

II. Approval of Minutes—Board Meeting on January 28, 2026

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE	January 28, 2026
TIME	01:03 P.M.
LOCATION	Board Room of the Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) at 10220 Fairbanks N. Houston Rd., Houston, Texas 77064.

IN ATTENDANCE

Board Members Russell Rau, Bill Anders, Mark Denman, Vergil Ratliff, and legal counsel Shannon Flemming were present. Board Member Shawn Thompson was absent. There were 31 people in attendance.

- I. **Call to Order**—The U.S. and Texas Pledges of Allegiance were recited.
- II. **Approval of Minutes**—The minutes from the Board meeting of December 10, 2025, were approved with a motion by Secretary Anders, and seconded by Board Member Ratliff. The vote passed unanimously.
- III. **Citizens Comments**—No citizens wished to present to the Board of Managers.
- IV. **Board Member Comments/Updates** – During Board Member comments, Board Member Ratliff extended New Year’s greetings and expressed appreciation for staff and leadership, noting pride in the organization’s continued commitment to excellence and its mission despite external challenges. Board Member Denman echoed appreciation for staff professionalism and dedication, emphasizing the organization’s life-saving mission. He also provided updates regarding plans for representatives to attend a Washington, D.C. conference with meetings scheduled with elected officials, efforts to transfer golf tournament funds into a 501(c)(3) to allow greater flexibility in recognizing telecommunicators, and the Board’s ongoing commitment to supporting staff at both the local and national levels.
- V. **PSAP Comments/Updates** – No PSAP’s wished to present to the Board of Managers.
- VI. **Executive Director Report** – Executive Director Stan Heffernan presented the Executive Director’s Report and reviewed the November and December 2025 performance reports, noting continued improvement in Service Level Agreements (SLAs) during the transition period.

Community Outreach Specialist Justena Kelly presented the Public Education Report, summarizing community outreach activities for November and December of 2025, including 11 outreach events and public education efforts involving Cell Phone Sally. She reported distributing a newsletter to public educators and highlighted education

provided to children, parents, and the community regarding 911 usage, texting 911, and multimedia capabilities. Mrs. Kelly also reviewed social media activity, reporting over 190 posts during the two-month period and a total year-end audience of 2,253,093 followers across platforms, with Instagram surpassing 500 followers. She discussed social media impressions, engagement rates, and new video-based content strategies to increase audience engagement. Board Member Ratliff inquired about seasonal trends in 911 call volume and potential collaboration with school districts, which prompted discussion regarding increased call volume during summer months and weather events. Mrs. Kelly also reviewed website analytics, explaining increased traffic due to a new archival product, and reported that the most visited pages were the homepage, careers page, and non-emergency page. Chairman Rau asked questions regarding the sharing of personal medical information through mobile devices when calling 911, and Mrs. Kelly clarified that such information must be enabled by the user and noted ongoing and planned public education efforts on this topic. Chairman Rau encouraged Mrs. Kelly to attend the Houston Rodeo to observe public education and outreach efforts by other entities in preparation for future participation.

VII. Fiscal Division Report— Mr. Richard Corbitt, Fiscal Division Officer, presented the Fiscal Division Report and reviewed the Financial Update for the period ending December 31, 2025. He reported a decrease in cash of approximately \$3.1 million, primarily due to year-end U.S. Treasury maturities, a called treasury bill, and planned capital expenditures related to the Fort Bend County Sheriff's Office (FBCSO) project. Despite these fluctuations, the ending book value of \$71.4 million was approximately \$1.4 million higher than projected for the start of FY 2026. Mr. Corbitt reviewed PSAP staffing and overtime trends, noting overall stability with rising overtime costs at the Houston Emergency Center. He also reviewed the Remaining Budget Balance, reporting excess grant revenues and disbursements under budget by approximately \$8.8 million, largely due to deferred expenditures for the NXT project (PSAP systems upgrade) and the FBCSO project, both of which were budgeted for FY 2026. Chairman Rau asked questions regarding service fee projections and population trends, and Mr. Corbitt explained that service fee revenues were driven by population within the service area and noted shifts from inner-city areas to surrounding suburbs. Mr. Corbitt concluded by reviewing receipts, disbursement graphs, and the investment report, stating no unusual financial trends were identified and affirming continued fiscal oversight.

VIII. 9-1-1 Services Division Report— 9-1-1 Services Division Officer Mr. Roger Hauck presented the Services Division Report and reviewed PSAP statistics, noting that overall activity remained consistent and within normal ranges. He reported that total 911 sessions for calendar year 2025 totaled just over 3.9 million, reflecting a slight decrease compared to the prior two years. Trend charts showed no significant anomalies, with only a minor decline in text-to-911 activity during December. Mr. Hauck reviewed call volume and service level data for the Houston Emergency Center (HEC), noting a slight decline in SLA performance in December and an overall decrease in call volume of just over 6% for 2025, which he identified as a developing trend. He reported that Harris County Sheriff's Office (HCSO) call volume declined by slightly more than 4% for the year while maintaining excellent service levels. Fort Bend County Sheriff's Office (FBCSO) call volume showed only a minimal decrease, with strong SLA performance, which Mr. Hauck attributed in part to population growth within Fort Bend County. He concluded by noting that overall system-wide SLA performance remained strong at just over 97%.

PSAP Training Manager Mrs. Mindi Bartee presented the Training Division Report and reviewed training activities conducted during November and December 2025. She reported that GHC hosted a 9-1-1 Equipment Course on December 15, 2025, with 11 students in attendance. She also reported that GHC hosted the 1080 Basic Telecommunications Licensing Course from November 4–14, 2025, resulting in 13 students successfully completing

the program and obtaining TCOLE Telecommunicator certification. Additionally, GHC hosted the NENA Certified Manager of Communications Centers (CMCP) course from December 1–5, 2025, with 22 students completing the advanced leadership and management program. Mrs. Bartee reported that 79 students completed online training courses during November and December and noted that no self-paced training was distributed during that period.

Mrs. Mindi Bartee also presented additional items as part of the 9-1-1 Services Division Report. She reported that on November 4, GHC hosted Criminal Justice students from Atascocita High School at the Harris County Emergency Dispatch Center, where students engaged with staff to learn about careers in public safety communications and pathways to becoming first responders. On December 4, GHC hosted a 9-1-1 features and applications demonstration at the Houston Emergency Center for City of Houston officials and Houston Fire Department representatives, highlighting system capabilities, interoperability, contingencies, and applications available to 9-1-1 call takers. Mrs. Bartee also reported that GHC hosted a Wellness Wednesday session on December 17, 2025, focused on identifying and coping with trauma and holiday-related stressors, with 21 participants in attendance. Additionally, GHC hosted the fourth quarter PSAP Operations Meeting on December 9, 2025, providing representatives from all GHC 9-1-1 call centers an opportunity to collaborate, network, and discuss technology upgrades, operational needs, and emerging requirements. During discussion, Board Member Denman asked whether reclassification efforts for telecommunicators were being discussed during outreach and engagement activities. Mrs. Bartee responded that she had productive conversations with participants, noting strong interest and thoughtful questions. She reported that the Atascocita High School instructor facilitated connections with the Houston Emergency Center to explore opportunities for students to participate in call center programs, and those students expressed interest in viewing public safety communications as a pathway to becoming first responders within the community.

- IX. Operations Division (Ops) Report** – Mr. Sam Mitchell presented the Operations Division Report and reported that a fire controller failure occurred at the Northern Data Center, requiring replacement due to the age of the equipment and the manufacturer no longer being in business. He stated that the fire controller and jockey pump were upgraded to ensure continued system reliability and compatibility. Due to the critical nature of the work, coordination with 9-1-1 Services and the electrical provider was required to manage power disconnection and traffic during the replacement. Mr. Mitchell noted that the project also allowed for the installation of a disconnect to facilitate future maintenance and upgrades and reported that the overall cost was reasonable. He concluded his report by referencing photos of the replaced equipment.
- X. Information Technology (IT) Division Report**— Information Technology Division Officer Mr. Mike Hayes provided the IT report. He noted that reporting formats were updated to include trend data for greater context and clarity. He reviewed GIS activity, reporting that the majority of GIS tickets involved address verifications, subdivision plats, road additions, and wireless tower updates, and discussed GIS edit trends related to system changes and URI updates. Mr. Hayes also reviewed out-of-area call transfer trends, noting a significant increase associated with Waller County following the onboarding of Waller County Fire and EMS, with anticipated future increases related to Austin County. He reviewed cybersecurity metrics, explaining that spikes in email security alerts during November were attributed to holiday-related spam activity, while internet access protections remained stable following implementation of a new security tool earlier in 2025. He further reviewed managed detection and response (MDR) and endpoint detection and response (EDR) activity, noting routine login failures and blocked

threats, and stated that annotations would continue to be added to graphs to provide context for any anomalies. Mr. Hayes concluded by reporting that overall IT security activity remained stable.

Mr. Richard Corbitt provided an additional comment to the Board regarding an update to the purchasing policy, noting that it remained an open item and referencing recent discussions with legal counsel. Ms. Shannon Flemming, legal counsel, reported that the existing purchasing policy was generally on target but would benefit from additional statutory support specific to the organization's status as a special district. She stated that relevant statutes had been identified and added for consideration and that staff would work collaboratively to determine whether the revised policy should be more detailed or streamlined with references to applicable statutes. Ms. Flemming concluded that the organization's purchasing practices were aligned overall and that the policy update would focus on strengthening support and clarity.

- XI. Executive Session** – A. Executive Session pursuant to Government Code Section 551.071 to discuss the retention of an employment consultant as authorized by the Board of Managers at the December 2025 meeting. B. Executive Session pursuant to Government Code Section 551.074 to consider a personnel matter involving the Executive Director.

The Board of Managers entered Executive Session at 2:04 P.M.

Executive Session ended at 3:19 P.M. No action taken.

- XII. Announcements** – The next Board of Managers Meeting was scheduled for Friday, February 27, 2025 at 10:00 AM.

There being no further action, the meeting was adjourned at 3:20 P.M.

Russell S. Rau, Chairman

William B. Anders, Secretary