

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
February 27, 2019

The February 27, 2019 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, Russell Rau, and Vergil Ratliff, were present for the meeting. Approximately 25 people were in attendance.

The minutes of the Board meeting of January 23, 2019 were approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. 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 reported the monthly financial totals ending January 31, 2019 as follows:

- Cash and cash equivalents                   \$ 5.6 million
- Invested funds for Operations             \$ 11.9 million
- Liabilities                                     \$ 5.0 million
- Receipts                                       \$ 3.1 million
- Disbursements                               \$ 1.2 million

He mentioned that the financial audit will begin in mid-March. Mr. Fonseca provided a brief overview of the remaining budget balance report, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. Mr. Fonseca included a report on the High School for Law Enforcement Co-Op Program provided by David Cutler, Director of Houston Emergency Center (HEC). Mr. Cutler presented an overview of the report, noting the statistics of co-op students who accepted employment at HEC and other area PSAP’s after completion of the program. There was a short discussion regarding the co-op program and questions were addressed by Mr. Cutler. Mr. Fonseca closed his financial report.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne

Schwender reported on the proposed draft of the Wireless 9-1-1 reliability and sustainability legislation. She stated that the draft legislation has been sent to the Texas Legislative Council for re-drafting. In the House it would likely be referred to the Committee on Homeland Security & Public Safety, and in the Senate, the Committee on Business & Commerce. She noted that there are no named authors to carry the bill yet Chairman Rau expressed his concern that at this point in the legislative session, a sponsor(s) for the bill had not been named. Ms. Schwender stated that Ms. McInnis would be contacting her sometime in March or April, 2019 to go to Austin for the purpose of speaking with various legislators. Board Member Storemski inquired if a sponsor was needed in each house. Chairman Rau stated yes, he would like to see 20-40 sponsors in the house and 15 sponsors in the senate.

Ms. Schwender continued with an update on the annual 9-1-1 Goes to Washington. She mentioned it was a favorable event and a couple of the highlights were input from a Maryland State Senator about their advancements in NG 9-1-1, which were all things that GHC 9-1-1 are doing and NENA strongly promoting NG 9-1-1. Ms. Schwender stated that while in Washington, she along with Board Members Ratliff and Storemski, and Chief Financial Officer Tino Fonseca met with Congresswoman Sylvia Garcia. Board Member Ratliff provided feedback on the remarks of FCC Chairman Ajit Pai and what is being proposed for the infrastructure of 9-1-1 at the National level. Ms. Schwender added that the discussions at the event were filled with great input.

Lastly, Ms. Schwender reported that Former Chairman Tom Bass was in in-home hospice care, surrounded by his wife and children who are caring for him. Chairman Rau asked everyone to keep Tom Bass and his family in our thoughts and prayers.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Chief Operations Officer Stan Heffernan reported there was no P1 service issue ticket for the month of January, 2019. Next, he presented the new process for reporting 9-1-1 service issues would be classified under two categories; Internal P1 (an outage within the GHC 9-1-1 network) and External P1 (an outage outside of the GHC 9-1-1 network.) There were two external P1 tickets from service providers, Verizon and CenturyLink, which affected calls to 9-1-1. Mr. Heffernan stated that staff will continue to do testing to make sure GHC 9-1-1's systems are healthy. He stated that staff would continue to work with the service providers and maintain a relationship with designated points of contact. He noted that informing the public about service provider type outages is a challenge. Board Secretary Anders stated that whether it's an internal or external issue, our focus is the citizen and their ability to reach 9-1-1. Mr. Heffernan said that the GHC 9-1-1 NOC and staff would do what they could to keep the citizens informed. Ms. Clauson added that GHC 9-1-1 would also be working with the PSAPs and the service providers to ensure that consistent messages, regarding outages, are provided by all parties. Messages will be focused

on advising the public on what to do when they can't dial 9-1-1 during an outage. Ms. Clauson shared Verizon's response statement to GHC 9-1-1 about their outage, which was caused by a major fiber cut on the evening of January 28, 2019. Board Member Storemski inquired if the Verizon outage affected all service or just 9-1-1 service. Mr. Heffernan responded that this incident was very complexed—the services affected depended on the area, the customer, and the type of device. Mr. Fonseca added that the outage affected service in many states. Ms. Clauson stated that Verizon did not notified the public about the outage. She noted that some local jurisdictions did notify the public about the outage via social media.

Ms. Clauson continued with an update on the CenturyLink outage. She reported that the GHC 9-1-1 NOC informed HCSO about the outage, which affected some parts of their area. HCSO then notified the public via their social media sites. Ms. Clauson provided some examples of the social media posts that were posted during the outage incident. Board Secretary Anders asked about the diverse routing of the service providers. There was a brief discussion regarding the possible diverse routing capabilities of the service providers, then Mr. Heffernan stated that staff would reach out to the service providers to verify the diversity of their routing paths. He also advised that when there is an external outage, even though it might be out of the control of GHC 9-1-1, staff is monitoring, doing testing in the affected areas, and staying abreast of the situation until it is resolved. Board Member Storemski mentioned the need for a policy on notifying the public regarding outages affecting 9-1-1. Ms. Clauson add that the messages should be short and clear, and she shared examples of the types of messages that GHC 9-1-1 would send out when there is a phone service issue affecting citizens ability to reach 9-1-1.

Next, Mr. Heffernan provided an overview of the network utilization graphs, PSAP 9-1-1 call sessions report, PSAP 9-1-1 trending charts. 9-1-1 Service Manager Roger Hauck provided a brief update on the 9-1-1 equipment upgrade at the Houston Emergency Center (HEC). Mr. Hauck stated that a total of 18 Next Gen (NG) 9-1-1 call-taking positions have been installed on the call-floor. He said the transition would continue with demo and installation of a row of six consoles at a time. The project is anticipated to be finished by the end of May, 2019. Mr. Hauck mentioned that a maintenance window (routine software and/or patch updates) was performed on the 12 NG 9-1-1 workstations (the ruggedized laptops installed in 2018) at the HEC during the late night, early-morning of February 25/26, 2019, and the calltakers were excited to be processing calls on the new NG 9-1-1 equipment. Mr. Heffernan proceeded with an overview of the call statistics report for the two major call centers. He mentioned that the GHC 9-1-1 staff is working on compiling service-level statistics for the other PSAPs, and the information would be provided at the next Board meeting.

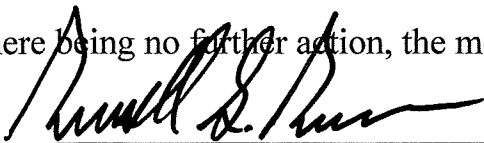
Mr. Heffernan reported that in regards to the GHC 9-1-1 Training Administrator vacant position, GHC 9-1-1 continues to provide training courses with the help of contract trainers, who have previously assisted with training. Chairman Rau inquired about the efforts to fill in the vacant position. Ms. Schwender stated that the GHC 9-1-1 staff continues to review the job position and will be posting the opening within the next few weeks. Mr. Heffernan closed his report with pictures of the progress at the HEC, HCSO, and completion of Bellaire PD's new building. Mr. Heffernan stated that the go live date for the HCSO new building remains April 30, 2019.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer, Sonya Clauson reported that the public education materials continue to be distributed for events throughout the GHC 9-1-1 territory. Ms. Clauson highlighted that GHC 9-1-1's social media pages, Facebook and Twitter have increased in followers and impressions. She provided examples of the most popular posts with the highest engagements. She added that information about the 9-1-1 profile service was posted several times, which resulted an increase in registrations. Next, she announced that Deep East Texas Regional 9-1-1 Network text-to-9-1-1 service is now available in their 12-county area. She mentioned that on texting sub-page of the GHC 9-1-1 website, three text-to-9-1-1 educational videos were added for the deaf/hard of hearing community, and that the videos were shared with the Mayor's Office for Persons with Disabilities.


Agenda Item 8—"Action Item—Request for Approval of a Resolution Declaring April 14-20, 2019 Telecommunicator Week in the Territory Served by Greater Harris County 9-1-1 Emergency Network." Board Secretary Anders motioned to approve the request. Board Member Ratliff seconded the motion. Motion unanimously passed.

Agenda Item 10 "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 March 27, 2019; 2) Texas Public Safety Conference— March 31 – April 3, 2019, Galveston, TX; 3) National Emergency Number Association (NENA) Conference— June 16 – 19, 2019, Orlando, FL.

There being no further action, the meeting was adjourned at 2:03 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer