

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
April 24, 2019

The April 24, 2019 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, Dennis Storemski, Gary Johnson, and Vergil Ratliff, were present for the meeting. Chairman Russell Rau arrived at 1:16 p.m. approximately 31 people were in attendance.

Board Member Bill Anders called the meeting to order. The minutes of the Board meeting of March 24, 2019 were approved with a motion by Board Member Johnson and seconded by Board Member Ratliff. 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 presented the investment report for the first quarter ending March 31, 2019. He reported that the average yield for the investments was 2.48%.

Mr. Fonseca continued with a brief overview of the monthly financial report totals ending March 31, 2019:

- Cash and cash equivalents \$ 5.9 million
- Invested funds for Operations \$ 11.9 million
- Liabilities \$ 5.0 million
- Receipts \$ 11.0 million
- Disbursements \$ 8.4 million

Mr. Fonseca provided a brief overview of the remaining budget balance report: Receipts and Disbursements, the 9-1-1 service fee revenue, and cash expenditures trend-line charts. Next, Mr. Heffernan presented a summary report of the Emergency Notification System (ENS). He stated that over the years the use of ENS has declined and the plan is to turn-down the system. He added that the ENS will be off the books for the next budget cycle. Mr. Fonseca mentioned that many participating agencies have their own alert system. Mr. Heffernan said that the GHC 9-1-1 staff have set up meetings and sent letters to jurisdictions to determine the use of ENS.

Chairman Russell Rau arrived and began to chair the meeting.

Agenda Item 8—The Board agreed to take Item 8 out of order: “Local Telecommunicator Honorees—Recognition of 9-1-1 Personnel Honored at the 2019 Texas Public Safety Conference.” On behalf of the Board and GHC 9-1-1, Chairman Rau thanked the Telecommunicators in attendance for all the hard work they do every single day. Public Information Officer Sonya Clauson gave an overview of the qualifications for each of the awards presented by Texas NENA and Texas APCO. Ms. Clauson then read a summary of the biographies that were submitted for each honoree by their supervisors. Following are the Honorees:

2019 Texas APCO & Texas NENA Trainer of the Year Honoree

Erika Stroud, Sugar Land Public Safety Dispatch

2019 Texas APCO Supervisor of the Year

Jeremy Hoarau, League City Police Department

2019 Texas NENA Silent Heroes

Jennifer Dew, Baytown Public Safety Communications

Maria Chavez, Fort Bend Sheriff’s Office

Nataly Rodriguez, Harris County Sheriff’s Office

Jeremy Fachorn, Houston Emergency Center

Terry Pierrot, Houston Emergency Center

Amber Rozas, Jersey Village Police Department

Meagan Vota, League City Police Department

Sara Originale, Sugar Land Public Safety Dispatch

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender provided a brief report on the Federal Communications Commission’s (FCC)—Wireless Emergency Alerts/Integrated Public Alert & Warning System (WEA/IPAWS). Ms. Schwender stated that the FCC’s first nationwide test of WEA was a success, but the FCC did not report on an expected go-live date for the nationwide implementation of the system. Mr. Heffernan added that currently WEA activations can only be done county-wide.

Next, Ms. Schwender announced that Government Liaison, Anya McInnis could not be present for the meeting. She proceeded with an update on the 9-1-1 wireless legislation. Ms. Schwender stated that the bill drafted by the legislative council was not filed, and plans are to move amendments to expand the base by deleting certain existing technology exemptions, that are now capable of accessing 9-1-1 services. She added that the legislative liaisons are focusing on obtaining an interim study on NG 9-1-1 funding. Mr. Heffernan explained that the study could help in redefining an access line, so the 9-1-1 fee could be applied to broadband connectivity, which would be another funding source.

Ms. Schwender reported that on April 10, 2019, the State of Texas adopted a Resolution in memory of Mr. Tom Bass for his many years of service in the State Legislature. Next, she stated that the 2019 Texas Public Safety Conference held in Galveston, TX was filled with great sessions and hosted many great events. She mentioned that the Laverne Hogan Leadership Award was presented to Mary Kozak, Executive Director of El Paso County 911 District. Ms. Schwender announced the passing of Chief J.C. Doyle, retired from the Pearland Police Department. PIO Sonya Clauson attended his funeral service.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan noted there were no internal or external P1 service issue tickets for the month of March, 2019. Mr. Heffernan provided an overview of the network utilization graphs. He noted that with the new NG 9-1-1 upgrade at the HEC, and the HCSO cutover, a noticeable spike in volume will continue to show on future reports. Chairman Rau inquired if the spike will ever level off. Mr. Heffernan stated that the spike will go to its average maximum bandwidth, but a spike will raise if an event like Hurricane Harvey occurs. Mr. Heffernan presented the call statistics charts for the major centers; he highlighted that HEC’s call volume for the month of March, 2019 is under reported due to installation of the new 9-1-1 equipment. The data will be corrected and presented on the next Board report. Board Secretary Anders inquired about the increase in text-to-9-1-1 service in the 9-1-1 sessions report. Mr. Heffernan stated that the text-to-9-1-1 service is a very small increase and most are due to text testing and training. Next, he provided the 2019 service-level report for the other PSAPs/SSAPs in the GHC 9-1-1 territory. He mentioned that the PSAPs have the tools to obtain their own 9-1-1 call data report, and GHC 9-1-1 will share the service level report at the next PSAP Ops Group meeting. Mr. Heffernan added that HCSO telecommunicators have been receiving equipment training in preparation of the new HCSO cutover for April 30, 2019. He provided an update on the HEC NG 9-1-1 equipment upgrade. The old legacy positions were cut off and calls are now being answered on the new NG 9-1-1 equipment. Mr. Hauck stated that fire and EMS are still being answered on the old legacy equipment as upgrades of the new equipment continues. He anticipates completion of installation by June 1, 2019. Next Mr. Heffernan announced that the ribbon cutting for the new HCSO is Friday, April 26, 2019 and the go live date is scheduled to begin (midnight) Tuesday, April 30, 2019 and transition all 9-1-1 calls around 12:01AM May 1, 2019. HCSO 9-1-1 Coordinator, Tim Staten informed that they will start preparing for the go live at 10 p.m. with the night shift going to the new facility to start taking calls at 12:01 a.m. Mr. Heffernan mentioned that the old HCSO building will remain in place for thirty days after. Mr. Hauck added that the telecommunicators tested the new consoles before the cutover, and everything seems to be running smoothly.

Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer,

Sonya Clauson reported that the 2019 media campaign efforts will begin in May during Memorial Day weekend with a movie theater campaign which will include text-to-9-1-1 PSA and proper use of 9-1-1 messages throughout thirty movie theaters in the GHC 9-1-1 territory. Also participating in this effort is Galveston County 9-1-1 District. Next, Ms. Clauson announced that April is 9-1-1 education month. Several education 9-1-1 messages are being shared throughout social media, and PSAP's are encouraged to distribute 9-1-1 materials to the communities. Ms. Clauson announced that NENA debuted a thirty-second PSA campaign that will show in selected movie theaters nationwide. The PSA campaign features star of Fox's TV show 9-1-1, Angela Bassett. Ms. Clauson then presented the PSA clip to Board Members.

Ms. Clauson highlighted that Telecommunicator week was April 14-20, 2019. PSAP's recognized telecommunicators and promoted all their hard work throughout social media. She demonstrated examples of social media message that included training, meeting announcements, 9-1-1 education messages, and telecommunicator recognitions.

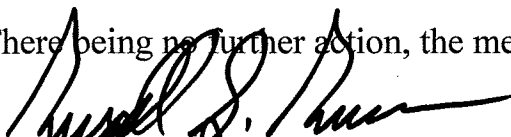
Chairman Rau inquired about the PSAP Ops group meeting. Mr. Heffernan stated that the PSAP Ops group meet quarterly and Board Members are welcome to attend. Mr. Hauck added that the PSAP Ops group members bring agenda items for discussion and has become a very effective tool in the administration of GHC 9-1-1 service.

Agenda Item 10 "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 May 22, 2019; 2) National Emergency Number Association (NENA) Conference— June 16 – 19, 2019, Orlando, FL.


Chairman Rau noted that next year's Texas Public Safety Conference in Galveston will conflict with the Board's regularly scheduled meeting date... He advised rescheduling the April, 2020 Board meeting.

Mr. Fonseca reminded Board Members to expect an email from GHC 9-1-1 financial auditors.

There being no further action, the meeting was adjourned at 2:12 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer