

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
February 26, 2020

The February 26, 2020 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, Mark Denman, and Russell Rau, and new legal counsel, Harris County Assistant Attorney Tommy Ramsey were present for the meeting. 31 people were in attendance.

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

Agenda Item 2—“Approval of Minutes.” The minutes of the Board meeting of January 22, 2020 were approved with a motion by Board Secretary Anders and seconded by Board Member Denman. Motion passed unanimously. Board Members Storemski and Ratliff were not present.

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 reported the monthly financial totals ending January 31, 2020 as follows:

- Cash and cash equivalents \$ 7.4 million
- Invested funds for Operations \$ 11.8 million
- Liabilities \$ 3.8 million
- Receipts \$ 3.4 million
- Disbursements \$ 1.5 million

Mr. Fonseca noted that the correct date for the overtime expenses report was January 2020. Next, he provided an overview of the remaining budget balance report; reminding the Board that financing proceeds were included in the budget in case of future need. Mr. Fonseca closed the financial report with a brief overview of the 9-1-1 Service Fee Revenue by type and the cash expenditures trend charts.

Agenda Item 5—“Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters.” Executive Director Lavergne Schwender reported that the FCC still has a call out for comments on its proposed

requirements for the Z-axis. It is being discussed that carriers will deliver the X, Y, and Z axes and whether the PSAPs can or cannot use this information. Mr. Heffernan added that GHC 9-1-1's equipment can provide such coordinates and staff continues to test devices.

Next, Ms. Schwender presented the legislative wireless funding report provided by Legislative Liaison, Anya McInnis. The report listed the Ad Hoc committee members, and detailed two possible options for creating a solution for wireless funding that the industry and the 9-1-1 entities can agree on. There was a discussion of the two options, with Mr. Fonseca's recommendation that choosing option 2 gives long-term flexibility. Chairman Rau expressed his concern about receiving legislative support in regards to option 2. Board Member Denman mentioned two state officials that the committee might consider for sponsoring the fee legislation, State Senator Larry Taylor and Representative Dennis Paul. Ms. Schwender concluded her report with an update on 9-1-1 Goes to Washington. Mr. Heffernan added that he will provide a report at the next Board meeting on the main topics discussed at 9-1-1 Goes to Washington. Lastly, Ms. Schwender mentioned that the tower construction remains ongoing. Mr. Heffernan stated there is a delay with the construction due to some issues with the contractor.

Chairman Rau inquired about the PSAPs preparations in regards to the Novel Coronavirus. Houston Emergency Center (HEC) Director, David Cutler stated HEC is advising employees to take preventive measures to keep themselves safe. He added that HEC and Harris County Sheriff's Office (HCSO) have been meeting to discuss backing each other up with an interoperable agreement. HCSO Lt. Lenora Inocencio stated that HCSO would implement their emergency evacuation plans and that they would know more from the chain-of-command later in the week. Ms. Clauson mentioned that the CDC has been providing interim guidance to emergency services and PSAPs about the Novel Coronavirus. Ms. Schwender stated that staff would keep the Board updated as more information becomes available.

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 month of January, 2020. Mr. Heffernan continued with a brief overview of the Network Utilization, PSAP 9-1-1 Sessions Report and the PSAP 9-1-1 Trending Charts. Next, he presented the call statistics for Houston Emergency Center (HEC) and Harris County Sheriff's Office (HCSO) provided by those agencies, and the call service-levels report for all PSAPs/SSAPs. Mr. Heffernan mentioned GHC 9-1-1 will continue to work closely with PSAPs on improving their call service-level. He continued with the report on the training classes in January 2020. Mr. Heffernan provided an updated on the Emergency Services Routing Proxy

(ESRP); he mentioned that the anticipated transition to the first Originating Service Provider (OSP) had been delayed due to challenges with split rate centers. Mr. Heffernan stated GHC 9-1-1 will continue to work with the ESRP vendor and will further test until all parties feel comfortable moving forward. He anticipates that the first OSP transition will happen at the beginning of the second quarter. Lastly, Mr. Heffernan provided a brief overview on the 3-1-1 call routing process. He explained that calls to 3-1-1 are routed either based on the location of the service provider's wireline central office or the mobile switching office or based on the billing zip code of the caller. Mr. Hayes mentioned that the calls to 3-1-1 are answered by a call center administered by a government entity, and the 3-1-1 service is funded by the government entity. Without any further questions, Mr. Heffernan concluded his report.

Agenda Item 7—"Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts." Public Information Officer Sonya Clauson attended two different Houston Police Department PIP (Positive Interaction Program) meetings, the Northeast Apartments PIP area managers and Northeast PIP residents and churches, where presentations and 9-1-1 educational materials were distributed to representatives. She highlighted that Baytown Communications provided 9-1-1 educational materials during the Goose Creek ISD career night. Ms. Clauson stated that 9-1-1 outreach materials are being shared and promoted to PSAPs and school districts. Next, Ms. Clauson announced that each year 9-1-1 call centers around the State of Texas nominate emergency communications professionals for various award categories. The Texas Emergency Number Association (TENA) and Associated Public Safety Communications Officers (APCO) will present awards at the annual Public Safety Awards banquet on April 22, 2020 in Galveston, TX. She mentioned that if there were local area honorees, GHC 9-1-1 would recognize them at a future Board meeting. Ms. Clauson concluded with an update and examples of GHC 9-1-1's social media pages and messages.

Action Item 8—"Request for a Resolution Declaring April 12-18, 2020 Telecommunicator Week in the Territory Served by Greater Harris County 9-1-1 Emergency Network." Board Secretary Anders motioned to approve the request. Board Member Denman seconded the motion. Motion passed unanimously. Board Members Storemski and Ratliff were not present. Board Member Denman recommended that the resolution go out to the Harris County Mayors' and Councils' Association, so cities can recognize telecommunicators during that week.

Agenda Item 9—"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, March 25, 2020; 2) Texas Public Safety

