



**PUBLIC SAFETY COMMISSION RECOMMENDATION 20141103-03C**  
November 3, 2014

**Subject:** 911 Emergency Communication Recommendation

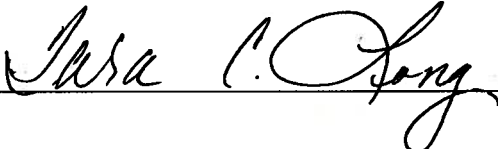
**Recommendation**

Austin residents and visitors rely on 911 to receive emergency assistance. Any loss of the service means that an individual or group may not get the help needed in a police, fire, or medical crisis. A failure by one or more private sector contractual technology service providers to rapidly address problems associated with 911 service disruption or loss has the potential to lead to catastrophic results. Therefore, the Austin Public Safety Commission recommends that the City of Austin contractually require all private sector entities involved in the delivery of 911 services to respond to technical disruptions emanating from their defined responsibilities with a specific expedited response process based on defined metrics reflective of the time critical nature of repairs needed for the continued operation of the 911 operation. The Commission further recommends that all vendor contracts provide that, in the event that 911 becomes inoperable or service capacity is diminished, the Austin Police Department Communication Division may establish direct contact with service providers in order to restore full service without unnecessary delays, unencumbered by any need to have to work through a primary contractor.

**Vote**

The recommendation was proposed by Vice Chair Levy, seconded by Vice Chair Holt and approved unanimously on a 7-0 vote.

Attest:

  
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