

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
March 28, 2018

The March 28, 2018 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, Russell Rau, and Vergil Ratliff were present for the meeting. Board Member Gary Johnson arrived at 1:06 p.m. Approximately 23 people were in attendance.

Chairman Rau requested a few minor edits to the minutes. The minutes of the Board meeting of February 28, 2018 were revised and approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. Motion 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 informed the Board that the annual financial audit was in progress. Mr. Fonseca reported the monthly financial totals ending February 28, 2018 as follows:

- Cash and cash equivalents \$ 6.5 million
- Invested Funds for Operations \$ 21.8 million
- Liabilities \$ 5.2 million
- Receipts \$ 6.5 million
- Disbursements \$ 3.6 million

Mr. Fonseca closed his financial report with a brief overview of the 9-1-1 service fee revenue, cash expenditures trendline charts, and receipts and disbursements charts.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender gave an update on the General Accountability Office’s (GAO) lengthy report to Congress regarding Next Generation 9-1-1. Next, Ms. Schwender updated the Board about the Texas 9-1-1 Alliance Operations Group meeting hosted by GHC

9-1-1 on March 6, 2018. All the districts, municipalities and councils of government (COGs) were invited and many attended. She stated that at the meeting, to better address specific topics, attendees were divided into three sub-groups; GIS/Database, CPE/Network, and the Management/Administration. She noted that the meeting was well received and that good progress was made dealing with issues on the path to NG 9-1-1. The Operations Group meeting stressed the need for more cooperation and resource sharing among entities.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Chief Operations Officer Stan Heffernan reported that the network utilization graphs, PSAP 9-1-1 sessions report, and the PSAP 9-1-1 trending charts, were in good standing. It was noted that there were no P1 tickets to report for the month of February, 2018. Mr. Heffernan continued with an update on the training report, he highlighted that on February 21, 2018 GHC 9-1-1 hosted Cybercrime Investigations, a six-hour workshop for telecommunicators to help identify victims of cyber-bullying or a caller reporting a threat on social media. Next, he stated that the Houston Emergency Center (HEC) and the Harris County Sheriff’s Office (HCSO) call centers continue to meet call-taking standards, noting a slight decrease in the call volume.

Mr. Heffernan reported that the Datacenter transition on the microwave path from Bass Datacenter to Huntsville Datacenter continues to move forward. Work at the Inwood microwave site has been delayed due to rainy weather. Mr. Heffernan stated that the staff will keep the Board updated on the progress.

Mr. Heffernan advised that work continues on the GHC 9-1-1 website refresh, IT Security Audit, and Tom Bass building repairs. Mr. Heffernan stated that he will have more to report on the progress at the next Board meeting. Chairman Rau mentioned that the attendance counts in the training report seemed to have decreased. Mr. Heffernan stated that many factors could have taken place, and staff would investigate the cause. Board Member Johnson inquired about the 5% decrease in call volume from February, 2017-2018 in the HEC call statistics report. Board Member Johnson also commented about the paint and texture project for the Tom Bass Building. After a short discussion, Mr. Heffernan stated that the GHC 9-1-1 staff will seek Board Member Johnson’s input regarding the building repairs, and will also investigate the call volume report.

Agenda Item 7—“Contingency Strategy—Transmittal and Discussion of Efforts to Manage Resources Before, During, and After A Disaster.” Mr. Heffernan gave a brief update on the four-part action plan to improve contingency options developed for the HEC. Mr. Heffernan stated that good progress continues with the

implementation of the actions, noting that action two (deployment of 20 ruggedized laptops) is complete and action four (creation of a regional telecommunicator emergency response team) will be a future topic at an upcoming PSAP Operations Group meeting. Chairman Rau and Board Member Storemski advised that GHC 9-1-1 provide an update to the Mayor of Houston once actions one through 3 of the plan are completed. Board Member Johnson asked about Internet availability on the laptops ahead of any weather threat or incident. Mr. Heffernan stated that the laptops will have many solutions to connect to the Internet. In conclusion, Ms. Schwender highlighted a letter received from Kim Hera, Communications Manager at League City P.D., along with a department patch, and a challenge coin. She stated that the tokens were presented to GHC 9-1-1 and its staff as a thank you, for the contingency efforts put in place in preparation for Hurricane Harvey.

Agenda Item 8—“GHC 9-1-1 Area PSAPs Update—Transmittal and Discussion of PSAP Projects.” Mr. Heffernan presented pictures of the new HCSO building progress. The HCSO center remains on schedule for the August 30, 2018 customer acceptance date. He noted that Jacinto City P.D. and Bellaire P.D. continue to make good progress on their building projects.

Agenda Item 9—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson announced that the Texas Public Safety Conference (TPSC) is in Galveston, TX, April 8 - 11, 2018. She stated that several telecommunicators from the GHC 9-1-1 territory were nominated for the 2018 Texas 9-1-1 awards. Those selected recipients will be recognized at the TPSC, and will also be recognized at an upcoming Board Meeting in April. Next, Ms. Clauson stated that in preparation of 9-1-1 education month in April, GHC 9-1-1 is distributing materials to public safety representatives; those materials will have information about GHC 9-1-1 services. The “Lock it before you pocket” and “When to call 9-1-1” awareness messages will also be promoted in cinemas at the end of April. Ms. Clauson stated that the 9-1-1 App and logo design have been created and are in the process of being reviewed for approval. In conclusion, she reported on two Twitter charts demonstrating the number of impressions over two 3-month periods, noting a slight increase in the number of impressions for this year. Chairman Rau mentioned the use of other social media sites for promoting GHC 9-1-1 services. Ms. Clauson stated that she was looking into other avenues and that Nextdoor would possibly be a good option. Nextdoor, is a free social network for communities and neighborhoods.

Agenda Item 10—“Action Item—Request For Approval To Proceed With The Purchase Of Consoles For The Harris County Sheriff’s Office New Building.” Mr. Heffernan provided a brief overview of the purchase of 56 9-1-1 call-taking consoles

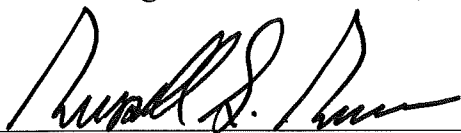
for the new HCSO call center. He stated that the purchase is within budget and the pricing is based on the Texas Multiple Award Schedule (TXMAS). Board Member Johnson questioned which line item from the budget is used to purchase the consoles. Mr. Fonseca stated that the budget for the consoles was included in line item 29 titled Capital Funds. Board Member Johnson requested that in the future, the budget line item be noted in the purchase memo. Board Secretary Anders motion to approve the request. Board Member Storemski seconded. Motion passed.

Agenda Item 11—"9-1-1 App—Transmittal And Discussion Of The Progress And Demonstration." Mr. Heffernan invited the Board and those in the audience to view the 9-1-1 app demonstration in the test lab, room 116, at 2:00 p.m. The Board and attendees returned to the meeting room at 2:12 p.m. Chairman Rau commended the staff on their work on the app and thanked them for all their hard work and dedication. Board Member Storemski left the meeting after the 9-1-1 app demonstration at approximately 2:10 p.m.


Agenda Item 12—"Executive Session—Evaluation of Executive Director And Consideration of Compensation for Executive Director." The Board went into Executive Session at 2:14 p.m. pursuant to Section 551.074(a)(1) Texas Government Code for the purpose of discussing specific personnel matters, in room 116. The Board returned from Executive Session at 2:51 p.m. There was no recommendation for action. Due to Board Member Storemski's absence, Chairman Rau requested that the Executive Session be put on the agenda for the next Board meeting.

Agenda Item 15—"Announcements—Next Board Meeting, Upcoming 9-1-1 Industry Conferences." Chairman Rau advised of the following: 1) Next meeting of the Board of Managers of GHC 9-1-1 is April 25, 2018; 2) Texas Public Safety Conference—April 8 – 11, 2018, Galveston, TX; 3) NENA 2018 Conference and Expo—June 16 – 21, 2018, Nashville, TN.

There being no further action, the meeting was adjourned at 2:54 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer