



# Communications Center



Your partner in Public Safety.

*Our Mission: To provide integrated and enhanced emergency coordination and communication to assist in the protection of the public and ensure the safety of all first responders.*





## System Agreement Highlights

Formed in 1999 as the consolidated countywide 911 and Public Safety Dispatch Center.

### Partners to the Agreement:

- Bell County
- City of Killeen
- City of Temple
- City of Harker Heights
- City of Belton

### Cost Share Formula:

#### Bell County :

- 50% of the Annual Budget & all Capital Equipment costs, and
- % of the Annual Budget based on usage of the system determined by Law Enforcement event counts of Rural, County, State agencies.
- For FY2026, Bell County covers approx. 2/3<sup>rds</sup> of the costs for the Com Center plus capital equipment costs.

#### Partner Cities:

- Balance of the Annual Budget based on usage of the system, determined by Law Enforcement agency event counts.

# 223,260 calls made to 911 in 2024

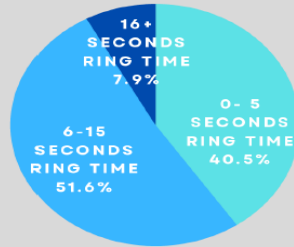
**95%**  
911 calls answered within 15 seconds

**98%**  
911 calls answered within 20 seconds

**146.5**

Average 911 talk time in seconds

% of 911 calls that were unanswered **15%**



One PD event every  
61.7 seconds

One 911 call every  
2.4 minutes

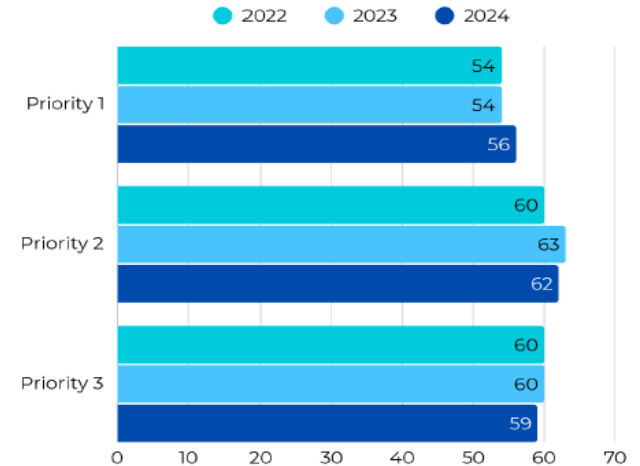
One Fire event every  
10.6 minutes

610 calls to 911 call  
per day

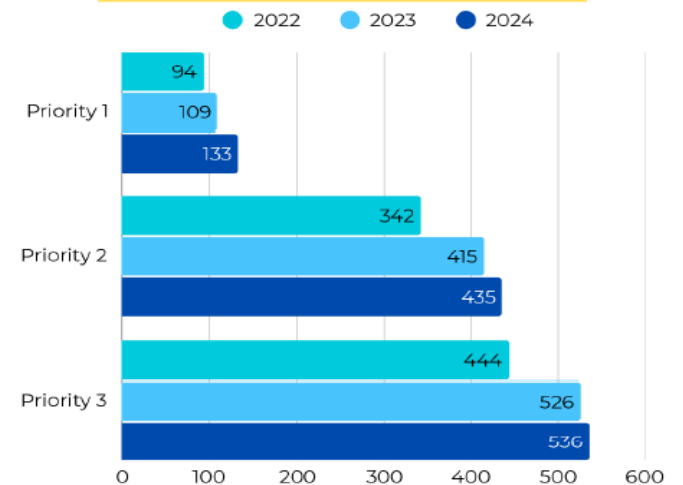
One EMS event  
every 9.1 minutes

1690 events  
per day

## Call Processing - all events in seconds



## Dispatch Processing - all events in seconds





## FY26 Proposed Budget

Proposed Budget	FY2025	FY2026	Δ
<b>Personnel</b>	\$9,372,689	\$9,548,446	\$175,757
<b>Operating</b>	\$2,547,265	\$3,020,425	\$473,160
<b>Totals</b>	\$11,919,954	\$12,568,871	\$648,917
<b>Applied to Budget for Shared Assessment</b>			
<b>Vacancy Adjustment</b>	\$1,500,000		
<b>Projected Revenue (fees, interest/reimbursements)</b>	\$519,700		
<b>Totals</b>	\$2,019,750		

**FY26 Shared  
Assessment**

**\$10,549,121**

**FY2024-2025**  
**Bell County Communications Center**  
**2023 Law Enforcement Event Counts**

Agency	2023 Events	%
Killeen	182,962	36.65%
Temple	102,920	20.62%
Harker Heights	37,099	7.43%
Belton	34,010	6.81%
Bell County	142,203	28.49%
	499,194	100.00%

**FY2025-2026**  
**Bell County Communications Center**  
**2024 Law Enforcement Event Counts**

Agency	2024 Events	%
Killeen	194,948	38.59%
Temple	105,835	20.95%
Harker Heights	33,221	6.58%
Belton	34,964	6.92%
Bell County	136,260	26.96%
	505,228	100.00%

**Total FY26 Shared Budget**

**\$10,545,871**

	FY2025	Percentage	FY2026	Δ
<b>LE Events Only</b>	<b>2024 Usage %</b>			
Killeen	\$2,139,481	19.295	\$2,035,453	(104,028.00)
Temple	\$1,203,714	10.475	\$1,105,020	(98,694.00)
Harker Heights	\$433,734	3.290	\$347,066	(86,668.00)
Belton	\$397,541	3.460	\$365,000	(32,541.00)
County	\$1,663,132	13.480	\$1,422,022	(241,110.00)
County 50%	\$5,837,602	50.000	\$5,274,560	(563,042.00)
<b>Total County</b>	<b>\$11,675,204</b>	<b>100</b>	<b>\$10,549,121</b>	<b>(1,126,083.00)</b>



# We are *YOUR* 9-1-1 Emergency Communications Center

2024

Texas APCO Telecommunicator Team of the Year  
Texas NENA Operational Professional of the Year



[2024 Bell County Comm Center Annual Report](#)

