressed by Mr. Richard Muscat. Ms. McInnis advised that the goal for the proposed legislation is to allow Texas 9-1-1 entities to set their wireless 9-1-1 fee, with a cap of \$1.50, as they do with the wireline fee. Ms. McInnis assured the Board that in regards to timing, the bill is in good standing. Board Member Storemski inquired about how carriers would determine accounting for the various wireless instruments if districts set their fee at a different amounts. Ms. McInnis and Mr. Fonseca advised that, as it is now, distribution of the wireless fees are based on the population, and the expectation would be that the phone subscriber's billing or service address would be used to collect and remit the fees to each 9-1-1 entity. Board Member Storemski mentioned his concern with the carriers, especially the smaller ones, ability to handle billing of the different fee amounts. There was some additional discussion on if the fees would still be remitted to the state comptroller or directly to the 9-1-1 entity. Ms. McInnis advised that the final draft will be shared with the Board once it is received from Legislative Counsel. Ms. Schwender concluded her report by informing the Board that the GHC 9-1-1 2019 Capital budget was approved by Harris County Commissioners Court and the City of Houston City Council. She announced that the 35<sup>th</sup> Anniversary celebration would take place immediately following the Board meeting.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Chief Operations Officer Stan Heffernan presented his Operations report. Mr. Heffernan reported that there were no P1 tickets for the months of October and November, 2018. He noted that with the hosted, redundant systems that GHC 9-1-1 has, there continues to be fewer P1 tickets. Mr. Heffernan proceeded with an update on the training report. Board Chair Rau inquired about increase attendance for the Houston Emergency Center (HEC). Mr. Heffernan stated the increase was due to training of new hires. He mentioned that the call statistics report for both the major call centers continue to remain the same. Mr. Heffernan stated that the transition of all municipalities to the Next Gen (NG) 9-1-1 equipment has been completed, with

the exception of the two major call centers. Pictures of the progress of HCSO new building construction were provided. Chairman Rau inquired about the status of the impact of the Next Gen upgrade to HEC's administrative phone system. Mr. Heffernan and Mr. Roger Hauck, 9-1-1 Systems Manager, stated that GHC 9-1-1 has had meetings with HEC on that matter, and continue to work with them on a solution.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer, Sonya Clauson provided an update on 9-1-1 public education outreach and social media. Ms. Clauson noted that the GHC 9-1-1 social media has been active and generating engagements through their posts. She highlighted that Rosenberg Police Department has recently developed a video about when and how to use the text-to-9-1-1 service. Ms. Clauson reported that on a national effort, she is working with the NENA Public Education Committee and Accessibility Committee to develop a text-to-9-1-1 video specifically for the Deaf and Hard of Hearing community. She noted that three videos have been created and as soon as the videos become available through NENA's website, she will share them with the Mayor's Office for People with Disabilities.

In conclusion, Ms. Clauson reported that the Gulf Coast Regional 9-1-1 Emergency Communications District announced that their text-to-9-1-1 service went live in October, 2018, making it available to their eight-county region. Ms. Clauson presented two maps that illustrated 1) implementation of texting in 13 counties, including the GHC 9-1-1 region and 2) texting 9-1-1 readiness across Texas. Chairman Rau thanked Ms. Clauson and the GHC 9-1-1 staff for all the hard work and efforts in putting together the 35<sup>th</sup> Anniversary reception.

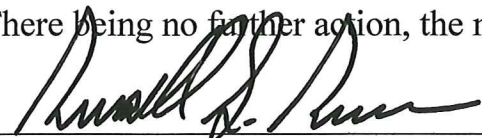
Agenda Item 8—"Discussion and Consideration for Approval to Contract for Annual Independent Financial Audit Services." Mr. Fonseca presented the Board with the two five-year proposals received from two local audit firms, WhitleyPenn and Belt Harris Pechacek. He noted that Belt Harris Pechacek is the existing audit firm and they have been GHC 9-1-1's auditor for the past five years; this firm offered the lowest cost for financial audit services. Mr. Fonseca stated that GHC 9-1-1 could continue with Belt Harris Pechacek auditing services for another year, but would leave it to the Board to decide. Chairman Rau stated that it has been the Board's unofficial policy to switch to a new financial audit firm every five years. Board Member Storemski noted that WhitleyPenn's cost for services was negotiable per their proposal. Mr. Fonseca was asked to contact Whitley Penn to discuss negotiating a lower cost for service. Board Member Storemski made a motion to contract with Whitley Penn for annual independent financial audit services, and for Mr. Fonseca to see if a lower cost for service could be negotiated. Board Member Johnson inquired if there was still one year remaining on the Belt Harris Pechacek contract. Mr. Fonseca stated no. Chairman Rau indicated the motion did not receive a second.

After further discussion regarding low bid and Board Members' preferences to either remain with the existing auditing firm or to change every five years, Board Member Storemski made a motion to contract with Whitley Penn for financial auditing service with the understanding that Mr. Fonseca would request Whitley Penn to lower their proposed annual fee. Board Member Ratliff seconded the motion. The motion was approved by a vote of 3-1, with Board Member Johnson voting against the motion.

Agenda Item 9— "Request for Approval to Proceed with Purchase of 62 Consoles for the Houston Emergency Center, Cost Not to Exceed \$1,368,224.24." Mr. Heffernan stated that the original consoles have been in place for over 18 years and needed to be replaced. He noted that the total cost for purchase of the 62 consoles was \$68,224.24 over the budgeted amount. The reason for the overage is due to the installation plan, which will have to be done while the center continues to operate. Therefore, the vendor will have to make multiple shipments, temporarily store some equipment, and have multiple installation dates. Mr. Heffernan added that per Mr. Fonseca, there are some other budgeted items for the HEC that are under budget, which should help offset the over-budget amount. Chairman Rau inquired about TXMAS contracts. Mr. Fonseca stated that TXMAS is a cooperative State (Texas) contract program. Board Member Johnson stated that TXMAS goes out for bid and multiple vendors offer contracts for services that governmental entities can select from. Mr. Heffernan added the purchase of the consoles will be from Evans Consoles. Board Member Storemski made a motion to approve the request to proceed with the purchase of the consoles for the Houston Emergency Center. Motion was seconded by Board Member Johnson. Motion passed unanimously.

Agenda Item 9—"Announcements—Next Board Meeting, Upcoming Events." Chairman Rau advised of the following: 1) Next meeting of the Board of Managers of GHC 9-1-1 is January 23, 2019; 2) 9-1-1 Goes to Washington—February 12 – 15, 2019, Washington, DC; 3) Texas Public Safety Conference— March 31 – April 3, 2019, Galveston, TX; 4) National Emergency Number Association (NENA) Conference— June 16 – 19, 2019, Orlando, FL.

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

  
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Russell S. Rau, Chairman

  
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William B. Anders, Secretary/Treasurer