

Putting Your Emergency First

Area Emergency Services Districts unite to provide a Dispatch Center for the future

North Harris County, Texas – Five independent Emergency Services Districts (ESDs) join forces to build a new Emergency Dispatch Center for fire response and emergency rescue calls. The new Texas Emergency Communications Center (TECC) will be the Public Safety Secondary Answering Point (SSAP) for five ESDs that serve nearly half a million people and multiple Fortune 100 businesses in North Harris County.

ExxonMobil, Hewlett Packard, Chevron, and Amazon have made major commitments in the area over the last decade. More commercial and residential development has naturally followed. Amid this evolution, the separation of Cypress Creek Emergency Medical Services (CCEMS) from Harris County ESD No. 11 left other ESDs in a difficult position over 9-1-1 dispatch services. Each ESD came to the same conclusion, that the CCEMS and ESD 11 separation simply highlighted the need to develop an Emergency Fire Dispatch center for ever-evolving North Harris County.

“Our fire departments serve communities that are quite different today than even a decade ago,” said TECC Board member and Assistant Fire Chief of Spring Fire Department Robert Logan. “All of these new facilities and neighborhoods led us to the conclusion that we can no longer do what has always been done.”

“It is the natural next step in this area’s evolution to have a dedicated service to dispatch Firefighter/EMTs,” said Lori Broadrick, who will serve as TECC’s Executive Director. “I’m excited to lead this mission to ensure the best fire, rescue, and emergency medical technician response possible from the moment you call 9-1-1. It is our mission to put your emergency first.”

“The hiring of an experienced communications center leader is a great step forward to providing the high-quality dispatch services that our ever-changing area needs,” added Mike Jenkins, TECC and ESD 28 Board President. “As Lori has begun building a team that shares her commitment to public service, we are thrilled to be moving forward and embracing the future of our communities.” ESD 16 Commissioner Mike Pate shared that “Lori, the TECC Board, and its consultants know what the dispatch center of the future needs to be, and that’s what will be developed. This project is in great hands.”

“Initially, the TECC dispatch center will be housed in an ESD 16 / Klein Fire Department facility located at 16810 Squyres Road,” added Broadrick. “The Cypress Creek EMS Communications Center will continue to serve the area as the 9-1-1 call center during the transition.”

TECC is a non-profit corporation developed and funded by Harris County ESD No. 7 (Spring Fire Department), ESD No. 13 (Cypress Creek Fire Department), ESD No. 16 (Klein Fire Department), ESD No. 28 (Ponderosa Fire Department), and ESD No. 29 (Champions ESD) to dispatch fire, rescue, and emergency medical first responders.