

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
March 23, 2022

The March 23, 2022 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:02 p.m. in the Board Room of the GHC 9-1-1 at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

Board Members Bill Anders, Russell Rau, Dennis Storemski, and legal counsel Philip Berzins, Harris County Assistant Attorney were present for the Board meeting. Board Members Mark Denman, Vergil Ratliff, and Shawn Thompson did not attend the meeting; 20 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 on February 23, 2022 were approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. Motion passed unanimously.

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 a brief overview of the monthly financial report totals ending February 28, 2022 as follows:

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|---------------------------------|-----------------|
| • Cash and cash equivalents     | \$ 15.7 million |
| • Invested funds for Operations | \$ 12.0 million |
| • Liabilities                   | \$ 8.5 million  |
| • Receipts                      | \$ 8.1 million  |
| • Disbursements                 | \$ 4.7 million  |

Mr. Fonseca highlighted the overtime expenses for the City of Houston and Harris County for the months of January 1 through February 28, 2022. Next, Mr. Fonseca reported on the remaining budget balance report, Receipts and Disbursements report, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. Chairman Rau asked for an update regarding NG 9-1-1 funding grant. Mr. Fonseca stated that GHC 9-1-1 will learn more about the funds and the process next month. He added that requests for reimbursements can go back to November 2021, and the distribution of funds will begin in late May, 2022. Mr. Heffernan will provide an update in his portion of the report. Lastly, Mr. Fonseca mentioned that the annual GHC 9-1-1 financial audit will begin the week of March 28.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director, Stan Heffernan reported that FCC recently said that they have no authority to prohibit 9-1-1 fee diversion, but discourage it from happening. Noting that Texas is not on the list of states diverting 9-1-1 fees. Next, Mr. Heffernan provided an update on the NG 9-1-1 funding (SB 8) effort. He stated that the governor’s office will make final approval of funds by the end of March, 2022. The funds will be available early April, 2022 and distribution to begin late May or early June, 2022. Chairman Rau asked how the federal funds will be received by GHC 9-1-1. Mr. Heffernan said that funding will be on a cost reimbursement basis. Board Member Storemski asked if the bulk of funds that GHC 9-1-1 is eligible to receive are from costs already expended or new/future expenses. Mr. Fonseca stated that the funding will be for NG 9-1-1 costs incurred starting November 8, 2021 through December 31, 2024. Chairman Rau asked how the NG 9-1-1 grant funds would be injected into GHC 9-1-1’s fiscal year budget, and does GHC 9-1-1 need to do a budget amendment process. Mr. Fonseca stated that an amendment was not required and will be factored in with the next budget cycle.

Mr. Heffernan reported that GHC 9-1-1 has begun the wireless fee legislation efforts for the next legislation session. He mentioned that the proposed monthly wireless fee rates are \$0.65, \$0.80, and \$1.10 similar to previous proposals, which allow the Board to choose one of three rates every two years. Chairman Rau asked if this precludes GHC 9-1-1 from having its own separate legislation. Mr. Heffernan stated that it is very difficult to pursue separate legislation, but this proposal is acceptable to GHC 9-1-1. Chairman Rau asked why it was decided that the monthly rates be adjusted every two years. Mr. Heffernan explained that the wireless service providers prefer to minimize rate changes.

Mr. Heffernan reported that GHC 9-1-1 staff is back in the office as of February 28, 2022. He stated that being back together will allow more in-person mentorship and training. Lastly, Mr. Heffernan stated that Emergency Service District (ESD) 200, which mostly serves Waller County and is part of the neighboring Gulf Coast 9-1-1 District, wants to contract their Fire and EMS calls to be dispatched by ESD 100, whose 9-1-1 equipment was recently deployed by GHC 9-1-1, as approved by the GHC 9-1-1 Board to serve as an SSAP in the GHC 9-1-1 territory. Mr. Heffernan explained that historically there have been a few circumstances with agencies that sit at the border of the counties, but this proposal poses many issues including liability, funding, support, and maintenance. Mr. Heffernan stated that GHC 9-1-1’s PSAP provisioning policy was approved by the Board back in 2015, and the GHC 9-1-1 staff will be recommending some updates to the policy to clarify use of GHC 9-1-1 call-taking equipment. There was a brief discussion about some options that the Board could consider to address this issue. Mr. Heffernan emphasized that GHC 9-1-1 cannot fund SSAP services and equipment that is serving another 9-1-1 territory. Mr. Heffernan added that GHC 9-1-1 cannot prohibit ESD 100

from providing 9-1-1 services outside the GHC 9-1-1 territory, if they do, they have to use their own 9-1-1 equipment. Chairman Rau commented that all citizens, whether in Waller or Harris County, should get the best 9-1-1 service, but unfortunately GHC 9-1-1 has to look at the fairness of how the funds are provided for the service. Mr. Heffernan stated GHC 9-1-1 will modify the provisioning policy and share it with the SSAPs. Mr. Heffernan stated that Mr. Richard Muscat, Regulatory Advisor, has suggested some changes to the provisioning policy. Mr. Heffernan stated that the existing policy that the Board approved back in 2016, would be updated and brought back to the Board for approval. Board Secretary Anders said he agreed with Chairman Rau, that all citizens deserve to have the best 9-1-1 emergency service, but it appears there was a lack of communication by ESD 200 and 100 in not notifying their partners (Gulf Coast Regional 9-1-1 and GHC 9-1-1) about their contract plans.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported that there were no internal/external P1 service issue tickets during the month of February, 2022. Mr. Heffernan provided an overview of the network utilization charts, noting a decrease in voice bandwidth due to 9-1-1 call volume decrease for the month of February, 2022. He reported on the PSAP 9-1-1 call sessions report, he pointed out that the class of service for 9-1-1 wireless calls in February, 2022 was 89.01%. Mr. Heffernan continued with the PSAP 9-1-1 trending charts, and the call volume statistics provided by Houston Emergency Center (HEC), Harris County Sheriff’s Office (HCSO), and Fort Bend County Sheriff’s Office (FBCSO). Mr. Heffernan noted that HEC’s call service is improving. Next, Mr. Heffernan briefly reported on the 9-1-1 call Service Level Agreement (SLA) report for all PSAPs/SSAPs for the month of February, 2022. Mr. Heffernan provided a quick overview of the GHC 9-1-1 training. He then updated on the House Bill (HB) 787, Texas Commission on Law Enforcement (TCOLE) requirement, that 9-1-1 call takers must be licensed and hold an accredited CPR certification and complete the 4 hour Cardiac Emergency Communications Continuing Education. Next, Mr. Heffernan reported on the training attendance report and the GIS/database monthly service requests/tasks report. Mr. Heffernan proceeded to update on the Originating Service Providers (OSPs) migration to NG9-1-1. Board Secretary Anders asked about the staffing issues at the major centers. Mr. Heffernan stated that it appears that it is improving since their SLA numbers are going up.

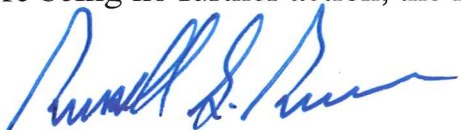
Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson reported that GHC 9-1-1 GIS created a new map application called “9-1-1 Responder Map” which allows residents in the GHC 9-1-1 service area to search their address and view which emergency service responds to the address, and a non-emergency number to report non-emergency incidents. She added that the map application would be shared on social media and at outreach events. Chairman Rau commented that the map application is a

great idea to have on GHC 9-1-1 website. Mr. Rau asked if the map application could be tied in to the emergency profile sign-up service. GHC 9-1-1 Information Technology Officer, Mike Hayes said that a link can be added to the 9-1-1 responder map to encourage citizens to sign up for the emergency profile service.

Ms. Clauson proceeded to update on the GHC 9-1-1 telecommunicator recruitment outreach efforts. She mentioned that the videos shown at the last Board meeting, are now available on the GHC 9-1-1 YouTube page. GHC 9-1-1's 2022 media campaign is scheduled to begin on April 1, 2022. The media campaign will focus on telecommunicator recruitment, and messages on proper use of 9-1-1. She stated that March is women's history month, some PSAP supervisors were interviewed, which they provided useful information that would be featured in April, for 9-1-1 education month. Ms. Clauson said that two longer telecommunicator recruitment videos are in progress and is expected to be finished this week. Once finished, the videos will be added to the GHC 9-1-1 website. Ms. Clauson mentioned that she discussed with the marketing campaign developer about a news release on 9-1-1 education month and telecommunicator recruitment. Lastly, Ms. Clauson provided snapshots of the analytics for GHC 9-1-1's social media messages. Chairman Rau asked if there were going to be any billboard advertisements on recruitment. Ms. Clauson stated that billboards were part of the campaign last year, but there is more creative work in-progress for this year's media campaign. Mr. Rau asked if Ms. Clauson has been working with HEC on recruitment. Ms. Clauson stated that GHC 9-1-1 has kept HEC and all the PSAPs updated. Board Member Storemski asked about the social media analytics "post reach" and "engagement." Ms. Clauson explained that "post reach" is the number of people who saw GHC 9-1-1's post in their news feed. "Engagement" is the action people made towards the post such as; likes, shares, and comments.

Agenda Item 8—"Announcements—Next Board Meeting, Save-the-Dates." Chairman Rau advised of the following: 1) The next meeting of the Board of Managers of GHC 9-1-1 is scheduled for Wednesday, April 27, 2022; 2) Texas APCO/NENA Public Safety Conference: April 3 – 6, 2022 in Galveston, TX; 3) NENA 2022 Conference & Expo: June 11 – 16, 2022 in Louisville, KY. Please let Daveda know, if you are interested in attending.

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



Russell S. Rau, Chairman



William B. Anders, Secretary