



Communications Center



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

Your partner in Public Safety.

2016 – First agency in Texas to receive APCO Training Program Certification

PSAP awarded for Telecommunicator of the Year, Supervisor of the Year, and Team of the Year over multiple years, most recent in 2016

2016 – recognized as one of the top 10 emergency communications centers

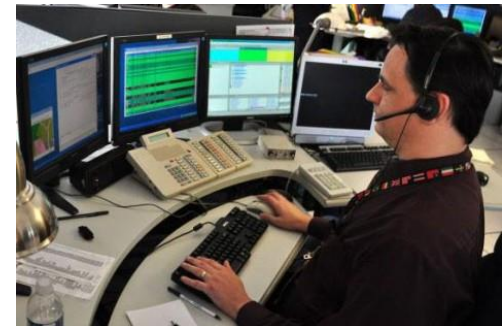


Public Safety Communications

Responders communicate with the dispatcher(s) as they respond and work the incident.



9-1-1 call is answered



Event for dispatch is created



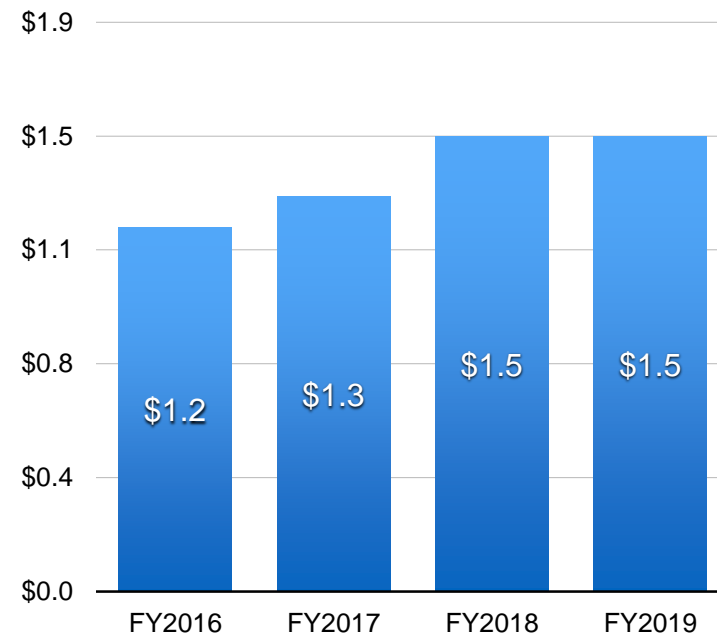
Police and Fire dispatchers receive the event for dispatch and dispatch responders to the incident.





3 Year Strategic Plan - FY 2017, 2018, 2019

- Recruitment
 - Align starting pay to the median of like Com Centers.
- Retention
 - Fund and implement a skills based pay plan based on experience, skills, and continuing education.
- Technology
 - Maintain base level critical systems through a System Lifecycle Management plan by updating/replacing core systems every 3 - 5 years.



**Killeen Allocation
3 Year Projection**

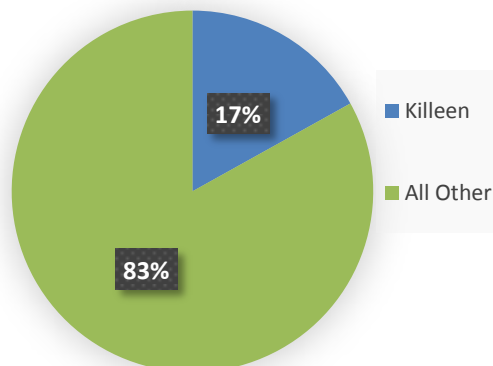


3 Year Strategic Plan FY 2018 Budget

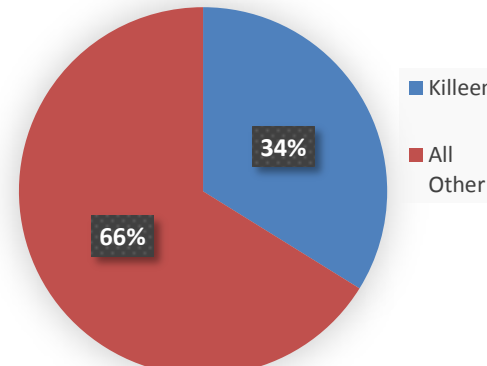
Total Budget
\$8,687,262

Agency	2017	2017 Percentage	2018	2018 Percentage
Total Budget	\$7,889,739		\$8,687,262	
County	\$3,944,870	62.50%	\$4,343,631	62.90%
Killeen	\$1,298,257	16.45%	\$1,469,885	16.90%

Budget Allocation



Workload by Events





Public Safety Partnership City of Killeen



POLICE FIRE EMS

