

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
August 28, 2019

The August 28, 2019 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:02 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, Russell Rau, Vergil Ratliff, and Shawn Thompson were present for the meeting. Board Members Gary Johnson and Dennis Storemski did not attend the meeting. 33 people were in attendance.

Chairman Rau announced that the Harris County Mayors' and Councils' Association (HCMCA) appointed Mr. Mark Denman, who was present at the meeting, to the GHC 9-1-1 Board; replacing current Board Member Gary Johnson. Mr. Denman's effective date is October 1, 2019.

The minutes of the Board meeting of July 24, 2019 were approved with a motion by Board Member Ratliff and seconded by Board Secretary Anders. 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 provided a brief overview of the monthly financial totals ending July 31, 2019 as follows:

- Cash and cash equivalents \$ 5.5 million
- Invested funds for Operations \$ 11.8 million
- Liabilities \$ 4.9 million
- Receipts \$ 25.2 million
- Disbursements \$ 23.3 million
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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. Mr. Fonseca concluded with the quarterly report on PSAP training

and related travel expenses funded by GHC 9-1-1. Mr. Fonseca noted that in the Houston Emergency Center training expenses report the “training description/purpose” should all read year 2019.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported on the Federal Communications Commission’s (FCC) recommendation for a three digit number “988” to be used for access to a nationwide suicide prevention and mental health crisis hotline. Next, she announced that at the August 15, 2019 meeting of the Harris County Mayors’ & Councils’ Association (HCMCA), Mr. Mark Denman was appointed to the GHC 9-1-1 Board; effective October 1, 2019.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported there were no internal or external P1 service issues during the month of July, 2019. Mr. Heffernan provided an overview of the network utilization graph. He highlighted that with the NG 9-1-1 upgrades completed at both the Houston Emergency Center (HEC) and the Harris County Sheriff’s Office (HCSO), the voice bandwidth trendline continues to rise as presented in the charts provided in the report, but mentioned that the increase would soon start to level off.

9-1-1 Service Manager, Roger Hauck explained the call statistic charts for the two major call centers. Mr. Hauck noted that the HEC’s “Transfer to Fire and EMS” statistics for the months of June and July were missing due to the equipment’s inability of classifying that data. He stated that the issue had recently been resolved and GHC 9-1-1 staff has worked with the HEC staff on compiling the data. Next, Mr. Heffernan provided the 2019 service-level report for the other PSAPs/SSAPs in the GHC 9-1-1 territory. Mr. Heffernan stated GHC 9-1-1 is currently working on providing a final version of the report that will include monthly call volume, which will be provided at the next Board meeting.

Mr. Heffernan proceeded with an update on the ongoing operations efforts, he stated that the three supervisor work stations at the HEC were completed the week of August 12, 2019. This completes the HEC 9-1-1 workstation and console upgrade. Next, he reported that the GHC 9-1-1 Emergency Notification System (ENS) will remain operational until it is no longer needed. GHC 9-1-1 is currently working with some municipalities to provide landline records, at no cost, to be imported into their notification systems. Chairman Rau said that although GHC 9-1-1’s ENS is being phased out, it still could be deployed, so staff needs to make sure that training is being done at the Harris County Sheriff’s Office (HCSO). Mr. Heffernan stated that the major centers do test and do launch simulations on a regular basis.

Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer, Sonya Clauson gave an update on 9-1-1 public education outreach. She reported that a new printed tip card about Text-to-9-1-1 and other educational materials have been distributed at community events throughout the GHC 9-1-1 territory. Next, Ms. Clauson announced that the 2019 media campaign has kicked off with public awareness message ads throughout radio, television, and digital media. She highlighted that with the added digital spots to social media, visits to the GHC 9-1-1 website and social media pages have increased. Ms. Clauson concluded her report with examples of various social media posts and digital ads.

Agenda Item 8—“Recognition of Retirement—Deanna Harter, Communications & Records Manager, Pearland PD.” Ms. Harter was recognized for her 27 years of outstanding service to 9-1-1.

Agenda Item 9—“GHC 9-1-1 Budget—Transmittal and Discussion of the Proposed Budget for 2020.” Mr. Fonseca stated the purpose of the proposed budget presentation is to gather the Board’s input before final approval is requested during the September, 2019 Board meeting. No official Board action will be required. Mr. Fonseca said that he would need the Board’s direction regarding the percentage amount to be included in the budget for merit payroll increases for 2020.

Mr. Fonseca proceeded to review the details outlined in the proposed budget: I. Five year projection 2020-2024; II. Summary Projected Receipts and Operational /Capital Budget 2020; III. Operational and Capital budget 2020; IV Graph for 2020 Budget; V. Exhibits. Chairman Rau inquired if the 9-1-1 service fee rate increase was included in the five-year plan. Mr. Fonseca stated only the increase of 10% for wireline was included for the year 2022, but no wireless fee increase was in the five-year plan. There was a brief discussion about how the funds for merit salary increases are distributed to the GHC 9-1-1 staff. Mr. Fonseca said some of the factors are: longevity, skill/knowledge, productivity and performance.

Ms. Schwender added that with the transition from the old legacy system to the new NG 9-1-1 system there is some overlap in cost included in the five-year budget plan. She mentioned that GHC 9-1-1 solely relies on the expertise of staff, and not outside consultants, which is cost effective. Mr. Heffernan stated that with the new NG 9-1-1 system, there will still be some cost increases to deal with.

Mr. Fonseca continued with an overview of the five-year budget plan. He pointed out that a 10% increase for wireline fees is projected for year 2022. He also advised that financing proceeds, in the amount of \$8,000,000, were included in the budget

to give GHC 9-1-1 flexibility. He stated that if the financing proceeds were needed, the request would be presented to the Board for approval. Chairman Rau inquired about any existing debt. Mr. Fonseca stated that at the moment, GHC 9-1-1 has no debt.

Mr. Fonseca introduced HEC's Operations Manager, India Summers who presented HEC's portion of the budget. Mr. Fonseca reminded the Board that GHC 9-1-1 had not revised HEC's proposed budget, per the Board's instructions. Ms. Summers provided a presentation and explained HEC's budget requests in detail. There was some discussion about how travel funds are administered for HEC and HCSO. Mr. Fonseca stated training/travel is funded only for 9-1-1 positions; noting that both centers have a different process for reimbursement. HCSO submits travel request to GHC 9-1-1, and GHC 9-1-1 makes the training/travel arrangements. The HEC handles their own arrangements, then a request for reimbursement of travel and salary expenses is submitted to GHC 9-1-1. Chairman Rau expressed that he would like to see HCSO utilize the same travel process as the HEC.

Chairman Rau inquired if HCSO has hired students who have completed HEC's co-op program. HCSO Director of Communications, Kathi Yost stated not at this time. Ms. Yost mentioned that the PSAP Ops Group is working on developing a similar academic program with local colleges. Chairman Rau asked Ms. Summers to continue with her presentation. She concluded her presentation, then answered a few of questions.

Next, Ms. Yost presented the HCSO budget request, mentioning much appreciation for GHC 9-1-1's part in their new call center, and highlighting the training/multi-functional back-up room. Chairman Rau inquired about HCSO practices for being a back-up center for other agencies, in the case of an event like Hurricane Harvey. Ms. Yost stated HCSO could practice table-top exercises and the logistics capacity of the CAD system. Mr. George Buenik, Director of Public Safety and Homeland Security (City of Houston), added that HEC staff have been testing their equipment, in preparation of an emergency event. Ms. Yost proceeded with her presentation; there was a brief discussion and after questions were addressed, Ms. Yost concluded her presentation. Mr. Fonseca stated he would get with HCSO to discuss their requested items. Chairman Rau advised GHC 9-1-1 to review and work with HCSO and HEC on their budget request before presenting the budget to the Board for approval.

Regarding Mr. Fonseca's request for the Board's direction on the percentage amount to be included in the budget for the merit increases, Board Secretary Anders suggested 2%. Chairman Rau noted that in the absence of the two Board members, the suggested amount was not a final decision. Mr. Fonseca mentioned again, that

the GHC 9-1-1 budget for 2020 would be presented for approval at the September Board meeting.

Agenda Item 10—"Executive Session." The Board went into Executive session at 3:09 p.m., room 123A, pursuant to Section 551.089(1) Texas Government Code for the purpose of discussing deliberations regarding information resources technology, and Section 551.074(a)(1) Texas Government Code for the purpose of discussing personnel matters.

The Board returned from Executive Session at 3:55 p.m. There were no recommendations for action.

Agenda Item 11—"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 scheduled for Wednesday, September 25, 2019.

Chairman Rau requested that the announcements be placed ahead of the executive session in the Board agenda.

There being no further action, the meeting was adjourned at 3:55 p.m.



Russell S. Rau, Chairman



William B. Anders, Secretary/Treasurer