

## II. Approval of Minutes—Board Meeting on September 16, 2025

# Minutes

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

### **Board of Managers Meeting**

**DATE** September 16, 2025  
**TIME** 10:03 AM  
**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 Members Shawn Thompson was absent. There were 22 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 August 27, 2025, were approved with a motion by Board Member Ratliff, and seconded by Secretary Anders. Board Member Denman abstained from vote due to absent of the August 27, 2025 Board of Managers Meeting. The vote passed unanimously.
- III. **Citizens Comments**— Rebecca Densmore, Director of Harris Fort Bend ESD 100 Communication (WESCOM), presented a request for \$3,000,000 in additional financial support to address staffing needs, maintain service quality, and meet growing operational demands. She explained that current staffing levels are at five per shift, with a goal of increasing to eight per shift, and the requested funding would support this expansion. In response to a board member's inquiry regarding a written proposal, Ms. Densmore confirmed that a formal proposal can be provided upon request.
- IV. **Board Member Comments/Updates** – Board Member Denman at Board Meetings, GHC initiate a process to invite our vendors to present periodically, either at every meeting or every other meeting. He emphasized the importance of meeting the organization's major vendors—particularly the top five to ten with multi-million-dollar contracts, to gain a clearer understanding of their services, ensure transparency in vendor selection, and strengthen accountability. He suggested scheduling one vendor presentation per month, coordinated at the vendors' convenience. Chairman Rau added that staff and counsel were also asked to review the organization's procurement process to ensure compliance with applicable guidelines and statutes.
- 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 August 2025 dashboards to the Board of Managers, highlighting SLA performance across the 9-1-1 Services, Operations, and IT Divisions. He noted that performance metrics have improved, with divisions becoming more accustomed to the reporting process, and emphasized that overall performance is trending positively for the organization.

Community Outreach Specialist Justena Kelly provided updates on public information and education efforts, reporting that in August the organization participated in 13 community outreach events, including back-to-school activities, two more than the previous year, and distributed a summer newsletter highlighting recent engagement and upcoming events such as National Night Out and Fire Prevention Month. She noted a visit by a coloring contest winner from Holy Ghost Catholic Church, which was engaging and well-received, and that the mascot Cell Phone Sally participated in two events, including Buddy's 15th birthday celebration at H-E-B in Katy, enhancing community awareness. Board Members Denman and Ratliff commended outreach efforts, emphasizing expansion of school visits, proactive 9-1-1 education, participation in the Houston Rodeo, and developing a long-term plan through 2030 with measurable goals, audience targeting, cost estimates, and data-supported justification for public funds. Mrs. Kelly also reported on digital media, noting 76 social media posts in August, with Nextdoor reaching 2.1 million users and Facebook impressions doubling to 14,911 followers due to improved posting strategies, and website analytics showed a spike in August sessions caused by automated, non-human traffic, which posed no security risk and is being monitored by IT staff and the website vendor.

- VII. **Fiscal Division Report**— Fiscal Division Officer Richard Corbitt presented the Financial Report for the period ending June 30, 2025, noting that the organization maintains a strong financial position with stable cash and investment balances. PSAP staffing levels remained consistent, with a temporary increase in overtime likely due to short staffing. Planning for next year's major soccer event is underway, with staff coordination, pre-planning meetings, and public education outreach being developed to ensure operational readiness. Interest income may face downward pressure from Federal Reserve rate changes, while salaries remain under budget by approximately \$441,000 and contract labor is slightly above budget due to temporary coverage needs, particularly in the NOC. Board Member Denman requested a five-year trend analysis of contract labor. Major answering lines are nearly \$1.9 million under budget, with overall expenditures through eight months at \$9.2 million, supported by grant funding and operating savings. Mr. Corbitt outlined plans to review procurement policies, proposing a summary report and auditor evaluation for comparison with best practices. He also updated the Board on ongoing grant strategy development, including FEMA monitoring and exploring ChatGPT for grant research using a business account, emphasizing efforts to secure additional funding.

- VIII. **9-1-1 Services Division Report**— 9-1-1 Services Division Officer Mr. Hauck reported that overall call volumes and statistics remained consistent between July and August, with a slight 2% decrease compared to August 2024. While staffing per shift showed a minor decline, overall staffing remained steady at approximately 148–150 employees, with factors such as leave, training, overtime fatigue, and supervisory restructuring contributing. Mr. Hauck and Mrs. Bartee are developing a staffing model based on call volume, and ongoing hiring efforts have been positive, though city hiring delays may impact onboarding. Fort Bend County recently shifted from three 8-hour to two 12-hour shifts, providing staff a four-day workweek and alternating Saturdays off, while enterprise-wide performance across 37 call centers averaged 97.4%. Secretary Anders inquired about the upcoming ESD 100 and 200 dispatch transition effective October 1. Mrs. Brenda Pope explained that ESD

100 will assume fire and EMS dispatch for ESD 200 in Waller County, including northern Harris County and parts of the Gulf Coast 9-1-1 service area. GHC 9-1-1 has coordinated with all partners, and an MOU is being developed for both Waller County and Harris County to ensure a smooth transition, following standard legal procedures.

PSAP Training Manager Mrs. Mindi Bartee provided a summary of recent training activities. She reported that on August 6, GHC 9-1-1 hosted a supervisory course titled Sharing the Road and Empowering Direct Reports, attended by 20 participants. Additionally, the agency hosted the International Academies of Emergency Dispatch training for both the Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocols, in response to requests for more classes focused on these areas. Fifteen students attended the in-person sessions, and 27 completed the online course. Mrs. Bartee noted that the August Training and Technical Bulletin was distributed, highlighting school mapping information, the Texas Peer Support Network, hurricane preparedness reminders, and the awards luncheon winners. Chairman Rau commended the high level of participation in the training programs.

- IX. **Operations Division (Ops) Report** – Operations Division Officer Mr. Samuel Mitchell provided facility updates, reporting that major roof repairs were completed at the Tom Bass building in the previous month. The affected section, approximately 75 feet by 10 feet, was replaced due to moisture barrier concerns. The existing membrane was fully removed and replaced, and the project was completed within about a day and a half. Mr. Mitchell shared before, during, and after photos of the repairs as part of his report.
- X. **Information Technology (IT) Division Report**— For the Information Technology Division report, it was noted that Mr. Mike Hayes was absent. Mr. Heffernan reported that he had met with Mr. Hayes and the two IT managers and indicated there was nothing significant to highlight unless there were specific questions. Chairman Rau inquired about a pending cybersecurity update and discussed the option to present it in an executive session at the next Board Meeting. Legal Counsel Ms. Fleming advised that, per Texas Government Code §551.076, the board could deliberate on security reports, devices, and audits in executive session, recommending that the cybersecurity update be added to the agenda for the next meeting.
- XI. **Item: Budget Workshop** – During the Budget Workshop discussion, Chairman Rau reviewed staff adjustments and salary increases. Mr. Corbitt confirmed that staffing levels would remain at 47, and historical salary increases ranged between 3–4%, with some variation due to position changes. Comparisons with other regional PSAPs indicated similar ranges, and prior challenges with City of Houston job classifications were mentioned. Board Member Denman recommended a 3.5% salary increase to align with corporate norms. It was clarified that the increase applied only to salaries, while benefits such as health insurance and workers’ compensation were separate and not included in the percentage. Discussion emphasized educating employees about the full compensation package. Following deliberation, Board Member Denman moved to approve the operational and capital budget, including the 3.5% salary increase, which was seconded by Secretary Anders. The motion passed unanimously.
- XII. **Item: GHC 9-1-1 Annual Golf Tournament Committee Discussion** – Chairman Rau thanked staff for their significant effort in organizing the annual golf tournament, noting its financial success and benefits from prizes and fundraising. He acknowledged the extra workload, expressed appreciation, and then turned the discussion over to the Golf Committee Chairman. Board Member Denman reported that this year’s golf tournament is

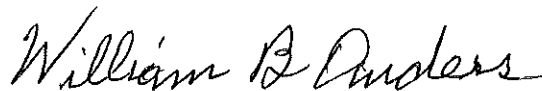
expected to net 35–40% more than last year, approximately \$58,000, with an additional \$4,000 anticipated from a new online auction. He noted that ongoing reclassification efforts, which recently received unanimous Senate approval and now await House review, could provide counseling benefits directly, potentially eliminating the need for future golf fundraising for that purpose. Board Member Denman also praised Senator Ted Cruz (United States Senator for Texas) and Mr. Roderick Jackson (Houston Emergency Network Director) for their efforts in advancing the legislation and highlighted that while implementation will take time, the outcome represents significant progress. Board Member Denman inquired about the final team count, and Mrs. Kelly confirmed that 35 teams were registered. Chairman Rau discussed establishing a 501(c)(3) nonprofit for the golf tournament to separate and manage funds more effectively. He emphasized maintaining careful tracking of current funds until the nonprofit is established, noting that it would provide flexibility in handling proceeds and insulate the governmental entity from potential nonprofit liabilities. He explained that the process is straightforward, requiring a board of directors and federal filing, and although it was not completed prior to this year's tournament, it could be implemented quickly moving forward.

- XIII. **Announcements** – The next Board of Managers Meeting was scheduled for Wednesday October 22, 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 11:41 A.M.



Russell S. Rau, Chairman



William B. Anders, Secretary