

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

The January 23, 2019 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:10 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, Vergil Ratliff, and Shawn Thompson were present for the meeting. Approximately 33 people were in attendance.

The minutes of the Board meeting of December 12, 2018 were approved with a motion by Board Member Ratliff and seconded by Board Member Johnson. Motion unanimously passed.

Agenda Item 3—“Citizens Appearances.” Chairman Rau acknowledged Training Administrator, Roxie Dodd’s family, which were present for her retirement recognition.

The Board agreed to take Agenda Item 5B out of order—“Executive Director Report: State and Local Legislative/Regulatory Matters.” GHC 9-1-1 Government Liaison, Anya McInnis, gave a brief update on the 86th Legislative Session of the Texas Legislature that convened on Tuesday, January 8, 2019. Mrs. McInnis highlighted the following: newly elected Speaker of the House and Senate leaders, legislative priorities for this session, the House and Senate budgets. Mrs. McInnis announced that the Committee Chairs had been determined, and she would send Executive Director, Lavergne Schwender the list to share with the Board. Next, Mrs. McInnis gave an update on the Texas 9-1-1 Alliance’s main focus pursuing the Wireless 9-1-1 Reliability and Sustainability Legislation. She noted that the Alliance continues to work with AT&T on the proposed legislation. Discussions are ongoing about possible authors to carry the bill with the goal of having the bill go through legislative council and possibly filed by the time of the February Board meeting. Lastly, Mrs. McInnis announced that March 8, 2019 is the last day for unrestricted filing of bills and May 27, 2019 is the last day of the 86th legislature.

Chairman Rau inquired if the wireless 9-1-1 Reliability and Sustainability bill would go to the State Affairs Committee. Mrs. McNinnis advised that the bill is likely to go to State Affairs in the House and to the Business and Commerce committee in the Senate. Chairman Rau asked if the current copy of the bill was in final form through the legislative council. Mrs. McNinnis stated no, and advised that the bill would be tracked through legislative council, but may be filed as a “non-council draft,” and let the council draft be the committee substitute. Mrs. McNinnis also mentioned that they are in discussions with AT&T about how the 9-1-1 reliability and sustainability draft would be billed—one recommendation is combining it with the equalization surcharge as one line item.

Chairman Rau inquired about possible legislation in regards to how the City of Houston/municipalities conduct “Special Purpose” annexations within their ETJ. There was a brief discussion on the matter and the statute for such annexations. Mrs. McNinnis stated she would get with Mr. Heffernan to discuss the impact on 9-1-1 and to make sure that GHC 9-1-1 is on the notification list.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca presented the investment report for the fourth quarter ending December 31, 2018. He reported that the average yield for the investments was 2.419%.

Mr. Fonseca continued with a brief overview of the overtime expenses and the monthly financial report totals ending December 31, 2018 as follows:

- Cash and cash equivalents \$ 3.4 million
- Invested funds for Operations \$ 11.9 million
- Liabilities \$ 4.5 million
- Receipts \$ 39.4 million
- Disbursements \$ 49.3 million

Mr. Fonseca mentioned the overtime expenses for the two major centers, noting the over budget amount for the City of Houston would be offset by funds allotted in their salary budget. Mr. Fonseca provided a brief overview of the remaining budget balance report, receipts, disbursements charts, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. Mr. Fonseca presented the financial highlights charts showing a five-year trend for the years 2014-2018, and he also provided charts showing the service fee revenue and operational expenses trends for the years 2006-2018. Mr. Fonseca concluded with the quarterly PSAP training and related travel expenses funded by GHC 9-1-1.

Chairman Rau mentioned the trend comparison in operating expenses exceeding the service fee revenue. Mr. Fonseca advised that the wireline fee increase would help to keep the revenue slightly above the operating expenses, but the wireless fee increase would be needed for long-term sustainability. Chairman Rau inquired about the HCSO new building budget. Mr. Fonseca stated that the HCSO building project is in-line with the budget for GHC 911's portion.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Executive Director Lavergne Schwender provided her legislative/regulatory report. Ms. Schwender reported on the Federal Communications Commission's (FCC) review of diversion of funds, advising that six states including the U.S Virgin Islands, diverted funds for uses other than 9-1-1. Chairman Rau inquired why Texas was not considered a state that diverted funds. Ms. Schwender stated that Texas has begun to disburse their 9-1-1 funds.

Ms. Schwender briefly reported on the CenturyLink Outage. She shared a statement from FCC Chairman Ajit Pai regarding the outage. She stated that Roger Hauck, will provide an extended report in the Operations section.

Ms. Schwender announced that GHC 9-1-1's 35th Anniversary reception was a success with approximately 80 attendees. She added that plans to meet with the new Harris County Judge Lina Hidalgo are underway to acquaint her with GHC 9-1-1's services. Lastly, she announced that Board Secretary Anders was reappointed to GHC 9-1-1 Board of Managers.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." In the absence of Chief Operations Officer Stan Heffernan, 9-1-1 Service Manager Roger Hauck presented the operations report. There was one P1 service issue ticket for the month of December, 2018. Mr. Hauck explained that Sugarland PD experienced a network hardware failure. The GHC 9-1-1 NOC was unable to automatically re-route the 9-1-1 calls to their contingency location, and contacted the AT&T 9-1-1 resolution center to manually re-route the calls. Mr. Hauck advised that since the outage, contingencies have been reconfigured for more resiliency, the network hardware gear has been updated, and AT&T has corrected the circuit issue. Staff also worked with Motorola on adding the capability for the new Next Gen VESTA router to be able to pin-point errors, then automatically re-route calls during a contingency time. To confirm, Board Secretary Anders inquired about what contingency time meant. Mr. Hauck explained that the contingency time is the initial notification time of a service issue to the time it takes to activate/re-route calls to the

contingency destination. Chairman Rau inquired about the ability to determine if calls are lost during the contingency process. Mr. Hauck stated yes, there are different tools that can be utilized. He advised that after review of the data from this incident, by GHC 9-1-1 and the PSAP, it was verified that no 9-1-1 calls were missed during the re-route. Chairman Rau inquired about the policy in the event that there are missed calls. Mr. Hauck stated that the hosted system queues the call(s), then the call is presented to the PSAP as an abandoned call, which can be called back. Mr. Hauck explained that it is standard procedure to call back abandon calls, but each agency sets their own policies. Board Member Storemski questioned whether there is available information to know if a caller calls back after hanging up, Mr. Hauck stated, yes. Board Secretary Anders suggested that GHC 9-1-1 provide input to the PSAPs on establishing policies on missed calls. Mr. Hauck stated that it will be discussed at a future PSAP Operations group meeting. Mr. Hauck added that handling of abandoned calls is incorporated in the equipment training classes. Board Member Storemski asked about the ability to distinguish an abandoned call vs a hang up. Mr. Hauck stated that there is not a determination, the system identifies all missed calls as an abandoned call.

Next, Mr. Hauck provided an overview of the network utilization graphs, PSAP 9-1-1 call sessions report, PSAP 9-1-1 trending charts—he pointed out that the call volume has been decreasing for the past two years. Chairman Rau noted that the VOIP service in the 2018 class of service chart continues to be a small percentage. Mr. Hauck stated that there has been a slight increase in VOIP service with more people, residential and business, utilizing the service and doing away with the tradition landline. He mentioned that the call statistics report for the two major call centers are in good standing.

Mr. Hauck provided an update on the CenturyLink 9-1-1 outage. He stated even though GHC 9-1-1 was not affected by the outage, that GHC 9-1-1 staff did some investigating to try to determine the cause of the outage. He advised that the outage affected multiple states, including parts of northern Texas, for two days. Chairman Rau inquired if such an outage happen to GHC 9-1-1's system. Mr. Hauck stated not this type of incident, because GHC 9-1-1's systems allows for regional capability and control verses a hosted/in-the-cloud type system. Board Secretary Anders added that GHC 9-1-1 would be able to discover an issue quicker and take action. Chairman Rau asked about the statistics on the number of missed calls due to the outage. Mr. Hauck stated not as of yet and that the FCC would be conducting an investigation and those statistics, along with the root cause and total impact of the outage would have to be provided by the service provider.

Mr. Hauck continued to report on the Houston Emergency Center (HEC) 9-1-1 Equipment upgrade. He stated that GHC 9-1-1 met with HEC staff to decide on the transitioning of the old consoles to the new consoles and 9-1-1 equipment. It was decided to start with removal and installation of one row of six consoles to determine the timeframe per row (a total of 65 consoles are being replaced; with the twelve consoles that were added in 2018, there will be a total of 72 new consoles.) Chairman Rau inquired if the Houston's Mayor Turner needed to be given any additional updates post Harvey. Ms. Schwender stated that Mayor Turner had been informed of all completed actions following Harvey. Mr. Hauck proceeded with an update on the Tom Bass building paint project; advising that the paint project is complete and GHC 9-1-1 is very pleased with the outcome. Chairman Rau thanked Board Member Johnson for his input on the Tom Bass building repairs. Mr. Hauck advised that the Inwood Forest microwave tower site is complete, and that the work at the Pleasant Valley site is progressing slowly due to the weather. He stated that the 56 9-1-1 workstations at the HCSO new building are installed and staff had begun testing of the new equipment. Mr. Hauck mentioned that on January 15, 2019 GHC 9-1-1 attended a meeting with various Harris County departments and HCSO staff to discuss outstanding items. The target go-live date of April 30, 2019 was agreed on by all parties. GHC 9-1-1 will continue to work closely with HCSO staff in preparation of the cutover.

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 9-1-1 public education outreach efforts. Ms. Clauson noted that in December 2019 materials were distributed to several CPR/First Aid courses. She mentioned that in 2019, there are plans for promoting 9-1-1 public education in different areas of the community. She presented a map to show where materials were distributed throughout the GHC 9-1-1 territory in 2018, and a chart on the number of materials requested for the last 3 years. Ms. Clauson stated that October is the busiest month for requested materials. Ms. Clauson highlighted that GHC 9-1-1's Facebook and Twitter reached over 30,000 impressions in the last month. She provided examples of the most popular posts with the highest engagements.

Agenda Item 8—"GHC 9-1-1 Employee Retirement—Roxie Dodd, Training Administrator." Ms. Schwender announced the retirement of Training Administrator Roxie Dodd. Ms. Schwender highlighted that Ms. Dodd worked with GHC 9-1-1 for almost 13 years, and a total of 36 years in the public safety industry. Ms. Dodd was presented with a retirement token by the Board Members and Ms. Schwender. Ms. Dodd introduced her family, then pictures of Ms. Dodd and Board members were

taken. Ms. Schwender announced that the retirement reception will take place after the Board meeting.

Agenda Item 9—“Action Item— Request for Approval of the Investment Policy for the Year 2019-2020” Mr. Fonseca provided a brief overview of the proposed investment policy. There being no questions, Board Secretary Anders made the motion to approve the Investment Policy for The Year 2019-20. Board Member Johnson seconded the motion. Motion passed unanimously.

Agenda Item 10—“Executive Session: IT Security Audit—Follow-up Report on Specific Findings from the 2018 IT Security Audit and Continued Remediation Efforts.” The Board went into Executive Session at 2:19 p.m. pursuant to Section 551.076(2) Texas Government Code for the purpose of discussing a security audit report, in room 116. The Board returned from Executive Session at 2:44 p.m. There were no recommendations for action.

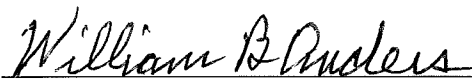
Agenda Item 12 “Announcements—Next Board Meeting, Upcoming Events.” Chairman Rau advised of the following: 1) Next meeting of the Board of Managers of GHC 9-1-1 is February 27, 2019; 2) 9-1-1 Goes to Washington—February 12 – 15, 2019, Washington, DC; 3) Texas Public Safety Conference— March 31 – April 3, 2019, Galveston, TX; 4) National Emergency Number Association (NENA) Conference— June 16 – 19, 2019, Orlando, FL.

Chairman Rau requested that the save-the-dates be sent to the Board via email.

There being no further action, the meeting was adjourned at 2:47 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer