

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
October 24, 2018

The October 24, 2018 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:20 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, and Russell Rau were present for the meeting. Board Members Gary Johnson, Vergil Ratliff, and Shawn Thompson did not attend the meeting. Approximately 21 people attended.

The minutes of the Board meeting of September 26, 2018 were approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. Motion passed.

Agenda Item 3—"Citizens Appearances." George Buenik, Director of the Public Safety and Homeland Security office for the City of Houston, was introduced to the Board.

Agenda Item 4—"Financial Report." Chief Financial Officer Tino Fonseca presented the financial report for the period ending September 30, 2018. He provided the quarterly investment report and reported that the average yield for investments was 2.29% for the quarter ending September 30, 2018. Mr. Fonseca continued highlighting the monthly financial report totals ending September 30, 2018 as follows:

- Cash and cash equivalents \$ 4.1 million
- Invested Funds for Operations \$ 16.8 million
- Liabilities \$ 4.1 million
- Receipts \$ 29.6 million
- Disbursements \$ 34.2 million

Mr. Fonseca informed the Board that the approved budget for the year 2019 would be distributed to all the elected officials at the City and the County for review and final approval. Mr. Fonseca stated that if requested, staff would meet with elected officials to answer questions regarding the budget. He noted that the Board would be informed if any meetings were scheduled. Next, Mr. Fonseca informed the Board that the auditing firm, Belt Harris Pechacek, LLLP has provided financial audit services for the last five years, and it was time to go out for bid as requested by the

Board. A list of the submitted proposals along with a recommendation will be presented to the Board for approval at the December 2018 Board meeting. Mr. Fonseca continued with an overview of the remaining budget balance report. Board Member Storemski inquired about the line item for the Harris County Sheriff's Office (HCSO) new building construction, would it remain under budget or would it catch up. Mr. Fonseca stated that the project should be on target as budgeted, and he is hopeful that funds for the GHC 9-1-1 components will be expended and funded by the end of the year. Mr. Fonseca proceeded with an update on the receipts and disbursements charts, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. He gave a brief overview of the report on PSAP training / related costs funded by GHC 9-1-1.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Executive Director Lavergne Schwender provided an update on the proposed 9-1-1 wireless service fee legislation. Ms. Schwender stated that GHC 9-1-1 is waiting to hear back from AT&T relative to their review. She mentioned having received notice from the regulatory attorney in Austin that on October 29, 2018 there will be an in-house review on the 9-1-1 wireless fee legislation. She added that the speaker of the house has not been named yet, but with the Texas Alliance, GHC 9-1-1 has an idea of several potential legislators who could carry the legislation. Next, Ms. Schwender provided an update on the Integrated Public Alert and Warning System (IPAWS). She stated that the Federal Emergency Management Agency (FEMA) conducted a nationwide test of the Emergency Alert System (EAS) and Wireless Emergency Alert (WEA) on Wednesday, October 3, 2018.

Ms. Schwender reminded the Board that this year is GHC 9-1-1's 35th Anniversary of its establishment. She stated that the celebration will follow the December 12, 2018 Board meeting. Ms. Schwender stated that various activities are planned, including videos, and presentations. Ms. Clauson named a few invited guests that would be recognized at the reception. Chairman Rau advised Ms. Clauson to include Mr. Joe Russo on the guest list. Ms. Clauson encouraged the Board to let her know of anyone else that should be added to the guest list.

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 month of September 2018. Mr. Heffernan noted a pattern of fewer P1 tickets in the recent past. He stated it could be due to the transition to the Next-Gen 9-1-1. Mr. Heffernan gave an overview of the network utilization graphs, PSAP 9-1-1 call session reports, PSAP 9-1-1 trending charts, and training reports. Next, Mr. Heffernan updated the Board on the construction of the microwave towers. He stated that the Inwood site is 95% complete, and work at the Pleasant Valley site had

started and is moving fast. Next, Mr. Heffernan updated on the Emergency Services Routing Proxy (ESRP). He stated that the Vesta Router project is progressing and is expected to be complete early next year. Mr. Heffernan continued with an update on the HCSO new building project, he noted there were some delays on the contractor's side; however, progress continues and it is anticipated that operations will begin in March or April 2019. Mr. Heffernan stated that the request for capital replacement purchase of 65 consoles for the Houston Emergency Center (HEC) would be brought to the Board for approval at the December Board meeting. He noted that the consoles will be installed along with the new 9-1-1 workstation equipment, beginning early next year. Board Member Storemski inquired about training the calltakers on using the new system. Mr. Heffernan and Mr. Hauck stated that training of the calltakers had already begun. Board Member Storemski also asked if VoIP phone system was built into the new equipment. Mr. Heffernan and Mr. Hauck stated that it is a VoIP system, but specifically for transmission of 9-1-1. There was a short discussion regarding the EOC's needs for their phone system at the HEC. Mr. Heffernan stated that staff had been in contact with EOC reps and will continue to coordinate efforts with them. Chairman Rau inquired if the removal of the old consoles would require changes to the flooring. Mr. Hauck replied that no changes to the flooring would be required.

Chairman Rau inquired if a date for the ribbon cutting ceremony for the HCSO new building had been set. Mr. Heffernan reiterated the reply from the HCSO rep that was present—the ribbon cutting might be scheduled for March or April 2019. Chairman Rau also inquired about the building's physical security. Mr. Hauck stated that the HCSO new building security system is in place, with controlled entry to the property and the building. Mr. Heffernan invited the Board Members to tour the HCSO new building, and advised them to let him know in order to schedule a date. Mr. Heffernan proceeded with an update on the Tom Bass Building (TBB) repairs, advising that work is ongoing on the exterior painting of the building. In conclusion, Mr. Heffernan presented pictures of the Bellaire PD's new building and gave a brief overview of the two major centers call statistics.

Chairman Rau mentioned a story he saw reported by a local news station regarding Next-Gen. The story focused on Next-Gen capability of receiving photos and videos captured by viewers. Mr. Heffernan assured the Board that GHC 9-1-1 data centers and infrastructure are capable of receiving such information, but there might be some challenges on the provider side in sending that type of data. There were questions on the possibility of overwhelming the 9-1-1 call takers with an influx of data at the same time, the flow of the data and the ability to store. Mr. Heffernan stated that the data would come through the GHC 9-1-1 data center, and that there are many ways that the data can be handled. He said staff would look into doing some testing with some of the smaller PSAPs, to determine the best way, operationally, to send such

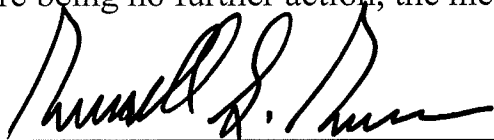
information to the call centers. Chairman Rau requested the Board be kept updated regarding the progress of this service. Mr. Hauck added, this is an ongoing topic at the PSAP Ops group meetings and the working group which has bi-weekly conference calls to discuss how the data can be transmitted to the PSAPs, once it is available.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson gave an update on the 9-1-1 annual media campaign. Ms. Clauson stated that Chron.com published an article titled "5 Calls that Don't Require Dialing 9-1-1," which featured various proper use of 9-1-1 videos. She added that the article was sent in an email blast to 75,000 Chron.com subscribers and Facebook followers. Ms. Clauson provided the statistics from the Chron.com campaign, noting that the article generated good results in regards to impressions, engagements, and average time spent on the article. In conclusion, Ms. Clauson reported that GHC 9-1-1 social media pages continue to do well on impressions and engagements of the 9-1-1 messages that are promoted.

Board Secretary Anders inquired about the overall security of GHC 9-1-1 systems in regards to cyber security. Mr. Heffernan stated there would be an executive session, to review the remediated items that were highlighted in the IT security audit report, at a future Board meeting.

Agenda Item 9—"Announcements—Next Board Meeting, Upcoming Events." Chairman Rau advised of the following: 1) The November and December Board meetings occurs the week of Thanksgiving and Christmas, so the two meetings will be combined and are scheduled for Wednesday, December 12, 2018; the 35th Anniversary reception to follow; 2) 9-1-1 Goes to Washington—February 12 – 15, 2019, Washington, DC; 3) Texas Public Safety Conference—March 31 – April 3, 2019, Galveston, TX; 4) National Emergency Number Association (NENA) Conference—June 14 – 19, 2019, Orlando, FL.

There being no further action, the meeting was adjourned at 2:08 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer

Acting Secretary 