

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
September 25, 2019

The September 25, 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, Dennis Storemski, Gary Johnson, Russell Rau, and Vergil Ratliff, were present for the meeting. 28 people were in attendance.

Chairman Rau thanked Mr. Mark Denman for attending the meeting.

The minutes of the Board meeting of August 28, 2019 were approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. Motion unanimously passed.

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 totals ending August 31, 2019 as follows:

- Cash and cash equivalents                     \$ 8.1 million
- Invested funds for Operations                 \$ 11.8 million
- Liabilities   \$ 4.7 million
- Receipts    \$ 30.6 million
- Disbursements                                    \$ 26.3 million

Mr. Fonseca provided a brief overview of the remaining budget balance report, receipts and disbursements, the 9-1-1 service fee revenue, and the cash expenditures trend-line charts. There was a short discussion regarding the budget for the fiscal year 2020—Chairman Rau inquired about the opening balance of the 2020 budget. Mr. Fonseca explained that the beginning capital funds balance for 2020 is projected by estimating operational and capital expenditures for the rest of 2019 year.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported that the 86<sup>th</sup> Texas Legislature passed HB 3834, relating to the requirement that certain state and local government employees and state contractors complete a cybersecurity training program, certified by the Department of Information Resources (DIR). She noted that GHC 9-1-1 will provide training to staff to comply with this law. Next, she reported that the Legislature passed SB 944, Public Information Act Section 552.003, which deals with the access to public information on private devices. Chairman Rau asked about business information accessed through multiple devices. Legal Counsel Nick Lykos, advised that public business information accessed through both business or personal devices, must be sent to the that governmental entity and retained for Texas Public Information Act (TPIA) requests.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported there were no internal or external P1 service issues during the month of August, 2019. Mr. Heffernan highlighted that since the completion of the NG 9-1-1 upgrades at both the Houston Emergency Center (HEC) and the Harris County Sheriff’s Office (HCSO), the voice bandwidth trendline had leveled off as anticipated. Next, Mr. Heffernan presented the 2019 service-level report for the other PSAPs/SSAPs in the GHC 9-1-1 territory. There was a brief discussion about service levels at some of the PSAPs. Roger Hauck, 9-1-1 Service Officer, stated that the GHC 9-1-1 trainer has visited and worked with those call centers to improve their call service levels. Board Secretary Anders asked if the PSAPs have access to the call volume report. Mr. Hauck stated that GHC 9-1-1 staff has provided training to the PSAPs on how to access the service-level reports.

Mr. Heffernan proceeded with an update on the ongoing operations efforts. He reported of the 20 portable 9-1-1 workstations. Those devices would be utilized in the event that HEC needed additional call-taking positions to answer 9-1-1 calls. Chairman Rau inquired about any updates relating to tropical storm Imelda. Mr. Heffernan stated that GHC 9-1-1 pre-activated the NOC, and there were no issues with the 9-1-1 system. Chairman Rau inquired about Apple’s location-based routing of 9-1-1 calls and what is GHC 9-1-1 doing to receive transmitted wireless data. Mr. Heffernan stated GHC 9-1-1 was currently testing the enhanced location information in the lab, and systems are capable of receiving such data. He noted that ultimately it is up to the wireless carriers to implement and use/provide location-based routing provided.

Agenda Item 7—“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 sent out for the upcoming fall and community events throughout the GHC 9-1-1 territory. Next, Ms. Clauson announced that the 2019 media campaign is in its final phase with public awareness messages and radio ads, television, and digital media. She highlighted the digital tactics of the 2019 media campaign and provided preliminary results. Ms. Clauson mentioned that the 9-1-1 Day resolution was delivered to all call centers to recognize telecommunicators and dispatchers for their contributions. She concluded her report by announcing that HB 1099 passed, telecommunicators are now classified as emergency responders.

Agenda Item 8—The Board agreed to take agenda item 8 out of order—Recognition of Board Member Gary Johnson. (See Below)

Agenda Item 9—“GHC 9-1-1 Budget—Discussion and Consideration for Approval of the Order Adopting GHC 9-1-1 Emergency Network’s Operating and Capital Budget Including the Adoption for the Service Fee Rates for the Year 2020.” Mr. Fonseca presented the proposed Order for the Board’s approval of the 2020 budget and the 9-1-1 service fee rates. Mr. Fonseca noted there was a minor change in the amount for the Total Operational and Capital Budget line item compared to the draft version provided during the August 2019 meeting. He also mentioned that, per the Board’s recommendation 2% for merit salary increases was included in the budget. Chairman Rau reminded Board Members that there was no action on the proposed 2020 budget at the August Board meeting. Chairman Rau inquired about the procedures for PSAP training related travel. Mr. Fonseca explained that HCSO submits travel request to GHC 9-1-1, then GHC 9-1-1 makes the necessary arrangements. While the HEC handles their own arrangements, then a request for reimbursement is submitted to GHC 9-1-1. He highlighted that funding for training, for 9-1-1 funded positions, was included in the budget. Mr. Fonseca said GHC 9-1-1 will work with HCSO to implement the same travel reimbursement process for HCSO as the HEC. Chairman Rau inquired about the training funds for other PSAPs. Mr. Heffernan explained that members of the PSAP Ops group, who represent the other PSAPs, are given the opportunity to attend trainings and conferences. Mr. Fonseca pointed out that the training for other PSAPs was included in the quarterly financial training report, as well as other in-house training resources provided by GHC 9-1-1. Lastly, Mr. Fonseca briefly provided a review of the operational and capital budget, and the 9-1-1 emergency service fees for the year 2020, noting that the 9-1-1 service fee rates would remain the same. Without any further questions, Mr. Fonseca concluded the budget presentation. Board Member Storemski made the

motion to approve the Order adopting GHC 9-1-1 Emergency Network's Operating and Capital Budget including the adoption of the service fee rates for the year 2020. Board Member Ratliff seconded. Motion passed.

Agenda Item 10—"The Pledge of Allegiance." There was a brief discussion regarding including the U.S. and Texas Pledges of Allegiance on future meeting agendas. Board Secretary Anders made the motion to approve the pledges of allegiance for future Board meeting agendas during the call to order. Board Member Johnson seconded. Motion passed.

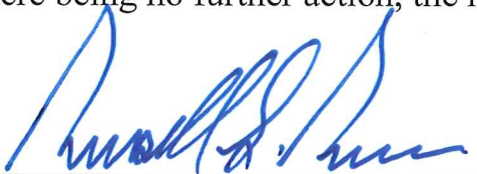
Agenda Item 8—"Special Recognition" On behalf of the Board of Managers and the GHC 9-1-1 staff, Chairman Rau recognized and thanked Board Member Gary Johnson for his service and contributions to the continued progress of 9-1-1 in the GHC 9-1-1 service area.

Agenda Item 11—"Announcements—Next Board Meeting, Upcoming Events." Chairman Rau advised of the following: 1) Next meeting of the Board of Managers of GHC 9-1-1 is scheduled for Wednesday, October 23, 2019.

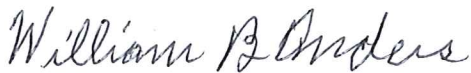
Agenda Item 12—"Executive Session." The Board went into Executive session at 2:13 p.m., room 123A, pursuant to Section 551.089(1) Texas Government Code for the purpose of discussing deliberations regarding information resources technology, and Section 551.074(a)(1) Texas Government Code for the purpose of discussing personnel matters.

The Board returned from Executive Session at 3:33 p.m. There were no recommendations for action.

There being no further action, the meeting was adjourned at 3:33 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer