



# Houston Emergency Center

## 2022 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

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GHC 9-1-1 is the largest 9-1-1 system in Texas providing the 9-1-1 telecommunications and technology infrastructure for 5.8 million residents throughout 49 cities (including Houston) and the unincorporated areas of Harris and Fort Bend Counties.

**Total FY2021 budget request is \$53.2 Million**



## 2022 Portion of HEC Budget for 9-1-1 Operations Reimbursed by GHC

Description	2022
Salaries (178.5 Positions)	\$17,135,000
Other Expenses	\$665,000
<b>Total</b>	<b>*\$17,800,000</b>

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.).

*\*HEC FY2022 Total Budget is \$29,900,840*



## Recent Improvements

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- Greater Harris County 9-1-1 has completed:
  - Replaced and increased the number of 9-1-1 call taking workstations at HEC from 50 to 62
  - Provides ruggedized laptops as needed capable of answering 9-1-1 calls
  - Upgraded 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 has almost doubled





Questions