

## II. Approval of Minutes—Board Meeting on April 20, 2026

# Minutes

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

### **Board of Managers Meeting**

**DATE** April 20, 2026  
**TIME** 1:03 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 28 people in attendance.

- I. **Call to Order**—The U.S. and Texas Pledges of Allegiance were recited.
  
- II. **Taken out-of-order – Public Hearing: Consideration of Request for Approval of the Order Authorizing the Continuation of the Greater Harris County 9-1-1 Emergency Network and the 9-1-1 Emergency Service Fee.**  
Chairman Rau opened the hearing for discussion regarding the continuation of GHC 9-1-1 Emergency Network and the 9-1-1 service fee. No one being present to address the Board, Chairman Rau asked for a motion, Secretary Anders approved The Order Authorizing The Continuation Of The Greater Harris County 9-1-1 Emergency Network And The 9-1-1 Emergency Service Fee and its Resolution. Motion was seconded by Board Member Ratliff. Motion passed unanimously. No citizens appeared before the Board.  
  
Public Hearing was called to order at 1:05PM and closed at 1:06 P.M.
  
- III. **Approval of Minutes**—The minutes from the Board meeting of March 25, 2026, were approved with a motion by Secretary Anders, and seconded by Board Member Denman. The vote passed unanimously.
  
- IV. **Citizens Comments**—No citizens wished to present to the Board of Managers.
  
- V. **Board Member Comments/Updates** – Board Member Denman welcomed Mr. Tino Fonseca as Interim Executive Director and expressed confidence in his leadership as the organization entered a new chapter. Board Member Denman commended the professionalism, dedication, and life-saving work of the staff, stating that GHC 9-1-1 had one of the most competent staffs in the industry. He also congratulated the staff and award recipients recognized at the Texas Public Safety Conference 2026 in Denton, Texas, and acknowledged the training team for their contributions to the organization’s success. Board Member Ratliff also welcomed Mr. Fonseca and shared remarks regarding leadership, encouraging staff to remain true to their values, make decisions they could

stand behind, and continue striving for excellence. She expressed her belief that GHC 9-1-1 was among the best organizations not only in Texas and the United States, but in the world. Secretary Anders thanked Mr. Fonseca for returning to assist the organization and also thanked Mrs. Mindi Bartee and Mrs. Justena Kelly for recognizing staff members at ECOM (East Harris County Emergency Communications Center) and throughout the past week, noting his appreciation for the acknowledgment of employees' efforts. Board Member Thompson echoed the previous comments and described Mr. Fonseca as an agile and collaborative leader who fostered innovation and continuous improvement. She reflected on her nearly 15 years working with the organization and praised the team for consistently delivering excellent service and maintaining a strong family-oriented culture. Chairman Rau concluded the Board Member Comments section by thanking Mr. Fonseca for returning.

**VI. PSAP Comments/Updates** – During the PSAP Comments section of the meeting, Harris County Sheriff's Office (HCSO) Director David Klozik reported that Harris County had completed a countywide pay equity and compensation study that would result in salary adjustments for communications officers, telecommunicators, supervisors, and related staff positions within the call center, effective May 2, 2026, with retroactive back pay to February 7, 2026. Director Klozik advised that the changes would significantly impact the center's budget, resulting in an estimated overall increase of approximately 11 percent, and stated that clarification was still being sought regarding whether funding support would be provided by Harris County, the Sheriff's Office, or both. Chairman Rau stated that he supported the compensation increases and acknowledged that the employees deserved the adjustments, while also expressing concern regarding the financial impact and the need to maintain compensation parity between the organization's two major call centers. Chairman Rau further stated that GHC 9-1-1 had not accounted for the changes during the budget process because the Board had not previously been aware of the study's impact and expressed hope that Harris County and the Commissioners Court had allocated funding assistance for implementation costs. Additional discussion was held regarding the long-term challenges associated with emergency service fee funding and the importance of preparing legislative strategies in advance of the next legislative session, including the potential pursuit of legislation that would allow local voters to approve increases to emergency service fees. Director Klozik stated that emergency service fee concerns had already been included in the Sheriff's Office legislative agenda discussions and noted that departmental leadership and the police union recognized the importance of 9-1-1 funding to law enforcement operations. Board Member Denman expressed support for the salary adjustments, citing the importance of remaining competitive in recruiting and retaining telecommunicators, and requested a copy of the compensation study to better understand the data and methodology used in developing the recommendations. Director Klozik advised that the study had been conducted by Gallagher Benefits Incorporated under the direction of the Harris County Commissioners Court and stated that he would attempt to obtain a copy of the study for Board review.

During additional PSAP Comments, Chairman Rau invited representatives from the Houston Emergency Center (HEC) and the Fort Bend County Sheriff's Office (FBCSO) to provide updates regarding staffing and budget challenges within their respective communications centers. Director Roderick Jackson of HEC stated that the organization remained focused on maintaining current operations while addressing staffing challenges and organizational culture improvements. Director Jackson further advised that the City of Houston had initially requested a 10 percent reduction to HEC's budget; however, following discussions with city administration, the proposed reduction would not be implemented, and the budget would remain at its current level. Secretary Anders commented on the need for service level agreement improvements and additional staffing and funding support, which Director Jackson acknowledged. Meghan Rivas, Public Safety Communications Manager with

FBCSO, reported that Fort Bend County had previously implemented pay raises following a compensation study but noted that several positions had been frozen in order to fund the increases, with some positions also reclassified to support jail staffing requirements. Ms. Rivas advised that the communications center currently had approximately three open dispatch positions remaining and stated that recruitment efforts continued to generate a strong applicant pool. Ms. Rivas also provided an update regarding the county's new communications facility, stating that the anticipated move-in date had been delayed from July to approximately December due to issues involving the uninterruptible power supply (UPS) system and related networking and generator work. Ms. Rivas invited Board members and staff to tour the nearly completed facility, and Chairman Rau expressed interest in coordinating a future group visit. Chairman Rau concluded by thanking the representatives for their continued service and operational efforts.

**VII. Taken out-of-order: Item XII. Recognizing Texas Public Safety Conference 2026 Award Winners.** Mrs. Mindi Bartee provided recognition highlights from the 2026 Texas Public Safety Conference and acknowledged several award recipients for their contributions to public safety communications. The recognized award winners included Elizabeth McEntire of the Harris County Sheriff's Office, who received the APCO Supervisor of the Year Award; Mr. Klozik presented the award on her behalf as she was not present. Additional award recipients included Brian Piatkowski of ESD 11, who received the Texas NENA Public Educator Award, and Leticia Garcia of the Houston Emergency Center, who received the Texas NENA Training Professional of the Year Award.

**VIII. Executive Director Report** – Interim Executive Director Tino Fonseca provided general remarks regarding his return to the organization following his retirement and stated that he had enjoyed the opportunity to reconnect with staff through individual conversations. Mr. Fonseca commented positively on the commitment and dedication demonstrated by both veteran and newer employees and stated that the organization's leadership team deserved recognition for successfully recruiting, selecting, and maintaining strong relationships with staff members. He further noted that the organization continued to maintain a strong family-oriented culture among employees. Mr. Fonseca advised that the organization's average employee tenure was approximately 11 years, which he described as exceptional when compared to national averages for government employment. He stated that the employee retention levels reflected the positive organizational culture and echoed previous comments made regarding the strength of the organization and its workforce. Mr. Fonseca also expressed appreciation to the Board for its leadership and continued support of the organization.

Community Outreach Specialist Justena Kelly presented the Community Outreach, Social Media, and Website Analytics portions of the Executive Director's Report. Mrs. Kelly reported that the organization distributed its public educator outreach newsletter highlighting March outreach events, reminders regarding the ongoing coloring contest, and updates made to the public education section of the organization's website to improve public understanding of requests for materials, booths, and Cell Phone Sally appearances. Mrs. Kelly advised that the organization conducted 18 outreach events during the month of March, exceeding totals from previous years, and highlighted several events including elementary school outreach activities, participation at the Barbara Bush Library promoting the coloring contest, and attendance at the HEB March on Crime event with assistance from Houston Emergency Center telecommunicators. Chairman Rau commended Mrs. Kelly's efforts and discussed the possibility of recognizing future coloring contest winners at a Board meeting or related event. Board Member Denman also complimented the use of trend and benchmarking charts within the report to demonstrate year-

over-year progress and organizational growth. Mrs. Kelly further reported that the organization published 88 social media posts during March related to the coloring contest, emergency alert messaging, 9-1-1 education, and other public information topics, resulting in increased engagement and audience growth across multiple social media platforms. She highlighted a regional public information campaign regarding the statewide emergency alert test conducted on April 2, which generated significant public engagement and impressions. Mrs. Kelly also presented information regarding the organization's "Don't Call Us for That" media engagement campaign developed in partnership with Brand Ranch, which focused on educating the public regarding inappropriate non-emergency 9-1-1 calls and reached more than 185,000 users. Additionally, Mrs. Kelly reported that updates had been made to the Spanish-language portions of the organization's website, particularly the 9-1-1 tips, text-to-9-1-1, and public education pages, to better serve Spanish-speaking residents within the region. Mrs. Kelly concluded her report by reviewing website traffic and analytics trends, noting that the homepage, non-emergency resources page, and career page remained among the most frequently visited sections of the website and that future recruitment campaigns were expected to further increase website traffic and engagement.

Chairman Rau discussed concerns regarding changes to emergency calling capabilities through smart home devices, referencing a notification he had received indicating that certain Alexa/Amazon emergency calling functions through AT&T would no longer be supported. Board members and staff briefly discussed how evolving technology and service provider changes could impact public expectations regarding the ability to contact 9-1-1 through home smart devices. It was noted that these changes could create challenges for future public education efforts related to emergency communications technology. Ms. Justena indicated that the matter would be researched further.

**IX. Fiscal Division Report**— During the Fiscal Division Report, Mr. Rick Corbitt reported that GHC 9-1-1's cash and investment position remained stable at approximately \$68.5 million through the end of March, with overall balances holding steady year to date. He noted that accounts payable included approximately \$60,000 related to prior golf tournament funds, which remained unchanged pending the establishment of a non-profit structure and confirmed there had been no recent activity against that account. Mr. Corbitt reviewed staffing and overtime trends across PSAP partners, noting generally stable staffing levels and minimal overtime at Fort Bend County, with a slight increase in Harris County Sheriff's Office overtime attributed to payroll timing. He reported that service fee revenues continued expected trends, with wireless revenues holding steady while non-wireless revenues continued to decline. Mr. Corbitt advised that the 2025 census update resulted in an increase in GHC 9-1-1's statewide service fee allocation from approximately 19% to nearly 20%, which would generate a modest revenue increase beginning with June distributions. He also discussed non-wireless service fee rates, noting they had remained unchanged since 2018, and presented potential rate adjustment scenarios that could generate approximately \$4 million in additional annual revenue if approved. Chairman Rau and Mr. Corbitt discussed upcoming budget planning timelines, with budget workshops scheduled to begin in early May and board review anticipated in July. Mr. Corbitt concluded by noting that service fee adjustments would require coordination across hundreds of telecommunications providers and would represent a significant but important lever for future funding considerations.

Mr. Corbitt continued the Fiscal Division Report by discussing contractor staffing levels, noting that GHC 9-1-1 currently utilizes six contractors within the IT and Operations divisions, with several expected to transition into full-time positions as managers evaluated performance and organizational fit. Board members discussed the financial and operational benefits of converting contractors into full-time employees, as well as the organization's practice of using contract periods ranging from approximately three to six months to evaluate candidates due to the demanding nature of the work environment. Mr. Fonseca and Mr. Hayes explained that some individuals were not suited for the pressure, culture, or mission of the organization, making the trial period beneficial before extending permanent employment offers. Mr. Corbitt also reviewed the capital fund budget, noting that major projects included the Fort Bend County training center transition and the NXT program. He advised that delays associated with Motorola implementation timelines would likely result in portions of the NXT project budget being carried forward into 2027. Chairman Rau commented that future budget discussions would likely involve evaluating hiring, equipment replacement timelines, and other cost-saving measures until emergency service fee funding issues were addressed. Mr. Corbitt concluded the report by reviewing financial trend graphs and noting that rising interest rates had resulted in improved investment returns for GHC 9-1-1 funds, including a recent Treasury bill reinvestment at a higher yield, which could provide some financial benefit to the organization moving forward.

- X. 9-1-1 Services Division Report**— 9-1-1 Services Division Officer Mr. Roger Hauck presented the Services Division Report for March, noting that wireless call volume continued to account for approximately 92% of overall sessions and that overall call volume increased from February to March due to seasonal events such as the Houston Livestock Show and Rodeo and spring break activities. However, he advised that total call volume remained lower than March of the previous year, continuing a noticeable downward trend observed over the past year. Board Member Denman discussed the importance of tracking and graphing the percentage decline in calls year-over-year to better identify long-term trends and potentially correlate decreases in call volume with public education and outreach efforts. Board members and staff discussed the need to evaluate whether the decline in 9-1-1 calls was related to increased public awareness, shifts toward alternative service numbers such as 311, 211, or 988, or broader statewide and national trends. Mr. Hauck agreed to gather additional comparative data from other agencies and service providers for future analysis. Mr. Hauck further reported that Houston Emergency Center (HEC), Harris County Sheriff's Office (HCSO), and Fort Bend County Sheriff's Office (FBCSO) all continued to demonstrate similar operational trends, with overall service levels remaining strong across the region. He also noted that text-to-9-1-1 sessions had increased and continued to require significantly longer handling times than traditional voice calls, averaging approximately 13 minutes per session. Additionally, Mr. Hauck reported that GHC 9-1-1 staff had recently met with leadership from major call centers and City of Houston officials to demonstrate various applications and technologies provided by GHC 9-1-1 and to discuss operational support efforts related to upcoming FIFA events. He noted that GHC 9-1-1 planned to leverage Mobile Communications Unit (MCU) laptops and provide additional coordination and training support to assist with event preparedness. Mr. Hauck concluded by reporting that all 37 centers maintained an overall service level agreement performance rate of approximately 97.1%.

PSAP Training Manager Mrs. Mindi Bartee presented the Training Division Report for March, reporting that APCO conducted a quality assurance training course attended by 10 students and noting that no equipment training sessions were hosted during the month. Mrs. Bartee also advised that representatives from the major call centers, including Houston Emergency Center (HEC), Harris County Sheriff's Office (HCSO), Fort Bend County

Sheriff's Office (FBCSO), GIS staff, and others participated in a FIFA planning meeting to discuss public messaging, 9-1-1 system capabilities, testing efforts, and operational coordination related to the upcoming event. Mr. Roger Hauck added that additional meetings had been held with City of Houston leadership and emergency management officials to showcase GHC 9-1-1 technologies and discuss operational support efforts for FIFA preparedness. He noted that GHC 9-1-1 would assist by leveraging MCU laptops and providing training support to help ensure readiness for the event. Board Member Denman further recognized one of the organization's award recipients from the recent conference, noting that the individual had received statewide recognition as Trainer of the Year and commending the organization's training efforts and leadership.

- XI. Operations Division (Ops) Report** – Operations Division Officer Mr. Samuel Mitchell presented the Operations Division Report for March, reporting that the Facilities team completed an in-house upgrade of approximately 55 fire alarm strobe devices at the main facility, resulting in significant cost savings by avoiding the use of outside vendors. Mr. Mitchell also reported that staff completed installation of a new solar-powered security pole at the northern data center to enhance perimeter monitoring capabilities in a remote area without existing power or network infrastructure. He noted that the project was completed in-house over approximately three days and included integrated solar panels, battery storage, and security cameras monitored continuously. Chairman Rau requested additional perspective regarding the organization's contractor-to-full-time employee process, and Mr. Mitchell explained that the Operations Division typically utilized a six-month evaluation period due to the technical demands, shift work requirements, and unique work environment associated with the position. He stated that the process allowed supervisors to assess both technical capabilities and overall organizational fit before extending full-time employment offers.
- XII. Information Technology (IT) Division Report**— Information Technology Division Officer Mr. Mike Hayes presented the Information Technology Division Report for March, noting slight increases in GIS address verifications and GIS edits during the reporting period. He also reported that out-of-area call trends remained consistent following the increase associated with Waller County joining the system in September. Mr. Hayes advised that cybersecurity operations remained stable with no significant incidents to report. During discussion, Board Member Denman commented that successful IT operations were often reflected by the absence of problems. Mr. Hayes further emphasized the importance of ongoing cybersecurity awareness training for staff, noting that social engineering and compromised employee credentials continued to represent major cybersecurity risks. He referenced recent ransomware incidents involving major casino operators as examples of how employee compromise could lead to significant operational and financial impacts.
- XIII. 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 Mr. 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.

**XIV. Executive Session –**

- a. Executive Session pursuant to Texas Government Code Section 551.071 to seek the advice of legal counsel regarding pending or contemplated litigation, settlement offers and matters in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct clearly conflicts with the Texas Open Meetings Act.
- b. Executive Session pursuant to Texas Government Code 551.074 to discuss Personnel Matters and Interim Executive Director Duties, for the purpose of considering the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee

The Board of Managers entered Executive Session at 2:39 P.M.

Executive Session ended at 5:42 P.M. No Action Taken.

- XV. Announcements –** The next Board of Managers Meeting was scheduled for Wednesday, May 27, 2026 at 1:00 P.M. And mentioned by Secretary Anders, May 17-23, 2026 is National EMS (Emergency Medical Services) Week.

There being no further action, the meeting was adjourned at 5:43 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary