



# Budget

Fiscal Year 2024-2025

Lubbock Emergency Communication District

*"...to provide the best possible, trouble free 9-1-1 network for the citizens we serve..."*

## LUBBOCK EMERGENCY COMMUNICATION DISTRICT

### BUDGET FY 2024-2025

ITEM	TOTAL BUDGET 2023-2024	TOTAL BUDGET 2024-2025
<b>PERSONNEL EXPENSE</b>		
Compensation - Full Time	\$815,747	\$773,685
Compensation - Part Time	\$3,200	\$3,200
Retirement Expense	\$145,000	\$145,000
Insurance Benefit	\$158,000	\$185,000
Workers' Compensation	\$4,400	\$4,500
Unemployment	\$4,000	\$4,000
FICA Tax	\$76,500	\$75,000
Payroll Service	\$4,500	\$4,500
Employment Expense	\$3,000	\$3,000
Accrued Benefit	\$125,000	\$138,000
<b>TOTAL PERSONNEL EXPENSE</b>	<b>\$1,339,347</b>	<b>\$1,335,885</b>
<b>OFFICE SUPPLIES EXPENSE</b>		
Office/Operating Supplies	\$2,200	\$2,900
Other Supplies	\$8,100	\$9,600
Educational Supplies	\$400	\$400
Postage	\$400	\$550
Mapping Supplies	\$650	\$675
Printing	\$500	\$500
<b>TOTAL OFFICE SUPPLIES EXPENSE</b>	<b>\$12,250</b>	<b>\$14,625</b>
<b>OFFICE EQUIPMENT MAINTENANCE</b>	\$0	
Office/Communication Equipment Maintenance	\$950	\$1,000
Computer Equipment Maintenance	\$4,000	\$13,000
Tools & Equipment	\$550	\$600
Rent/Lease Machinery	\$3,500	\$3,500
<b>TOTAL OFFICE EQUIPMENT MAINTENANCE</b>	<b>\$9,000</b>	<b>\$18,100</b>
<b>BUILDING SERVICES/MAINTENANCE</b>		
Contract Services	\$26,550	\$27,050
Maintenance/Repair	\$40,240	\$59,050
Utilities	\$51,500	\$52,000
Building Supplies/Tools	\$5,150	\$5,300
Building Insurance	\$24,000	\$28,000
Building Contingency	\$50,000	\$50,000
Building Replacement/Repair Fund	\$125,000	\$125,000
<b>TOTAL BUILDING SERVICES/MAINTENANCE</b>	<b>\$322,440</b>	<b>\$346,400</b>
<b>OTHER SERVICES EXPENSE</b>		
Texas 9-1-1 Alliance	\$18,020	\$17,910
Legal Services	\$7,000	\$7,000
Accounting Services	\$16,000	\$16,800
Public Education	\$32,400	\$16,500
Professional Services	\$1,620	\$1,650
Communication Services	\$5,650	\$5,250
Professional Dues and Memberships	\$5,400	\$5,350
Travel	\$39,000	\$44,000
Training	\$9,890	\$10,100
Liability/Property Insurance	\$10,000	\$12,000
Vehicle Expense	\$11,000	\$11,000
<b>TOTAL OTHER SERVICES EXPENSE</b>	<b>\$155,980</b>	<b>\$147,560</b>
<b>CAPITAL</b>		
Office Furniture	\$1,000	\$2,000
Communication Equipment	\$1,000	\$1,000
Computer Equipment	\$300	\$300
Equipment Replacement - LECD	\$5,000	\$12,165
<b>TOTAL CAPITAL</b>	<b>\$7,300</b>	<b>\$15,465</b>
<b>TOTAL DISTRICT OPERATIONS</b>	<b>\$1,846,317</b>	<b>\$1,878,035</b>

**LUBBOCK EMERGENCY COMMUNICATION DISTRICT**

**BUDGET FY 2024-2025**

ITEM	TOTAL BUDGET 2023-2024	TOTAL BUDGET 2024-2025
<b>PSAP SUPPORT</b>		
Recurring Charges	\$757,317	\$567,125
Maintenance Charges	\$329,675	\$354,900
9-1-1 System Technician	\$33,550	\$44,790
PSAP Training/Travel	\$31,000	\$39,000
Catastrophic Contingency	\$100,000	\$100,000
Equipment Insurance	\$8,600	\$10,200
PSAP Emergency Response Support	\$11,000	\$11,000
Intergovernmental Aerial Mapping	\$5,000	\$5,000
PSAP Communication Services	\$7,880	\$7,460
Equipment Replacement - PSAP	\$200,000	\$1,637,550
<b>Total PSAP Support</b>	<b>\$1,484,022</b>	<b>\$2,777,025</b>
<b>PROJECTS</b>		
Next Generation\Emerging Technologies	\$35,000	\$50,000
PSAP Grant Program	\$100,000	\$100,000
<b>TOTAL PROJECTS</b>	<b>\$135,000</b>	<b>\$150,000</b>
<b>TOTAL</b>	<b>\$3,465,339</b>	<b>\$4,805,060</b>

## Agency Overview

### Background

The creation of the Lubbock Emergency Communication District (*LECD*) was approved by an overwhelming vote of the public in 1986. The authority to create the District was provided in Vernon's Texas Civil Statute 1432e. It was later codified in Texas Health and Safety Code, Section 772.301 through 772.329, the Emergency Telephone Number Act for counties with population over 20,000.

The District's mission upon creation was to establish 9-1-1 as the primary phone number to be used in an emergency in Lubbock County as well as the Emergency Telephone Network associated to provide Enhanced 9-1-1 service. All political subdivisions within Lubbock County assisted in this mission by originally establishing eight (8) Public Safety Answering Points (*PSAPs*) to receive emergency 9-1-1 calls. Our mission continues, but now in a different form:

*"The mission of the Lubbock Emergency Communication District is to provide the best possible, trouble-free network for the citizens we serve to access emergency services by dialing 9-1-1; to provide the best tools (equipment and information) to each service provider agency that will enhance their ability to provide public safety services; and to educate the public on the effective and appropriate use of the 9-1-1 network."*

The City of Plainview joined the Lubbock Emergency Communication District through an interlocal agreement in January 1989.

A six-member Board of Managers oversees the Lubbock Emergency Communication District. Two appointments to the Board are made by the City of Lubbock, one by the County of Lubbock, one by the City of Slaton, one at-large appointment made by the other Board Members, and one ex-officio (*non-voting*) member representing AT&T, the primary telephone service provider in Lubbock County.

Enhanced 9-1-1 (*E9-1-1*) operations started within LECD boundaries on January 27, 1989. Since that time, millions of 9-1-1 calls have been handled by the PSAPs supported by LECD. Currently, approximately 90% of all 9-1-1 calls originate from a wireless device.

All the major wireless service providers in the District provide Wireless E9-1-1 Phase II service. This service provides the telecommunicator with the latitude and longitude of the caller. With the help of mapping software, this assists the telecommunicator in locating the caller.

The District continues to be actively involved in the design, development, and implementation of Next Generation 9-1-1 (*NG9-1-1*) in the state of Texas. NG9-1-1 changes the architecture of the network, allowing better access for current and future communication devices, no matter what platform they use. The goal of NG9-1-1 can be summed up in one slogan: *"Emergency Help. Anytime, anywhere, any device."* The transition is much more complex than any other transition undertaken to date. While in the past 9-1-1 networks could be managed as stand-alone systems, the hierarchical network architecture that is the foundation of any NG9-1-1 system will require

cooperation and collaboration at local, regional, state, national and global levels in degrees not previously experienced.

The District utilizes a Host-Remote system for delivering 9-1-1 calls. In place of individual backroom equipment at each PSAP, two geo-diverse Hosts process calls for the entire District. This centralized system provides reliability and redundancy, allowing PSAP personnel to answer calls from any of the District PSAP locations. This system is monitored and maintained by District Staff. The software is regularly updated, and the specialized hardware is replaced every five years.

The PSAPs within the District are connected by a fully redundant, public safety grade IP network. All call traffic within the District is transported over this private IP network, providing the PSAPs with the ability to transfer calls to various locations independent of the public telephone network. This unique 9-1-1 system also provides the ability to transfer a 9-1-1 call to multiple PSAPs at the same time.

In October of 2015, the District relocated to a new facility, which was designed and constructed to the District's specifications. This 10,000-square foot building includes a data center capable of housing fourteen cabinets of equipment, a six position Training Center which doubles as a back-up PSAP, and a building-wide UPS, all housed inside an EF5 rated structure. A diesel fueled generator, as well as connectivity for a secondary generator, provides necessary emergency power in the event of a disaster. The data center houses one of the two Hosts for the 9-1-1 network and serves as a primary network monitoring location.

In May 2018, the District began implementation of an IP Selective Router (IPSR), which replaced the legacy AT&T selective router with a Next-Generation 9-1-1 (NG9-1-1) solution. The District data center houses a portion of this NG9-1-1 equipment and serves as one of the two redundant Hosts for several other entities in Texas.

With the implementation of modern technologies and the evolution of the NG9-1-1 network, the need for cybersecurity increased dramatically. The District has implemented various layers of maintenance, monitoring, and alerting to protect the 9-1-1 system. It is an ongoing effort to thwart potential attacks and preserve the overall health of the network.

The Staff of LECD and the Board of Managers are continually looking forward, researching new equipment, technologies, software, techniques, and training to assist the public safety telecommunicator in doing a more efficient job of providing emergency help to people calling 9-1-1. As the District moves towards NG9-1-1, the landscape continues to change. While there is still a need to invest in hardware and products, many facets of NG9-1-1 are moving to a service-oriented model. These services represent both recurring and increasing costs.

## **Staff**

In addition to the Board of Managers, the District has a staff of nine full-time positions.

### **Executive Director**

Has total oversight of the operation of the District. Is responsible to the Board of Managers for carrying out the mission of the District.

### **Operations Manager**

Oversees the day-to-day operations of the District, including Human Resources, accounts payable, financial reporting, and PSAP personnel training.

### **Executive Assistant**

Provides clerical and general office support to the District Staff. Responsible for various areas of the operations of the District including public education and records management.

### **Contract/Facility Coordinator**

Manages the various contractual agreements utilized by the District. Responsible for maintaining the buildings and grounds, including management of vendors providing services and duties.

### **GIS/Addressing Coordinator**

Responsible for maintaining a county-wide geographic information system and associated databases. Also assigns addresses for rural Lubbock County.

### **Computer Network Technician**

Administers the internal computer network, including all devices and infrastructure. Assists Staff in use of hardware and software.

### **9-1-1 System Technician**

Assists with repair, maintenance, and upgrade of the 9-1-1 equipment. Also assists in the testing of new hardware and software.

## **Responsibilities**

The following are noteworthy responsibilities and benefits the District provides the citizens of Lubbock County and the Cities of Abernathy and Plainview:

### **9-1-1 Service Fee**

The District is responsible for receiving and tracking service fee revenue collected from the service providers doing business within its jurisdiction. The District directly collects a service fee on all wireline and VoIP lines. In addition, each wireless subscriber in the state of Texas is assessed a service fee which is remitted to the State. These wireless service fees are then distributed to each 9-1-1 entity in Texas based on population.

### **9-1-1 Network**

The District maintains a resilient and highly redundant network which interconnects its PSAPs. LECD works closely with service providers to monitor and assess equipment, as well as resolve issues when they occur. Proactive monitoring, detailed Service Level Agreements, and rapid response times ensure quick resolutions to issues within this critical infrastructure.

### **Call Handling Equipment**

The District provides the equipment and software used to receive and answer 9-1-1 calls at each PSAP. Mapping software displays the location information associated with the call. Logging equipment at each PSAP records the audio for every 9-1-1 call handled. Specialized software collects information on all aspects of each call and stores it for daily analysis. All call handling equipment is monitored remotely by the equipment vendors, as well as an internal monitoring system.

### **Telecommunicator Training**

District Staff facilitates training opportunities for all PSAP personnel. New call takers are trained on various aspects of 9-1-1, the call handling equipment, mapping information, ADA requirements, and third-party resources, such as Poison Control and interpretation services. As new technology and software becomes available, the District Staff works to educate all call takers and provide training materials. Throughout the year, web-based training classes are offered, and the District provides funds for PSAP personnel to participate in other training opportunities.

### **Mapping**

The District maintains a Geographic Information System (*GIS*) of the Lubbock area. Starting as a road centerline map, this data is used by PSAPs to locate 9-1-1 callers graphically on a map display. Other map data sources useful to public safety are aggregated into this dataset. The District is responsible for staying abreast of any changes and works with other entities to make sure the GIS data is as accurate as possible.

### **Databases**

The District maintains several databases important to 9-1-1 service. In relation to addressing, the District maintains both an Automatic Location Identification (*ALI*)

database and a Master Street Address Guide (*MSAG*). The ALI database contains address information for every landline in the District, which aids the call taker in locating the caller. The MSAG is a set of rules for maintaining valid addresses in the District. In addition to addressing, the District uses Management Information Software (*MIS*) to track all aspects of 9-1-1 calls.

### **Rural Addressing**

The Lubbock County Commissioner's Court appointed the District as the sole addressing authority for all unincorporated areas of Lubbock County. LECD works with other entities to maintain accurate addressing through new construction, the creation of subdivisions, and city annexations. The GIS/Addressing Coordinator uses specialized mapping software to verify locations and help assign addresses.

### **Street Signs**

Through a partnership with Lubbock County, the District pays for the manufacture of street signs for the unincorporated areas of the County. Once ordered, the Lubbock County Sign Crew installs the signs in the proper location. These signs provide direction for emergency responders, as well as U.S. Postal and other delivery services. An online database provides LECD Staff and County personnel with a convenient method of working together in ordering and installing road signs throughout the County.

### **Service Provider Compliance**

LECD is responsible for contracting with telephone service providers to ensure they are providing proper 9-1-1 service to their customers that reside within the District. Approximately 90 service providers remit service fees directly to the District. This includes Local Exchange Carriers (*LECs*) and Voice over the Internet Service Providers (*VSPs*). LECD also works with service providers in implementing and testing the latest technology to facilitate locating 9-1-1 callers.

### **Public Education**

The District is the primary supplier of educational material and public training programs on the use of 9-1-1. LECD organizes a group of call takers known as the Road Show Team which delivers presentations in schools and at civic events within the community.

### **Meetings**

Each month, the District hosts a Board of Managers meeting to keep the Board abreast of project developments and the financial status of the District. LECD also hosts a monthly User Group meeting consisting of representatives from each of the District PSAPs. This provides an opportunity to address issues with 9-1-1 equipment and share information between agencies. In addition to these gatherings, LECD provides the facility for various PSAP-hosted training opportunities.

### **Research and Planning**

District Staff is continually researching newly available communication technology as it pertains to 9-1-1. This new technology includes the current development of a NG9-1-1



system benefitting not only the District, but also neighboring regions and the State of Texas. This future system will be able to deliver voice, text, images, and video to the call taker from any device.

**Legislation Monitoring**

District Staff monitors Federal, State, and local legislation for any issues which may impact the provision of 9-1-1 service within the District. The District participates in the Texas 9-1-1 Alliance, which is an interlocal cooperation of Emergency Communication Districts across Texas. This group works to present a unified effort on behalf of Texas 9-1-1 entities.

## **Significant Activities for FY 2024-2025**

In addition to the routine duties of the District, LECD plans to continue working on the following significant activities within the next fiscal year.

### **Next Generation 9-1-1**

Routing is one of the core features of the 9-1-1 system. This feature automatically directs calls to the proper PSAP. The District has fully migrated away from the legacy 9-1-1 system as part of the move towards Next Generation 9-1-1. Implementation of this new system is a large undertaking, spanning several years and multiple phases. The District will continue to implement technology as it becomes available. This includes routing emergency calls based on geospatial information, integrating supplemental data sources for 9-1-1 callers, improving wireless location accuracy, and the delivery of images and video.

### **9-1-1 Equipment/Network Maintenance**

The District continues to provide 24x7 maintenance on all LECD-provided equipment directly related to the handling of 9-1-1 calls. Three 9-1-1 System Technicians are employed to be able to quickly respond to service disruptions of the 9-1-1 equipment or network. A focus on up-to-date training and education for all technicians continues to be a priority. The District continues to optimize and monitor the IP network to ensure its optimum performance. This fiscal year the District intends to replace and update all servers and workstations within the 9-1-1 network.

### **Network Security**

Network security is an ongoing effort. The District strives to ensure the 9-1-1 network is as secure as possible and complies with the latest security standards. The District will conduct a cybersecurity audit, which should analyze strengths and weaknesses, as well as provide a future path towards increased security.

### **Legislation**

The District continues to monitor federal, state, and local legislation for issues which may impact the 9-1-1 industry. District participation in the Texas 9-1-1 Alliance is especially beneficial in this area. Leading into the next legislative session, the Alliance will continue to educate legislators on the need to adequately fund the move to Next Generation 9-1-1 in Texas.