

FY 2023-2024 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Austin Police Department

CBQ NO.: 081

REQUESTED BY: Alter (D10)

DATE REQUESTED: 07/19/2023

DATE POSTED: 07/26/2023

REQUEST: Please provide additional, specific details regarding our partnership with Workforce Solutions to enhance recruiting efforts for 9-1-1 call takers. What is the City investing with regard to this partnership? Please provide a copy of the latest recruitment plan.

RESPONSE: In June 2023, the Austin Police Department's (APD) Emergency Communications Lieutenant, Training Supervisor and Human Resources Supervisor met with several individuals from Workforce Solutions Capital Area (WSCA.) The primary goal of the meeting was to meet the current leadership team of WSCA to determine how they might assist APD with our recruiting needs in the emergency communications division.

WSCA committed to assisting APD by increasing our candidate pipeline as follow:

1. Sharing our job postings (via their website and zip code targeted emails);
2. Job fair invitations; and
3. Connecting us with local high school and college criminal justice and Career Technical Education (CTE) programs.

The 9-1-1 recruitment plan includes APD continuing to use WSCA for second-chance typing tests, typing practice, and job preparation for candidates.

Additionally, the recruiting team conducted their first "meet and greet" with Del Valle High School on July 18, 2023, to discuss and begin working on a plan to create a partnership.

Finally, Workforce has begun to advertise emergency communications division openings which amplifies recruiting efforts.