

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
July 24, 2019

The July 24, 2019 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 Bill Anders, Dennis Storemski, Gary Johnson, Russell Rau, and Vergil Ratliff, were present for the meeting. 26 people were in attendance.

The minutes of the Board meeting of May 22, 2019 were approved with a motion by Board Member Ratliff and seconded by Board Member Johnson. 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 investment report for the second quarter ending June 30, 2019. He reported that the average yield for the investments was 2.510%.

Mr. Fonseca continued with a brief overview of the monthly financial report totals ending June 30, 2019:

- |                                 |                 |
|---------------------------------|-----------------|
| • Cash and cash equivalents     | \$ 9.7 million  |
| • Invested funds for Operations | \$ 11.8 million |
| • Liabilities                   | \$ 5.3 million  |
| • Receipts                      | \$ 22.4 million |
| • Disbursements                 | \$ 16.7 million |

Mr. Fonseca reported that the FEMA reimbursement for all expenses incurred during Hurricane Harvey, August 2017, was received.

Mr. Fonseca provided a brief overview of the remaining budget balance report, Receipts and Disbursements, the 9-1-1 service fee revenue, and cash expenditures trend-line charts.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported on the Federal Communications Commission’s (FCC) proposal in identifying the floor level location where a 9-1-1 call is being made. She noted that a requirement for vertical location accuracy metric of plus or minus three meters for indoor wireless 9-1-1 calls is getting closer to becoming a permanent rule.

Next, she announced that FEMA, in coordination with the FCC will conduct a nationwide test of the Emergency Alert System (EAS) on August 7, 2019 at 2:20 p.m., with an alternate test date of August 21, 2019. Ms. Schwender reported that HB 1090 passed, reclassifying 9-1-1 dispatchers/telecommunicators as a Protective Service Occupation. Previously, 9-1-1 dispatchers were categorized as an Office and Administrative Support occupation. Board Member Storemski asked about the benefits for reclassification. Houston Emergency Center (HEC) Director, David Cutler stated that some of the benefits include receiving mental health services and other benefits that law enforcement officers and other first responders receive. Ms. Schwender continue to report that the FCC is working on renaming the Public Safety Answering Point “PSAP” to Emergency Communication Center “ECC.”

Ms. Schwender presented the results of an online survey concerning expectations the public have about 9-1-1, conducted by West Corporation (Intrado). The survey focused on the expectations, awareness of current issues, technology habits, and willingness to support 9-1-1.

Lastly, Ms. Schwender invited anyone who attended the 2019 National Emergency Number Association (NENA) Conference to provide information or share their experience about the conference. 9-1-1 Service Manager, Roger Hauck stated that he received a lot of positive feedback from industrial peers at the NENA conference regarding GHC 9-1-1’s status with Next Gen 9-1-1 migration and the IP Selective Router.

Chairman Rau inquired about the survey statistics conducted by Intrado. Chief Operations Officer Stan Heffernan stated that he reviewed the report and is aware of the public’s perception in regards to the ability of 9-1-1. GHC 9-1-1 is already doing most of the things that were mentioned in the survey, and that GHC 9-1-1 has the systems/technology in place to handle more advanced data. He said staff will continue to work with the PSAPs on implementing advanced NG 9-1-1 features. Chairman Rau requested more information about the smart speakers. Mr. Heffernan stated that stand alone smart speakers unfortunately are not capable of calling 9-1-1.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Mr. Heffernan reported there were no internal or external P1 service issues during the months of May and June, 2019. Mr. Heffernan provided an overview of the network utilization graph. He highlighted that with the new NG 9-1-1 upgrades at both the Houston Emergency Center (HEC), and with the Harris County Sheriff's Office (HCSO) cutover, the bandwidth trend line has noticeably risen. Network Systems Manager, Mike Hayes added that the spike will start to level off as long as there aren't any major events, such as a hurricane.

Mr. Heffernan presented the call statistics charts for the two major call centers; he mentioned that GHC 9-1-1 is working with HEC and HCSO on the new reporting tool. Mr. Hauck stated that the new NG 9-1-1 system is equipped with the Vesta Analytics application utilized to obtain call volume reports. In addition, GHC 9-1-1 is working closely with the two major centers on how to better use the Analytics tool.

Next, he provided the 2019 service-level report for the other PSAPs/SSAPs in the GHC 9-1-1 territory. Mr. Heffernan noted that some PSAP's reported low percentages. He stated that GHC 9-1-1 will work with those PSAP's to make sure they receive proper training. Chairman Rau asked if the same Analytics tool is used to obtain the service-level report for the other PSAPs. Mr. Hauck stated the same tool is used to obtain the report, but with a slightly different configuration from the two major centers. Chairman Rau inquired about the two PSAPs whose low percentages were discussed at the May Board meeting. Mr. Hauck stated that GHC 9-1-1 has reached out to those PSAPs and is schedule to provide them with on-site refresher training.

Board Member Storemski inquired about HEC's *Transfer to Police* statistics for the month of April and May, 2019. Mr. Cutler stated during the installation of the new equipment, 9-1-1 calls transferred to police were not captured by the new system. Mr. Hauck added that staff is working with HEC on obtaining those types of transfer statistics.

Chairman Rau asked if there was a standard set by the Board for low percentage levels reported by PSAPs. Mr. Heffernan stated that if call levels drop near 90%, GHC 9-1-1 will make contact and work with those PSAPs to raise their percentage level. Mr. Heffernan reminded the Board that there could be many reasons that cause service levels at smaller PSAPs to drop: small staffed and low call volume. Chairman Rau requested additional statistics (call volume) to the 2019 service-level report for the other PSAPs/SSAPs

Mr. Heffernan continued with the training report for the months of May and June, 2019. Mr. Hauck provided an update on the HEC NG9-1-1 equipment upgrade. He stated that installation of the new equipment was completed at the HEC on June 14, 2019. Three supervisor work stations remain to be completed, which is scheduled for August 9, 2019. He thanked HEC for all their efforts and support.

Mr. Heffernan gave a brief update on the Emergency Services Routing Proxy (ESRP). He stated that GHC 9-1-1 continues to work on transitioning the ingress of the Originating Service Providers (OSP's) from the old legacy 9-1-1 router to the new ESRP. He reported that the microwave tower construction is progressing slowly due to the rainfall in the last few months. Once the foundation is prepared efforts will continue to get the tower up.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer, Sonya Clauson reported on the 9-1-1 public education outreach. She reported that a new printed tip card about text-to-9-1-1 and other educational materials have been distributed at community events throughout the GHC 9-1-1 territory.

Next, Ms. Clauson provided an update on the 2019 media campaign. She announced that plans are being finalized for the second portion of the annual media campaign that will begin in August, 2019. The campaign will include ads throughout radio, digital media, and television & connected TV. She stated that GHC 9-1-1 is working with PSAPs on the primary messages about accidental dials, emergency profile registration, and proper use of 9-1-1. She highlighted that an emphasis will be added to the 9-1-1 texting service slogan "Call if you can, Text if you can't. Voice calls are the fastest and best way to reach 9-1-1."

Ms. Clauson proceeded with an update on social media. She mentioned that GHC 9-1-1's social media pages, Facebook and Twitter, have been active during the summer. Various messages were created about weather and summer preparedness, 9-1-1 success stories, promoting of emergency profile and alerts sign up services. Ms. Clauson closed her report by presenting examples of the popular social media posts.

Agenda Item 8—"Action Item—Consideration for Adoption of a Resolution Designating September 11, 2019 as 9-1-1 Day in the Territory Served by GHC 9-1-1."

Board Secretary Anders motioned to approve the request. Board Member Johnson seconded the motion. Motion passed.



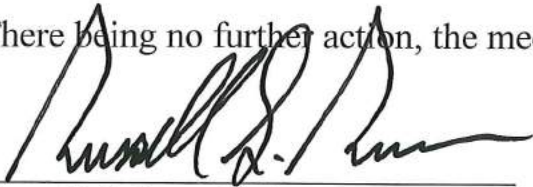
Agenda Item 9—"Executive Session." The Board went into Executive session at 2:03 p.m., room 123A, pursuant to Section 551.089(1) Texas Government Code for the purpose of discussing deliberations regarding information resources technology, and Section 551.074(a)(1) Texas Government Code for the purpose of discussion personnel matters. Board Member Storemski suggested taking the remaining agenda items out of order before going into the executive session.

Taken out of order; Agenda Item 10—The Board agreed to take item 10 out of order "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 scheduled for Wednesday, August 28, 2019; 2) Transmittal and discussion of the GHC 9-1-1 2020 budget.

The Board went into Executive session at 2:03 p.m., room 123A

The Board returned from Executive Session at 3:00 p.m. There were no actions taken.

There being no further action, the meeting was adjourned at 3:00 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer