



To the Mayor and Members of the City Council

January 24, 2023

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SUBJECT: STAFFING LEVELS IN POLICE 9-1-1 COMMUNICATIONS DIVISION

The purpose of this Informal Report is to provide an update on current staffing levels in the Police Communications Division as well as provide a summary of the volume of calls for service and call hold times.

On October 1, 2022, Police Communications received an increase to its authorized strength by nineteen positions, raising the authorized strength from 155 to 174. Seven are permanent positions and the other twelve are listed as trainees or overages to prevent delays in hiring and training. With this increase in authorized strength, we currently have 34 vacancies in our Police Communications Division.

Thanks to the support of the Council in 2021, we were able to give our employees a \$6.00-per-hour across-the-board raise, increasing our starting pay to \$25.08. With this competitive increase, we have seen an increase in applicants for our open positions. When we opened our applications in August of 2022, we received a total of 779 applications. After removing applicants who do not follow through with the hiring process, fail call testing, are disqualified, or do not meet hiring standards, we may be able to fill all but two vacant positions by the end of March.

Status of Communications Staffing as of December 30, 2022

- Total number of vacancies: 34 Public Safety Communicator I
- A total of 21 are ready for hire, of which fifteen will start the 9-1-1 Call-Taker Academy on January 17, 2023. The other six will start the 9-1-1 Call-Taker Academy on March 27, 2023.
- Eleven are still in the background process and, if timing permits, they may be placed in the March class.

In order to fill the remaining positions and make sure we have an active list for any unanticipated vacancies, we re-posted for the positions on January 11, 2023.

Volume of Calls and Hold Times from June 2021 through December 2022

	21-Jun	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	22-Jan	22-Feb
<= 10 sec	44.81%	46.29%	42.77%	48.94%	42.10%	47.74%	44.90%	49.18%	59.16%
<= 15 sec	49.16%	50.76%	47.68%	53.20%	46.28%	51.70%	53.05%	57.70%	65.92%
<= 20 sec	52.86%	54.56%	52.52%	57.33%	50.57%	55.62%	57.45%	62.02%	69.57%
<= 40 sec	64.54%	65.98%	65.62%	68.90%	62.87%	68.82%	66.49%	70.69%	77.39%
Total Calls	99,534	104,006	100,772	97,322	101,653	89,571	95,598	87,368	76,663
Duration	200.4 sec	188.8 sec	183.7 sec	177.4 sec	189.4 sec	184.4 sec	195.4 sec	183.9 sec	179.0 sec



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	22-Mar	22-Apr	22-May	22-Jun	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec
<=10 sec	51.57%	49.14%	60.94%	66.10%	63.84%	61.79%	54.71%	58.63%	67.21%	59.06%
<=20 sec	58.88%	56.69%	67.12%	72.31%	71.72%	68.96%	61.88%	65.47%	73.03%	66.42%
<=30 sec	62.86%	60.87%	70.86%	75.90%	75.66%	72.75%	66.07%	69.33%	76.19%	70.51%
<=40 sec	72.01%	77.39%	79.45%	83.79%	83.64%	81.10%	75.32%	78.03%	83.59%	79.08%
Total Calls	89,881	92,148	95,609	90,968	96,355	90,139	90,770	88,291	79,501	87,089
Duration	183.7 sec	186.3 sec	181.9 sec	176.6 sec	169.4 sec	172.7 sec	174.7 sec	175.8 sec	167.9 sec	166.0 sec

Highlighted Success: Independence Day

During the night of July 4, 2021, from 8 p.m. to 5 a.m. on July 5th, we received 2,498 calls for service. During the peak hours of 9 p.m. to 1 a.m. we received 1,797 calls for service. Of those, 1,051 calls were from 9 p.m. to 11 p.m. For the full nine hours we answered 45.8% of the calls in 20 seconds or less. From 9 p.m. to 11 p.m., we had 26 call takers on duty, with twelve being on overtime.

July 4, 2021

Call Hour	Reg/OT	Total	≤ 20 Secs
20:00	15/13	246	95.53%
21:00	14/13	599	44.41%
22:00	14/11	452	45.80%
23:00	8/7	458	11.35%
00:00	8/5	288	18.75%
01:00	8/7	159	44.65%
02:00	8/7	121	92.56%
03:00	8/3	81	65.43%
04:00	8/3	46	100.00%
05:00	8/2	48	100.00%
		2,498	45.80%

In 2022, during the same time periods 8 p.m. to 5 a.m., we received 3,133 calls for service. From 9 p.m. to 1 a.m., we received 2,433 calls. Of those, 1,619 calls were from 9 p.m. to 11 p.m.. For the full nine hours we answered 75.7% of the calls in 20 seconds or less. From 9 p.m. to 11 p.m. we had 33 call takers, with sixteen being on overtime.



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July 4, 2022

Call Hour	Reg/OT	Total	≤ 20 Secs
20:00	17/16	245	95.92%
21:00	17/16	845	70.18%
22:00	17/16	774	70.16%
23:00	12/14	444	76.80%
00:00	12/14	370	88.11%
01:00	12/14	190	96.32%
02:00	7/2	119	37.82%
03:00	7/1	78	48.72%
04:00	7/2	35	100.00%
05:00	7/2	33	100.00%
		3,133	75.71%

The staffing of a Fireworks Hotline by the Fort Worth Fire Department, as well as the creation of a website to report illegal fireworks, assisted in reducing the total number of calls into the call center.

Highlighted Success: New Year's Eve

During the night of December 31, 2021, from 8 p.m. to 5 a.m. to January 1, 2022, we received 1,860 calls for service. During the peak hours of 9 p.m. to 1 a.m., we received 939 calls for service. Of those, 553 calls were from 11p.m. to 1 a.m. For the full nine hours, we answered 46.1% of the calls in 20 seconds or less, and 61.3% in 40 seconds or less. From 11p.m. to midnight, we had eleven call takers working, with four being on overtime. From midnight to 1 a.m., we had twelve working, with five being on overtime.

Dec 31, 2021

Call Hour	Reg/OT	Total	≤ 20 Secs	≤ 40 Secs
20:00	9/1	182	52.75%	69.78%
21:00	9/1	171	63.74%	73.10%
22:00	9/2	215	40.47%	57.21%
23:00	7/4	230	32.61%	48.26%
00:00	7/5	323	41.18%	57.89%
01:00	7/6	205	58.05%	68.78%
02:00	7/4	185	34.59%	49.19%
03:00	7/3	152	35.53%	54.61%
04:00	7/3	104	67.31%	85.58%
05:00	7/3	93	53.76%	68.82%
		1,860	46.08%	61.34%

In 2022, during the same time periods 8 p.m. to 5 a.m., we received 1,841 calls for service. Between 9 p.m. to 1 a.m., we received 947 calls for service. Of those, 596 of those calls from 11 p.m. to 1 a.m. For



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the full nine hours, we answered 85.1% of the calls in 20 seconds or less, and 91.2% in 40 seconds or less. From 11 p.m. to midnight, we had 24 call takers with twelve being on overtime. From midnight to 1 a.m., we had 24 call takers with fourteen on overtime.

Dec 31, 2022

Call Hour		Total	≤ 20 Secs	≤ 40 Secs
20:00	12/10	199	97.99%	99.50%
21:00	12/10	192	97.40%	98.96%
22:00	12/12	179	93.30%	98.32%
23:00	12/12	211	93.84%	96.68%
00:00	10/14	385	63.12%	74.81%
01:00	10/11	195	94.87%	97.95%
02:00	10/11	173	65.32%	82.08%
03:00	10/11	125	93.60%	96.00%
04:00	10/2	95	83.16%	91.58%
05:00	10	87	94.25%	95.40%
		1,841	85.06%	91.20%

The Fort Worth Police Department is committed to reducing the time it takes to answer calls for service and ensure that the call center gets fully staffed so that our citizens can receive the customer service they deserve. With the help of our partners in the City and the support to address the structural issues that have placed us behind the market in pay, we believe we can achieve this goal in short order.

If you have any questions regarding this information, please contact Captain Robin Krouse at 817-392-3260 or email Robin.Krouse@fortworthtexas.gov.

David Cooke
City Manager