



Zilker Park Incident Follow-Up

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Lessons Learned

- Need better communications and alerting process, leverage technology, & improve coordination with school districts
- Opportunity to improve alert messaging citywide by emphasizing best practices, collaboration on templates, trainings & more
- CAD errors impacted incident –school notification
- COA needs better understanding of terms & definitions used by AISD for incidents
 - "Secure" vs. "Shelter In-Place" vs. "Lockdown"

Next Steps

- APD & AISD meeting regularly to strengthen collaboration & shared understanding
- APD participated in multiple community meetings
- APD working with AEM to create standardized templates for alert messaging
- Trainings planned for APD Dispatch
- Joint exercises and tabletops desired for better collaboration for incidents involving campuses
- AEM planning workshop in 2026