

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
May 22, 2019

The May 22, 2019 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:04 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, Gary Johnson, and Vergil Ratliff, were present for the meeting. Chairman Russell Rau arrived at 1:14 p.m. Board Member Dennis Storemski arrived at 1:34 p.m., 29 people were in attendance.

Board Member Bill Anders called the meeting to order. The minutes of the Board meeting of April 24, 2019 were approved with a motion by Board Member Ratliff and seconded by Board Member Johnson. Motion unanimously passed.

Agenda Item 3—“Citizens Appearances.” Executive Director Lavergne Schwender introduced GHC 9-1-1’s new Training Specialist Mindi Bartee.

Agenda Item 8—The Board agreed to take Item 8 out of order: “Transmittal and Discussion of the Greater Harris County 9-1-1 Emergency Network’s Audited Financial Statements for the Year Ending December 31, 2018. Chief Financial Officer Tino Fonseca introduced Auditor Celina Cereceres with the auditing firm WhitelyPenn. Mr. Fonseca gave an overview of the audited financial statements and the Auditor’s report for the year ending 2018. Board Secretary Anders asked about the audit questionnaire normally sent to Board Members. Mr. Fonseca stated that the audit questionnaire was sent via email, and Board Members were reminded and encouraged to submit responses. Ms. Cereceres advised that a clean and unmodified opinion of the audit was issued.

Chairman Russell Rau arrived and began to chair the meeting.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca presented the monthly financial report totals ending April 30, 2019 as follows:

- Cash and cash equivalents \$ 5.8 million
- Invested funds for Operations \$ 11.9 million
- Liabilities \$ 4.0 million
- Receipts \$ 14.2 million
- Disbursements \$ 11.5 million

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 provided a brief update on the Federal Communications Commission’s (FCC) proposal, in helping 9-1-1 call centers identify the floor level location where a 911 call is being made. She stated that a vertical location accuracy metric of plus or minus three meters relative to the handset for 80% of indoor wireless 9-1-1 calls was recommended.

Next, Ms. Schwender announced that the Texas Legislature closes May 27, 2019. Government Liaison, Anya McInnis, will be attending the July Board meeting for a final report. Ms. Schwender proceeded with an update on the drafted 9-1-1 wireless legislation, which was unsuccessful. Ms. Schwender mentioned that the legislative liaisons conducting an interim study on NG 9-1-1 funding is being established. Mr. Fonseca responded approximately \$1.75/month when asked about the current residential 9-1-1 service fee cap for residential customers.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported there were no internal GHC 9-1-1 P1 service issues during the month of April, 2019. Mr. Heffernan noted there was one other service issue on April 26, 2019. He explained that there was a network hardware failure that caused slow call delivery between clients and the hosted systems. The GHC 9-1-1 NOC activated contingencies and rerouted calls until the issue could be determined and corrected. It was determined that the role of the authentication process between client and hosted systems had changed due to the new Motorola IP router. Mr. Heffernan added that the failed hardware was replaced, systems were restored and calls were routing back to the perspective PSAPs. GHC 9-1-1 and Motorola made changes to the system to prevent this issue from happening in the future. Mr. Heffernan reported there were no external P1 service issues during the month of April, 2019.

Mr. Heffernan provided an overview of the network utilization graph. He highlighted that with the new NG 9-1-1 upgrade at the Houston Emergency Center (HEC), and with the Harris County Sheriff’s Office (HCSO) cutover, a noticeable spike in bandwidth utilization volume will continue to show. Network Systems Manager, Mike Hayes stated the spike will continue to grow throughout the coming months depending on the call volume received. Chairman Rau inquired what the bandwidth trend line will look like when texts, images, and videos are transmitted

to the 9-1-1 call centers. Mr. Heffernan stated that it would depend on the frequency and amount of data being sent. Mr. Hayes added that if an increase in bandwidth is needed, GHC 9-1-1 will notify the service providers to increase the bandwidth capacity, and no new equipment will be required.

Mr. Heffernan presented the call statistics charts for the two major call centers; he highlighted that HEC's call volume for the month of March and April, 2019 was derived from two separate systems due to the phased in installation of the new 9-1-1 equipment. Next, he provided the 2019 service-level report for the other PSAPs/SSAPs in the GHC 9-1-1 territory.

Mr. Heffernan continued with an update on the HEC NG9-1-1 equipment upgrade. He stated progress continues and staff anticipates completion of installation by June 7, 2019. He reported that the HCSO new building successfully cutover on April 30, 2019. He thanked GHC 9-1-1 and HCSO staff for all their hard work and dedication. Chairman Rau shared with Board Members a letter received from Harris County Sheriff Ed Gonzalez, which thanked GHC 9-1-1 for all the support with the HCSO new building. Board Secretary Anders inquired about how many calltakers HCSO have per shift. HCSO Lt. Inocencio stated that currently there are 18 staffed on day shift, 22 evening, and 15 night shift. She stated that HCSO was working with Human Resources on hiring more staff. There are 21 applicants that are going through the hiring process, and their goal is to be fully staffed by the end of June, 2019.

Mr. Heffernan proceeded with the annual operations update—The Path to Next Gen 9-1-1. He advised the Board to save any sensitive security questions regarding the presentation for the executive session. After the presentation, Mr. Heffernan answered a few general questions and closed his report.

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 new public education materials have been developed, which include a Text-to-9-1-1 tip card, and an emergency profile sign-up service card.

Next, Ms. Clauson provided an update on the 2019 media campaign. She announced that the cinema campaign would begin in May, during the Memorial Day weekend. The cinema campaign will include a 15-second text-to-9-1-1 PSA, which will run at thirty-two cinemas in the GHC 9-1-1 territory, and a 15-second 9-1-1 usage PSA. Neighboring 9-1-1 Districts participating in the campaign are Galveston County 9-1-1, Montgomery County 9-1-1, Gulf Coast Region 9-1-1 (HGAC), and McLennan County 9-1-1. Ms. Clauson noted that the cinema campaign will last for

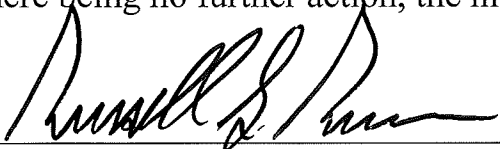
six-weeks (three of the weeks were given as a bonus, the benefit of the Districts purchasing as a group). Ms. Clauson showed the 15-second text-to-9-1-1 PSA. Ms. Clauson added that Channel 2 released a news story on Text-to-9-1-1. Channel 2 went to Baytown, TX, where they coordinated with Baytown Communications center, to test the Text-to-9-1-1 system using real-time messages to 9-1-1.

Ms. Clauson proceeded with an update on social media. She mentioned that during the months of April and May, 2019 GHC 9-1-1's social media messages highlighted Telecommunicator Week, 9-1-1 education messages, and the new Harris County 9-1-1 call center. Ms. Clauson noted that the GHC 9-1-1 social media pages have increased in engagement and followers. Board Member Storemski inquired about the cost of the cinema campaign. Ms. Clauson stated the cost was \$55,000 for the 2019 cinema campaign reaching 6.6 million impressions. Board Member Storemski noted that texting to 9-1-1 takes longer, and advised that the public need to be reminded about that. Ms. Clauson stated that Channel 2's news story highlighted that texting to 9-1-1 takes anywhere from five to 15 minutes, and that GHC 9-1-1 would continue to emphasize that in educational messages to the public.

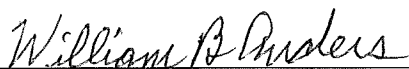
Agenda Item 11 "Announcements—Next Board Meeting, Upcoming Events." Chairman Rau advised of the following: 1) Due to the annual NENA conference there will not be a Board of Managers meeting in the month of June, 2019; 2) National Emergency Number Association (NENA) Conference— June 16–19, 2019, Orlando, FL.

Agenda Item 9 "Executive Session—Presentation of Security Sensitive IT Systems." The Board went into Executive session at 2:09 p.m., room 123A, pursuant to Section 551.089(1) Texas Government Code for the purpose of discussing specific matters regarding security sensitive systems. The Board returned from Executive Session at 3:07 p.m. There were no recommendations for action.

There being no further action, the meeting was adjourned at 3:07 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer