

## II. Approval of Minutes—Board Meeting on March 25, 2026

# Minutes

*Greater Harris County 9-1-1 Emergency Network*

### **Board of Managers Meeting**

**DATE** March 25, 2026  
**TIME** 1:01 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 Fleming 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 February 27, 2026, were approved with a motion by Secretary Anders, and seconded by Board Member Denman. The motion passed unanimously.
- III. **Citizens Comments**—No citizens wished to present to the Board of Managers.
- IV. **Taken out-of-order: Action Item XI: Resolutions Recognizing Troy Cayton (Baytown Police Department), Shelby Radford (Rosenberg Police Department) and Nadine Khan (Seabrook Police Department) for Representing the Greater Harris County 9-1-1 Network at the NENA 9-1-1 Goes to Washington Conferences.** Board Member Denman presented resolutions recognizing Troy Cayton (Baytown Police Department), Shelby Radford (Rosenberg Police Department), and Nadine Khan (Seabrook Police Department) for representing the Greater Harris County 9-1-1 Network at the NENA 9-1-1 Goes to Washington Conferences in 2024, 2025, and 2026, respectively. The resolutions commend their advocacy efforts in support of the 9-1-1 SAVES Act, as well as their work to educate lawmakers on the critical role and mental health challenges of telecommunicators, demonstrating outstanding leadership and service to the emergency communications community.

**Action Item XII: Resolution Thanking Jim Sweeney, Mayor of Seabrook, and Council for the City's Support of Regional 9-1-1 Advocacy by Allowing a Seabrook 9-1-1 Telecommunicator to Participate in the National Emergency Number Association (NENA) 9-1-1 Goes to Washington Conference.** Board Member Denman also presented a resolution to Ms. Nadine Khan (on behalf of Mayor Jim Sweeney, who was not in attendance) thanking him and the City of Seabrook Council for supporting regional 9-1-1 advocacy by allowing a Seabrook telecommunicator to participate in the NENA conference. The resolution recognizes the City's commitment to

public safety, professional development, and regional collaboration in strengthening emergency communications.

A motion to approve the action items was made by Secretary Anders, seconded by Board Member Denman, and passed unanimously.

- V. **Board Member Comments/Updates** – Board Member Denman expressed his anticipation of attending the upcoming event in Denton, where telecommunicators would be honored, and noted his interest in participating in seminars, including one focused on artificial intelligence and its potential benefits to emergency communications. He also provided a follow-up on recent advocacy efforts in Washington, D.C., acknowledging challenges at the federal level while reaffirming continued commitment to advancing legislative initiatives, including efforts related to the 9-1-1 SAVES Act. Board Member Denman emphasized that these efforts would persist, demonstrating ongoing dedication to supporting telecommunicators and improving emergency response systems.
- VI. **PSAP Comments/Updates** – No PSAP’s wished to present to the Board of Managers.
- VII. **Executive Director Report** – Executive Director Stan Heffernan was absent. Mrs. Justena Kelly presented the Public Education section, reporting that the February outreach newsletter was released highlighting January activities and promoting the upcoming coloring contest, which was shared with partner agencies and the Harris County Public Library through community events and ongoing outreach efforts. She noted that five community outreach events were conducted in February, with expectations for increased activity in the spring months. Mrs. Kelly also provided an update on coordination with Houston OEM (Office of Emergency Management) to deliver 9-1-1 safety messaging for international visitors attending upcoming FIFA events, as well as collaboration with public educators across Texas to develop a centralized landing page for additional safety information. She summarized digital media efforts, including 82 social media posts in February, along with trend data reflecting audience growth, engagement, and impressions across multiple platforms, highlighting increased engagement on Instagram. Website updates were also reported, including refreshed content on key pages and the launch of a verified Spanish-language version to improve accessibility. In response to an inquiry from Board Member Denman, Mrs. Kelly explained that her outreach planning incorporates both seasonal strategy and adaptive content development, and Board Member Denman requested the development of a more formal annual planning framework for future reporting.
- VIII. **Fiscal Division Report**— Fiscal Officer, Mr. Rick Corbitt presented an overview of the organization’s financial status. He explained that the decrease in cash and investments from approximately \$71.6 million in January to \$67.7 million in February was primarily due to a timing delay in the receipt of approximately \$3.2 million in wireless and prepaid wireless revenue. These funds were received on March 3 by the Commission on State Emergency Communications (CSEC). Mr. Corbitt noted that the organization’s overall financial position remains stable and aligned with expectations. He further reported that the wireless and prepaid wireless revenues account for approximately \$36 million of the \$48 million in annual 9-1-1 service fee revenue. These revenues are influenced by population-based allocation factors and total statewide collections, with a projected increase of approximately 1% anticipated later in the year. In contrast, non-wireless revenues, totaling approximately \$12 million are expected to continue declining at an estimated rate of 5% annually. Despite these trends, the

organization's cash position and investment remain strong at approximately \$70 million and is currently tracking slightly ahead of projections, with expenditure expected to increase later in the fiscal year.

Mr. Corbitt also highlighted ongoing efforts to enhance 9-1-1 service fee revenue collection processes, including encouraging ACH payments and the development of an online payment portal. He provided additional context on the organization's unique reimbursement model for the large PSAPs compared to other entities in Texas. He emphasized the importance of long-term financial planning, noting projected budgetary pressures around the future year 2029–2030. These strategies include evaluating potential adjustments to existing 9-1-1 service fee rates. Specifically, Mr. Corbitt discussed the Board's ability to increase non-wireless service fees (from \$0.80 to \$0.90 or \$1.40 to \$1.50) as a potential approach to offset ongoing declines in those revenue streams. He also noted the importance of tracking population-based allocation increases and overall statewide wireless collections, which could provide incremental revenue growth. Overall, these approaches are part of a broader need for long-term financial planning in anticipation of projected budget pressures around 2029–2030. Mr. Corbitt clarified that over 48% of total expenditure is allocated to PSAP reimbursement.

Mr. Corbitt concluded his presentation by noting that 9-1-1 service fee revenues are performing slightly above budget at approximately 100.4%, with all other budget categories remaining consistent with monthly projections. During the discussion, Board Member Ratliff inquired about vehicle-related expenses, including car allowances, mileage reimbursement, and fleet management. Mr. Corbitt confirmed that the organization does not provide car allowances and that employees are reimbursed for business travel using standard government mileage rates. Operations Officer, Sam Mitchell further clarified that the organization owns all technician vehicles outright, does not utilize rental vehicles, and maintains the fleet through a local service provider, with all associated costs included in the approved budget. Mr. Corbitt briefly reviewed key sections of the financial report, including receipts, cash distributions, 9-1-1 service fee revenues, expenditures, and investment performance. He confirmed that the ending cash and investment balance of approximately \$67.7 million is consistent across reporting documents and accurately reflects the organization's overall financial position.

- IX. 9-1-1 Services Division Report**— 9-1-1 Services Division Officer Mr. Roger Hauck presented the Services Division Report for the month of February, noting that wireless calls continued to account for approximately 92% of total call volume, with year-over-year comparisons remaining consistent. He reported a continued downward trend in overall call volume over a multi-year period, which Board Member Denman noted reflects a sustained trend and may indicate the effectiveness of public education and outreach efforts. Mr. Hauck highlighted a notable increase in Text-to-9-1-1 usage, including a 21% increase at the Houston Emergency Center (HEC) compared to February of the prior year, and explained that text interactions average approximately 12 minutes in duration, which can impact overall performance metrics. In response to questions from Board Member Ratliff, Mr. Hauck clarified that reported handling times reflect the duration of the interaction between the caller and call taker, not the time to dispatch units to the field. Chairman Rau inquired about the capability to receive and track video communications, to which Mr. Hauck confirmed that the system can receive and share live video with responders and that tracking metrics will be developed. Secretary Anders further asked about current usage of video, and Mr. Hauck noted that fire and EMS agencies have begun utilizing the feature to assess incidents in real time, allowing responders to make informed decisions prior to arrival. Additional discussion included input from Mrs. Bartee and Mr. David Klozik (Harris County Sheriff's Office), who explained that video is shared via links accessible on devices such as cell phones or in-vehicle systems, while agencies continue developing policies

for implementation. Mr. Hauck also reported slight increases in call and text volumes in the Houston area, attributed in part to major events such as the rodeo and the World Baseball Classic, while Fort Bend County trends remained relatively stable without similar event impacts. He noted minimal staffing changes, with three new hires during the reporting period, and concluded by reporting that overall system performance remained strong, with a district-wide service level agreement (SLA) average of approximately 97.9%.

PSAP Training Manager Mrs. Mindi Bartee presented the Training Division Report for the month of February, reporting that two equipment training classes were conducted—one for municipalities and one for the Houston Emergency Center (HEC)—with a total of 16 attendees, along with two professional growth courses, including a fully attended Wellness Wednesday session with 20 participants. She also noted that 28 students attended the highly requested Denise Amber Lee: A Victim’s Plea course and those 58 individuals completed online training through the training portal. Mrs. Bartee highlighted key topics included in the monthly training bulletin, such as updates to the dial directory, call transfer procedures, security updates, and information regarding the upcoming awards luncheon. Additionally, she reported that she presented at the Juvenile Justice Advisory Council meeting in Fort Bend County, where she provided an overview of the role of 9-1-1 telecommunicators and system capabilities, resulting in strong engagement and potential recruitment interest. Mrs. Bartee also introduced a newly implemented technology enhancement that allows telecommunicators to utilize a single mouse across both agency and 9-1-1 systems and enables copy-and-paste functionality between platforms, significantly improving efficiency and reducing manual data entry during high call volumes.

- X. **Operations Division (Ops) Report** – Operations Division Officer Mr. Samuel Mitchell provided updates for the month of February, reporting that the facilities team completed the replacement of the loading dock pump, which resolved prior water accumulation issues that had required temporary use of a portable sump pump. He also highlighted ongoing improvements at the northern data center, where staff conducted several weeks of maintenance and upgrades, including enhancements to property lighting, power washing of the building and garage, cleaning of concrete surfaces, replacement of security cameras, clearing of underbrush, and minor tank repairs. Mr. Mitchell noted that, due to the limited on-site presence at the facility, continued routine maintenance and upkeep will be necessary to ensure the site remains in optimal condition.
  
- XI. **Information Technology (IT) Division Report**— Information Technology Division Officer Mr. Mike Hayes presented the Information Technology Division Report. He presented an overview of system activity for the month of February, noting that GIS service requests showed a general downward trend, with the exception of an increase in subdivision plats, which corresponded with a rise in GIS edits due to the addition of new subdivisions to the mapping system. He also reviewed out-of-area call data for surrounding regions, including Montgomery, Brazos, and Waller counties, and provided an update that discussions are ongoing with Austin County regarding a potential transition to ESD 100. Mr. Hayes reported that cybersecurity metrics remained stable, with activity trending slightly downward and no significant concerns, including minimal internet access-related incidents. He further noted that managed detection and response metrics were operating within normal ranges, while endpoint detection and response alerts showed an upward trend due to increased sensitivity in the software, which is now more frequently flagging commonly used IT tools as potential threats. Mr. Hayes concluded that overall system performance remains stable, with no major issues to report.

- XII. Action Item: Action Item: Discussion and Possible Action on GHC 9-1-1 Participation in Sponsoring the Harris County Mayor's and Councilmember Association (HCMCA) Monthly Meeting and Dinner.** Board Member Denman initiated the discussion by outlining the significance of the May meeting, noting it is the largest HCMCA gathering of the year, typically drawing between 120 to 140 attendees, including mayors from across Harris County, representatives from the City of Houston, and various elected officials. He explained that the event will be held at Monument Inn and that a co-sponsorship, estimated at approximately \$3,900 to \$4,000, would provide GHC 9-1-1 with a valuable 20-minute presentation opportunity to address this key audience. Mr. Denman shared that he has already begun preliminary discussions with Mrs. Bartee and Mr. Hauck regarding potential presentation ideas aimed at effectively showcasing the role and impact of 9-1-1 telecommunicators, emphasizing the importance of using this platform to increase awareness and appreciation of their work. Toward the conclusion of the discussion, a motion was made by Secretary Anders, seconded by Chairman Rau, to approve GHC 9-1-1's contribution to the Harris County Mayors' and Councilmembers Association (HCMCA) May meeting, including organizing and delivering a presentation at a cost not to exceed \$4,000; the motion passed unanimously.
- XIII. Taken out-of-order: Action Item - Discussion and Possible Action Regarding Moving the April Board of Managers Meeting Date.** The Board discussed and approved rescheduling the April Board of Managers Meeting from Wednesday, April 22, 2026, to Monday, April 20, 2026, due to scheduling conflicts. A motion to approve the change was made by Board Member Denman, seconded by Secretary Anders, and the motion passed unanimously.
- XIV. 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 2:14 P.M.

Executive Session ended at 4:13 P.M.

Following Executive Session, Chairman Rau made an announcement that Executive Director Mr. Stan Heffernan will be retiring, effective at the end of the month. He further advised that transition plans had been made for Mr. Tino Fonseca to serve as Interim Executive Director while the Board conducts a search for a permanent replacement. A motion to approve the interim appointment was made by Board Member Denman, seconded by Secretary Anders, and the motion passed unanimously.

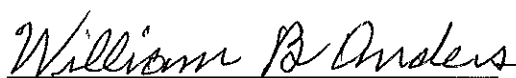
- XV. Action Item: Consideration and Possible Action Regarding the GHC 9-1-1 Employee Leave of Absence Policy.** This item was discussed in Executive Session. Following discussion, Board Member Denman made a motion to adopt the revised Employee Leave of Absence Policy, effective March 25, 2026. The motion was seconded by Board Member Ratliff and passed unanimously.

XVI. **Announcements** – The next Board of Managers Meeting was scheduled for Monday, April 20, 2026 at 1:00 P.M.

There being no further action, the meeting was adjourned at 4:15 P.M.

A handwritten signature in cursive script, appearing to read "Russell S. Rau". The signature is written in black ink and is positioned above a horizontal line.

Russell S. Rau, Chairman

A handwritten signature in cursive script, appearing to read "William B. Anders". The signature is written in black ink and is positioned above a horizontal line.

William B. Anders, Secretary