

Minutes
Greater Harris County 9-1-1 Emergency Network
Board of Managers
February 28, 2018

The February 28, 2018 meeting of the Board of Managers of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) convened at 1:10 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, Russell Rau, Vergil Ratliff and Shawn Thompson were present for the meeting. Approximately 25 people were in attendance.

The minutes of the Board meeting of January 24, 2018 were approved with a motion by Board Member Johnson and seconded by Board Secretary Anders. Motion 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 financial report. He reported the monthly financial totals ending January 31, 2018 as follows:

- Cash and cash equivalents \$ 5.8 million
- Investments \$ 21.8 million
- Liabilities \$ 3.7 million
- Receipts \$ 3.1 million
- Disbursements \$907.9 thousand

Mr. Fonseca closed his financial report with a brief overview of the 9-1-1 service fee revenue and cash expenditures trendline charts.

Agenda Item 5—"Executive Director Report—Transmittal and Discussion of Legislative/Regulatory and Administrative Matters." Executive Director Lavergne Schwender provided her legislative/regulatory report. She gave a brief update on the Federal Communications Commission (FCC) Alerting Services. She stated that the FCC is concluding its rules on the Wireless Emergency Alerts (WEA) system. These rules are designed to improve the effectiveness of WEA to convey critical messages by having the ability to geographically target alerts to wireless devices; the deadline for wireless carriers to comply is November 30, 2019. Next, she updated the Board

about the FCC Fund Diversion issue. The FCC continues to review whether 9-1-1 fees and charges collected by states are being used for purposes other than to support 9-1-1 and enhanced 9-1-1 services. The report findings concluded that seven states had diverted funds; the report also identified New York as a state that diverted funds even though they did not submit a report.

Ms. Schwender continued with an update about the annual 9-1-1 Goes to Washington event. She stated that President Trump signed on Friday, February 16, 2018, Kari's Law, which was passed by Congress. February 16, 2018 was also celebrated as the official 50th anniversary of 9-1-1. Ms. Clauson shared with the Board a brief story about Mr. Hank Hunt and his family who attended the White House ceremony to witness the signing of Kari's Law. Ms. Schwender reported that the developing state legislation for future funding of 9-1-1 continues, noting that no bill has yet been drafted. Members of the sub-committee include Tino Fonseca and Anya McInnis. She concluded her report by announcing Mr. Dennis Storemski's retirement from the City of Houston's Public Safety and Homeland Security Office, and noted that he will remain on the GHC 9-1-1 Board of Managers. Ms. Schwender also announced the passing of Mr. Tom Sorley, Deputy Chief Information Officer/Deputy Director of IT Public Safety for the City of Houston. Mr. Sorley worked closely with GHC 9-1-1 and Harris County on the shared microwave system project. On closing, she reported that GHC 9-1-1 management is in the process of evaluating the staff and setting salaries for the coming year, in accordance to the guidelines set out in the 2017 salary study approved by the Board July 26, 2017.

Agenda Item 6—"Operations Report—Transmittal and Discussion of Operational Matters." Chief Operations Officer Stan Heffernan presented his Operations report. Mr. Heffernan noted that there were no P1 tickets to report for the month of January, 2018. Mr. Heffernan gave an overview of the network utilization graphs, PSAP 9-1-1 call sessions reports, PSAP 9-1-1 trending charts, and training reports. He further noted that the 9-1-1 call volume is decreasing. Mr. Heffernan continued with a brief update on the contact center training for major centers, a 9-1-1 equipment training refresher course, and continuing education. Next, he gave a report on the datacenter transition and microwave towers construction project. He noted that good progress continues on the microwave path from the Bass Building to Huntsville datacenter.

Mr. Heffernan mentioned that extensive datacenter redundancy testing was recently completed successfully, and the ALI systems are scheduled to be moved into the datacenter by the end of March, 2018.

Mr. Heffernan advised that the ongoing efforts for the GHC 9-1-1 website refresh, IT security audit, and Tom Bass building repairs continues and updates will be given

to the Board as these projects progress. Board Secretary Anders took a minute to announce that the East Harris County Emergency Communications Center (ECOM) was cut-over and went live on February 21, 2018. He thanked the GHC 9-1-1 staff for all their hard work and efforts. Mr. Heffernan closed his report with the major centers call statistics report for the month of January, 2018.

Agenda Item 7—“Contingency Strategy—Transmittal and Discussion of Efforts to Manage Resources Before, During, and After A Disaster.” Mr. Heffernan stated that GHC 9-1-1 is working very closely with the Houston Emergency Center (HEC) staff to add 12 additional 9-1-1 call taking positions. GHC 9-1-1 will also have 20 portable 9-1-1 laptops reserved at the HEC, which can be used for additional positions if needed at the HEC or deployed to other PSAP’s that might need additional positions in a contingency. Chairman Rau, expressed the importance of keeping the contingency activity as an item on the Board agenda going forward.

Agenda Item 8—“GHC 9-1-1 Area PSAPs Update—Transmittal and Discussion of PSAP Projects.” Mr. Heffernan gave a brief update on the Harris County Sheriff’s Office (HCSO) new building. He noted that the center remains on schedule for the August 30, 2018 customer acceptance date. The Board was presented with a mock-up picture of the console to be installed at the new HCSO center. Mr. Heffernan continued with an update on the cut-over of the new East Harris County Emergency Communications (ECOM) center and restated that it went live on February 21, 2018.

Agenda Item 9—“Public Information/Education Report—Transmittal and Discussion of Public Education Outreach Efforts.” Public Information Officer Sonya Clauson reported on the NENA Standard and Best Practices (SBP) conference, which she attended along with Stan Heffernan, Roger Hauck, and Sam Mitchell on January 15-18, 2018. She highlighted two main issues of interest; 1) Social media—where Ms. Clauson participated on a panel called “Social Media, Disasters and 9-1-1.” She stated that there was discussion on how social media was utilized during Hurricane Harvey and the importance of implementing social media in contingency plans. Also, she discussed the idea of PSAPS monitoring social media. 2) Disaster Roundtable—“The Role of NG9-1-1 in Disasters.” Panelists provided helpful information of recent disaster case studies. GHC 9-1-1 Operations Manager Roger Hauck participated and talked about the contingencies put into place by GHC 9-1-1 and call stats during Hurricane Harvey. Ms. Clauson stated that GHC 9-1-1 continues to promote 9-1-1 and GHC 9-1-1 services through Facebook and Twitter. In conclusion, Ms. Clauson reported on the Within the Trenches Podcast: former dispatcher Ricardo Martinez hosts a blog and a podcast of 9-1-1 call taking professionals. She highlighted that the second half of episode 169 was about social media and 9-1-1. She also, mentioned that episode 171 was a good recap of 9-1-1 goes to Washington.

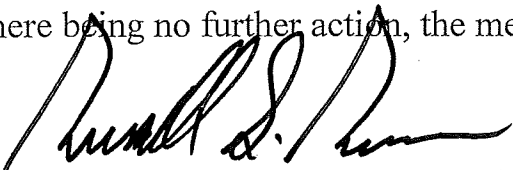
Agenda Item 10—“Action Item—Request For Approval To Enter Into ALI Resource Sharing Interlocal Agreements With Potter Randall 9-1-1, Brazos Valley 9-1-1, And West Central Texas COG.” Mr. Heffernan provided a brief overview of the ALI resource sharing platform. He stated that these entities would be responsible for their own connectivity to the system and management of their data. Mr. Heffernan advised that no additional cost would be incurred by GHC 9-1-1. Board Secretary Anders made the motion to approve to enter into ALI Resource Sharing Interlocal agreements with Potter Randall 9-1-1, Brazos Valley 9-1-1, and West Central Texas COG. Board Member Storemski seconded the motion. Motion passed. Board Member Ratliff was not present during the voting.

Agenda Item 11—“Action Item—Request For Approval of A Resolution Declaring April 8-14, 2018 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 Johnson seconded the motion. Motion passed. Board Member Ratliff was not present during the voting.

Agenda Item 12—“Executive Session—Evaluation of Executive Director And Consideration of Compensation for Executive Director.” The Board went into Executive Session at 1:58 p.m. pursuant to Section 551.074(a)(1) Texas Government Code for the purpose of discussing specific personnel matters, room 244. The Board returned from Executive Session at 2:36 p.m. There was no recommendation for action.

Agenda Item 15—“Announcements—Next Board Meeting, Upcoming 9-1-1 Industry Conferences.” Chairman Rau advised of the following:
1) Next meeting of the Board of Managers of GHC 9-1-1 is March 28, 2018; 2) Texas Public Safety Conference—April 9-12, 2018, Galveston, TX; 3) NENA 2018 Conference and Expo—June 16-21, 2018, Nashville, TN.

There being no further action, the meeting was adjourned at 2:36 p.m.



Russell S. Rau, Chairman


William B. Anders, Secretary/Treasurer