City of Hutchins Awarded $699,123.23 in Grant Funding for Next Generation 9-1-1 Upgrades

In November 2021, the Texas Legislature passed Senate Bill 8 (3rd Special Session) (“SB 8”). SB 8 Section 30 appropriates $150 million Coronavirus State and Local Fiscal Recovery Funds to the Next Gen 9-1-1 Fund “for the deployment and reliable operation of next generation 9-1-1 service, including equipment and administration costs. Money received by this state from the Coronavirus State Fiscal Recovery Fund.” Per Health and Safety Code § 771.0713(f), all money in the NG9-1-1 Fund must be spent by December 31, 2026.

The Hutchins Police Department is proud to announce their selection as a recipient of $699,123.23 in grant funding to enhance the Hutchins 911 call center technology.

Benefits of the NG9-1-1 upgrade will include improved call processing times, enhanced data exchange, and multimedia capabilities.

Call processing times can be optimized, meaning faster response times for emergency calls, potentially saving lives. NG9-1-1 allows 911 call centers to exchange additional data and information with responders. This improved data exchange enhances situational awareness and increases responder safety. New multimedia capabilities will include video, text, and telematics. Once implemented, the Hutchins 911 call center will be able to receive video emergency calls, whether facilitated by Video Relay Services, or generic video calls. NG9-1-1 supports text-based communication and translation. Text messages can be crucial when voice communication is not feasible or safe. The new system will integrate telematics data, such as vehicle location, speed, and direction. Alarms and sensor data can provide real-time information about incidents, such as fire alarms, gas leaks, or environmental hazards. This information can aid responders in assessing incidents more accurately.

NG9-1-1 promises improved emergency response services, but it also requires call centers to adapt their operations, train staff, and embrace new technologies.