

AGENDA



Recommendation for Council Action

Austin City Council	Item ID	53035	Agenda Number	33.
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Meeting Date:	12/17/2015	Department:	Austin Police Department
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Subject

Approve execution of an interlocal agreement with the City of San Antonio for 911 call continuity of operations during critical instances.

Amount and Source of Funding

Fiscal Note

Not required

Purchasing Language:

Prior Council Action:

For More Information: Brian Manley, APD Chief of Staff # 512-974-5030

Council Committee, Boards and Commission Action:

MBE / WBE:

Related Items:

Additional Backup Information

This interlocal will expand the number of lines carrying 911 calls and create flexibility in staffing capability to handle the 911 call volume of this major metropolitan area.

Currently, the City of Austin’s 911 call center has the ability to divert 911 calls to the City of Round Rock’s 911 call center if necessary. However, there are only ten 911 phone lines diverting from APD to the Round Rock facility; Austin will increase that capacity to 15 lines by contracting with San Antonio. Round Rock has fewer than 15 workstations for 911 call taking; San Antonio has more than 40 workstations (and will have an additional 35 at their Back-up facility scheduled to open late 2016). Round Rock staffs an average of 4-6 people (Austin does no less than 10); San Antonio staffs between 17-35 911 call takers and has, on average, an additional 14 personnel on-site, performing other duties, that can be re-tasked to take 911 calls.

The following factors address concerns about when, and if, San Antonio would need to use Austin’s 911 call center as a back-up: San Antonio is better situated to have 911 calls diverted to various locations within San Antonio before routing to Austin. San Antonio’s first tier is capable of diverting its 911 calls to an in-house non-emergency system and continue to take its own 911 calls in the event of a primary 911 system failure. San Antonio’s second tier is to divert those calls to an alternative facility within San Antonio before having to route 911 calls to Austin. And, looking into the future (late 2016), San Antonio will be opening a new Backup Center which will allow both facilities to operate simultaneously further decreasing the possibility of San Antonio 911 calls being routed to Austin during a catastrophic event. In essence, due to technology limitations at CTECC, Austin is more dependent upon this relationship with San Antonio than San Antonio is on Austin.