

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
May 23, 2018

The May 23, 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, and Shawn Thompson were present for the meeting. Chairman Russell Rau arrived at 1:13 p.m. Board Member Vergil Ratliff did not attend the meeting. Approximately 31 people were in attendance.

The minutes of the Board meeting of March 28, 2018 were approved with a motion by Board Member Storemski and seconded by Board Member Johnson. Motion passed.

Agenda Item 3—“Citizens Appearances.” Board Secretary Anders introduced new Harris County Fire Marshal, Laurie L. Christensen, Assistant Chief James Bolton, and Deputy Chief Chad Shaw. Board Secretary Anders mentioned that the Fire Marshal’s office would incorporate a check for Kari’s Law compliance during their routine inspections of businesses.

Agenda Item 5—“Audited Financial Statements—Transmittal and Discussion of the Greater Harris County 9-1-1 Emergency Network’s Audited Financial Statements for the Year Ending December 31, 2017.” The Board agreed to take agenda Item 5 out of order. Chief Financial Officer Tino Fonseca introduced Auditor Mike Brotherton with the auditing firm Belt Harris Pechacek, LLLP. Mr. Fonseca gave an overview of the audited financial statements for the year ending 2017. Mr. Brotherton thanked GHC 9-1-1 for the opportunity of providing his service, and advised that a clean and unqualified opinion of the audit was issued. Mr. Brotherton noted that a new accounting standards pronouncement is going into effect, Government Accounting Standards Board (GASB) 75. GASB 75 changes the post employee liability to mirror the pension liability, so the presentation report will look different next year.

Agenda Item 3—“Citizens Appearances” continued: Assistant Chief Wendy Baimbridge with the Houston Police Department (HPD) introduced Jennifer Battles, Program Director with the Harris Center for Mental Health & IDD (HCMH & IDD),

and Captain Karen DuPont with the Houston Fire Department (HFD). The group gave a lengthy presentation to the Board about the Crisis Call Diversion Program. This program is a pilot collaboration between HPD, HFD, and the Harris Center. There was some discussion with the Board, and the group noted that they hoped for the opportunity to also work with GHC 9-1-1.

Agenda Item 11—“Public Awareness Media Plan—Transmittal and Discussion of Proposed Public Awareness Media Plan.” The Board agreed to take agenda Item 11 out of order. Public Information Officer Sonya Clauson presented the Public Awareness Media Plan to the Board. She highlighted the following GHC 9-1-1 public awareness efforts: community outreach, mass media educational campaigns, and social media. Ms. Clauson introduced media marketing consultant, Ms. Diana Parker with DPS Media. Ms. Parker discussed the development of marketing tactics and tools used to promote 9-1-1 educational campaigns, events, digital/social media, and streaming.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca presented the monthly financial report totals ending April 30, 2018 as follows:

- Cash and cash equivalents \$ 3.5 million
- Invested Funds for Operations \$ 21.8 million
- Liabilities \$ 4.7 million
- Receipts \$ 12.3 million
- Disbursements \$ 12.6 million

Mr. Fonseca provided an overview of the training expenses, funded by GHC 9-1-1 for the year 2017. Also provided were the HEC expenses for the first quarter, 2018. Chairman Rau noted that he was pleased to see that the Network includes training opportunities for members of the PSAP Ops Committee. Chair Rau requested feedback from the PSAP committee, regarding the mental health issue. Mr. Heffernan stated there was an update in his report from a meeting on the mental health issue.

Agenda Item 6—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported that the Federal Communication Commission (FCC) adopted a Notice of Inquiry (NOI) for location-based routing for wireless 9-1-1 calls. Ms. Schwender stated that the NOI seeks the best way to route wireless 9-1-1 calls to the proper 9-1-1 call center more rapidly. Next, she updated the Board on the 9-1-1 App Guidance, she stated that most recently there was an *ex parte* filing by CTIA, APCO,

and NENA encouraging the FCC to issue app guidance to 9-1-1 app developers that are claiming to have more enhanced reliable 9-1-1 services. Ms. Schwender informed the Board that the FCC continues to report on 9-1-1 Fee Diversion, noting that Texas is not on the list for fee diversion. Ms. Schwender reported that North Central Texas Council of Governments (NCTCOG), in the Dallas area, will soon become a 9-1-1 emergency communication districts. She announced the retirement of Greg Petrey, Executive Director of Tarrant County 9-1-1 Emergency Communication District, and informed that the new Executive Director is Ms. Shinar Haynes. Lastly, she advised that Jack Steele, HGAC Director, would be retiring by the end of May, 2018.

Agenda Item 7—“Operations Report—Transmittal and Discussion of Operational Matters.” Chief Operations Officer Stan Heffernan reported one P1 service issue ticket for the month of April, 2018. Mr. Heffernan explained that a network component failed on one of the host systems in the datacenter that supports 13 PSAPs (did not include the two largest centers). The GHC 9-1-1 NOC activated contingencies for the affected centers. Mr. Heffernan advised that the failed components were replaced and successful test calls were performed by the NOC. Then, 9-1-1 calls were routed back to the original PSAPs. Next, he gave an overview of the training report for the months of March and April, 2018, advising that GHC 9-1-1 and the Harris Center for Mental Health met regarding mental health training. Mr. Heffernan advised that the Harris Center for Mental Health will be invited to the next PSAP Ops group meeting to speak to the 9-1-1 coordinators/trainers.

Mr. Heffernan informed the Board that, at the Inwood site, construction of the microwave tower had been delayed due to rainy weather, and the Board would be kept updated on the progress. He highlighted the ongoing efforts on the Tom Bass Building interior and exterior repairs, and thanked Board Member Johnson for providing valuable information regarding repairs. Mr. Heffernan continued with an update on the PSAP Ops group meeting that took place in March 29, 2018. He stated that the Regional TERT program idea was presented and well received by the PSAPs. He advised that a focus group would be created to develop the local TERT program. The local program will consist of representatives from SSAPs, Municipalities, the major centers, and GHC 9-1-1. Chairman Rau requested that an update be given to the Mayor Turner (City of Houston) about the status of the contingency plan at the HEC. In conclusion, Mr. Heffernan mentioned that the GHC 9-1-1 staff presented at the Texas Public Safety Conference in April 9-12, 2018, in Galveston, TX, noting that positive feedback was received by many attendees.

Agenda Item 8—“Contingency Efforts—Transmittal and Discussion of Efforts to Manage Resources Before, During, and After A Disaster.” Mr. Heffernan stated that

good progress continues with the work at the HEC. The 12 additional consoles have been installed and ready for the June 1, 2018 go live. Mr. Heffernan assured Chairman Rau that he will provide an informative report to Mayor Turner about the contingency efforts.

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) Communication Center. He stated that GHC 91-1 should be able to start installing the 9-1-1 equipment by August, 2018.

Agenda Item 10—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson began her report with an update on National Public Safety Telecommunicator week. She mentioned the celebrations and social media messages published by many PSAPs in honor of Telecommunicator week. Ms. Clauson presented the 2018 cinema campaign, providing a list of movie theaters where public service videos have been promoted throughout the GHC 9-1-1 territory.

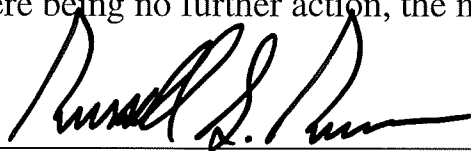
Ms. Clauson continued with an update on the progress of the 9-1-1 app. She introduced the name of the app (911 Prime), along with a sample of the design and logo. Next, she reported that Ms. Schwender, Ms. Tullis, and she attended a one day Social Media Marketing seminar on May 16, 2018. The seminar provided information on how to start with social media and how to enhance an existing social media program. Ms. Clauson announced that GHC 9-1-1 has contracted a Digital Media Specialist to assist and provide support for graphic design on the new GHC 9-1-1 website and social media accounts. Chairman Rau expressed the importance of a marketing strategy for persuading citizens to download the 9-1-1 app. Ms. Clauson presented various snippets of the Emergency Profile Social Media Campaign and the Miscellaneous Social Media Messages that were published by GHC 9-1-1.

Ms. Clauson showed the Board a presentation of the new GHC 9-1-1 website. She explained the website’s content, and mentioned that the GHC 9-1-1 Digital Media Specialist and the web developer are working together to produce the new website. Chairman Rau advised that the GHC 9-1-1 agendas, minutes, and leadership team contact information should be displayed on the website. Ms. Clauson advised that the contact information for the Executive Director, Chief Operations Officer, and Chief Financial Officer had been added to the website. Board Secretary Anders, thanked Ms. Clauson for attending the Harris County Fire Fighters meeting, and thanked Mr. Heffernan, and Mr. Hauck for providing assistance to the Atascocita Fire Department regarding a technical issue.

Agenda Item 12—“Request for Approval to Enter into ALI Resource Sharing Interlocal Agreement with Smith County 9-1-1” Mr. Heffernan stated that Smith County 9-1-1 District and Gulf Coast Regional 9-1-1 Emergency Communications District have requested to participate in the ALI resource sharing. Mr. Heffernan informed the Board that the two counties have a combined population of about 772,000. He advised the Board that these entities would be responsible for their own connectivity to the system, and no additional funds would be expended by GHC 9-1-1. There being no questions, Board Secretary Anders made the motion to approve the ALI Resource Sharing Agreement with Smith County 9-1-1 District and Gulf Coast Regional 9-1-1 Emergency Communications District. Board Member Storemski second the motion. Motion passed.

Agenda Item 13—“Announcements—Next Board Meeting, Upcoming 9-1-1 Industry Conferences.” Chairman Rau advised of the following: 1) Due to NENA annual conference, there would be no Board meeting in June, 2018; 2) The next meeting of the Board of Managers of GHC 9-1-1 is scheduled for July 25, 2018; 3) NENA 2018 Conference and Expo—June 16 – 21, 2018, Nashville, TN.

There being no further action, the meeting was adjourned at 3:36 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer