

II. Approval of Minutes—Board Meeting on October 22, 2025

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE October 22, 2025
TIME 01:05 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, and legal counsel Nicholas Santulli were present. Board Members Vergil Ratliff and Shawn Thompson were absent. There were 25 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 September 16, 2025, were approved with a motion by Board Member Denman, and seconded by Secretary Anders. The vote passed unanimously.

III.Citizens Comments—No citizens wished to present to the Board of Managers.

IV.Board Member Comments/Updates – Board Member Denman reported that he had been pressing his congressman and others to advance the bill after the Senate unanimously approved it, but it remained stalled because the House had not been convening. He expressed frustration that legislators had only met three times in the last 60 days and were not moving forward on the budget or other legislation, calling it inexcusable. He noted that this inaction delayed the bill and negatively affected call takers, emphasizing that progress now depended entirely on the House since the Senate had already done its job. Chairman Rau thanked everyone for the success of the recent golf tournament and noted that several follow-up emails had circulated afterward. He requested that Board Member Denman schedule a golf committee meeting to discuss next steps and plan on how to move forward, asking him to set it up when his schedule allowed.

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 September 2025 dashboards to the Board of Managers, highlighting Service Level Agreement (SLA) performance across the 9-1-1 Services, Operations, and IT Divisions. He noted the positive performance metrics, emphasized that overall performance is trending positively for the organization.

Community Outreach Specialist Justena Kelly reported that she had completed 17 outreach events in September—five more than the previous year—including several fall festivals and the large Lone Star Safety Fest, where multiple agencies assisted with 911 education. In response to a question from Board Member Denman about October’s high volume, she explained that National Night Out, fire prevention events, fall festivals, and Halloween activities significantly increased outreach demands. She then reviewed digital media activity, noting 92 social media posts in September, and highlighting that Nextdoor continued to be the largest audience. She presented impressions data, a new engagement-rate analytic showing higher engagement on Facebook and Instagram, and website analytics indicating that most website sessions came from direct traffic and paid social media, with a noticeable September increase driven by the campaign. She added that the homepage, non-emergency resource page, and career page were the most-viewed pages year-to-date. Board Member Denman expressed appreciation for the team’s effective use of tools, flexibility in adjusting strategies, and focus on avoiding unnecessary spending.

Mrs. Kelly introduced Mr. Fogarty of Brand Ranch Media, who presented July–September results for the public awareness and recruitment campaigns, highlighting strong media reach, major increases in website traffic, and measurable reductions in non-emergency 911 call volume. Board Member Denman said the data was helpful and recommended a three- to five-year trend analysis that filters out major events to better evaluate long-term impact; he also asked about public feedback and was told the campaign had been overwhelmingly positive. Mr. Jackson reported a significant surge in applicants once the hiring freeze was lifted. Chairman Rau raised concerns about 311 misrouting non-emergency calls to 911, and Mr. Jackson agreed to contact the 311 Director. Board Member Denman encouraged leveraging recent events, such as the golf tournament, for additional outreach and public awareness, and suggested coordination with Mr. Fogarty to maintain momentum. Chairman Rau agreed with the outreach benefits but emphasized that the golf tournament exists primarily to support telecommunicator recognition and wellness initiatives, which remain important regardless of legislative outcomes. Mr. Heffernan added that Wellness Wednesdays should eventually become part of GHC’s ongoing training and services. The Board thanked Mr. Fogarty for his presentation.

VII.Fiscal Division Report— Fiscal Division Officer Richard Corbitt presented the Financial Report for the period ending September 30, 2025, reporting that GHC remained in a strong financial position while noting upcoming financial impacts from the new Fort Bend County facility and planned hosting system upgrades. He stated that current investments totaled approximately \$74.5 million and were expected to decrease to about \$72.5–73 million by December 31 due to planned capital expenditures, and he anticipated drawing down a \$5 million investment in March to maintain cash flow. He then reviewed

the staffing summary , explaining that staffing levels remained consistent, and overtime had returned to normal levels across the major PSAPs. In response to Board Member Denman’s question regarding a 66% decrease in overtime at the Houston Emergency Center from August to September, Mr. Corbitt clarified that the previous overtime spike had been due to a weather event earlier in the year and noted that HEC typically incurred \$50,000–\$60,000 in overtime per pay period, operating with approximately 150 personnel out of 179 budgeted positions. Board Member Denman requested that future financial reports include a longer-term trend, such as a graph or chart, to clearly illustrate overtime expenditures over time. Mr. Corbitt noted that while the major answering site payroll expenses were currently \$2.4 million under budget, cash-basis accounting could skew the perception, and he anticipated ending the year closer to budget, around \$700,000–\$800,000 under. He also noted a \$1.8 million health insurance impact for Harris County not originally budgeted. Regarding the capital fund and the Fort Bend County project, expenditures were slower than planned, with about \$6.3 million remaining, though he expected roughly \$2 million to carry over into 2026. Board Member Denman asked about contract temporary labor, noting that current spending appeared higher than usual and requested an annual trend graph to show typical usage. Mr. Corbitt explained that there is a budget of approximately \$497,000 for contract labor, and the current usage slightly exceeds that due to open positions and the standard practice of using contractors before full-time hires. Board Member Denman emphasized the need for clarity on what is considered standard or normal and is requesting a trend chart showing such.

VIII. Taken out of Order: Action Item: Transmittal and Consideration for Approval of the Investment Policy for the Year 2025-2026. The Board discussed delaying action to allow revisions to the document. Legal Counsel Mr. Santulli sought clarification on the intended changes, asking whether the concern was the current policy’s use of the term “designee” in reference to the Board, or whether the issue was that the Board could perform functions assigned to a designee. He asked if the preference was for the policy to specify that a designee is an individual authorized by the Board and therefore the person covered under the policy. Chairman Rau responded that the Investment Policy must clearly reflect that the Board is approving a relationship with Harris County and will follow the guidance and recommendations of the Harris County Office of Management and Budget regarding investments, and that the Board’s designated liaisons for this purpose are Mr. Rick Corbitt and Mr. Stan Heffernan. He recommended making the necessary revisions and returning the updated document for consideration at the December Board Meeting. Secretary Anders motioned this action, and Board Member Denman seconded the motion. Secretary Anders also recommended that Mr. Corbitt and Mr. Heffernan cross-train another individual in the fiscal department for grant training, in case of the absence of Mr. Corbitt.

IX.9-1-1 Services Division Report— 9-1-1 Services Division Officer Mr. Hauck presented the PSAP Statistics beginning with PSAP statistics, noting no abnormalities and only a slight dip in total 9-1-1 sessions. For the Enterprise PSAP 9-1-1 Trend charts, he reported that all trend charts were normal, with a small uptick in text-to-9-1-1 activity for September. Moving along with Houston Emergency Center (HEC), he highlighted an approximate 11% decrease in call volume at HEC compared to the previous September,

along with a slight uptick in SLA performance. In response, Board Member Denman asked whether major events—such as Hurricane Beryl in July 2024—were factored into these comparisons, noting that call volume would appear even lower without that event and emphasizing the importance of isolating such impacts to measure the effectiveness of the public education campaign. Mr. Heffernan confirmed that staff could adjust data to reflect expected call volumes without major events, and Board Member Denman added that historical averages could be incorporated to verify our 9-1-1 campaign impact. Mr. Hauck then continued with Harris County Sheriff’s Office (HCSO), reporting stable performance and a slight decrease in call volume at the HCSO PSAP, followed Fort Bend County Sheriff’s Office, where they showed consistent performance and call reductions aligning with campaign activity. Concluding with the overall call center SLA statistics, where he reported strong enterprise-wide SLA results, with a 98% overall SLA across 37 call centers.

PSAP Training Manager Mrs. Mindi Bartee provided a summary of recent training activities, reporting that while no equipment classes were held in September, the team hosted a suicidal-caller course with 26 in-person participants and an additional 19 completing the online version. She noted that the monthly GHC Training and Technical Bulletin was distributed, covering school-mapping layers, legislative requirements, and 9-1-1 transfer procedures. Mrs. Bartee also reported the successful completion of the first year of the organization’s Babbel Business subscription focused on Spanish learning, totaling more than 3,671 minutes of self-paced coursework and over 200 virtual one-on-one sessions; the subscription has been renewed for another year. She added that the third quarter PSAP Operations Meeting was held with 35 representatives in attendance, offering a forum for application updates, training, networking, and discussion of PSAP needs.

X.Operations Division (Ops) Report – Operations Division Officer Mr. Samuel Mitchell provided facility updates, noting that the team completed the capacitor and fan upgrades at the Northern Data Center in Huntsville last month. The project required a full day to complete and involved replacing approximately 80 capacitors and 110 fans. He explained that these components have a typical lifespan of about ten years, and the replacement process is detailed and labor-intensive, as shown in the photos provided during the meeting. The upgrades help ensure continued reliability and efficiency of the facility’s systems

XI.Information Technology (IT) Division Report— Information Technology Division Office Mike Hayes reported on the IT. He noted that GIS activity for the month reflected typical numbers, but he highlighted an important accomplishment by the GIS team. He explained that the team worked diligently to integrate school floor plans into the call-taker mapping system. While not all schools have provided their floor plans, the team ensured that all plans currently in GHC’s possession are now accessible to call takers to support situational awareness in the event of an emergency. He emphasized that although this is not yet a fully complete solution—and GHC does not serve as the long-term custodian of school maps due to potential changes—making available the information already received

was a priority. He added that the team continues working toward a more sustainable, long-term solution. He continued with the monthly security metrics, which showed no anomalies or concerns, stating that everything appeared consistent with normal activity for the month. Mr. Hayes added that, in response to the Board's earlier comments regarding trend visualization, he would work with staff to revise IT graphical reporting so that future charts incorporate longer-term line graphs, making trends and anomalies more discernible. He noted that some current graphics do not clearly show patterns and stated his intent to standardize reporting, so trends are easier to identify over extended periods.

XII.Action Item: GHC Vendor Presentations to the Board of Managers for Discussion and Possible Action

– Board Member Denman motioned that top vendor, particularly those with annual contracts under \$500,000, be requested to provide brief, bi-monthly top-line presentations to the Board to enhance familiarity, understand their services, and explore potential cost savings. Secretary Anders seconded the motion, and it was clarified that attendance would be requested, not required. The Board unanimously approved the motion.

XIII.Executive Session – Pursuant to Texas Government Code Section 551.076, the Information Technology Division requests an Executive Session for discussion and possible action after Executive Session regarding the review of the Cybersecurity Audit and Security Systems for the year 2025.

The Board of Managers entered Executive Session at 3:01 P.M.

Executive Session ended at 4:00 P.M. No actions taken.

XIV.Announcements – The next Board of Managers Meeting was scheduled for Wednesday December 10, 2025.

There being no further action, the meeting was adjourned at 4:01 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary