



Houston Emergency Center

2021 Greater Harris County 9-1-1 Budget Request



HEC Mission

The mission of the Houston Emergency Center is to receive calls from citizens regarding emergencies occurring in Houston and to dispatch the appropriate Police/Fire/EMS assets to those emergencies in an expeditious and efficient manner.



GHC-911 Service Area



GHC 9-1-1 is the largest 9-1-1 system in Texas providing the 9-1-1 telecommunications and technology infrastructure for 5.6 million residents throughout 49 cities (including Houston) and the unincorporated areas of Harris and Fort Bend Counties.

Total FY2021 budget request is \$54 Million



2021 HEC Budget for 9-1-1 Operations

Description	2021
Salaries (178.5 Positions)	\$16,520,000
Other Expenses	\$665,000
Total	\$17,185,000

1/3 of GHC 9-1-1 budget flows to the City of Houston to operate its 9-1-1 call center. This does NOT include equipment purchases (e.g., I.T., workstations, etc.).



Hurricane Harvey

- Houston normally receives 6,000, 9-1-1 calls per day
- During Hurricane Harvey, Houston received 60,000 9-1-1 calls in one day
 - Of those 60,000 phone calls, HEC answered 40,000 of them
 - Houston recognized a need to increase HEC's ability to answer more 9-1-1 calls during a disaster



Hurricane Harvey Improvements

- Greater Harris County 9-1-1 committed to:
 - Increase the number of 9-1-1 call taking workstations at HEC from 50 to 62
 - Provide 20 ruggedized laptops capable of answering 9-1-1 calls
 - Upgrade the 9-1-1 phone system from analog to Voice or Internet Protocol (VOIP) to provide more flexibility in 9-1-1 call routing (total cost \$800,000+)

HEC's 9-1-1 call taking capacity was almost doubled





Questions