DFW Airport AOC-EOC

CASE STUDY

What is the intended outcome?

The intended outcome of the DFW AOC/EOC project is to integrate systems at the main facility to remote airport offices, and to establish a larger more advanced monitoring and daily operations center for staff. We also provided a new emergency command center complete with telecom equipment, wireless access and digital video monitors that will be used by all airport stakeholders during major emergency situations.

What advantages can the AOC/EOC project bring?

Several advantages were created by the successful implementation of this project. They include offering more visibility of secure and public areas of DFW International Airport to the operations staff who now have multiple monitors at their desks to view the airfield, entrances and exits,

and each terminal. The new system commissioned by TDC SI and team now allows operations staff to see as well as get audio updates concerning daily airport status, whereas in the past communications were limited to audio only.

The main advantage of the new EOC facility is DFW airport now has a central location for federal and local officials, the airlines, concessionaires and others to meet and work to manage major emergencies.

Background

During major emergencies like Hurricane Katrina and 9/11, DFW Airport, like many other US airports, was involved in helping to assist airlines and travelers. The need exists to have all agencies working in one location together to manage the crisis. The meeting facility requires telecommunications, IT, and visual communication tools.

Scope of Work

Dallas Fort-Worth International Airport planned for a new, state-of-the-art operations center to help the airport better manage daily passenger and flight operations as well as emergencies. The new airport operations center (AOC) and emergency operations center (EOC) would be a new multi-million dollar complex.

The building consists of approximately 14,000 square feet. The new facility comprises an AOC Monitor Room, DPS Dispatch Area, EOC Response Room, EOC Policy Room, Airfield Agents Area, Wildlife Equipment Room, Offices, Conference/ Breakout Rooms, Break Room, File/ Copy Room, Communications/ Data Room, and Exterior Security Buffer. The facility is designated as a multi-use facility including AOC, EOC and E-911 personnel.

"TDC was an instrumental part of establishing the most advanced operations center in the nation."

Scope of Work
(continued)

The AOC/EOC Electronic Systems Project included site infrastructure connectivity to various locations on the DFW campus, building infrastructure distribution, building safety/security systems and airport-wide safety/security systems monitoring, telecommunications systems including telephone, radio, digital audio recording, instant recall and Voice management system, new ergonomic console furniture, extension of existing operational and terminal paging systems, new audio/visual systems and relocation of selected equipment form existing facilities.

About the Company

The company's depth of experience, efficiency and attention to detail results in successful projects and contributes to TDCSI's ranking as one of the fastest growing and successful contracting firms in the nation.

What Our Clients Are Saying About Us....

"TDC was very successful in assisting in the development of our AOC/EOC operation center. The key thing about this particular facility is that it is a cutting edge facility. And it really puts TDC and the airport on the forefront of providing operation centers in our nation's busiest airports." - Don O'Bannon, Vice President, Small & Emerging Business, DFW Airport

"One of the things that I noticed about TDC from an IT perspective was that they came in and did the job without asking a bunch of questions. TDC performed the tasks necessary to allow the job to continue on in a timely manner which helped us successfully finish the project on time and within budget." - William Flowers, Vice President, Information Technology, DFW Airport

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