

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.” Public Safety and Homeland Security Director, George Buenik appeared before the Board.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca presented the financial report for the third quarter ending September 30, 2018. He reported that the average yield for investments was 2.29% and there was not much difference between the investments’ book and market values. Mr. Fonseca continued with 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 Operating and Capital budget for the year 2019 will be distributed to all the elected officials, at the City and the County, for review and final approval. Mr. Fonseca stated that if necessary, GHC 9-1-1 will be available to meet with elected officials and Board members for questions regarding the budget. Mr. Fonseca will let the Board know if any meetings take place. Next, Mr. Fonseca informed the Board that the Independent Auditors, Belt Harris Pechacek, have provided GHC 9-1-1 five years of financial audit services, he

stated that a public notice will be published in the Houston Business Journal, a request for proposal to audit GHC 9-1-1's financial statements for the year ending December 31, 2018. A list of recommendation will be presented to the Board for approval at the December Board meeting. Board Member Storemski inquired about the Harris County Sherriff's Office (HCSO) new building construction under budget. Mr. Fonseca Stated that the HCSO new building project might be consumed and funded by the end of the year. Mr. Fonseca then proceeded to give an update on the Receipts and Disbursements charts, and the 9-1-1 service fee revenue and cash expenditures trend-line charts. He gave a brief overview of the PSAP Training and Related Travel cost budgeted and funded by GHC 9-1-1 report.

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 she received notice from the regulatory attorney 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 GHC 9-1-1 have an idea of a speaker who can 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 announced the GHC 9-1-1 35th anniversary celebration of its establishment. She stated that the celebration will be followed by the December 12, 2018 Board meeting. Chairman Rau inquired about the celebration plans. Ms. Schwender stated that depending on how many guest can attend, there will be videos, and presentations. Ms. Clauson named a few invited guests that can be recognized at the reception. Chairman Rau advised Ms. Clauson to include Joe Russo to the guest list. At last, Ms. Clauson encouraged the Board to let her know if anyone else should be included to the guest list. Chairman Rau requested an update on the guest responses.

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 less P1 tickets in the past few months, he stated it could be due to the transition into the Next-Gen 9-1-1 environment. Mr. Heffernan gave a quick overview of the network utilization graphs, PSAP 9-1-1 call sessions reports, PSAP 9-1-1 trending charts, and training reports. Next, Mr. Heffernan updated on the microwave towers construction,

he stated that the Inwood site is 95% complete. The Pleasant Valley site has started the shelter foundation and is also near completion. 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 by early next year. Mr. Heffernan continued to update on the HCSO new building, he reported that there were some facility delays however, progress continues and is anticipating for operations to begin in March or April, 2018. Mr. Heffernan stated that the purchase of the 65 consoles for the Houston Emergency Center (HEC) will be brought for approval for the December Board meeting. If approved, all the HEC consoles will be replaced and updated to the new system by next year. Board Member Storemski inquired about providing training to calltakers on using the new system. Mr. Heffernan stated that training classes were provided to calltakers. Mr. Hauck added that there is many different features, and layouts, but along with HEC, GHC 9-1-1 will continue to provide training programs for calltakers. Board Member Storemski also inquired about whether the VoIP phone system is built into the new system. Mr. Hauck stated that it is a VoIP system but specifically made for 9-1-1. There was a short discussion regarding the VoIP phone system and after questions were addressed. Chairman Rau inquired about the discarding of the old consoles at the HEC. Mr. Hauck stated that the old consoles are physically about the same size as the new consoles, except the new consoles are more advanced in technology. The discarding of the old consoles did not have major effect to the floor. He highlighted that the most challenging part will be having to work with the old and new system simultaneously.

In addition, Chairman Rau inquired about the date on the ribbon cutting ceremony for the HCSO new building. Mr. Heffernan stated that the building is near complete and it is expected to be operational sometime March or April. Chairman Rau also inquired about the building's physical security. Mr. Hauck added that the HCSO new building security system is in place with property entry and accessibility control. Mr. Heffernan invited the Board Members to tour the HCSO new building, and advised to let him know in order to schedule a date. Next, Mr. Heffernan proceeded to update on the Tom Bass Building (TBB) repairs, he stated that the exterior painting project continues and anticipates for the painting project to be done by next month. In conclusion, Mr. Heffernan presented pictures of the Bellaire PD's new building progress 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 systems are capable of receiving such information, and will work with the PSAP Ops group on the possibility of receiving photo and video information. Chairman

Rau asked about the process of receiving and storing the information. Mr. Heffernan stated that there are many ways that the data can be handle and will look into it. Chairman Rau requested that the Board keeps updated regarding Next-Gen 9-1-1.

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” where various proper use of 9-1-1 messages were promoted throughout the site, She highlighted the article directed visitors to 911.org for more information, which resulted 911.org “Tips” page a boost. She added that the Houston Chronicle also sent an email blast of the article to 75,000 (subscribers). Ms. Clauson presented to the Board pictures of the 9-1-1 messages that were promoted on Chron.com. Ms. Clauson stated that the Houston Chronicle provided data from the Chron.com campaign, noting that the article generated good results in regards to Impressions, engagements, and average time spent on the article. Ms. Clauson stated that the article also recommended visitors other information on city services. In conclusion, Ms. Clauson reported that GHC 9-1-1 social media pages continue to promote 9-1-1 messages, noting that the National Wireless Alert post received the most impressions. She stated that a schedule for public awareness messages is currently being worked on.

Board Secretary Anders inquired about GHC 9-1-1 cyber security. Mr. Heffernan stated that he will request for an executive session to review the IT security audit report. He stated that GHC 9-1-1 is taking action to improve the security system.

Agenda Item 9—“Announcements—Next Board Meeting, Upcoming Events.” Chairman Rau advised of the following: 1) Since the Board meetings in November and December would occur on holiday weeks—Thanksgiving and Christmas—as usual, the two meetings will be combined and is scheduled for Wednesday, December 12, 2018, with 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