

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
July 25, 2018

The July 25, 2018 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:03 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 Shawn Thompson were present for the meeting. Board Member Vergil Ratliff arrived at 1:07 p.m. Approximately 28 people were in attendance.

The minutes of the Board meeting of May 23, 2018 were approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. Motion 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 provided an overview of the quarterly investment report. Mr. Fonseca noted that the average yield for investments was 2.132% for the period ending June, 30 2018.

He continued with a brief overview of the overtime expenses and the monthly financial report totals ending June, 30, 2018 as follows:

- Cash and cash equivalents \$ 7.7 million
- Invested Funds for Operations \$ 15.8 million
- Liabilities \$ 5.2 million
- Receipts \$ 19.3 million
- Disbursements \$ 21.8 million

Board Member Storemski inquired about the line item titled “Other” in the Remaining Budget Balance report. Mr. Fonseca stated that the majority of the anticipated “Receipts Other” category are reimbursement funds from Texas 9-1-1 Alliance members for legal and regulatory related expenses. Mr. Fonseca proceeded to update on the Receipts and Disbursements charts, and the 9-1-1 service fee revenue and cash expenditures trend-line charts. Mr. Fonseca presented the PSAP

training and related travel expense report funded by GHC 9-1-1. He noted that the total cost for the last two line items for Harris County were still pending and would be provided in the next quarterly report. Board Member Storemski inquired about the PSAP training and related travel budget. Mr. Fonseca explained that there are training and related travel funds that were budgeted and approved for PSAPs. Board Member Ratliff inquired about the difference in travel dates and number of nights reported on some of the entries in the expense report. Mr. Fonseca stated that he would review and verify that the information was accurate. Board Secretary Anders inquired about the expense for the Government Finance Officers Association (GFOA) training in the Houston Emergency Center (HEC) training expense report. Board Member Anders stated that training funds should be for training 9-1-1 call takers. Chairman Rau advised that Mr. Fonseca get in contact with HEC and verify the expense for the GFOA training class.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender gave an update on the Federal Communication Commission’s (FCC) Notice of Inquiry (NOI) for location-based routing for wireless 9-1-1 calls, as reported at the May, 2018 Board meeting. The NOI seeks the best way to avoid delay in routing wireless 9-1-1 calls. She stated that some companies have urged the FCC to be cautious in regulating “location-based routing,” because there was no data to support implementation. Ms. Schwender stated that the basis of no data was incorrect, and GHC 9-1-1’s Network/Systems Manager, Mike Hayes, provided data on the misroutes resulting from *not* using location-based routing. Mr. Hayes’ data was provided to the two regulatory attorneys for the Texas 9-1-1 Alliance (Alliance), and was used to prepare the response to the FCC’s NOI on behalf of Texas 9-1-1 entities. Ms. Schwender continued with an updated on GHC 9-1-1 staff members that participated in sessions at the 2018 National Emergency Number Association (NENA) conference. Public Information Officer Sonya Clauson participated on a panel on social media; Chief Operations Officer Stan Heffernan and 9-1-1 Service Manager Roger Hauck participated on a panel on NG 911. Ms. Schwender noted that both panels were well received.

Next, Ms. Schwender mentioned that on July 25, 2018 Mr. Fonseca and she participated, via conference call, in a meeting to discuss legislation for the 9-1-1 service fee on wireless subscribers. She stated that GHC 9-1-1 Government Liaison, Anya McInnis and the regulatory attorneys for the Alliance attended the meeting in Austin. Chairman Rau mention that at the Public Safety Conference in Galveston, the understanding was that there had to be one fee of the same amount across the state. Staff advised that progress had been made in that regard, and the bill would be patterned like the legislation for landline fees—to allow the amount to be set by the

9-1-1 entity and the collected fees sent directly to the entities. Ms. Schwender mentioned that AT&T is in support of the legislation that will be proposed, and advised that once the Chairs of the legislative committees have been determined, the Liaisons for the Alliance will get a Representative to sponsor the bill. Lastly, Ms. Schwender informed the Board that a New York Times reporter made an open records request regarding 9-1-1 activities during Hurricane Harvey. Legal Counsel Nick Lykos advised that a cost estimate for research time and compilation of the information be provided to the requestor. The staff stated they would work with legal on complying with the open records request.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Chief Operations Officer Stan Heffernan reported that there were no P1 tickets for the months of May and June, 2018. Mr. Heffernan gave an overview of the network utilization graphs, PSAP 9-1-1 call sessions reports, PSAP 9-1-1 trending charts, and training reports. Mr. Heffernan highlighted that an adjustment to the design was made to the training attendance chart.

Mr. Heffernan reported that the microwave tower at the Inwood site was completed the week of July 16, 2018 and showed a video of the installation. He advised that the installation of the microwave tower at the Pleasant Valley site would start soon, weather permitting. Mr. Heffernan informed the Board that a termination of service notice was issued for the Austin Datacenter the week of July 16, 2018. Mr. Heffernan continued with an update on the exterior paint process of the Tom Bass Building (TBB). He presented pictures of the selected color scheme for the building, stating that GHC 9-1-1 is in the process of securing a paint contractor. Mr. Heffernan stated there are four potential bidders, adding that the TBB is being repainted due to long wear and tear over the years. Board Member Storemski inquired whether the paint project was a budget item. Mr. Heffernan stated that the paint project was budgeted at \$80,000. Chairman Rau inquired about the FEMA reimbursement for interior repairs to the TBB. Mr. Fonseca stated that a request for reimbursement of staff time, including time and resources that were needed to get Harris County back in operation had been submitted and he is waiting to hear back from FEMA. Mr. Heffernan closed with a brief update on the Emergency Services Routing Proxy (ESRP) project, noting there has been good progress on the multiple phases in the project. He stated he will keep the Board updated on the progress.

Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson reported that on June 2, 2018 GHC 9-1-1 participated in the Extreme Weather Expo event at the George R. Brown Convention Center. Materials were distributed to attendees about text-to-9-1-1 services and the free sign-up services.

She highlighted that in the month of July, 2018 the media campaign would continue with digital messages on Pandora, iHeart stations, a chron.com story, an interview on KTRH, and other opportunities on Univision and Radio One stations. Ms. Clauson mentioned that a new public service announcement, a 15-second video titled “Call if you can, text if you can’t,” is now available on the GHC 9-1-1 YouTube page and GHC 9-1-1 website 911.org. She noted that she’s working with McLennan County 9-1-1 to produce a more informative video on how-to and when-to text. In addition, Ms. Clauson mentioned that the Gulf Coast Regional 9-1-1 Emergency Communications District (HGAC) will soon start providing text to 9-1-1 service by October 2018.

Ms. Clauson mentioned that throughout the summer, GHC 9-1-1 social media pages have been providing the public with valuable 9-1-1 messages, and the Digital Media Specialist has been assisting with social media posts on Twitter and Facebook. Ms. Clauson announced that GHC 9-1-1 has transitioned to the new website, and the new website will be promoted through social media, email blasts, news releases, and the GHC 9-1-1 Newsletter. She added that 911.org reached the top ranking on Google search. In conclusion, Ms. Clauson reported that the annual 9-1-1 day with the Astros is scheduled for Friday, September 14, 2018. She also announced that GHC 9-1-1 will host the Harris County Mayors and Councils Association meeting on Thursday, November 15, 2018. The meeting will include a tour of the TBB and mobile command units. Board Member Johnson mentioned that 70-90 attendees are expected to attend the meeting. He suggested that the attendees be divided into two groups for the tours. Legal Counsel Nick Lykos advised that a notice of quorum is not required to be posted for the meeting by GHC 9-1-1, since there will be no GHC 9-1-1 business discussed at the meeting. Regarding the new website, Chairman Rau advised that notices for the Board meetings that are posted as “cancelled” should be removed. The Board agreed that when a Board meeting is not held, the notation on the website for that month would be blank. Board Members commented that the new website looks great. Chairman Rau mentioned that Texas Equusearch wants to use the GHC 9-1-1 automatic dial system to call out their volunteers. Mr. Heffernan advised that, in contacted, staff would work with Equusearch representatives on a solution.

Agenda Item 8—“Contingency Efforts—Transmittal and Discussion of Efforts to Manage Resources Before, During, and After A Disaster.” Mr. Heffernan stated that the contingency plan for the City of Houston (COH)/HEC has been completed, and the 12 additional consoles have been installed. Mr. Heffernan added that these 12 additional positions provide a total of 77 positions on the call floor. In addition, another 9 positions are in the training room at HEC, along with the 20 portable 9-1-1 laptops that are housed at the HEC, and are available for call-taking, if needed. Mr.

Heffernan advised that a PSAP Operations group meeting was scheduled for July 26, 2018 to finalize the focus group for the regional TERT. Chairman Rau announced that Board Members Storemski and Ratliff were reappointed to the GHC 9-1-1 Board of Managers at the most recent Houston City Council meeting. Chairman Rau informed that during the City Council meeting, Board Member Ratliff was questioned by Council Member Stardig regarding GHC 9-1-1 operations during Hurricane Harvey. Board Member Ratliff gave a brief update on Council Member Stardig's concerns, and advised staff to review the recording of the Council meeting held on July 18, 2018 to hear those concerns. There was some additional discussion regarding making Mayor Turner and Council Member Stardig aware of the work that has been done by GHC 9-1-1 at the HEC. Ms. Clauson informed the Board that Ms. Stardig along with other Council Members would receive an invitation to the Harris County Mayors and Councils Association meeting that is scheduled to be held at GHC 9-1-1 and that could be an opportunity to inform and show them what GHC 9-1-1 does. Board Member Ratliff advised that she would setup the meeting with Council Member Stardig.

Agenda Item 9—"GHC 9-1-1 Area PSAPs Update—Transmittal and Discussion of PSAPs Projects." Mr. Heffernan presented pictures on the progress of the new Harris County Sheriff's Office (HCSO) building. He stated that testing of the 9-1-1 equipment will start in September/October 2018, and HCSO is aiming to go live in January 2019. He mentioned he would like to invite the Board to visit the new site at a future date.

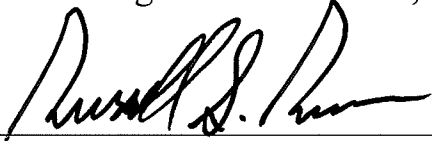
Agenda Item 10—"Transmittal and Discussion of Technology utilized by GHC 9-1-1." Mr. Heffernan stated that with the new transition to NG911, changes in the network services and resource/staffing allows for cost savings and efficiency. Board Storemski inquired about the upgrade to an IP phone system. Mr. Heffernan advised that the hosted system upgrades at the HEC would begin sometime in 2019, after the work at the HCSO new building has been completed. Mr. Roger Hauck informed Board Member Storemski that the 12 new positions at the HEC have the IP phone system. Board Member Storemski advised that Emergency Operations Center would like to coordinate the upgrade of their phone system with 9-1-1. Mr. Heffernan and Mr. Hauck stated GHC 9-1-1 will meet with Emergency Operations Center to make sure their operations needs are being met.

Agenda Item 11—IT Security Audit—Transmittal and Discussion of Findings from the Audit Performed on the GHC 9-1-1 Systems." Chairman Rau informed the Board that the audit company couldn't be present for the Board meeting and advised that the Agenda item would be brought back for the next Board meeting.

Agenda Item 12—"9-1-1 Day Resolution—Consideration for Adoption of a Resolution Designating September 11, 2018 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 13—"Executive Session—Evaluation of Executive Director and Consideration of Compensation for Executive Director." The Board went into Executive Session in room 116 at 2:36 p.m. pursuant to Section 551.074(a)(1) of the Texas Government Code for the purpose of discussing personnel matters. The Board returned from Executive Session at 3:17 p.m. Board Member Storemski motioned to increase the salary for the Executive Director by 3%, effective July 27, 2018. The motion was seconded by Board Member Ratliff. Motion passed.

There being no further action, the meeting was adjourned at 3:20 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer