

II. Approval of Minutes—Board Meeting on August 27, 2025

Minutes

Greater Harris County 9-1-1 Emergency Network

Board of Managers Meeting

DATE August 27, 2025
TIME 1:05 PM
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, Vergil Ratliff, and legal counsel Shannon Fleming were present. Board Members Mark Denman and Shawn Thompson were absent. There were 24 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 July 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. **Taken out-of-order: Transmittal Audited Financial Statement – Year Ending December 31, 2024.** Mr. Corbitt welcomed Robert Belt, Partner with Crowe, who presented the independent audit for 2024. Mr. Belt reported that the organization received an unmodified opinion, the highest level of assurance, confirming that the financial statements were materially correct and complied with generally accepted accounting principles. Because the organization received over \$1 million in federal funds, a required single audit was also conducted in accordance with federal guidelines. Financial results for the year showed total revenues of \$46.4 million and total operating expenses of \$52.1 million. Other financing sources and uses totaled \$38.6 million, which included \$35 million in grants and \$3 million in interest revenue. The organization reported a net change in position of \$32 million, beginning the year with a net position of \$61.8 million and ending with \$94.8 million. Mr. Belt highlighted that this represented a significant increase and emphasized the strong financial standing, noting the net position provided enough reserves to cover operating expenses for an extended period if no new revenues were received. He concluded his report by explaining that upon completion, the audit must be uploaded into the federal audit clearinghouse database. If there had been findings, the organization would have been required to file a corrective action plan; however, GHC received a clean audit with no findings. Chairman Rau asked for clarification on whether the audit was provided to the federal government to show proper accounting of federal funds, and Mr. Belt confirmed that it was. Secretary Anders asked if the organization received an acknowledgement of submission, and both Mr. Belt and Mr. Corbitt confirmed that it did. Board Member Ratliff inquired about the last two grants the organization received. Mr. Corbitt explained that the first was a \$20.3

million ARPA grant awarded in 2021, which was completed in June of this year, and the second was a \$28.4 million Senate Bill broadband grant, passed through CSEC (Commission on State Emergency Communications). Mr. Heffernan added that these grants were closely tied to fee legislation challenges, noting that the ARPA grant was restricted to next generation 9-1-1 systems and services, while the broadband grant allowed for broader use, including ongoing operational costs.

- V. **Board Member Comments/Updates** – No Board Members wished to present any comments or updates.
- VI. **PSAP Comments/Updates** – Director David Klozik with the Harris County Sheriff’s Office (HCSO) informed the Board that the county was undergoing a reorganization, which would eliminate certain hurdles by making him a direct report to the Chief. He noted that the county’s budget deficit would indirectly affect operations at the center. When Chairman Rau asked if the county was in a hiring freeze, Mr. Klozik explained that it would be a “soft freeze,” with details still to be determined regarding which positions would be exempt. Chairman Rau also asked if positions funded by another entity would be subject to the freeze, to which Mr. Klozik responded that the Sheriff’s Office funds 77 communications officer positions, but there were another 110 positions at the center that could be affected. He noted a discrepancy between the pay parity needs of the Sheriff’s Office and the allocation provided by the Budget Office, which could indirectly impact staffing at the center.
- VII. **Executive Director Report** – Executive Director Stan Heffernan presented the July 2025 dashboards to the Board of Managers, highlighting SLA performance across the 9-1-1 Services, Operations, and IT Divisions. He noted that there were no priority 1 tickets, which was positive. He explained that although some SLA metrics showed red indicators or low percentages, staff continued working with the divisions to ensure ticket categorization and priority levels were accurate. Chairman Rau asked about SLA definitions, and Mr. Heffernan clarified that while SLA at the PSAPs measured call-answering speed, GHC’s SLA was more complex, covering the full process from the initial call, email, or alert through triage, division assignment, and resolution at the site.

Community Outreach Specialist Justena Kelly presented Public Information and Education updates. She reported that July included five outreach events, with more planned in the coming months. Due to limited activity in June and July, a monthly outreach newsletter was not issued; instead, a combined summer edition was released in August. In July, GHC 9-1-1 celebrated a Needville ISD student and winner of the Pre-K–1st grade division of the 2025 Coloring Contest, by hosting her, a friend, and their mother for a tour of the Fort Bend County Sheriff’s Office 9-1-1 Call Center, followed by a pizza party. The contestant winner also met Sheriff Eric Fagan, lieutenants, and PSAP leadership, and received a goodie bag and a challenge coin from Needville ISD Police Department. In digital media, GHC published 57 social media posts in July. Data showed a slight increase in audience engagement, website views, and impressions, with Facebook and Nextdoor generating the highest reach. The careers page received the most website traffic. Mrs. Kelly also reported that the agency website was undergoing a complete redesign to better educate the public on 9-1-1. Chairman Rau concluded by noting his appreciation for the Director’s Staff Newsletter, particularly the staff highlights featuring Mr. Hayes and Mrs. Kelly.

- VIII. **Fiscal Division Report**— Fiscal Division Officer Richard Corbitt presented the Financial Report for the period ending June 30, 2025. He explained the negative \$2 million listed under “change in bank statement balance,”

noting it was due to June being a three-payroll month, which occurs twice annually. Mr. Corbitt then introduced Accounting Manager Mrs. Oropeza, who provided an overview of GHC's internal controls around cash and disbursements. She reviewed JP Morgan Chase's security measures and the procedures followed by GHC, including multi-factor authentication for Chase Connect, dual-approval workflows in Chase 360 for invoice approvals and vendor payments, daily account monitoring by both her and Mr. Corbitt, and ACH debit block controls that restrict and limit withdrawals to only five authorized vendors. She also explained check fraud protection with real-time alerts and the requirement of two separate approvers for interbank transfers. The Board agreed that time restraints on notifications were beneficial, and Mr. Heffernan emphasized the importance of reviewing safeguards, even with trusted government entities. The Board thanked Mrs. Oropeza for her presentation.

Mr. Corbitt continued with the remainder of the financial report, noting that PSAP staffing and budget balances were largely on track. He highlighted an over-budget line item for Network & Connectivity Services due to delays in discontinuing a SONET (Synchronous Optical Network) telecommunications program, which continued to cost \$115,000 per month under contractual obligation. Chairman Rau asked Mr. Hayes to confirm the contractual nature of this expense, which he did. Mr. Corbitt also reported that the organization remained approximately \$5.3 million under budget, largely due to delayed projects at the new Fort Bend County facility, which may carry over into the next fiscal year. Mr. Heffernan added that staff would work to complete as many projects as possible within the current budget year, though some delays were unavoidable.

Chairman Rau then asked about procurement practices in the absence of a procurement officer. Mr. Corbitt responded that divisions made a conscious effort to compare multiple vendors for both price and quality. Mr. Heffernan added that many IT purchases were standard off-the-shelf items where resellers competed for the best pricing, while larger services were typically procured under state DIR, HGAC, or other cooperative contracts. Chairman Rau emphasized the importance of both compliance with applicable requirements and ensuring cost efficiency, particularly in preparing for potential financial challenges ahead.

- IX. **9-1-1 Services Division Report**— 9-1-1 Services Division Officer Mr. Roger Hauck provided an overview of PSAP call statistics for July 2025. He reported a slight increase of approximately 14,000 9-1-1 calls from June to July, averaging 330,000 calls per month overall. The trending charts remained steady and consistent. Within the Houston Emergency Center (HEC) data, a similar uptick was observed from June; however, when comparing July 2024 to July 2025, there was an 11% decrease in call volume, equating to a 4.42% overall decrease. Mr. Hauck noted that public education efforts may have contributed to the decline, though last July's call volume was impacted by Hurricane Beryl. Data for the Harris County Sheriff's Office (HCSO) and Fort Bend County Sheriff's Office (FBCSO) showed similar trends with a 4% decrease. He further reported that the overall enterprise SLA for all 37 call centers remained slightly above 98%. Board Member Ratliff inquired about staffing levels at HEC, where Director Mr. Roderick Jackson confirmed there were 35 vacancies but noted ongoing staffing transitions.

PSAP Training Manager Mrs. Mindi Bartee provided a summary of training updates. In July 2025, GHC hosted two 9-1-1 Equipment Courses, one on July 16 for municipalities with 16 students and another on July 29 for the Houston Emergency Center with 8 students. On July 9, GHC conducted the Building Your Peer Support Team course with 30 students, emphasizing the development of peer support networks and addressing mental health needs among telecommunicators. From July 21–24, GHC hosted the Basic TCOLE Instructor Course, certifying 13 new TCOLE instructors. Additionally, 551 students completed online training through the GHC Training Portal.

Mrs. Bartee also reported that on July 30, 2025, GHC hosted its third Wellness Wednesday session with 33 telecommunicators, focused on recognizing and healing from trauma. Earlier in the month, on July 23, GHC partnered with the Fort Bend County Sheriff's Office and Needville ISD Police Department in a school safety demonstration hosted by Needville ISD PD. The live training simulated an active shooter scenario and showcased the use of the MCU laptop, surveillance integration, and Next Generation 9-1-1 technology to enhance communication, situational awareness, and coordination among first responders and school leadership.

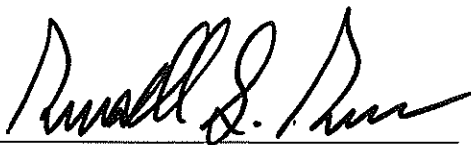
Chairman Rau asked Mrs. Bartee about new 9-1-1 technology, such as integrating school floor plans into the 9-1-1 mapping system. Ms. Bartee confirmed that GIS was working on incorporating complete school floor plans, noting progress but clarifying that the project was not yet fully complete. She explained that legislation required schools to number doors, install lock boxes, and provide floor plans to response agencies, which would significantly support telecommunicators during emergencies. GIS Manager Mrs. Brenda Pope added that GHC was partnering with an external company to obtain school floor plans while also reaching out to schools outside that partnership to ensure full coverage within the service area. She emphasized that the statute passed by the Legislature placed requirements directly on school districts regarding floor plans and numbering. Mr. Hayes noted concerns about data becoming outdated due to school renovations, stressing the need for a long-term solution. Secretary Anders recommended participation in ALERRT (Advanced Law Enforcement Rapid Response Training). Mrs. Bartee responded that there were multiple ALERRT levels, not all of which were accessible to every agency, and clarified that the training was primarily required for law enforcement to prepare for active assailant and building-clearing scenarios.

- X. **Operations Division (Ops) Report** – Operations Division Officer Mr. Samuel Mitchell provided updates on P3 (Public Power Pool) trend charts, explaining that P3 monitored electrical and natural gas rates for counties statewide and that membership in the program reduced utility costs. He reported that GHC renewed a three-year contract with Champion Energy to serve as the primary electrical provider for the Tom Bass Building through 2028. Mr. Mitchell reviewed forecasting charts projecting rates through 2028 and historical pricing data dating back to 2014, noting how current rates compared to past trends. He added that P3 held monthly meetings to review market activity and highlighted a comparison chart showing significant cost savings achieved through participation in P3 versus operating independently.

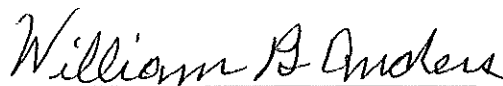
- XI. **Information Technology (IT) Division Report**— Information Technology Division Officer Mr. Michael Hayes provided a summary of GIS activity for July 2025, noting that data trends for both GIS and cybersecurity, including email and internet access protection, remained consistent. He reported a spike in July caused by a false positive from patching software, which was internally generated. Managed detection and response data also reflected standard trends with nothing unusual. Mr. Hayes informed the Board that a rough draft of the cybersecurity audit was in progress and could be ready for inclusion on the agenda for the next Board of Managers Meeting. Chairman Rau raised the question of whether cybersecurity matters should be reviewed in executive session to avoid public discussion of potential vulnerabilities and sought legal guidance from Ms. Shannon Flemming. Mr. Heffernan emphasized that detailed threats, remediation efforts, and related issues would not be discussed in open meetings. Ms. Flemming advised that such matters could appropriately be addressed in executive session with the exception for security personnel and devices, confirming it would be suitable to include on the agenda.

- XII. **Item: Budget Workshop** – Chairman Rau opened the Budget Workshop by noting that, since Board Member Denman was not present, budget approval would be deferred to the next Board Meeting when all voting members could attend. Discussion followed regarding rescheduling the September meeting due to the TCOLE Conference, and the Board resolved to hold the meeting on Monday, September 15, 2025. Mr. Corbitt then reported that the Fort Bend County project impacted the 10-year financial plan, with most of the budget allocated in 2025 but some expenses expected to carry into 2026. This created timing issues that could affect the projected \$70 million line in the plan, with costs reflected in both the capital and operational budgets. He stated the budget was under by approximately \$5.5 million after seven months but cautioned that timing of expenditures could affect beginning cash balances in future years. In response to Board Member Ratliff, Mr. Corbitt confirmed that GHC remained budgeted for 47 staff positions, consistent with the prior year. Mr. Heffernan added that there were currently four to five vacancies, with 43 positions filled, and that a headcount report would be sent to the Board. He also clarified that contractor positions were budgeted under the general maintenance category. Mr. Corbitt agreed to create a sub-line item in the next budget action item to reflect contract position funding more clearly. In response to questions, Mr. Heffernan confirmed contractors received benefits through the staffing agency, not Harris County. Staff also reported that a box truck had been purchased for logistical purposes. Chairman Rau concluded by asking Board Members to email any budget questions directly to Mr. Corbitt.
- XIII. **Taken out-of-order: Item – GHC 9-1-1 Annual Golf Tournament Committee Discussion.** Chairman Rau opened the discussion by expressing his satisfaction that GHC had begun receiving support from the broader corporate community outside of its usual business network. He noted that projections indicated this year's tournament would likely perform better than last year's. He further highlighted that the silent auction would go live prior to the tournament, which he described as an exciting development.
- XIV. **Taken out-of-order: Announcements** – The next Board of Managers Meeting was scheduled for Monday, September 15, 2025, and save the date for the Golf Tournament being held September 18, 2025 at the Golf Club of Houston.

There being no further action, the meeting was adjourned at 3:27 P.M.



Russell S. Rau, Chairman



William B. Anders, Secretary