

Minutes  
Greater Harris County 9-1-1 Emergency Network  
Board of Managers  
December 11, 2019

The December 11, 2019 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:07 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. 27 people were in attendance.

Agenda Item 1—“Pledges of Allegiance.” The U.S. and Texas pledges of allegiance were recited.

A moment of silence was held for Nassau Bay Police Sergeant Kaila Sullivan, who was killed in the line of duty.

Agenda Item 2—“Approval of Minutes.” The minutes of the Board meeting of October 23, 2019 were approved with a motion by Board Member Storemski and seconded by Board Secretary Anders. Motion unanimously passed.

Chairman Rau announced GHC 9-1-1’s Legal Counsel Nicholas J. Lykos retirement, with January, 2020 being his last meeting.

Board Member Ratliff took a moment to thank GHC 9-1-1 for their condolence messages upon her brother’s passing.

Agenda Item 3—“Citizens Appearances.” Chairman Rau welcomed Major Jesse Razo, the new Major at the Harris County 9-1-1 call center.

Agenda Item 4—“Financial Report.” Chief Financial Officer Tino Fonseca provided a brief overview of the monthly financial totals ending October 31, 2019 as follows:

- Cash and cash equivalents                   \$ 8.4 million
- Invested funds for Operations               \$ 11.8 million
- Liabilities                                       \$ 4.7 million
- Receipts   \$ 37.2 million
- Disbursements                                 \$ 32.3 million

Mr. Fonseca continued with a brief overview of the overtime expenses. He added that the GHC 9-1-1 2020 budget was approved by Houston City Council and will be on the Harris County Commissioners Court agenda for the December 17, 2019 meeting. Next, he reported on the remaining budget balance report. Chairman Rau requested an update on the end of the year 2019 projected budget vs the projected budget for 2020. Mr. Fonseca stated GHC 9-1-1 budget for 2020 is as anticipated and on target.

Mr. Fonseca proceeded to update on the Receipts and Disbursements charts, the 9-1-1 Service Fee Revenue by type, and the Cash Expenditures Trend-line charts. Board Secretary Anders requested that the 9-1-1 service fee rate be added to the financial report. Mr. Fonseca outlined the 9-1-1 service fee rates: \$0.80 Residential, \$1.40 Business, \$0.50 Wireless, (wireless being a state law fee rate). Board Member Storemski inquired about the 9-1-1 service fee rate from other districts. Mr. Fonseca explained that each 9-1-1 district residential fee rate varies.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported that the Federal Communications Commission (FCC) issued a fifth further notice of proposed rulemaking for the z-axis 9-1-1 location accuracy metric to be implemented. Mr. Heffernan explained that there are some challenges providing such coordinates because of the technology capability of the device. He added that GHC 9-1-1 will be testing different devices, and GHC 9-1-1 does have the technology and mapping system to provide such information if implemented. There was a short discussion regarding the wireless caller geographic location and the answering and transfer time of 9-1-1 calls. Ms. Schwender continued with an update on the 9-1-1 reliability and sustainability legislation. She stated GHC 9-1-1 and the 9-1-1 Alliance continues to meet and work with AT&T in efforts to provide a workable solution on the wireless fee collection.

Agenda Item 6—“Operations Report—Transmittal and Discussion of Operational Matters.” Mr. Heffernan reported there were no internal/external P1 service issue tickets during the months of October and November, 2019. He noted a decline in 9-1-1 landline call volume, reported in the Sessions Report. Mr. Heffernan continued with an overview of the call statistics for Houston Emergency Center (HEC) and Harris County Sheriff’s Office (HCSO) provided by those agencies. Next, Mr. Heffernan presented the call service-levels report for all PSAPs/SSAPs. Roger Hauck, 9-1-1 Service Officer, provided a presentation on the basic GHC 9-1-1 call flow; call answering standard, and SLA (Service Level Agreement)—outlined the start and end points used to measure the SLA data. There was some discussion regarding calls transferred from a primary call center to a secondary call center, and

after some questions were answered, Mr. Heffernan stated that GHC 9-1-1 will continue to work closely with PSAPs and SSAPs to maintain service level standards. Mr. Heffernan continued with the 9-1-1 call-taking equipment training report and the Emergency Services Routing Proxy (ESRP)/Ingress efforts. He mentioned that GHC 9-1-1 continues to work with the service providers on the ESRP efforts, and the Board would be updated as information becomes available.

Agenda Item 7—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson presented a list of community events where 9-1-1 education materials were distributed. Next, Ms. Clauson stated that on October 18<sup>th</sup> she attended the Domestic Violence Awareness Collaborative Symposium held at HEC. At the event, text to 9-1-1 and Emergency Profile Service tip cards were shared with attendees.

Ms. Clauson provided an update on the “Call if you can, Text if you can’t” poster campaign. She announced that text to 9-1-1 cards and posters were distributed to school districts. Ms. Clauson stated that GHC 9-1-1 is working with the Harris County Department of Education, Fort Bend ISD, and Fort Bend Sheriff’s Office to educate on 9-1-1 services to schools throughout the district. She added that material about 9-1-1 text service was given to deaf students at Dulles High School in Fort Bend County.

Next, Ms. Clauson shared examples of GHC 9-1-1’s social media messages that included emergency profile sign up services, proper use of 9-1-1 tips, and 9-1-1 telecommunicator recognition. Lastly, Ms. Clauson shared a local news article from KHOU which aired a segment on 9-1-1 caller location verification

Action Item 8—“Request for Approval to Enter into Resource Sharing Interlocal Agreement with Brazos County Emergency Communication District.” Mr. Heffernan presented Brazos County Emergency Communication District request to participate in the resource sharing of GHC 9-1-1’s infrastructure. Mr. Heffernan stated they will be responsible for their own connectivity to the system and no additional funds will be expanded by GHC 9-1-1 as a result for resource sharing. Board Secretary Anders made the motion to approve the Resource Sharing agreement with Brazos County Emergency Communication District. Board Member Ratliff second the motion. Motion passed.

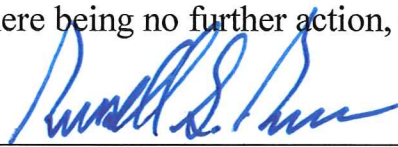
Agenda Item 9—“Request for Discussion and Possible Action Regarding the GHC 9-1-1 April 2020 Board Meeting.” The Texas Public Safety Awards Banquet is scheduled for Wednesday, April 22, 2020 in Galveston, TX, which is the same date and time as the GHC 9-1-1 monthly Board of Managers meeting. Board Secretary

Anders made the motion to move the Board meeting to Wednesday, April 29, 2020. Board Member Ratliff second the motion. Motion passed.

Agenda Item 10—"Announcements—Next Board Meeting, Upcoming Events." Chairman Rau advised of the following: 1) The next meeting of the Board of Managers is scheduled for Wednesday, January 22, 2020. Ms. Schwender announced the upcoming events for 2020, and advised Board Members to let Daveda know if they are interested in attending any events.

Chairman Rau advised no executive session.

There being no further action, the meeting was adjourned at 2:14 p.m.



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Russell S. Rau, Chairman



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William B. Anders, Secretary/Treasurer