

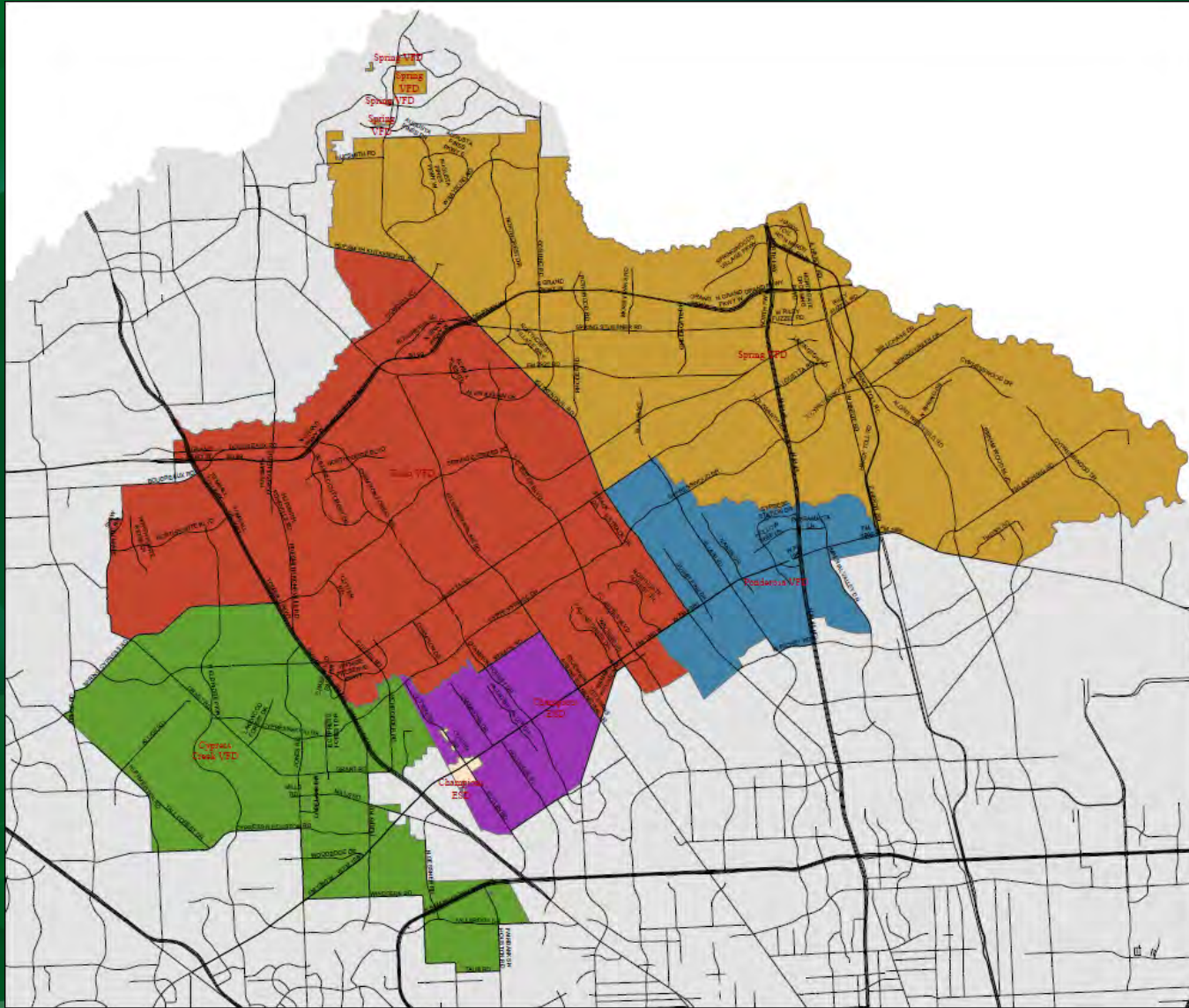


2021 SAFE-D Conference

ESD Collaboration: A New Way to Look at 911

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Commissioner
Harris County ESD No. 16

Service Area – 155 square miles



History of Dispatch Services

- 1984 – FM1960 Area Communications Center formed
 - Created with funding from seven (7) local public safety agencies: Champions VFD, Cy-Creek VFD, Cy-Creek EMS (CCEMS), Klein VFD, Little York VFD, Ponderosa VFD and Spring VFD
- 1999 – FM1960 Area Communications Center sold
 - Due to limited funding available to VFD's, the center was purchased and solely operated by CCEMS
- 2020 – HCESD No. 11 notifies CCEMS contract terminated
 - Concerns about CCEMS financial situation given loss of EMS contract
- 2021 – New entity is formed (Texas Emergency Comm Center)
 - Five (5) of the original VFD's (now ESD's) fund creation of new communications center

*If We Only
Knew Then,
What We Know
Now*

*We've Come
Full Circle*

Key Reasons for Change

- Turmoil between HCESD No. 11 and CCEMS
- Agencies have limited “say” in operation of dispatch center (only users, not owners)
- Eliminate single Agency ownership; Avoid current situation repeating again in the future
- CCEMS declined to sell current communications center to jointly owned non-profit

Benefits of Joint Ownership

- Less expensive than if each Agency setup their own dispatch center
- Ability to be 911 Secondary PSAP (**)
- No one Agency can impact dispatch services of the other Agencies
- As more Agencies are added, costs are reduced for existing owners

Challenges to Separate Entity

- Consensus on cost sharing formula
 - 75% – based on size of District (sq mile)
 - 25% – based on trailing call volume by Agency
- Creation of new Entity
 - Separate Board of Directors, Budget, Funding
- Perceived “Loss of Control”
- Method of adding future customers vs. owners

Today and the Future

- TECC center became operational on Sept 2nd
 - Utilized Klein FD building; future permanent home
- Dispatchers hired from CCEMS Comm Center
 - Seamless transition; experienced dispatchers
- Starting over allowed us to incorporate what we've learned over the past 30+ years
- New center designed to support future growth

New TECC Dispatch Center



Questions?



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