

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

REGULAR MEETING

November 17, 2009

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

ATTENDING: Jody Binnion, President
Paul Virgadamo, Vice President
Ruben Garza, Secretary
James Simon, Member
Larry Foerster, Legal Counsel
Gordon Lopez, Executive Director
Jeanne Frey, Database Manager
Chiu-Wen Ray, GIS Manager
Terri Gill, Executive Assistant

GUESTS: Charlie Ray
Deputy Chief Jerry Bittner, The Woodlands Fire Department
Chief John Chancellor, Shenandoah Police Department
Robert Gunter
Dianne Porche, AT&T
Gordon Vanauken, Kimball & Associates

ABSENT: Ann Carr, Treasurer
Alfonso Martinez, Ex-Officio Member

Chief Jody Binnion, President, called the meeting to order at 9:18 a.m., noting that all members were present with the exception of Chief of Staff Ann Carr.

PUBLIC COMMENTS

No one requested to address the Board of Managers.

OATH OF OFFICE AND SWORN STATEMENT

Ms. Terri Gill administered the Oath of Office and Sworn Statement to Mr. Ruben Garza.

HONOR AND ACKNOWLEDGE SERVICE TO MCECD, ITS BOARD AND STAFF AND THE COMMUNITY BY CHARLIE RAY, JERRY BITTNER, AND JOHN CHANCELLOR

A. Award Presentation

Mr. Gordon Lopez, Executive Director, recognized Chief John Chancellor, noting his appreciation for John's service January 21, 2000 through September 1, 2009. Chief Chancellor stated it was an honor to serve on the board.

Mr. Lopez recognized Charlie Ray, noting his appreciation for Charlie's service September 26, 2005 through June 1, 2009. Mr. Ray expressed his thanks.

Mr. Lopez recognized Deputy Chief Jerry Bittner, noting his appreciation for Jerry's service September 25, 2006 through June 11, 2009. Deputy Chief Bittner stated it was a pleasure to serve the dedicated people of this District.

B. Individual Board Member Comments

C. Executive Director's Comments

Mr. Robert Gunter, former Executive Director, expressed his appreciation to the three board members, having worked with them for many years. They were very supportive and helped move the District in the direction it is still going in making it one of the best District's in the state and other folks around the state would agree with him. He offered the three individuals his congratulations.

Mr. Lopez noted that due to these members support this is the first consolidated centers built in the state. A lot of that has to do with the board, how they see the future, how they support the venues that the director and the staff want to support. He appreciates the board having set this up so that he could inherit it and try to fill some big shoes when he replaced Bob Gunter. Mr. Lopez thanked them very much for their service, and appreciates it.

Board member Mr. James Simon stated he really appreciated the fact that they gave him an opportunity to serve on the board.

Legal Counsel, Mr. Larry Foerster noted that Bob made some great comments about the building noting that not many of us remember the basement. It was neat to participate in the vision and the construction and the finalization of this facility according to him. He noted that we will never know how many hours Bob put into make this a reality. He worked tirelessly. The board was right there by his side and stood behind him during that whole process. Mr. Foerster indicated that Bob shares a great deal in that and thought we ought to recognize that while we have everyone here.

Chief Binnion noted that the reception would be held immediately following the meeting.

PRESENTATION/PROGRESS REPORT ON ESI-NET PROJECT BY MR. GORDON VANAUKEN OF L. ROBERT KIMBALL & ASSOCIATES

Mr. Lopez noted he had sent a synopsis of the Kimball RFI summary report, and stated that Mr. Vanauken would touch a little deeper into the RFI. It was a great effort on Kimball's part. Kimball was invited in the fall of 2008, to do an MCECD assessment. Unfortunately while they were getting started, Ike hit, and during that period of time the infrastructure had trouble in Montgomery County. Kimball's approach is to seek input from all the resources in the county to give us the best view on what we can use of the current infrastructure moving forward on new systems and networks. Ike delayed that by a month. It was hard to get information from the stakeholders while everyone was recovering from Ike.

Mr. Gordon Vanauken stated he would review at a high level. One of the first items addressed was the microwave network to see if it would support an IP-based network moving forward. That report was submitted in January. There are robust parts of microwave network and there are individual legs that were using unlicensed microwave. The system as a whole could be upgraded, but they were not able to go back in and look due to the changes being made following Ike. Microwave would be a good back-up system to the District's network if upgraded.

An RFI was released to Next Generation 9-1-1 vendors asking for their input on what they envision for the future of Montgomery County 9-1-1. Many solutions were received including stand-alone systems and service models. Kimball reviewed all the information and determined what the vision would be for MCECD going forward.

Mr. Vanauken stated the basic recommended roadmap is to take a look at where you are at. Your IP-based CPE, you can do in conjunction with your base transport network. A base transport network is your IP network that can connect your different locations together and possibly wherever you get your services from.

The State was going to build a state-wide system, however the legislature did not approve the funding. Mr. Lopez stated the understanding at this point is that there is a pretty good chance that they are going to get a sizable grant from stimulus money to go ahead and start moving forward with the ESI-net.

Pricing is included in the executive summary, all of which is based on responses to the RFI.

Mr. Lopez explained the synopsis expanded the District's take on the report. The original request was for an ESI-net perspective. The ESI-net takes into account the NG9-1-1 services plus local IP-networks and CPE. What Kimball did, based on our request, was break it down even further a track that a goodly portion of agencies are following.

Establish a local IP-network first, and then bring in IP-enabled CPE in. Locally, these networks and equipment would parallel the existing network until you have the new IP-network completely in place. Then you take out the existing networks and CPE and the IP-network handles, not only legacy protocols, but the new IP-protocols so that locally you can now exchange data with PSAPs you could not do so before. It gives you better flexibility for routing calls around the tandem limitations and puts you in place to tie in with other local networks around you, whether you have a regional network or not.

We (the District) are in discussion with Greater Harris County 9-1-1, H-GAC, Galveston and Brazos Counties on a regional network. Greater Harris County funded the majority of this initial process, applying for a grant for a regional network, and then we can start using the NG9-1-1 applications, which includes, as they are being developed, standards for texting, standards for exchange of data between 9-1-1 agencies and other agencies. The local network and the Next Generation, ESI-type environments will allow us to more easily exchange data across the regional participants. If Galveston gets completely knocked out, as the storms move inland, H-GAC can take over some of their call-taking and so can Greater Harris County 9-1-1. The same thing with us. During Ike we could have moved into Brazos County if we absolutely needed to.

IT (IP infrastructure) meets the criteria because it is all IP, for the hearing impaired to start using texting. They do not want to use the old bulky teletype devices. Telematics, as wireless was mentioned: they (vehicle manufacturers) have now developed docking stations on some of the new vehicles. On-star is already moving to docking your cell phone (in the vehicle). Telematics are sensing devices on cars that pick up anything: sensing tire pressure, velocity, braking distance, etc.

The national broadband initiative that the administration is bringing into play includes internet to the rural areas. Mr. Vanauken stated that many states are using the broadband stimulus monies to build their statewide network. Mr. Lopez stated that is the approach we are using, the stimulus funds via the Gulf Coast Consortium. One thing Mr. Lopez wanted to point out; the IP-network itself, the pricing falls within the criteria that he presented to the board during the budget workshops. Moving forward for Next Generation 9-1-1, we allocated a certain amount of funds in the budget to go ahead and move forward with these networks. The deployment timeline that Kimball has put in here (RFI report) fits pretty well with what we expected. Of course some of that is based on some input we have had that a couple of 9-1-1 call-taking centers may want to move to different locations; so it

(timeline) falls within that venue.

Mr. Vanauken stated Kimball used general timeline information based on what they have seen in other deployments in the country. It's not overly optimistic, but sometimes things change and it may take longer.

Mr. Lopez asked if anyone had any questions. We will discuss this in more detail as we move forward.

CONSENT AGENDA

Chief Binnion noted item four of the consent agenda, approval of meeting minutes for July 20, 2009 and October 13, 2009. Mr. Paul Virgadamo made the motion to approve the minutes. Mr. James Simon seconded the motion. The motion carried with all in favor.

Chief Binnion noted item five of the consent agenda, approval of monthly financial statements for the periods ending July 31, 2009, August 31, 2009 and September 30, 2009. Mr. Lopez explained there are more reports than usual as the financial reports were missed on the prior meeting agenda. Mr. Virgadamo made the motion to approve the financial reports. Mr. Ruben Garza seconded the motion. The motion carried with all in favor.

Chief Binnion noted item six of the consent agenda, approval of quarterly financial statements for the period ending September 30, 2009. Mr. Virgadamo made the motion to approve the quarterly financial report. Mr. Simon seconded the motion. The motion carried with all in favor.

Chief Binnion noted item seven of the consent agenda, consider and discuss matters requiring attention but not immediate action.

Mr. Lopez displayed a graphical representation of the District's income and expenses. Revenues are slightly down, and have flattened out at this point. Mr. Lopez asked if they would like to receive a graphical representation on a quarterly or monthly basis? In 2009, we did pretty well; we had a little leftover that we will dedicate to Next Generation 9-1-1. Chief Binnion requested that the report be generated monthly.

Mr. Lopez distributed the NENA publication Next Generation 9-1-1: Policies, Issues and Recommendations for States and Federal Policymakers. NENA, with its partners, put forward last year. It gives you a picture at the federal, national level what the standards associations, NENA and APCO are pushing for.

Chief Binnion stated he had a couple of things to discuss. A subdivision in his service area is three quarters in Montgomery County and one quarter in Harris County, in the unincorporated portion of the City of Houston, in Kingwood. It is considered to be in Kingwood. There is an issue with 9-1-1 calls being routed to the correct call-taker. With some incidents recently it has taken up to 30 minutes to get someone there because calls are being passed back and forth between Harris and Montgomery Counties. There was one instance where a lady loaded her husband up and took him to the hospital with 99% blockage due to lack of response. That needed to be looked into. Mr. Lopez asked what subdivision? Chief Binnion replied King's Manor. Ms. Jeanne Frey stated we are familiar with the subdivision, it is an ongoing problem. Chief Binnion stated it has been going on for about a year, and had worked with Allen Johnson and Frank (Marshall) and thought we had it resolved, but it's not. Ms. Frey stated she is working with Delores with GHC 9-1-1. The boundary for the county goes through people's homes. Chief Binnion stated that neither he nor the hospital district has a problem servicing the area. They (Kingwood Manor) do not lie within a service area. They have no police, fire or EMS protection at all. The Harris County Sheriff's department is not responding at all, Houston is just dropping the call, they are not sending anybody. Ms. Frey stated she would work with Chiu-Wen (Ray). Chief Binnion stated he would send an email with the names and other relevant information. Mr. Lopez asked that we let Jeanne (Frey) look into it and see what she can find out and if nothing else he will talk to his counterparts over at Greater Harris County 9-1-1,

to see if they can leverage it out a little bit with the PD and the SO over in Harris County. Chief Binnion stated they thought it was resolved until a recent meeting at the subdivision, where they brought it to his attention that this has happened two or three more times. Chief Binnion replied that it is even happening at the front of the subdivision. Ms. Frey replied, where it should not be affected by a boundary.

Mr. Lopez asked if the area is served by Med Center. Ms. Frey replied affirmatively. Mr. Lopez explained the Med Center Tandem is one of the blockages he was telling the Board about. An example is H-GAC which is served by two tandems, the Underwood central office and the Med Center central office. Both are tandems and never the twain shall meet as far as being able to exchange data back and forth or move calls back and forth. In all of these overlap areas, a lot of times it all depends on which tandem is serving it and whether you can even send a call to the closest PSAP. Ms. Frey stated that the problem that has happened is, if it is a landline it will go to the correct PSAP but if it is a cell phone it should but may not always. Chief Binnion stated the issues are with landlines. In the example, the human resource director for New Caney ISD was the man with the blockage and 30 minutes later the sheriff's department from Montgomery County responded. Yet he (the victim) is one of the very first houses you come to in the subdivision, so it is no where near that (boundary) line. The SO wound up going to the call 30 minutes after it has been flipped back and forth and they knocked on the door and no one was there. They broke the door down to get inside, then Chief Binnion received a phone call the next day about the damage. Ms. Chiu-Wen Ray stated there had been another similar issue that was resolved by moving the county boundary to include the affected property.

Chief Binnion remarked that he did not know how the Board feels about it, but someone needs to answer that call. Ms. Frey stated there is an overlaying issue. When AT&T was the sole database provider these situations did not happen. Embarq (now) however sends all their records to Intrado, AT&T and GHC 9-1-1, who all maintain their own databases. The problem really, at this point, it is going to three different ALI providers and it is being loaded into three different ALI databases. What's causing it to get to the wrong PSAP, Ms Frey indicated she didn't know but is going to have to look into it. She believes it is more a Greater Harris County issue than an Intrado issue; we just need to get it worked out. It would be worked on that day. Chief Binnion will forward the emails about the problems.

Mr. Lopez noted last year Greater Harris County took on all their ALI business, Intrado used to be their ALI provider, but GHC9-1-1 brought it all in-house. So they have their own data integrity units working on this stuff, so it's not a learning curve for them. Chief Binnion noted it is not a VoIP or anything like that; it's a straight phone line. Mr. Lopez asked if there is a list of the folks who have been affected? Chief Binnion replied there are two. Ms. Frey requested the numbers. Chief Binnion noted there have been two or three more since this one. Chief Binnion noted the bigger issue here is that the Harris County operator hung up on her (victim's wife) three times. Mr. Lopez stated we will dig into it.

Chief Binnion noted his next comment is: he would like to see if we could have a workshop to discuss the questionnaire that Bob VanWassehnova sent out about the District's finances? Three of the board members have been here just a short time and the Chief feels he cannot answer that questionnaire. He doesn't know enough about this organization to be able to answer the questionnaire. Mr. Lopez noted he had not completed his questionnaire. Chief Binnion noted his second question is what is in place for fraud not to happen? I do not know what is in place here. Mr. Larry Foerster stated he is surprised by that because this is where you turn to your auditor and say give us some suggestions. Mr. Lopez noted the audit is still in progress and truthfully if he does not know, he is going to put "I don't know" in his own questionnaire. Chief Binnion noted that if you do not complete the questionnaire the auditor will note it in the final draft. Chief Binnion thinks the group should review it so that all can have a good understanding of what is in place within this organization. Mr. Foerster noted, Bob (VanWassehnova) should be present. Mr. Lopez stated he would check the schedule. Chief Binnion said as far as he as the President and Paul (Virgadamo) as the Vice President most definitely and if everybody else wants to as well should attend. This is to try to have a good understanding of what takes place here day-to-day and who is

signing checks. Mr. Foerster recommended that it be posted as a workshop and Ruben (Garza) can add a lot to this discussion. He has seen a lot of misappropriation, mistakes made over the course of his career by various agencies. Some of which Mr. Foerster has represented in the past. Mr. Ruben Garza stated it would be good to meet with the auditors, cause we don't know, the president doesn't know, you don't know if fraud is occurring. The only person who knows that fraud is occurring is the person who is committing it, until such time as an audit catches it. Mr. Lopez replied he would talk to Bob (VanWassehnova). We have three different questionnaires and we want to make sure that we are following, legally, following whatever criteria needs to be done on these audits and that we can in fact meet together and ask him questions. We want him in the session. Chief Binnion noted that Mr. Lopez, Paul and he have been with the District less than one year.

Mr. Garza stated he would like to go back to the other subject for a minute. He doesn't know why when Montgomery County receives a call, He doesn't understand why we can't send a unit out there. Like he is saying, whether it's ours or not, if we save a life, we'll get the good credit for it. Let Harris County get the bad one. Let's get somebody out there to answer that call and then we can argue about whose jurisdiction it is. Mr. Lopez noted as Jody (Binnion) responded, the fire department and EMS do not have a problem. Mr. Garza noted that's correct, as long as they get there first and the Sheriff's Department can be advised: you need to send someone out there. Chief Binnion stated the issue he sees is the Sheriff's Department is answering the 9-1-1 call, and whenever they make that decision for them, they are also making it for everyone else. If they (SO) are not going to go, then nobody else is going to go. Mr. Lopez noted Greater Harris County call-takers have the same issues, sometimes they end up transferring back and forth. Mr. Garza stated he has been in police work a long time and hears the units out there, 'well that's not my district, I'm not supposed to be over there'. It's an emergency call who cares, the badge says Montgomery County it does not say Montgomery County District One. Chief Bittner noted when the District was answering 9-1-1 calls, a cardiac arrest that came in within the city, but within Montgomery County (or) the City of Houston, they went as well as the hospital district. They were about three or four miles away from the house and the City of Houston's fire station was about a half mile and they (WFD, MCHD) still beat them there. They (City of Houston) showed up, but like you said we took the call and made a difference there.

Ms. Terri Gill asked if the Board would like to arrange the workshop around lunch time? The response was affirmative. Chief Binnion asked if January would be good for everyone. Mr. Foerster stated Chief Binnion could still complete the questionnaire the best he can, just saying 'I don't know'. Chief Binnion stated he did not want his answers to leave a negative impact. Chief Binnion asked Ms. Gill to check with Mr. VanWassehnova on how quickly he needs the questionnaire.

Chief Binnion requested a motion to adjourn. Mr. Paul Virgadamo made the motion to adjourn. Mr. Simon seconded the motion. The motion carried.

The meeting adjourned at 10:12 a.m.

Attest:

Ruben Garza
Secretary

Jody Binnion
President