Fort Worth Police Department Communications
Call Taking

- 74 Authorized positions
- 27 Call Takers at 911 Status
- 34 newly hired personnel since August 30th, three have reached 911 status
Dispatch

• 40 Authorized Positions
• 39 Actual positions filled
• 10 dispatchers needed to fully staff for a shift
• All dispatchers are able to take 911 calls
Queue Board

• Shows how many Call Takers logged into each queue
• Shows how many calls are in queue (waiting to be answered)
Hiring and Training

- August: Class 1 and 2- 18 personnel hired, 2 resigned during the training process
- September 25: Class 3, 8 personnel hired
- October 24: Class 4, 8 personnel hired
- 4 persons ready to hire November 30
- 15 persons in the Background Process to add to November 30 class
- Applications currently open through November 23, 2021
- Backgrounds will be processed beginning first of December 2021
Staffing Progress

June 2021 through July 2021 - 40 vacancies

November 2021 – 19 vacancies

15 applicants currently in Backgrounds

Applications are currently open until November 23rd, will start processing first week in December
Additional

• HR is conducting another Benchmark Compensation Survey due to rapidly changing market, with the goal to be a front runner in pay for the metro area. (2-4 weeks)
• New Executive Director of TC911- discussion on joint recruiting efforts and vetting potential employees.
• Discussion on basic training with TC911
Timeline of Training Process

- 2 weeks (80 hours) of TCOLE Training required by the State of Texas. Personnel must pass a certification test to be a Call Taker.
- 2 weeks of Division Policy and Procedure training.
- 2-3 weeks of introduction to the Vesta system, mock calls, fielding Non-Emergency Calls.
- 4 weeks of 911 training and release to solo status.
Call Loads

- Total Calls per Month in 2021:

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>93,154</td>
</tr>
<tr>
<td>April</td>
<td>104,005</td>
</tr>
<tr>
<td>July</td>
<td>115,624</td>
</tr>
<tr>
<td>October</td>
<td>115,748</td>
</tr>
<tr>
<td>February</td>
<td>101,278</td>
</tr>
<tr>
<td>May</td>
<td>109,561</td>
</tr>
<tr>
<td>August</td>
<td>112,354</td>
</tr>
<tr>
<td>March</td>
<td>101,974</td>
</tr>
<tr>
<td>June</td>
<td>110,989</td>
</tr>
<tr>
<td>September</td>
<td>108,281</td>
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</tbody>
</table>
Call Loads

- Total Number of Calls in 2021: 957,193
- Number of Calls Dispatched: 189,547
- Number of Calls Transferred to MedStar: 79,364
- Number of Calls Transferred to FD: 17,514
- Number of Calls Sent to DRU: 38,894
- Number of Calls Transferred to Other Agencies: 20,087
- Calls Answered by FD 10 Digit Number (started mid June): 6,141
- Total calls worked in some manner 345,406
Call Loads

• Total Number of Calls 2021: 957,193
• Total Number of Calls Dispatched or Transferred: 345,406

Only 36% of the calls received by Fort Worth PD result in some type of action.
## Call Loads

<table>
<thead>
<tr>
<th>Total to Month</th>
<th>Incoming Calls</th>
<th>Answered</th>
<th>Abandoned</th>
<th>Callbacks</th>
</tr>
</thead>
<tbody>
<tr>
<td>June-21</td>
<td>Total: 99,534</td>
<td>75,541</td>
<td>23,993</td>
<td>35,345</td>
</tr>
<tr>
<td>July-21</td>
<td>Total: 104,006</td>
<td>77,606</td>
<td>26,400</td>
<td>38,597</td>
</tr>
<tr>
<td>August-21</td>
<td>Total: 100,772</td>
<td>70,552</td>
<td>30,220</td>
<td>40,409</td>
</tr>
<tr>
<td>Sept-21</td>
<td>Total: 97,322</td>
<td>70,211</td>
<td>27,111</td>
<td>39,136</td>
</tr>
<tr>
<td>Oct-21</td>
<td>Total: 104,619</td>
<td>69,047</td>
<td>35,572</td>
<td>40,204</td>
</tr>
</tbody>
</table>
Call Answer Times

Emergency calls answered in less than one minute

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>June</td>
<td>80%</td>
</tr>
<tr>
<td>July</td>
<td>77%</td>
</tr>
<tr>
<td>August</td>
<td>77%</td>
</tr>
<tr>
<td>Sept</td>
<td>79%</td>
</tr>
<tr>
<td>Oct</td>
<td>76%</td>
</tr>
</tbody>
</table>
Measures Taken to Reduce Answer Time

• One button transfer from Emergency to Non-Emergency
• FD 10 digit number in 911 Hold Message
• Push button/Automatic Abandoned Callback
• ASAP to PSAP
• MHMR Grant Funded Call Center
• 4 Contract workers
• Light duty officers