



Fort Worth Police Department Communications

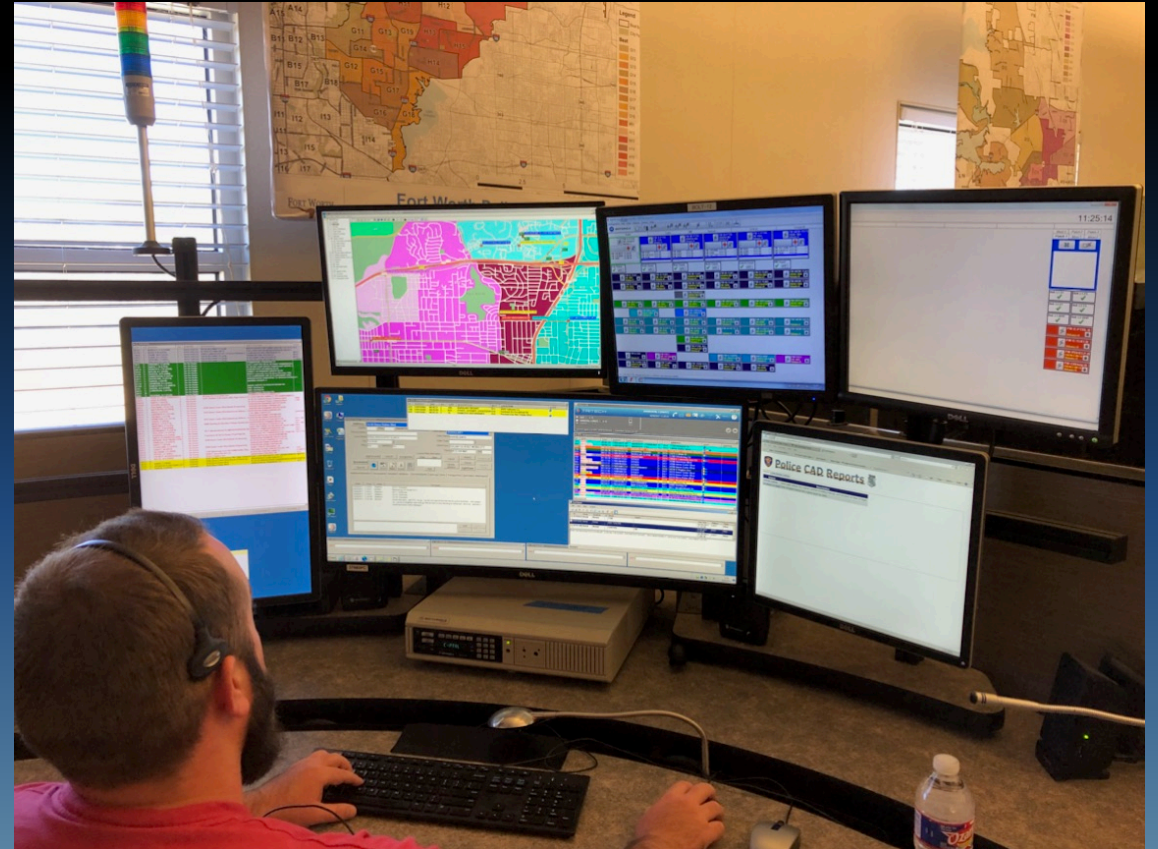
Call Taking



- 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

Queue	Calls	Logged On	Avail	On Call
911_10 Digit Emgr	2	11	0	4
Spanish	0	1	0	0
Admin	0	11	0	3
Relief	0	0	0	0

- 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:

January	93,154	February	101,278	March	101,974
April	104,005	May	109,561	June	110,989
July	115,624	August	112,354	September	108,281
October	115,748				

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

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

Call Answer Times

Emergency calls answered in less than one minute

June	80%
July	77%
August	77%
September	79%
October	76%

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



Fort Worth Police Department Communications Division

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