

Memorandum



CITY OF DALLAS

DATE October 9, 2020

Honorable Members of the Public Safety Committee
TO Adam McGough (Chair), Carolyn King Arnold (Vice Chair), Adam Bazaldua, David
Blewitt, Adam Medrano, Cara Mendelsohn, Casey Thomas

SUBJECT **Dallas Police Communications Update**

The purpose of this memo is to apprise the Public Safety Committee of the Communications Division's current key performance metrics and staffing levels, actions currently being undertaken to improve performance, and steps going forward.

The Communications Division aims to meet a consistent service level of 90% for all emergency calls to be answered within 10 seconds as per the standard set forth by National Emergency Number Association. With challenges related to the hiring and retention of 911 Call Takers, a decline in service level has also recently occurred. Since May of 2020, the service level has declined as shown in the table in the Attachment.

The Communications Division has been working to improve efficiency within the Call Center and to improve hiring and retention to address this decline. Hiring for Communications has been a primary focus over the past few months. The application and testing process have been streamlined to allow for a greater reach of applicants. With the assistance of Civil Service, the 9-1-1 Call Taker Trainee position has been left open for continuous applications and the required civil service exam has gone virtual and can be taken from any location to expedite the process. The Department is also working with Human Resources to assess the market for call takers to determine if pay adjustments are warranted.

With the collaborative changes in Civil Service, 23 viable applicants have been recently referred to the Personnel Division. Additionally, there are 15 applicants undergoing the Texas Commission on Law Enforcement (**TCOLE**) mandated background investigation, and an additional 5 in the final hiring and onboarding stages. These individuals are expected to be hired in October 2020.

A review of the call volume data indicates the highest volume of calls are in the evening to early morning hours. Additional executive leadership and managers have been assigned to enhance and improve service levels during these operational hours. A weekly operations plan is issued to all 9-1-1 staff. It outlines roles, responsibilities and processes to ensure accountability.

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In addition, all opportunities to enhance staffing levels on an interim basis will be pursued. Currently, officers who are unable to drive city vehicles have been reassigned to assist in Call Center operations. These reassignments will not impact patrol call answering operations.

On November 9, 2020, the Dallas Police Department is scheduled to brief the Public Safety Committee on KPMG's assessment of the Department's Communication Division. During this briefing, staffing levels, positions, and processes will be discussed to include recommendations from KPMG. The Communications Division has created an implementation team to enact the recommendations as listed by the staffing study.

Should you have any additional questions, please contact me or Chief Hall.



Jon Fortune
Assistant City Manager

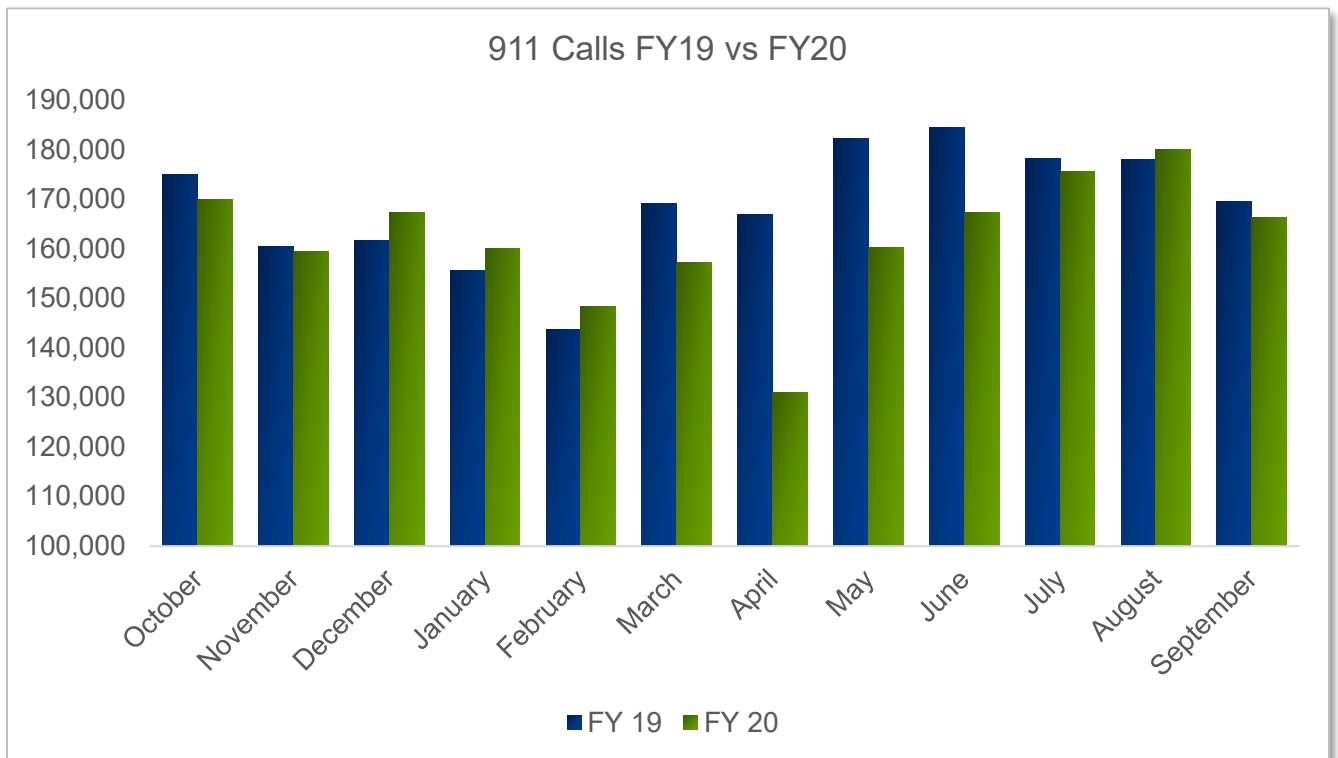
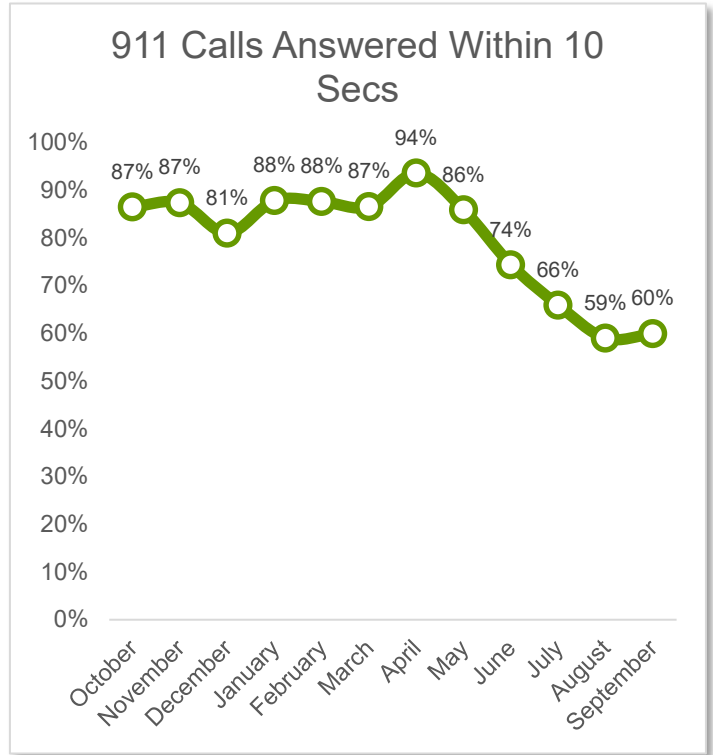
[Attachment] Monthly 911 Call Volume & Service Levels

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City
Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

Attachment Monthly 911 Call Volume and Service Levels

	Total 911 Calls	Percent Answered Within 10 Secs
October 2019	170,062	86.51%
November 2019	159,562	87.39%
December 2019	167,273	81.02%
January 2020	160,049	87.88%
February 2020	148,460	87.66%
March 2020	157,203	86.58%
April 2020	131,008	93.60%
May 2020	160,304	85.89%
June 2020	167,399	74.38%
July 2020	175,741	65.93%
August 2020	180,115	59.01%
September 2020	166,330	59.94%
Total	1,943,506	79.02%



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