




MEMORANDUM

TO: Mayor and Council Members

FROM: Chief Joseph Chacon, Austin Police Department 

THROUGH: Chief Bruce Mills, Interim Assistant City Manager

DATE: May 9, 2023

SUBJECT: **911 Call Taker and Dispatcher Budget Rider (FY22 – 23)**

The purpose of this memorandum is to provide information related to an FY22 – 23 budget rider focused on 911 call taker and dispatch services.

The Austin Police Department is beginning to make progress toward reducing vacancies, which will in turn impact 911 call center response times. We have included (below) the May management update with vacancy and hiring data.

HRD and CPIO launched a major citywide recruiting campaign that advertises positions difficult to fill. APD 911 call taker and dispatcher positions are highlighted due to the urgent need to build capacity.

APD Emergency Communications Division
Bi-Weekly Hiring & Staffing Update
3-May-2023

911 Call Taker – Recruiting

- Posting in eCareer 2-1-2023 - 03-17-2023 (163 active applicants, start date May 22, 2023)
 - 10 at TCOLE/drug screen phase
- Posting in eCareer 03/18/23-05/01/2023 (89 applicants, tentative start July 3, 2020)
 - Interest/Info email sent 04/14/2023
 - Second round of interest emails sent 05/02/2023
 - 7 to interview the week of 05/01-05/03
- Posting in eCareer 05/02/23-06-15-2023 (2 applicants)

Police Dispatcher – Recruiting

- Posting in eCareer 02-01-2023 - 03-17-2023 (start date May 22, 2023)
 - 130 applicants (as of 04-04-2023)
 - 6 in TCOLE/drug screen phase/psych evaluation phase
 - 1 internal promotion
- Posting in eCareer 03/18/2023-05/01/2023 (103 applicants as of 05/01/2023)
 - Interest/Info email sent 04/14/2023
 - 29 in CritiCall phase
 - Second round of interest emails sent 05/02/2023 after posting closes
 - 7 to interview week of 05/01-05/03

Current and Upcoming Vacancies

Comms Supervisor: 2
Dispatch Lead: 4
Dispatcher: 16
911 Call Taker: 49
Total Vacancies: 70
Upcoming Vacancies: 1 call taker on 05/21/2023

APD 9-1-1 Answer Call Volume and Answer Rate (16-30 April 2023)

9-1-1 Calls: 42,664
Answer Rate: 65.53% (average answered in 15 seconds or less)

APD Calls for Service and Response Times

Dispatched Calls:	11,534
Self-Initiated Calls:	3,590
Total Calls:	15,124

Priority 0 Calls:	1,368
Av. Response Time:	00:09:10

Priority 1 Calls:	2,180
Av. Response Time:	00:12:05