

**RESOLUTION NO.**

**WHEREAS**, the City's emergency communication operations are challenging, due in part to the extensive intergovernmental and interagency cooperation required to execute such functions in a City which spans multiple counties and criminal jurisdictions; and

**WHEREAS**, the 2019 Dispatch Equity and Optimization Study identified substantial inefficiencies, including challenges with collaboration across departments and outdated and needlessly segregated computer systems; and

**WHEREAS**, the joint operation and management of emergency communications functions is successfully preceded in Texas, most notably in the North Texas Emergency Communications Center, an independent emergency telecommunications center serving the cities of Addison, Carrollton, Coppell, and Farmers Branch; and

**WHEREAS**, slow emergency response times have caused residents in outlying areas like District 6, which crosses multiple jurisdictions and agencies, to experience real-world impacts where response times do not meet stated goals; and

**WHEREAS**, embedding mental health experts or crisis line clinicians directly into emergency communications centers has been shown in other cities to resolve thousands of low-risk crises on scene, free up thousands of dispatch and police hours, and save significant taxpayer money; and

**WHEREAS**, the City of Austin should explore all avenues to provide excellent service and response times for Austin residents while minimizing strain on public safety employees, allowing sworn first responders to focus on emergencies rather than administrative tasks; and

25           **WHEREAS**, establishing a dedicated civilian infrastructure supporting  
26 administrative tasks and hiring a civilian to manage civilian call-takers addresses  
27 the core operational, legal, and structural needs of the center; and

28           **WHEREAS**, emergency communication centers should be an equal,  
29 independent branch of the public safety system to ensure unbiased, proactive  
30 leadership and technological agility; and

31           **WHEREAS**, on August 13, 2025, the Council unanimously adopted  
32 Resolution No. 20250813-018, directing the City Manager to “consult with all  
33 relevant external stakeholders, including employee unions, intergovernmental  
34 partners, licensing agencies, and community groups, in developing the strategic  
35 plan for the [Joint Emergency Communications Department];” and

36           **WHEREAS**, in response to that Resolution, the City Manager circulated a  
37 memorandum on July 29, 2026, which found that the City could establish a new  
38 Joint Emergency Communications Department which could implement crucial  
39 governance, operational, and technology enhancements that would improve  
40 emergency response; **NOW, THEREFORE,**

41 **BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

42           The Council affirms its dedication to timely, responsive, and technologically  
43 agile operations at our emergency communications center, including and especially  
44 our 911 call-takers.

45 **BE IT FURTHER RESOLVED:**

46           The City Manager is directed to create an Office of Joint Emergency  
47 Communications within the Management Services Department which reports to the  
48 Assistant City Manager for Public Safety on the first day of Fiscal Year 2026-  
49 2027.

**BE IT FURTHER RESOLVED:**

The City Manager is directed to hire a Director of Joint Emergency Communications as soon as feasible to manage the Office of Joint Emergency Communications.

**BE IT FURTHER RESOLVED:**

In Fiscal Year 2026-2027, the City Manager, through the Office of Joint Emergency Communications or other means, shall take the necessary administrative and other steps to execute the transition to an independent Joint Emergency Communications Department housing all civilian 911 call-takers and all non-sworn positions which are required to support and/or manage the work of the civilian call-takers and complete the transition on a timeline such that the Joint Emergency Communications Department can be created and made fully operational at the earliest possible date.

**BE IT FURTHER RESOLVED:**

The City Manager, through the Office of Joint Emergency Communications or other means, shall develop recommendations on how best to implement potential improvements to our emergency communications system, including telephone crime reporting, alternative first response models, coordination with 311, and targeted reverse 911 communication for events requiring phased evacuation measures.

**BE IT FURTHER RESOLVED:**

In Fiscal Year 2026-2027, the City Manager, through the Office of Joint Emergency Communications or other means, shall work to secure TCOLE authorization for an independent Joint Emergency Communications Department to function as a public safety communications agency, and shall navigate all other

75 legal, operational, and administrative requirements for the City to create a  
76 functioning independent 911 civilian call center at the earliest possible date.

77 **BE IT FURTHER RESOLVED:**

78 After the City Manager takes the necessary administrative and other steps to  
79 create an independent Joint Emergency Communications Department, the City  
80 Manager is directed to bring a recommendation to Council at the earliest possible  
81 date, including any necessary budget amendments, regarding the creation of an  
82 independent Joint Emergency Communications Department to include all civilian  
83 911 call-takers and all non-sworn positions which are required to support and/or  
84 manage the work of the civilian call-takers, incorporating training, human  
85 resources operations, and quality assurance, among other functions.

86 **BE IT FURTHER RESOLVED:**

87 The City Manager is directed to report back to Council, the relevant Council  
88 committee, or both, on the progress towards completing the directions in this  
89 Resolution at least once every three months until the Joint Emergency  
90 Communications Department is fully operational.

91 **BE IT FURTHER RESOLVED:**

92 During Fiscal Year 2026-2027, if the City Manager identifies any obstacles  
93 that may prevent or significantly delay the timely implementation of the Joint  
94 Emergency Communications Department, the City Manager is directed to notify  
95 Council as soon as possible via briefing or memo and provide potential solutions to  
96 the obstacle which maintain the ultimate goal of timely implementation.

97 **ADOPTED:** \_\_\_\_\_, 2026 **ATTEST:** \_\_\_\_\_

98 Erika Brady  
99 City Clerk