



Leon Valley Dispatch

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Crystal Caldera, PhD

When did we stop having our own 911 Dispatch Services?

- 2014-2015: Helotes took over Leon Valley Dispatch Services through the duration of the PD renovations
- 2015: Discussions with New City Manager about possible equipment replacement in the new Building - \$100-150,000 cost
- November 2015: the Council requested the City Manager Negotiate an agreement with Helotes anticipated saving \$254,000
- December 2015 :Contract signed with Helotes total cost for five years - \$705,359
- Summer 2017: The City's annual budget could not support the Helotes contract and the City moved

Why can we not have our own 911 Dispatch center?

- Cost
 - Project Salaries for FY 2016 - \$367,389
 - 6 dispatchers to support 8760 hours year
 - You need a minimum of two dispatchers per shift.
 - Each dispatcher puts in 2080 hours a year with 6 dispatchers that's 12,480 hours but with two per shift you were only covering 6,240 hours, so that means you were utilizing noncertified staff to answer phones for 2,520 hours which is a severe violation
 - Min salary today: \$56,000 for 10 dispatchers - \$560,000 plus benefits \$112,000= \$672,000/yr.
 - Required to have a TAC Communication Supervisor - Salary is about \$87,000 plus benefits \$17,400 benefit = \$104,400/yr. (FBI Criminal Justice Information Services (CJIS) Security Policy)
 - Total ongoing cost -\$776,400
 - Building cost- \$2 - 3 Million dollars
 - Should be in the center building, away from exterior windows and doors
 - Redundancy and Backup system
 - Disaster Preparedness
 - Unfunded mandates
 - Federal, State, and Local Regulations
 - Applicable Law--Includes, but is not limited to, federal law and FCC regulations; Texas Health and Safety Code Chapter 771; Commission rules, Texas Administrative Code (TAC), Title 1, Part 12; Public Utility Commission of Texas rules, TAC Title 16, Part 2, Chapters 22 and 26; the Uniform Grant Management Standards, TAC Title 1, Part 1, Chapter 5, Subchapter A, Division 4. Also referred to as "applicable laws and rules."
 - TLETS - Texas Law Enforcement Telecommunications System and TCIC Texas Crime Information Center requirements

Why can we not have our own 911 Dispatch center?

- Cost

- Equipment Cost -

- Dispatch Counsel - \$18,000 - \$21,000

- Technology, servers, software - \$1 million dollars (rough Estimate)

- City of Helotes Example

- In 2022 the City of Helotes requested help from the county

- \$1 Million over two years to assist with personnel cost

- \$200,000 immediately to upgrade its equipment to stay in compliance

- <https://youtu.be/5HZtseYdKCU?si=PU09Ahd9Hw7BJ5QI>

Why does it take so long for someone to be dispatched?

- When a call comes into dispatch, it is labeled as
 - Priority
 - Non-emergency Priority
 - Report Only
- Depending on the code and available personnel will determine how fast you will receive services.
 - <https://youtu.be/96DdiDOUSL0?si=VX1UJtVU6kuNGlwK>