

RESOLUTION NO.

WHEREAS, the City's emergency communication operations present many challenges, 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, developed at the request of Council in the Fiscal Year 2019-2020 budget process, identified substantial inefficiencies, including challenges with collaboration across departments and outdated and needlessly segregated computer systems; and

WHEREAS, the integration of emergency communications functions has been successful elsewhere in Texas, most notably in the North Texas Emergency Communications Center, an integrated emergency telecommunications center serving the cities of Addison, Carrollton, Coppell, and Farmers Branch; and

WHEREAS, the City should explore all avenues to provide excellent service and response times for Austin residents while minimizing strain on public safety employees and City resources; **NOW, THEREFORE,**

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

The City Manager is directed to study the manner by which the City could establish a Joint Emergency Communications Department (JEC) combining the functions of 911 and emergency dispatch through the Austin Police Department (APD), Austin Fire Department (AFD), and Austin-Travis County Emergency Medical Services Department (EMS).

BE IT FURTHER RESOLVED:

This integration shall maintain the independence of APD's, AFD's, and EMS' sworn personnel, operational command structures, and agency-specific operational standards while enabling all departments to operate collaboratively.

BE IT FURTHER RESOLVED:

The City Manager is further directed to develop a strategic plan for integrating the listed emergency communications functions into a JEC by the end of fiscal year 2025-2026, including a technical and operational feasibility assessment, cost analysis, and an implementation timeline, with recommendations presented to Council.

BE IT FURTHER RESOLVED:

The City Manager is further directed to consider the effectiveness of non-emergency crime reporting online and via phone and report to Council on the possibility of consolidating non-emergency crime reporting into the JEC.

BE IT FURTHER RESOLVED:

The City Manager is further directed to consult with all relevant external stakeholders, including employee unions, intergovernmental partners, licensing agencies, and community groups, in developing the strategic plan for the JEC.

BE IT FURTHER RESOLVED:

The City Manager is further directed to return to Council to present the JEC strategic plan at or before the Work Session on December 9, 2025.

ADOPTED: _____, 2025 **ATTEST:** _____
Erika Brady
City Clerk

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