

II. Approval of Minutes—Board Meeting on February 27, 2026

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE February 27, 2026
TIME 10:16 A.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 January 28, 2026, were approved with a motion by Secretary Anders, and seconded by Board Member Denman. 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 began the Board Member Comments section by providing an update on the 2026 9-1-1 Goes to Washington, D.C. Conference. Board Member Denman reported that he, Mr. Roger Hauck, Mr. Stan Heffernan, Mrs. Mindy Bartee , and Ms. Nadine Khan spent two days on Capitol Hill meeting with seven congressional offices and successfully completed all targeted meetings, including one additional meeting obtained without a prior appointment. He stated that the discussions were well received, including a meeting with Mr. Brian Babin’s office, and that congressional staff expressed support for the initiative. Board Member Denman also commended Ms. Khan for her participation and noted that having a working supervisor speak about 9-1-1 operations was valuable to congressional staff. He suggested that the Board consider recognizing the City of Seabrook at a future meeting, potentially through a resolution, for allowing Ms. Nadine to participate in the trip and represent 9-1-1 telecommunicators.
- 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 January 2026 performance reports, noting continued improvement in Service Level Agreements (SLAs) and the Organization Level Agreement during the transition period. He also presented the Public Education Report on behalf of Community Outreach Specialist Justena Kelly and briefly summarized her report.

During discussion, Board Member Denman requested that feedback be relayed to Mrs. Kelly regarding improvements to her trend charts, recommending the inclusion of a full twelve months of data rather than single data points. Mr. Heffernan acknowledged the suggestion and indicated that moving forward, she would modify the charts to reflect a rolling twelve-month view. He also noted that social media audience metrics had increased across several platforms, including Facebook, Instagram, and YouTube, while Facebook continued to be the organization's largest platform for outreach. Engagement rate charts would also be adjusted to reflect a running annual view.

VII. Fiscal Division Report— Mr. Richard Corbitt, Fiscal Division Officer, presented the Fiscal Division Report and reviewed the Financial Update for the period ending January 31, 2026. He reported recent activity involving Treasury bills that were called early due to lower federal borrowing rates, allowing the organization to realize returns sooner, and noted that the organization remained in a strong financial position with stable balances. Mr. Corbitt also reviewed the PSAP staffing and overtime trend charts, stating that staffing levels at the Fort Bend County Sheriff's Office (FBCSO), Houston Emergency Center (HEC), and Harris County Sheriff's Office (HCSO) remained stable, and noted that overtime data for Fort Bend County had recently been added to provide a more complete staffing trend analysis with assistance from Accounting Manager Rosalba Oropeza. He further reviewed the Remaining Budget Balance table and stated that, although it was still early in the fiscal year, the budget appeared to be tracking well. Mr. Corbitt explained that projected service fee revenue remained stable and noted that recent data from the Texas State Demographer's Office showed a slight increase in the organization's population allocation percentage, which could result in additional wireless fee revenue. He added that wireless service fees remain the primary revenue source and may fluctuate annually based on the number of wireless devices and provider remittance timing, while non-wireless revenue from landlines continues to decline due to technological changes, with additional analysis to be presented at a future meeting. Mr. Corbitt continued reviewing the Remaining Budget Balance table and noted that the front-month variances were identified in the report, with explanatory notes provided for the major differences. He stated that none of the variances were of particular concern and that overall financial graphs and investment reports reflected stable conditions. During discussion, Board Member Denman asked whether fluctuations in statewide wireless revenue collections were based on population changes. Mr. Corbitt clarified that the variations were not population-based but were instead related to the number of wireless devices and the amount of revenue collected by service providers statewide. Chairman Rau commented on the potential impact of those fluctuations on the organization's allocation and asked how such variability would be addressed in budgeting. Mr. Corbitt stated that he had submitted an inquiry to the Chief Financial Officer of the Commission on State Emergency Communications to better understand the recent changes and explained that revenue projections would remain conservative. Chairman Rau requested that future budget planning use the lowest projected figures to ensure caution, to which Mr. Corbitt agreed. In response to a question from Chairman Rau regarding the budget timeline, Mr. Corbitt advised that the budgeting process would begin with division managers in late March or early April, when managers would receive prior-year financial analytics to use as a baseline for developing their fiscal year 2027 budget requests.

VIII. 9-1-1 Services Division Report— 9-1-1 Services Division Officer Mr. Roger Hauck presented the Services Division Report for the month of January. He reported that total sessions were approximately 300,000, reflecting no significant change from previous trends. Board Member Denman requested that trending data be added to division graphs in future reports, and Mr. Hauck acknowledged that he had made note of the request.

Mr. Hauck also informed the Board that the Class of Service chart was inadvertently omitted from the Board Report and provided the data verbally, noting that wireless calls accounted for approximately 92%, text messages were just under half a percent, landlines represented 1.5%, and VoIP accounted for 5.3%, with no significant variation from previous trends. He further reviewed the Houston Emergency Center (HEC) statistics, noting a slight decrease of approximately 6% in call volume compared to January of the previous year and highlighting an improvement in the Service Level Agreement (SLA) performance to 88.9%. Board Member Denman inquired about the improvement, and HEC Director Mr. Roderick Jackson explained that staffing adjustments had been made at the managerial level, with new goals and objectives implemented, alongside an increase in staffing levels and a current training class underway. Board Member Denman commended the improvement and encouraged continued progress. Mr. Hauck then reviewed statistics for the Harris County Sheriff's Office, noting a slight decrease of approximately 1% in call volume compared to the previous January and an outstanding SLA performance of 99%. He reported similar trends for the Fort Bend County Sheriff's Office, with a slight dip in call volume but strong SLA performance. Mr. Hauck concluded by reviewing the Cell Center SLA statistics, noting that all call centers were performing well and that the overall SLA across the system was 98.3%, with no further questions from the Board.

PSAP Training Manager Mrs. Mindi Bartee presented the Training Division Report for the month of January. She reported that the division hosted the National Emergency Number Association (NENA) Communications Training Officer course, which was attended by 12 students, and noted that an additional 20 students completed online training through the division's portal. Mrs. Bartee also highlighted the January GHC training and technical bulletin, which included information regarding the Android and Apple app stores, Wellness Wednesday's map layers, VoIP nomadic phones and applications capable of contacting 9-1-1, and updates related to the Network Security/Systems Operations Center (NSOC). She further reported that on January 13, the division conducted a presentation in Fort Bend County for agencies that dispatch or process 9-1-1 calls as well as those that respond to them, noting that the event had strong attendance and generated productive discussions regarding the features available to 9-1-1 call centers. Mrs. Bartee also reported that she, GIS Manager Mrs. Brenda Pope, and Mrs. Kelly attended a Baker Ripley security meeting where they delivered a presentation on GHC services and engaged in discussions regarding school safety and the integration of building floor plans. Chairman Rau inquired about statutory deadlines related to school mapping submissions, to which Mrs. Bartee responded that the deadline had been in August 2025. Mrs. Brenda Pope added that every public school district within the GHC service area had been incorporated into the mapping layers across all 37 agencies and that work was ongoing to include colleges and charter schools. Board Member Ratliff asked for an update regarding preparations related to the upcoming international soccer event, and Mrs. Bartee explained that Mrs. Kelly had attended meetings with City of Houston officials and was working on messaging strategies, particularly for international visitors and consulates, while the GHC team had begun testing and preparatory work. Mr. Hauck added that additional coordination meetings with major call centers would occur following a recent PSAP Operations meeting and that testing with an international phone had begun, with Mrs. Pope's team assisting in collecting data and feedback. Mr. Mitchell also reported that GHC had met with TranStar officials, who offered an additional seat at the facility's operations center, allowing GHC to participate in coordination efforts for major events and emergency situations in the region.

- IX. Operations Division (Ops) Report** – Operations Division Officer Mr. Samuel Mitchell reported that there were no items to present to the Board of Managers under the Operations Division for the month.
- X. Information Technology (IT) Division Report**— Information Technology Division Officer Mr. Mike Hayes presented the Information Technology Division Report. He reviewed the GIS activity charts, noting that the volume of GIS tickets remained within normal ranges and that editing activity traditionally runs lower in January, resulting in fewer updates during the month. Mr. Hayes then reviewed the out-of-area calls graph, explaining that these calls have been increasing and may continue to rise in the future, particularly if ESD 100’s pending acquisition of Austin County is finalized, though no updates had yet been received regarding that process. He also provided an overview of cybersecurity metrics, noting that elevated activity associated with Black Friday email campaigns had returned to normal levels. Mr. Hayes further reported that Internet access protection trends reflected similar patterns, while managed detection and response incidents continued to fluctuate between five and thirty incidents, which remained within normal operating ranges. He concluded by reviewing endpoint detection and response activity, noting that fluctuations were typical and that there were no unusual issues to report. Mr. Hayes then concluded his report.
- XI. Action Item: Resolution Recognizing Public Safety Telecommunicator Week** - Chairman Russell Rau read the resolution recognizing Public Safety Telecommunicator Week. The resolution designated April 12–18, 2026, as National Public Safety Telecommunicators Week for the Greater Harris County 9-1-1 Emergency Network, honoring over 1,200 telecommunicators and dispatchers serving Harris and Fort Bend Counties. The resolution acknowledged their critical role as the link between citizens and emergency services, ensuring rapid response to police, fire, and medical emergencies, and highlighted that their expertise, behind-the-scenes efforts, and ongoing training contribute significantly to public safety and the protection of lives and property. The recognition was noted as aligning with both state and national observances.

Board Member Denman commented following the reading of the resolution, emphasizing the significant value of telecommunicators and the challenges they face. He shared that during a recent trip to Washington, D.C., Ms. Nadine Khan highlighted that a major contributor to mental health stress among telecommunicators is the lack of follow-up information on incidents after calls are transferred to dispatch. Board Member Denman noted that discussions had taken place with Mr. Heffernan, Mr. Roger Hauck, and Mrs. Mindi Bartee, as well as with Mr. Tom McEntire with Motorola, regarding potential ways to close the communication loop and provide telecommunicators with updates on incident outcomes. He acknowledged that telecommunicators often do not receive closure once a call is dispatched, which can impact their well-being, and emphasized that addressing this issue is important. Board Member Denman concluded by stating that the Board should prioritize finding solutions to support telecommunicators in this regard, recognizing that their daily experiences warrant greater consideration and support.

A motion was made by Secretary Anders and seconded by Board Member Denman to approve the resolution recognizing Public Safety Telecommunicator Week. The motion passed unanimously.

- XII. 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**

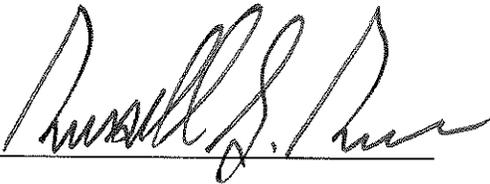
meeting. B. Executive Session pursuant to Government Code Section 551.074 to consider a personnel matter involving the Executive Director.

The Board of Managers entered Executive Session at 11:00 A.M.

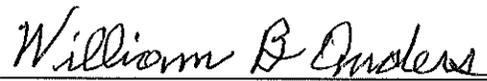
Executive Session ended at 11:46 A.M. No action taken.

XIII. **Announcements** – The next Board of Managers Meeting was scheduled for Wednesday, March 25, 2026 at 1:00 P.M.

There being no further action, the meeting was adjourned at 11:47 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary