

II. Approval of Minutes—Board Meeting on December 10, 2025

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE December 10, 2025
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, Shawn Thompson, and legal counsel Shannon Flemming were present. There were 23 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 October 22, 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** – Board Member Denman reported that the “911 Goes to Washington” conference, scheduled for February 22–25, 2026, is a very important opportunity to continue to spread the word about the federal 9-1-1 reclassification bill, noting that the U.S. Senate had unanimously passed the measure and that efforts were underway to advance it to a vote in the U.S. House of Representatives now that the House was back in session. Board Member Denman stated that a House vote could occur within 30 to 60 days and that, if passed unanimously by both chambers, the President will be expected to sign the legislation. Board Member Denman further reported that he had been asked to again lead Texas advocacy efforts in Washington, D.C., and that Andrea Shepherd had agreed to assist in the effort, though not serve as the state lead. He emphasized the importance of continued advocacy through meetings with congressional representatives and noted the need for increased participation from Texas Area 9-1-1 Networks, as only three to four networks had participated in prior Washington, D.C. advocacy efforts.
 Chairman Rau initiated a discussion regarding smart home devices and their ability to contact 9-1-1, referencing an incident in which an individual was able to summon emergency assistance after a fall using such a device. Mr. Heffernan confirmed that certain devices interface with 9-1-1 services differently and noted that some devices require address verification during setup. Chairman Rau commented that many members of the public may be unaware of this capability and suggested that this technology could present a positive public safety benefit, warranting consideration for public education after further research into provider capabilities. Board

Member Ratliff inquired whether GHC 9-1-1 could promote specific providers, to which staff clarified that while specific brands could not be promoted, public education could be provided in a neutral manner. Mrs. Kelly stated that informational content could be posted on the website with references directing the public to manufacturers' websites, similar to existing practices for medical device information, and that education would include multiple platforms without endorsing any single provider. Chairman Rau further commented that if discrepancies were found among providers' capabilities, outreach to encourage consistency could be considered. Mr. Heffernan stated that staff would take this as an action item to research and reverify the capabilities of these devices

- V. PSAP Comments/Updates** – Mr. Roderick Jackson, Director for the Houston Emergency Center (HEC), introduced Mr. Larry Satterwhite, Homeland Security Director for the City of Houston.
- VI. Executive Director Report** – Executive Director Stan Heffernan provided the Executive Director report, noting that organizational activity was strong, service level agreements (SLAs) were being met, and performance metrics continued to improve. He stated there were no additional items other than preparations for the GHC Years of Service Award Ceremony. Chairman Rau inquired about a recent texting outage. Mr. Heffernan reported that the outage lasted approximately one hour and that a detailed analysis would be included in the next board report once the root cause was determined. Mr. Hauck added that the outage was not isolated to any specific area and affected texting across all call centers within the district. Staff were working with the service provider to review routed calls and data to provide a comprehensive report to the board. Chairman Rau expressed concern about users being unaware that messages failed to send, and Mr. Heffernan and Mr. Hauck confirmed that senders would receive a generic bounce-back message indicating that texting was temporarily unavailable. The outage and validation of the bounce-back messages were confirmed during the incident.

Community Outreach Specialist Justena Kelly reported on community outreach, digital media, and website activity. She noted that 60 community events were held in October, slightly below the previous year, highlighting Cell Phone Sally's active participation and engagement with children on proper 911 usage and home address awareness. She reported that 147 social media posts were published in October, covering community outreach, telecommunicator recognition, and general 911 education. Nextdoor remained the largest audience platform, followed by Facebook, which surpassed 15,000 followers. Social media impressions were high, particularly on Facebook and Instagram, driven by a viral post titled "Don't Ghost 911" posted two days before Halloween, which received over 1,600 shares and 700 reactions and was shared by other 911 networks. Board Member Denman inquired about engagement rates, and Mrs. Kelly confirmed that the industry standard is 3–4%, noting that Instagram often exceeded this benchmark, and she agreed to include this standard in future reports. Website traffic remained strong, with direct traffic leading and the home, non-emergency, and careers pages being the most visited. Mrs. Kelly stated that bot traffic would be excluded from analytics beginning next year to provide more accurate reporting.

Secretary Anders commented that Mrs. Bartee and Ms. Lopez attended the 14th Greater Houston Area Fire Marshals Conference in Pasadena with him. He noted that their participation was well received and emphasized the importance of maintaining communication with Houston fire marshals, as they may be the first point of contact for complaints or questions. Secretary Anders highlighted that ensuring fire marshals understand how to explain procedures and know who to contact is critical for effective coordination.

VII. Fiscal Division Report— Fiscal Division Officer Mr. Richard Corbitt presented the Financial Report for the period ending October 31, 2025, confirming that GHC’s FY 2026 budget was officially approved by both Harris County Commissioners Court and the City of Houston. Expenditures Increased from September to October, consistent with typically second-half fiscal year activity, including technical contracts and major capital projects. Noting significant spending related to Fort Bend County PSAP facility, with additional expenditures anticipated later in the year. Mr. Corbitt projected to end the fiscal year with a fund balance of approximately \$70–71 million, consistent with the beginning balance of the FY 2026 budget. investment activity remains strategically managed to maintain liquidity, and the organization continues to be in a strong overall financial position. Overtime trends for the City of Houston, Harris County, and Fort Bend County PSAPs, were reviewed and remain generally consistent , with temporary fluctuations attributed to payroll timing and staffing changes. Overtime costs are included in approved budgets, though future major events may result in higher-than-projected needs. Based on current financial activity, the organization approximately \$11.5 million under budget at the time of reporting and is projected to conclude the fiscal year under budget by \$2-4 million, with no new financial concerns identified. Board Member Denman requested that Mr. Corbitt create a 5-year trend chart displaying the overtime history for the major PSAP’s.

Mr. Corbitt reported that the 9-1-1 wireless fee rate has not changed, revenues were driven by population-based calculations comparing the Greater Harris County area to the State of Texas. He explained that the state demographer was not currently issuing formal projections; however, based on historical population trends, staff were using those trends to estimate future revenue. Mr. Corbitt reported observing population growth of approximately 1.5% to 2% across Harris County, Fort Bend County, the City of Houston, and surrounding areas, which could result in a comparable year-over-year increase in 9-1-1 wireless fee revenue. He cautioned that this estimate was not guaranteed and emphasized the need to plan conservatively, stressing the importance of monitoring costs and preparing for both favorable and unfavorable financial conditions. Mr. Corbitt commented that many other 9-1-1 entities across the state, particularly smaller jurisdictions, were experiencing financial strain due to their heavy reliance on core 9-1-1 wireless fee receipts, noting that GHC 9-1-1 remained in a positive position. Board Member Denman added that these circumstances strengthened the case for seeking an increase in 9-1-1 fees and emphasized the need to proactively build a legislative strategy, including coordinated outreach to the Texas Legislature and collaboration.

Board Members discussed strategies to address potential 9-1-1 fee increase, emphasizing the need for sustained engagement and a unified approach to gain legislative support. Chairman Rau noted prior statewide efforts had been unsuccessful and cautioned that a legislative fee increase would likely be viewed as a tax increase. Chairman Rau further advised identifying key members of the combined county legislative delegation to secure leadership support, draft a bill, and build sponsorship, emphasizing that allowing the public to decide had previously resulted in record-setting voter approval in Harris County. Board members expressed support for this approach, citing greater historical success when initiatives originate locally. The discussion also addressed how a locally approved fee increase would affect state population-based revenue distribution, with clarification that existing formula would remain unchanged, resulting in increased revenue to the network based on the higher approved fee.

VIII. Taken out of Order: Action Item: Transmittal and Consideration for Approval of the Investment Policy for the Year 2025-2026. Chairman Rau introduced the investment policy for 2025–2026, noting revisions made since the previous meeting to align references with the county structure and clarify roles. The updated policy removed the Board of Managers as the responsible party, designating Mr. Corbitt, the investment officer, and the assistant investment officer as the board’s designees. Additional clarifications regarding the organization’s reliance on the county were incorporated, resulting in a policy that was considered to be in improved and final form. Board Member Denman makes the motion, seconded by Secretary Anders, vote passed unanimously.

IX. 9-1-1 Services Division Report— 9-1-1 Services Division Officer Mr. Hauck presented the PSAP Statistics, reporting that call service levels remained stable with wireless calls holding at approximately 91% and a slight uptick in text-to-911 activity in September and October. He stated that, if current averages were maintained, total annual 911 calls and text sessions were projected to approach approximately 3.9 to 4 million. Trend charts reflected the same increases in texting activity. Mr. Hauck also presented the Houston Emergency Center (HEC) report, noting an approximate 11% decrease in 911 calls for October. Board Member Denman commented that HEC had experienced a sustained reduction in call volume over the past 12 months, including an approximate 11% reduction over the previous four months, and attributed the trend in part to public education and social media outreach efforts. Mr. Hauck further reported slight decreases in call volume for the Harris County Sheriff’s Office and noted a corresponding increase in 10-digit non-emergency calls, indicating that calls were being routed more appropriately. Board Member Ratliff inquired about call prioritization practices, which staff confirmed remained unchanged. Mr. Rodrick Jackson explained the use of patrol desk units and Teleserv processes to manage lower-priority calls, and Mr. Klozik, Director with HCSO, described the Tele-Deputy program, noting improvements in response times for higher-priority calls and partnerships with public health and MCOT to address priority three and four calls. Board Member Ratliff expressed appreciation for the explanation and noted the effectiveness of alternative response models in improving call management and citizen response. Mr. Hauck continued his report with updates for Fort Bend County Sheriff’s Office (FBCSO), noting that overall performance remained strong and that 911 call volumes had shown a slight decline over the previous four to five months. He reported that VESTA performance remained stable and proceeded to the Enterprise Report, which reflected an overall average performance of 97.5%. Mr. Hauck noted that Spring Valley experienced a temporary decrease below 90%, reporting 89.3% for the month, which was attributed to three unusually busy days, including Halloween, within a small call center environment. He explained that the limited staffing and volume sensitivity of the center contributed to the variance. With no questions from the Board, Mr. Hauck concluded his report and turned the meeting over to Mrs. Bartee for PSAP Training updates, noting that additional updates would follow her report.

PSAP Training Manager Mrs. Mindi Bartee provided a summary of recent training activities, reporting that four in-person classes were hosted in October, including an equipment course, a Houston Emergency Center course, a refresher course on 911 call-taking basics, and an in-person session for the sixth-month Leadership Academy, with a total of 23 students enrolled in the academy. She also reported that a two-day “911 Homicide: Is the Caller the Killer?” course was held on October 28–29 with 43 attendees, and that 29 students completed online training courses. Mrs. Bartee noted that the GHC Training and Technical Bulletin highlighted mobile applications and related regulatory considerations, along with updates on Wellness Wednesday, school floor plan initiatives, and nomadic devices. She further reported that a Wellness Wednesday session held on October 1 was well attended with 30 participants. Additionally, Montgomery County 9-1-1 toured the Harris County Emergency

Communications Center as part of planning efforts for a new facility, and staff participated in the Region 4 School Safety Conference, where they provided outreach, answered questions, established new contacts with charter schools, and scheduled future mapping demonstrations for 2026. Mrs. Bartee concluded her report and thanked the board.

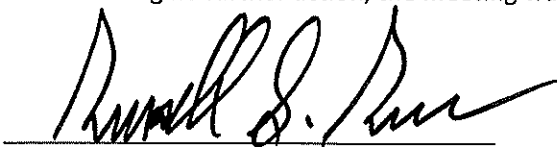
- X. **Operations Division (Ops) Report** – Mr. Heffernan provided the Operations Division Report on behalf of Mr. Samuel Mitchell. He reported that routine operational testing had been conducted, including thermal imaging testing of electrical equipment to identify potential failures by detecting heat anomalies. Mr. Heffernan also reported that construction of the new climate-controlled storage building was nearing completion and would provide environmental protection for sensitive and high-value assets while also serving as additional multipurpose storage space. Board members were invited to view the facility following the meeting.

- XI. **Information Technology (IT) Division Report**— Information Technology Division Officer Mr. Mike Hayes provided the IT report, stating that GIS activity reflected routine operations. He reported that the National Emergency Number Association (NENA) had released a public review regarding PSAP interactions with the U.S. Coast Guard, which staff were reviewing to determine whether any operational or GIS adjustments were required, particularly for waterway areas including Trinity Bay and the Houston Ship Channel. Chairman Rau raised questions regarding jurisdictional responsibilities in coastal and bay areas. Mr. Hayes explained that, under Next Generation 9-1-1, GIS buffer zones had been implemented along coastal boundaries to replicate sector-based cell routing and ensure calls originating in nearby waterways were routed to the most appropriate PSAP rather than strictly by county boundaries. Mr. Rodrick Jackson, Houston Emergency Center (HEC), further explained that when calls originate from the Port of Houston, staff coordinate with the Port Authority to notify them of the emergency and assist responding fire and police units in navigating to the exact location. Mr. Hayes continued his report with a cybersecurity update, stating that system monitoring showed no unusual activity and that all indicators were operating within normal parameters. He then concluded his report.

- XII. **Executive Session** – Executive Session pursuant to Government Code Section 551.0074 to consider a personnel matter involving the Executive Director.
 The Board of Managers entered Executive Session at 2:25 P.M.
 Executive Session ended at 3:48 P.M.
 Action Taken: A motion was made and approved to authorize the Chair of the Board of Managers to select and retain an employment consultant to evaluate and investigate complaints regarding the organization's executive leadership, with funding not to exceed \$50,000. Board Member Ratliff made the motion, seconded by Board Member Denman. Vote passed unanimously.

- XIII. **Announcements** – The next Board of Managers Meeting was scheduled for Wednesday January 28, 2026.

There being no further action, the meeting was adjourned at 3:49 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary