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 Bldgs. 5,665 Sq. Ft.

Total: 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