

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

The January 24, 2018 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:05 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, Gary Johnson, Russell Rau, and Dennis Storemski were present for the meeting. Board members Vergil Ratliff and Shawn Thompson did not attend the meeting. Approximately 24 people were in attendance.

The minutes of the Board meeting of December 13, 2017 were approved with a motion by Board Secretary Anders and seconded by Board Member Johnson. Motion passed.

Agenda Item 3—"Citizens Appearances." There were no citizens wishing to appear before the Board.

Agenda Item 7—The Board agreed to take Item 7 out of order: "Request For Approval Of Investment Policy For The Year 2018-19." Mr. Fonseca provided a brief overview of the investment policy, then introduced Ms. Amy Perez and Ms. Diana Elizondo from the Harris County Office of Financial Management to answer any questions from the Board relative to GHC 9-1-1's investments. After a brief discussion, Board Secretary Anders made the motion to approve the Investment Policy for The Year 2018-19. Board Member Johnson seconded the motion. Motion passed.

Agenda Item 4—"Financial Report." Chief Financial Officer Tino Fonseca provided an overview of the quarterly investment report. Mr. Fonseca noted that the average yield for investments was 1.271% for the fourth quarter ending December 31, 2017—a slight increase from the last quarter. He stated that there was not much fluctuation between the investments' book and market values.

He continued with the financial report totals, highlighting the balances for the year ending December 31, 2017 as follows:

- Cash and cash equivalents \$ 3.3 million
- Investments \$ 21.8 million
- Liabilities \$ 3.5 million
- Receipts \$ 39.4 million
- Disbursements \$ 41.8 million

Mr. Fonseca closed his financial report by presenting charts that highlighted GHC 9-1-1's financials for the years 2013-2017, and the service fee revenue trend and operational expenses for the years 2006-2017.

Before the Staff Reports were presented, Chairman Rau requested that future Board agendas be modified to include more detail on the items to be discussed.

Agenda Item 5—"Staff Reports." Executive Director Lavergne Schwender provided her legislative/regulatory report. Ms. Schwender updated the Board on the Federal Communications Commission (FCC) Alerting Services. She explained that in the wake of Hurricane Harvey, the FCC is working on the Wireless Emergency Alerts (WEA) system that allows public safety officials to target and alert cellphones in specific areas, as small as one-tenth of a mile in radius. Currently, the smallest target area in which cell phones can be alerted is the size of the county. Next, Ms. Schwender informed the Board that the FCC is preparing a NG 9-1-1 Cost Study. As requested by Congress, this study assesses the costs, service requirements and specifications needed to implement NG9-1-1 across the country. She also stated that at the January, 2018 meeting of the Texas 9-1-1 Alliance, it was reported that the FCC is urged to ensure that Enterprise Communications Systems (ECS) provide all of the functions callers expect when dialing 9-1-1. A proposed resolution supports federal and state actions to require ECS manufactures, installers, and operators to configure ECS to allow direct dialing and routing calls of 9-1-1. She closed her report with a brief history of the 50th Anniversary of 9-1-1—when the digits 9-1-1 became the universal emergency number to the American public. She added that the 2018 GHC 9-1-1 Budget was approved by both the City of Houston and Harris County.

Chief Operations Officer Stan Heffernan presented his Operations report. Mr. Heffernan provided an update on his participation at the event "When Disaster Strikes, The Critical Role of 9-1-1 During Major Disasters" in Washington, DC, on

January 17, 2018. He stated that many topics were discussed, such as: the challenges faced, the NG9-1-1 system, and the development for best practices to be better prepared in responding to future disasters. Mr. Heffernan continued his report, noting there were no P1 tickets during the month of January, 2018. He informed the Board that the Austin datacenter is underway to fully transitioning into the new Huntsville datacenter and also, that GHC 9-1-1 and ATT performed a final redundancy/acceptance testing in December, 2017. Next, he reported that GHC 9-1-1's contingency efforts continue and adhere to the Provisioning Policy, which insures that the number of call-taking positions at all sites meet current needs. Mr. Heffernan provided a brief update on the website refresh and design, the consolidation of sign-up services, and the Bass building repairs. He stated that the development testing of the 9-1-1 location App is ongoing and a demonstration will be done at a future Board meeting. Mr. Heffernan noted that IT Manager Mike Hayes gave a GIS presentation to the Texas 9-1-1 Alliance group and it was so well received, he was asked to present at the Texas Public Safety Conference in Galveston.

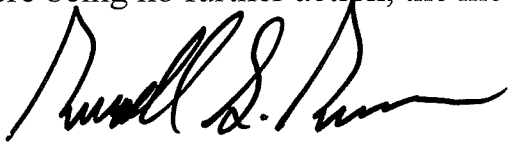
Mr. Heffernan continued with a brief report on the Meltdown and Spectre Chip Vulnerability affecting Intel processors, and an update on the HCSO new call center building. He noted that the construction project is moving forward with good progress. Mr. Heffernan ended with an overview of the network utilization graphs, PSAP 9-1-1 call session reports, and training reports. He mentioned that during the month of December there was a Contact Center training course for Harris County supervisors and that this training would also be done for the supervisors at HEC. Mr. Heffernan pointed out that the HCSO service level is running very well since October, 2017.

Public Information Officer Sonya Clauson reported on the public education materials distribution and community outreach. She presented a chart showing the materials requested and distributed throughout the GHC 9-1-1 territory during 2017. She stated that the public awareness efforts for 2018 are ongoing, which include outreach materials distribution to schools, promoting of 9-1-1 messages, GHC 9-1-1 services, and public education campaign efforts.

Chairman Rau closed the staff reports with the following: 1) Next meeting of the Board of Managers of GHC 9-1-1 is February 28, 2018; 2) 9-1-1 Goes to Washington—February 14-17, 2018; 3) Texas Public Safety Conference—April 9-12, 2018, Galveston, TX; 4) NENA 2018 Conference and Expo—June 16-21, 2018, Nashville, TN.

Agenda Item 6—"Request For Approval Of Recommendation That A Bid Award Be Made To Accume Partners To Perform IT/Security Audit Services And Authorization For Execution Of Applicable Documents By The Executive Director." Mr. Heffernan gave a brief overview of the need for the IT/Security audit. He provided the Board a copy of the NG 9-1-1 Security Audit Checklist and the 9-1-1 Security Standard report for their review. He stated that out of the four bid packages that were received, the staff recommends Accume Partners as the selected IT security audit firm. Staff's decision was based on Accume's positive references, in-house resources, and Houston based office. After a short discussion regarding any possible findings, Mr. Heffernan stated that the final IT audit report will be available within three months. There being no further questions, Board Member Johnson, made a motion to approve the Request For Approval Of Recommendation That A Bid Award Be Made To Accume Partners To Perform IT/Security Audit Services And Authorization For Execution Of Applicable Documents By The Executive Director. Board Secretary Anders, seconded the motion. Motion passed.

There being no further action, the meeting was adjourned at 2:32 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer