

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
October 23, 2019

The October 23, 2019 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:00 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, Mark Denman, Russell Rau, and Vergil Ratliff were present for the meeting. 32 people were in attendance.

Agenda Item 1—“Pledges of Allegiance.” The U.S. and Texas pledges of allegiance were recited.

Agenda Item 2—“Oath of Office.” As a Notary Public in the State of Texas, Office Manager, Daveda Hughes was called upon to administer the oath of office and swear in new Board Member, Mr. Mark Denman.

Agenda Item 3—“Approval of Minutes.” The minutes of the Board meeting of September 25, 2019 were approved with a motion by Board Member Ratliff and seconded by Board Secretary Anders. Motion unanimously passed.

Agenda Item 4—“Citizens Appearances.” There were no citizens wishing to appear before the Board.

Agenda Item 5—“Financial Report.” Chief Financial Officer Tino Fonseca presented the investment report for the third quarter ending September 30, 2019. He reported that the average yield for the investments was 2.51%.

He continued with a brief overview of the overtime expenses, and the monthly financial totals ending September 30, 2019 as follows:

- Cash and cash equivalents \$ 8.6 million
- Invested funds for Operations \$ 11.8 million
- Liabilities \$ 5.0 million
- Receipts \$ 33.5 million
- Disbursements \$ 29.0 million

Mr. Fonseca provided a brief overview of the remaining budget balance report. Board Member Storemski inquired about the line item titled “Other” in the remaining budget balance report. Mr. Fonseca explained that the dollar amounts are reimbursements received from other 9-1-1 districts for shared expenses for Texas 9-1-1 Alliance activities. He noted that the expenses are included in the line item titled “General Maintenance/Contracts.” Mr. Fonseca proceeded to update on the Receipts and Disbursements charts, the 9-1-1 Service Fee Revenue by type, and the Cash Expenditures Trend-line charts. Board Member Denman asked when was the last time the 9-1-1 service fee was increased. Mr. Fonseca stated the last 9-1-1 service fee increase (wireline) was 15 years ago; he added that with the new NG 9-1-1 system there are some overlap in costs included in the five-year budget plan. Chairman Rau mentioned that if the wireless fee increase legislation is successful, it will help to adjust the wireless fee and give more flexibility. Mr. Fonseca concluded his report with an overview of the quarterly PSAP training and related travel expenses funded by GHC 9-1-1.

The Board agreed to take agenda item 9 out of order—Discussion and Consideration for Approval to provide 9-1-1 call-taking equipment to the High School for Law and Justice (HSLJ) Co-Op Program. Mr. Heffernan presented the request by Mr. Valgene Holmes, HSLJ Co-Op Coordinator, for twenty-five 9-1-1 call-taking positions, to be installed in the training room at the new High School for Law and Justice. Mr. Heffernan mentioned that the hardware for the project would be equipment repurposed from recent PSAP upgrades. He advised that there would be a one-time cost for ancillary hardware and software/licensing in the amount of \$60,421.00. GHC 9-1-1 staff supports the request and recommends the Board’s approval. Chairman Rau asked Mr. Valgene Holmes to provide information regarding the high school Co-Op Program. Mr. Holmes highlighted the benefits students gain from the program, such as the skills for practical experience in the public safety field, and opportunities for future career paths. Without any further questions, Board Member Storemski made the motion to approve and fund the one-time cost for ancillary hardware and software/licensing in the amount of \$60,421.00 for the High School for Law and Justice Project. Board Member Denman second. Motion passed.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported that the Federal Communications Commission (FCC) adopted a report and order implementing direct dialing to 9-1-1 from multi-line telephone systems (MLT’s) and delivery of the dispatchable location data. Mr. Heffernan stated that dispatchable location will be determined by the type of device and it’s functionality to adequately identify the location of the caller. GHC 9-1-1 will

continue to update the Board as information becomes available. Chairman Rau inquired about the geographic parameter on the dispatchable location. Mr. Heffernan responded that currently, the discussion on dispatchable location for wireless calls is focused on elevation coordinates, but there is concern about trying to include the private switch environment into the mobile environment, which isn't possible at this time. He added that GHC 9-1-1 does have the technology and mapping system to provide this information if implemented.

Next, Ms. Schwender provided an update on the Z-axis. She informed the Board that the FCC adopted a fourth notice of proposed rulemaking on a Z-axis, or vertical, location accuracy metric for wireless 9-1-1 calls of plus or minus three meters. Ms. Schwender highlighted that GHC 9-1-1 is capable of receiving the Z-axis. Chairman Rau asked why providers do not make that information available. Mr. Heffernan stated that technology has to be improved and tested to allow providers to provide that type information.

Ms. Schwender provided an update on the issue of 9-1-1 fee diversion, she stated that the state of Texas is not on the list for 9-1-1 fee diversion. Next, Ms. Schwender announced that on Monday, September 30, 2019 FCC Commissioner Brendan Carr visited GHC 9-1-1 at the new Harris County call center. He was very impressed with the new facility.

The 87th Texas Legislature begins January 12, 2021, and GHC 9-1-1 has begun preparing for the next legislature and the 9-1-1 wireless reliability and sustainability legislation. Ms. Schwender mentioned that Senator Kelly Hancock has offered to mediate between 9-1-1 districts and AT&T, if necessary. He asked that a working committee be set up. GHC 9-1-1 is part of the working committee (represented by Tino and Anya McInnis), which met in Austin on October 16th. The goal of the legislation is to treat wireless fee collection and management the same as wireline.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Mr. Heffernan reported there were two internal P1 service issue tickets during the month of September, 2019. Mr. Heffernan mentioned that a power line had ignited a fiber circuit supporting Stafford PD. The contingency time was immediate and the GHC 9-1-1 systems automatically activated contingency routing, sending calls to the contingency PSAP. The GHC 9-1-1 mobile contingency unit (MCU) was deployed and setup, allowing Stafford PD to take their own calls until service was restored. Secondly, due to tropical storm Imelda's heavy rainfall, Galena Park PD lost utility power and its generator failed to start. Calls were re-routed as requested by Galena Park PD. After Galena Park's utility power was restored and generator serviced, calls were routed back to Galena Park. Mr. Heffernan highlighted

that no 9-1-1 calls were lost during these outages. He added that there were no external P1 service issues during the month of September, 2019.

Mr. Heffernan proceeded to update on the voice bandwidth trendline chart, stating that it will continue to level off. He noted a high peak point on the daily average bandwidth graph for September 19, 2019, the day of tropical storm Imelda. Next, Mr. Heffernan presented the 2019 service-level report for the other PSAPs/SSAPs in the GHC 9-1-1 territory. Mr. Heffernan noted that GHC 9-1-1 will continue to work closely with PSAPs to maintain service level standards. Without any further questions, Mr. Heffernan concluded the operations report.

Agenda Item 8—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson provided an update on the distribution of education materials; text to 9-1-1, and Emergency Profile Service tip cards for National Night Out and events throughout the GHC 9-1-1 territory. Ms. Clauson highlighted that September was Deaf awareness month, and an EXPO geared towards the Deaf and hard-of-hearing community was held on September 28th at the Pasadena Convention Center. GHC 9-1-1 had a booth and telecommunicators from HEC provided 9-1-1 educational materials to attendees.

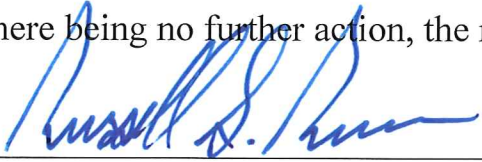
Ms. Clauson gave a brief update on the social media efforts. She shared examples of 9-1-1 public awareness messages that were disseminated to the community to remind residents about proper use of 9-1-1 during tropical storm Imelda. Also, a news release regarding 9-1-1 usage was sent to the media and shared with the Offices of Emergency Management for Harris County and City of Houston. Ms. Clauson mentioned that the National Emergency Number Association (NENA) Joint Committee Meeting (JMC) has established a new Wellness Committee responsible for identifying issues related to wellness for 9-1-1 professionals. She provided an article about a survey on the psychological toll for first responders and 9-1-1 dispatchers.

Ms. Schwender presented to the Board a draft staff roster.

Agenda Item 10—“Announcements—Next Board Meeting, Upcoming Events.” Chairman Rau advised of the following: 1) Since the Board meetings in November and December would occur on holiday weeks—Thanksgiving and Christmas—as usual, the two meetings will be combined and are scheduled for Wednesday, December 11, 2019. Chairman Rau advised no executive session.

Mr. Fonseca informed the Board that the approved budget for the year 2020 would be distributed to all the elected officials at the City and the County.

There being no further action, the meeting was adjourned at 2:12 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer