



911

# An Overview

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# WHO Makes 911 work...

## What ENTITIES & PEOPLE?



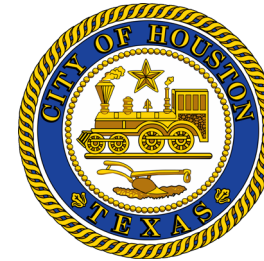
### Greater Harris County 911

- GHC911 is NOT Harris County
- Supports **call-takers** (ONLY) for 49 cities across Harris and Fort Bend Counties
- Provides and manages all **incoming call center technology** across the entire region:
  - telephone calls
  - text messages

### City of Houston

- Supported by COH HEC, HITS, HPD, HFD/EMS
- Employs and manages BOTH **call-takers** and police/fire/EMS **dispatchers** for City of Houston ONLY
- Provides and manages **Computer Aided Dispatch (CAD)** data system to document 911 dispatch tickets in the COH 911 call center

# How is 911 Funded?



- Funded by 911 fee assessed on homeowner and local business telephone bills (wireline and wireless)
- GHC 911 uses that funding to pay for the **telephone systems**, the **phone lines** and the **people** that answer the 911 calls.
- GHC 911 COH for 70% of COH 911 call-taker salaries (annually)
- Reimburses COH for some types of periodic equipment refresh costs
- Funded through the COH operating and capital budgets; no 911 or public safety technology fee
- HEC funds and manages 911 call takers, including 30% of salaries + 70% by GHC 911
- Pays for 100% of HPD/HFD dispatcher salaries
- Pays for 100% of all system costs for CAD and downstream dispatching and public safety technology systems

# How does 911 work ...in very high-level terms?

Incoming  
citizen calls  
for service

Phone call  
→

Text  
→

Photo  
Video  
→

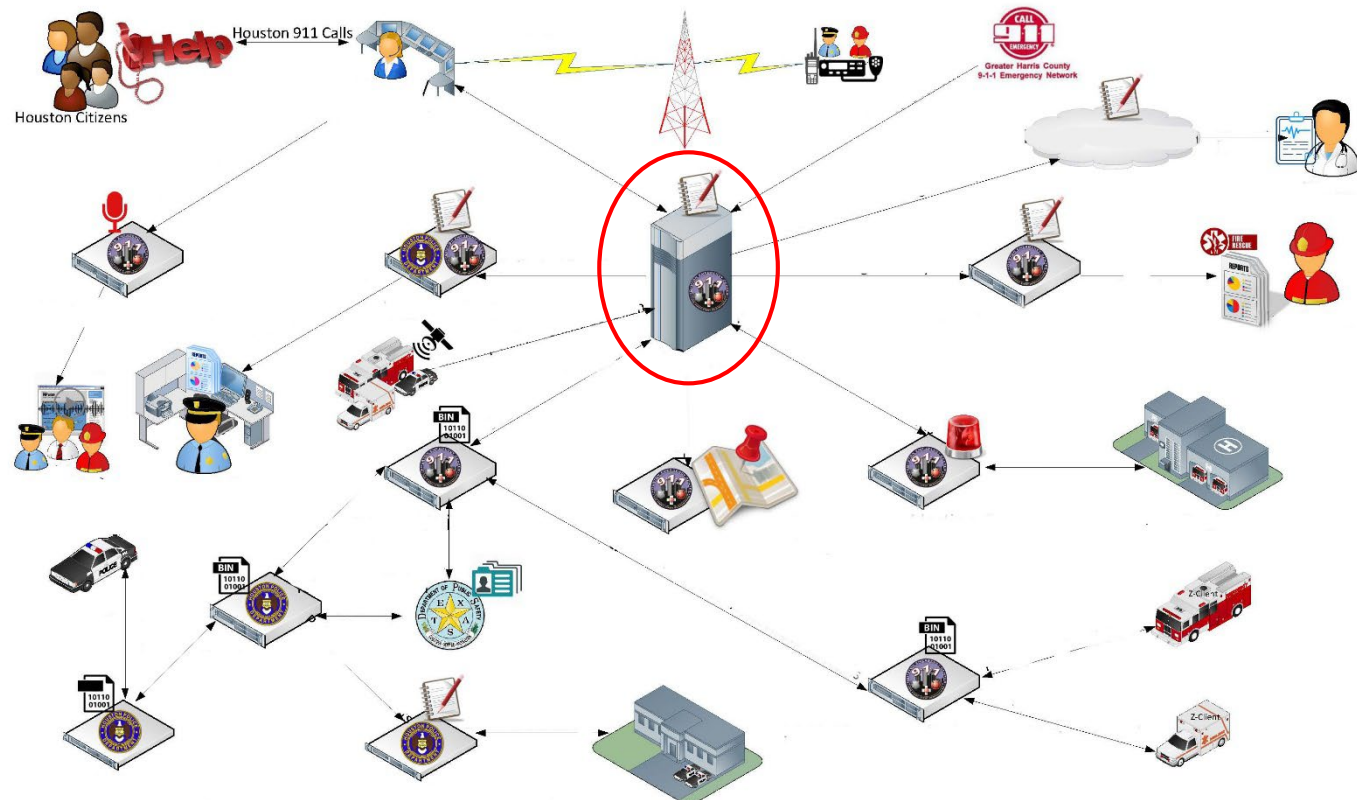
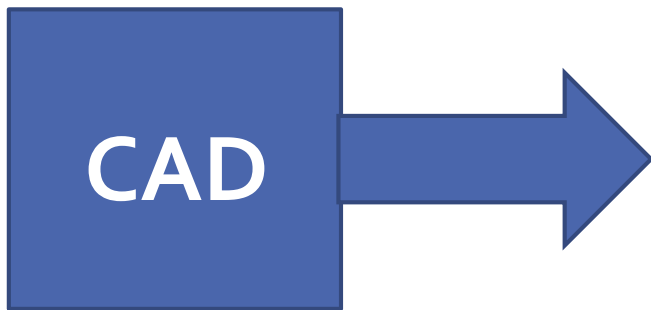




**IS IT AS SIMPLE  
AS THAT DIAGRAM?**

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# CAD communicates with a LOT of systems!



Is a complex, highly redundant LEGACY system that lacks many of the features we now need

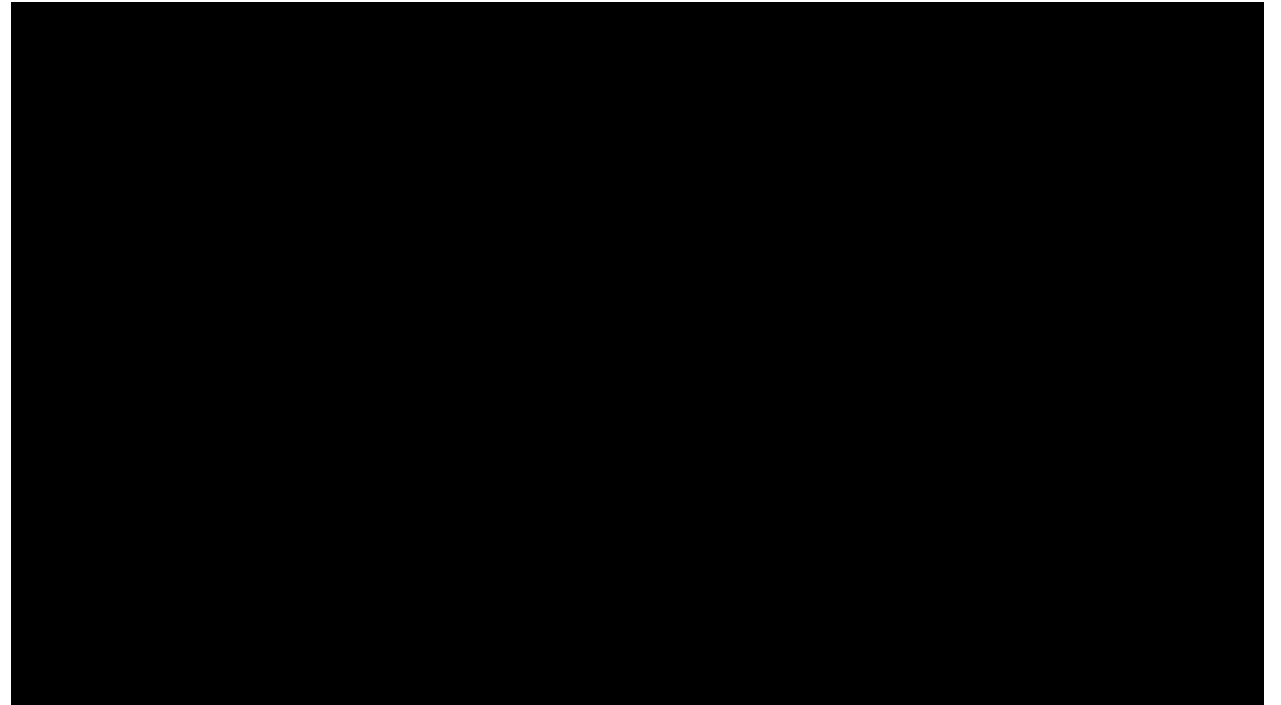


Many of these systems need to be upgraded and/or replaced

# What is Next Generation 911?

NG911 is...

- A new national standard for processing emergency calls
- GHC 911 has already upgraded their phone system
- The GHC 911 system allows voice, text messages photos, and videos to flow seamlessly from the public to the 911 network





# What's Next?

- The CAD and dispatch systems need to be upgraded to utilize the Next Gen features
- Houston City Council authorized \$1M for Phase 1 CAD Assessment. Consultant selection is in progress and expected to be completed
- CAD assessment phase will document:
  - Requirements for Next Gen system RFP
  - Opportunities for interim improvements to existing system
  - Funding to begin the RFP process (current est ~\$17M)



Questions?