

**MINUTES OF THE
9-1-1 BOARD OF MANAGERS'
REGULAR MEETING**

February 3, 2011

LOCATION: 9-1-1 Board Room
150 Hilbig Road, Conroe, Texas

ATTENDING: Jody Binnion, President
Paul Virgadamo, Vice President
Ann Carr, Treasurer
Ruben Garza, Secretary
James Simon, Member
John Young, Ex-Officio Member
Larry Foerster, Legal Counsel
Gordon Lopez, Executive Director
Jeanne Frey, Database Manager
Russell Steffee, Systems Operations Manager
Terri Gill, Executive Assistant

GUESTS: Frank Marshall, Montgomery County Hospital District
Shawn Trainor, Montgomery County Hospital District
Kelly Curry, Montgomery County Hospital District
Rick Erickson, The Woodlands Fire Department
Lt. Joseph Sclider, Montgomery County Sheriff's Office
Dianna Porche, AT&T
Andrea Prothow, AT&T

Chief Jody Binnion, President, called the meeting to order at 9:00 a.m., noting that Mr. James Simon was running late and Mr. Larry Foerster would arrive momentarily.

PUBLIC COMMENTS

No one requested to address the Board of Managers.

BANK OF AMERICA EXHIBIT B, CERTIFICATE OF AUTHORIZED PERSONS

Chief Binnion noted item one of the agenda, discuss and take action on Bank of America Exhibit B, Certificate of Authorized Persons. Ms. Terri Gill explained the certificate is required by Bank of America on behalf of the Federal Reserve Bank.

Mr. Paul Virgadamo made the motion to approve the Exhibit. Chief of Staff Ann Carr seconded the motion. The motion carried with all in favor.

ORDER AUTHORIZING SIGNATURES OF FISCAL AGENTS AT BANK OF AMERICA

Chief Binnion noted item two of the agenda, discuss and take action on Order Authorizing Signatures of Fiscal Agents at Bank of America. Ms. Gill explained a motion and second are needed to approve the Order.

Mr. Virgadamo made the motion to approve the Order Authorizing Signatures. Chief of Staff Carr seconded the motion. The motion carried with all in favor.

INTERLOCAL AGREEMENT WITH THE TEXAS GULF COAST REGIONAL 9-1-1 CONSORTIUM

Chief Binnion noted item three of the agenda, discuss and take action on interlocal agreement with the Texas Gulf Coast Regional 9-1-1 Consortium.

Mr. Gordon Lopez, Executive Director, explained that Mr. Larry Foerster had reviewed the agreement. The agreement is a follow up to the grant that had been pursued by the consortium consisting of MCECD, Greater Harris County 9-1-1 Network, Galveston County Emergency Communication District, H-GAC and Brazos County Emergency Communication District. Had the consortium received the grant each its portion would have been 20% matching broken out amongst the participants which would have worked out to about \$75,000 for MCECD. The grant was not awarded. The group has its own technical expertise that can be used to design the ESI-Net, the network. In the interlocal agreement, we have agreed to continue coordinating without any funds being committed at this point, except for individual IT resources on the technical side, to start designing the network. Once it is designed, we will start partitioning, probably based on population, as to what our share will be. Once the consortium's technical committee determines what the costs will be to purchase the elements and the installation; it will be decided what the individual costs will be for each of the entities in the consortium. This is an agreement to go forth and continue coordinating for the design of the ESI-Net.

Mr. Virgadamo asked that when funding is required, would Mr. Lopez come back to the Board. Mr. Lopez replied affirmatively. Mr. Virgadamo made the motion to approve the interlocal agreement.

Mr. Ruben Garza inquired regarding the costs of the technical experts. Mr. Lopez replied the experts are members of the technical staff at each of the agency.

Chief of Staff Carr clarified, with Mr. Virgadamo, that his motion would be to come back to the Board for funding. Mr. Virgadamo replied affirmatively.

Mr. Virgadamo explained that his understanding was that they were going to use existing staff for their own expertise and if any funding would be required, they would come back.

Mr. Lopez explained the Consortium has asked that five originals are signed so that each agency may have an original.

Mr. Garza seconded the motion tendered by Mr. Virgadamo. The motion carried with all in favor.

CLOSED EXECUTIVE SESSION

Chief Binnion adjourned the regular meeting to a closed executive session at 9:10 a.m.

RECONVENE OPEN MEETING

Chief Binnion reconvened the regular meeting at 9:20 a.m.

Mr. James Simon had arrived at 9:20 a.m.

Chief Binnion noted item five of the agenda, consider and take action, if necessary, on personnel matters, item a, approval of the Executive Director's Contract.

Chief of Staff Carr made the motion to approve the new contract. Mr. Virgadamo seconded the motion. The motion carried with all in favor.

CONSENT AGENDA

Chief Binnion noted item six of the consent agenda, approval of meeting minutes for November 10 and December 1, 2010. Chief of Staff Carr made the motion to approve the minutes. Mr. Virgadamo seconded the motion. The motion carried with all in favor.

Chief Binnion noted item seven of the consent agenda, approval of monthly financial statements for the periods ending October 31, November 30 and December 31, 2010. Mr. Garza made the motion to approve the financial statements. Chief of Staff Carr seconded the motion. The motion carried with all in favor.

Chief Binnion noted item eight of the consent agenda, approval of the quarterly financial statement for the period ending December 31, 2010. Chief of Staff Carr made the motion to approve the quarterly financial statement. Mr. Garza seconded the motion. The motion carried with all in favor.

Chief Binnion noted item nine of the consent agenda, other matters requiring attention but not immediate action, item a, ALI individual ID's.

Mr. Lopez clarified that ALI is automatic location identification, and noted that Chief of Staff Carr had brought the item to his attention. A state judge had occasion to dial 9-1-1 and would like to know if there is a way to get her title into the ALI screen, so that she would be identified as a state judge. Chief of Staff Carr explained that the judge had called from a cell phone, and she was in the middle of a trial involving a sexual predator and the people who were attending the trial in support of the perpetrator were displaying threatening body language. Chief of Staff Carr went on to describe the incident as it occurred at the judge's residence, explaining that she felt threatened, and this feeling was intensified by a concurrent power outage. The judge is asking if there is any way we could identify court judges and state judges in the 9-1-1 system, could the caller id identify them. Can we do it?

Mr. Lopez stated on cell phones it is almost impossible, but Ms. Jeanne Frey will address this, she worked in the data integrity unit with AT&T and Intrado, and she can explain how we get everything in the ALI database. The ALI database is inflexible at this point. Ms. Frey noted that on cell phone calls the only data that comes through ALI is the telephone number and the location of the cellular tower. On a landline people may request the telephone company show their listing as 'Judge Ann Carr'. It can be displayed in the listed part of the information. As far as supplemental information, none of the ALI providers are using supplemental information since there is no way to automatically change the information when the customer moves or otherwise disconnects the number. The telephone companies do not make manual entries to records.

Chief of Staff Carr replied that was fine, the judge had called to inquire and so she had asked Gordon to put it on the agenda for discussion. She expressed concern whether a judge would really want to be identified as such when their number displays in call id. Mr. Lopez noted that non-pub landlines (non-published) will display for the 9-1-1 call-takers but it will not display on regular caller id.

Mr. Virgadamo asked if it would make a difference if she had a microcell or femtocell, would that identify the callers address. Mr. Lopez replied a microcell allows you to use the microcell at your home over a cable with a cell phone. With cable service it keeps the caller off their (a cell phone provider's) tower, saving bandwidth. The microcell then works over the internet. The regulatory bodies are saying if you are using a femtocell and it is hooked up to VoIP once you are in your house; the ALI providers will be required to supply the name, address and such. They are migrating to this, but it is not a regulation the PUC, FCC or anyone enforces. Mr. Virgadamo asked if he is on a microcell and he calls 9-1-1 will they know his address. Ms. Frey replied the telephone number must be registered with the VoIP provider. Mr. Virgadamo suggested this may be a solution for the

judge.

Chief of Staff Carr explained there was a natural gas pipeline leak during the incident that resulted in the power being shut down while they worked on the leak. Someone had been sent to her house to let her know about the outage. Mr. Lopez noted that cordless phones work off 110 volts. The problem is the station will not work in an outage. Everyone should keep an old 'princess' phone to plug in during an outage because the telephone company provides the power to the line (instead of the power company).

Mr. Garza stated he does not think they (the judges) really want to let the public know who they are. There are so many different programs out there that will tell the people who they are anyway. That is how we find people, and people have access to those programs. Lieutenant Sclider may be able to do something by getting a phone list with a special contact number and put that up by the call-takers. Mr. Lopez replied that may work in the county at the four PSAPs, but as that list changes, how is it updated? That is the problem with the telephone company, and the reason they did not want to keep supplemental information. It never goes away, regardless of the owner of the telephone number. The supplemental information is tied to the telephone number not to the person.

Mr. Frank Marshall of the Montgomery County Hospital District noted there is a software available called Smart 9-1-1, that gives the caller, or the owner of the number the ability to enter critical information about themselves they want to be available to the 9-1-1 call-taker. There is a white paper on it from Sandy Springs, Georgia, who just rolled it out. It is a free service to their citizens, and is information they want released to the 9-1-1 call-taker when they call 9-1-1. Ms. Frey noted the software is not free to the 9-1-1 District, and is very expensive. Mr. Lopez added it is a totally separate service, separate database and networks. Mr. Marshall added it is a database the District would maintain, and when a 9-1-1 call comes in, it pings the database and gives the call-taker the information the citizen wants released. Ms. Frey added the District has looked into it, but it is very expensive. She and Rick Atkins of Tarrant County met with the people from Smart 9-1-1. It is difficult to get people to self-identify, even with the Code Red Weather Warning, we cannot get them to self-identify. Mr. Marshall said he understands, but this program does exactly what you are saying, if a state judge, doctor or lawyer wanted to make sure that 9-1-1 knew who they were, they can self-identify by entering their information. Mr. Lopez stated we are not arguing against it, every PSAP in the state, 256 counties, would have to have their own Smart 9-1-1 database because it is not ubiquitous as far as the whole 9-1-1 environment is concerned. So this particular state judge, if she went over to Bexar County, if they didn't have Smart 9-1-1, it would not work. Mr. Marshall added it is strictly a benefit when they are in their home jurisdiction. Lieutenant Sclider added he can guarantee that when a state judge calls that is the first thing out of their mouths; this is State District Judge Ruben Garza or Joe Sclider. I guarantee the call-taker's ears perk up when they hear that.

Mr. Lopez noted that we have 100% Phase II on wireless in the county, but Phase II is only as good as the tower locations that the wireless companies provide. Sometimes depending on the spacing of the towers and where they are at, Phase II will work, other times it might not, even though we are Phase II compliant throughout the county. Mr. Russell Steffee added the customer must be using a Phase II compliant phone.

Chief Binnion noted item nine of the consent agenda, other matters requiring attention but not immediate action, item b, Digital Data Technologies Inc (DDTI) report.

Mr. Lopez noted he had sent out the report. DDTI is a Plant/CML sub-contractor used to merge GIS databases and MSAG databases into the CPE we are getting ready to provide. Mr. Lopez asked them to come in and perform an audit on our GIS environment. He was very concerned when the previous GIS Manager left that everything was copasetic with the way we were doing our business. They completed an audit and produced this report, and the audit came out better than we thought it might. We are doing a good job on the databases, with a 98% accuracy rate. We are doing a good job of producing, not only GIS data, but addressing data. The second portion of the audit gives us a report on our efficiencies, how we are handling our databases, partitioning the databases and is there a better way, a quicker way. Also they were asked to evaluate the skill level of our GIS folks. As the report points out we have some developmental problems and training problems. We need to bring

our skill set more up to speed. They recommended training, both off-site and online to bring our folks more up to speed. They also recommended ways that we can repartition our databases and handle our servers more efficiently. From one aspect, we are doing a good job as far as database services but from another standpoint it pointed out there are efficiencies we can introduce as far as use of our servers and also the way we partition our databases. We are pushing forward on the recommendations on training and on introducing some of the changes to the server applications and administration of the GIS servers.

Mr. Lopez addressed item nine of the consent agenda, other matters requiring attention but not immediate action. Item c, NG9-1-1 Project update: we are pushing forward with the project. We have most of our network elements in for the new NG9-1-1 network, the IP-network. We have our two host servers up at the two host locations, one is here, the other is in the Consolidated central office. We are moving forward on the back-up/training stations upstairs, and are moving forward installing the stations at the EOC. Optimistically, by the end of February we will be able to start testing applications all the way across, to make sure that we have everything ready for live installations at the PSAPs themselves. That is where we are at on the project update. Any questions? There were no questions.

Mr. Virgadamo made the motion to adjourn. Chief of Staff seconded the motion. The motion carried with all in favor.

The meeting adjourned at 9:40 a.m.

Attest:

Ruben Garza
Secretary

Jody Binnion
President