

MINUTES FOR BOARD OF MANAGERS OF THE BRAZOS COUNTY
EMERGENCY COMMUNICATIONS DISTRICT (9-1-1)
THURSDAY, NOVEMBER 13, 2025, AT 11:30 A.M.
BRAZOS COMMUNITY EMERGENCY OPERATIONS CENTER
110 N MAIN ST, SUITE 100, BRYAN, TEXAS

Call to order.

Meeting was called to order at 11:38 AM with the following members present:

Lloyd Wassermann
Fred Brown
Blake Busse
Richard Mann
Dean Swartzlander

Others in attendance:

Lt. Ed Ramirez, Brazos County Sheriff's Office
Asst. Chief James Arnold, College Station Police Department
Chuck Fleeger, Amber Alert Network Brazos Valley
Dee Murph, Amber Alert Network Brazos Valley
Isaac Nesmith, Frontier Communications
Patrick Corley, 9-1-1 District
Laura Blackburn, 9-1-1 District
Kris Fox, 9-1-1 District
David Dibello, 9-1-1 District
Halley Challis, 9-1-1 District

1. Approval of the minutes of the meeting held September 18, 2025.

Minutes were approved unanimously following a motion and a second by Mr. Busse and Commissioner Brown, respectively.

2. Discussion / Action on District Investment Report.

Mr. Corley presented the investment report and noted a \$150,000 transfer [correction: the transfer was \$125,000] from the money market account to the operating account to ensure it had sufficient funds to cover the District's needs over the next few months. Commissioner Brown asked if funds in the money market account earned interest and Mr. Corley explained that they earned just under 1% and the District does not keep a substantial amount of money in that account for that reason. However, that account does provide a certain level of diversity and

liquidity that some other accounts do not. A motion for approval was made by Commissioner Brown and was seconded by Chief Mann. The motion passed unanimously.

3. Discussion / Action on Director's Report of Expenditures for FY 2025 and FY 2026.

Mr. Corley presented the financial reports for 2025 and 2026. For FY 2025, overall revenue was at 100.3% of the anticipated amount and expenditures ended the year at 100.5%. Training ended the year at 123%, but that represents only a small portion of the overall budget. Financial data for FY 2026 is very limited at this point with no emergency service fees collected to date. Overall expenditures are in line with expectations for this point of the year. Mr. Corley noted that the Education, Training, & Other category was high for this point in the year due to an upfront payment for Property & Liability insurance, noting that Mrs. Blackburn discovered that an upfront payment would come with a 2% discount on rates. Commissioner Brown questioned why the Property & Liability insurance was lumped into the Training and Education line item and requested a more detailed breakdown of expenses on future reports. Mr. Corley agreed to add more detail in future reports. A motion for approval was made by Chief Swartzlander with a second made by Mr. Busse. The motion passed unanimously.

4. Discussion / Action on Quarterly Dispatch financial reports for FY 2025.

Mr. Corley presented the Quarterly Dispatch financial reports to the Board noting that the reports, unlike the monthly financial reports in agenda item number 3, outline only the expenses for the District's Dispatch operation. Overall Dispatch expenses ended the year at 99.8% of the overall budget. Mr. Corley noted that the wages category ended the year at 97.5% noting that the wages category, in conjunction with benefits, are the primary driver in determining whether the bottom line will meet expectations. Mr. Corley noted that Maintenance & Contractual Services category and the Education & Training category were both quite high when viewed as a percentage. Mr. Corley noted that, when combined, those categories represent only about 2.8% of the overall Dispatch budget and it does not take much, in terms of dollars spent, to inflate the overall percentages in those categories. Mr. Corley went on to explain that the Education and Training Category was high due to sending some dispatchers to a national conference in California. Maintenance & Contractual Services was high due to prepaying an FY 2026 expense to ensure dispatch funds collected from the City of Bryan and Brazos County were spent in support of the dispatch operation. Mr. Corley also presented a chart that outlined dispatch expenditures over the last five years noting that long-term dispatch expenses are right in line with expectations. Commissioner Brown made a motion to approve the financial reports. The motion was seconded by Chief Swartzlander and subsequently passed unanimously.

5. Discussion / Action on proposed Board of Managers meeting dates for calendar year 2026.

Mr. Corley presented the proposed dates for Board meetings in 2026 noting that most of the meetings follow the traditional 3rd Thursday of odd months rotation. The only exception to that pattern is the March meeting, which is scheduled for one week later than normal due to spring break and Mrs. Blackburn's scheduled time off. Mr. Corley noted that these dates are not set in stone and Mrs. Blackburn will be sending calendar invites in the near future. A motion for

approval was made by Mr. Busse and seconded by Chief Mann. The motion passed unanimously.

6. Director's report and Board concerns, including a discussion of current staffing levels, update on the implementation of automated non-emergency call triage, elevator status, Kent Street facility, new CAD system, and Board of Managers appointments.

Mr. Corley presented the Board with a staffing report which, in terms of bottom line numbers, was unchanged from the previous report. He went on to explain that one of the District's full-time dispatchers left after accepting a position with the City of Bryan while a former employee returned to the District in a full-time capacity. The six dispatch trainees are approaching the end of their training and are expected to be assigned to shifts as fully trained dispatchers on 12/20. That will leave the District with just two open positions to fill. Mr. Corley expressed his appreciation to members of the administrative staff for filling time in the dispatch center recently caused by a variety of reasons. Commissioner Brown noted the high stress level of the job while Chief Mann asked for some clarification of the District's hiring process and timeline. Mr. Corley explained that the District has two hiring cycles each year and walked through the specific steps that must take place throughout that period. Chief Mann provided some details on some characteristic and personality testing used by the College Station Fire Department and suggested that tool might be of benefit to the 9-1-1 District as they work to hire competent employees. Commissioner Brown asked about the step increase process used for Dispatch employees to advance in terms of pay. Mr. Corley provided an explanation of the District's pay scale for Dispatchers, noting that each step was acquired by a combination of experience, training, and performance. Mr. Corley also mentioned that the District's training staff always worked to ensure that dispatchers are prepared for elevation to the next step in terms of required training.

Mr. Corley then provided the Board with an overview of the implementation of Automated Non-Emergency Triage (ANET) and how using Artificial Intelligence might be of benefit to the District's dispatch operation. Mr. Corley presented some statistics that illustrate the high volume of non-emergency calls noting that the District's Communication Manager, along with one of the more experienced dispatchers, have worked to program the back end of the system to ensure it performs in a way that meets the needs of the District. The ultimate goal is to integrate the ANET system into CAD in a way that will allow certain calls to be fully processed and entered into CAD without dispatcher intervention. In the meantime, the system can be utilized as a force multiplier that will allow a single call-taker to handle a much higher volume of calls than they would otherwise answer without the assistance of AI. Mr. Corley also noted some of the other features of the system including call transcription and language translation. Mr. Corley is hoping the system will help dispatchers prioritize calls with a focus on processing emergency calls.

Mr. Corley presented the Board with a proposed press release related to the District's implementation of ANET to inform the public of the system and what they can expect when interacting with the ANET system. Mr. Corley also noted that the District will be very cautious in the roll out of the system. Commissioner Brown recommended adding some additional call

volume information into the release to drive home the importance and reasoning behind the ANET implementation. Mr. Corley noted that the company providing the ANET system is provided by Prepared, which was recently acquired by Axon. It is unclear what impact, if any, might come from that acquisition.

Mr. Corley updated the Board on the status of the elevator replacement noting a new delayed timeline. Parts are now expected no later than mid-February followed by a 6–7-week installation period.

Mr. Corley then provided a brief update on Kent Street facility noting that the County has completed some interior demo work recently. The District's administrative staff is scheduled to tour the facility later today and will be meeting with County staff in the near future to discuss the design process.

A new CAD system, being purchased by the City of Bryan was also discussed. The District will be heavily involved in the implementation of this new system, which will also be utilized by Brazos County. Meetings regarding inter-local agreements are on the calendar with the goal of getting the Bryan City Council to approve the final purchase in January. A project of this scope will likely take more than 12 months to implement.

Board appointments were then discussed noting that Mr. Busse, Mr. Wassermann, and Commissioner Brown were all reappointed to serve another two-year term on the District's Board of Managers. Chief Mann then noted that the City of College Station's population would soon exceed 140,000, noting that the make-up of the District's Board would change based on existing statute. Mr. Corley expressed his thoughts that the population thresholds that dictate the composition of the Board are based on the 10-year census data but would get some clarification on that issue to be prepared for any such changes.

8. Hear public comments.

No comments were heard.

9. Adjournment

The meeting was adjourned at 12:15 PM.

ATTEST:

Laura Blackburn
Recording Secretary