

# Combined Transportation, Emergency, & Communications Center (CTECC)





# CTECC Has Four Partners (owners)

- City of Austin (Managing Partner)
- Travis County
- Texas Department of Transportation, Austin District
- Capital Metropolitan Transportation Authority



# CTECC Provides

- **Public Safety**

- Dispatch of Law Enforcement, Fire and EMS

- **Transportation Management**

- TxDOT (State transportation management)
- Capital Metro (public transportation)

- **Emergency Management**

- City and County





## Before CTECC

- 7 different dispatch facilities with limited resiliency
- Limited communications and sharing of information between agencies
- Coordination of major events was challenging
- Agency with jurisdiction responded, not the closest unit



# Benefits of Partnering



## Communication

- Communicating between agencies
- Communicating with the Public
- Communicating with regional resources

## Tactical – True Integration Concept

- “Collaborative” Operations Floor
- Department Operations Centers

## Strategic

- Joint City-County Emergency Operation Center

## Financial

- Saves taxpayer dollars by sharing this facility



# About The Facility

## Building Size

- Main Bldg. (3 floors) 74,002 Sq. Ft.
- Utility and Support Bldg.s 5,665 Sq. Ft.
- 79,667 Sq. Ft.

## Operations Floor

- 32 Ft. Tall
- 13,000 Sq. Ft. (1/3 acre)
- 115 Console Positions

## Emergency Operations Center

- 4,200 square feet



# Agency Operations

## 9-1-1, Call-taking and Dispatch

- City of Austin (EMS, Fire, Police)
- Travis County (Sheriff Office)

## Transportation Management

- TxDOT H.E.R.O. (Roadside Assistance)
- TxDOT Traffic Cameras
- Capital Metro (Fixed Route Operations)

## Typical Staffing

- 150-175 agency operational staff
- 100 additional staff during Emergency Operations Center activation



# Austin- Travis County Emergency Operations Center (EOC)

Joint City-County  
Facility

Provide Support to  
“Field Managed”  
Incidents

Interagency or area  
command for area  
wide incidents

Special Events  
Coordination





# CTECC Operations Floor

## Benefits of Working Under One Roof

Reduce congestion on  
roadway corridors  
Improved response  
routing  
recommendations  
Integrated detection,  
signalization and  
incident management  
systems

