



**NETCOM REGIONAL DISPATCH  
MULTI-YEAR PLAN**

**(Supplement to KPD Multi-Year Plan)**

**FY 2018-2019 THROUGH FY 2022-2023**

**WARREN DUDLEY  
NETCOM MANAGER**

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## **INTRODUCTION**

The North East Tarrant Communications Center (NETCOM) is a Regional Public Safety Answering Point (PSAP) that serves the cities of Keller, Westlake, Southlake, and Colleyville with Police / Fire / EMS service. NETCOM serves a resident population of about 107,000 people and an area of about 60 square miles. NETCOM is based in the Keller Police Department and staffed by City of Keller employees. NETCOM is comprised of 21 employees (1 NETCOM Manager, 4 Shift Supervisors/Dispatchers, 16 Dispatchers), who maintain a continuous 24 hour operation. NETCOM is overseen by a Support Service Captain and the Keller Police Chief. The NETCOM goals, performance measures, primary training, certifications, budget, facility, and staffing are jointly established in a collaborative systems review and maintained by cooperation of the NETCOM Manager, Support Service Captain, and Police Chief.

This multi-year plan is a supplement to the Keller Police Department plan and identifies future challenges and goals for NETCOM. The multi-year plan is reviewed and updated annually.

## **NETCOM TASKS and RESPONSIBILITIES**

- Answer 911 Calls
- Answer Non-Emergency and Administrative Phone Calls
- Dispatch Police, Fire, EMS calls
- Dispatch Animal Control calls
- Dispatch Public Works and Parks during significant weather or city events
- Maintain radio operations with all units (on duty and off duty)
- Maintain radio operations for other city divisions (public works, parks, etc.)
- Maintain Computer Aided Dispatch (CAD) for each call
- Provide mutual aid support and coordination
- Emergency paging for specialty units
- Enter, replace, and clear warrants, articles, protective order information
- DL, criminal history, vehicle, and article checks
- Scan items into laserfiche for others to access in the jail and department
- Assist field units with investigating calls using multiple software options:
  - Siren GPS
  - Rapid SOS
  - TLO (public data)
  - Social media
  - Other resources

Outdoor Warning System (OWS) Activation  
Alarm monitoring  
Quality Assurance reviews  
Equipment, hardware, and software inspections  
Audits  
Evaluations  
Training  
Public Education and Tours  
Observation sit-in sessions (learning about dispatch)

### **TRENDS in NETCOM DISPATCH IDENTIFIED for 2018/2019**

Public safety agencies are using social media to reach out to citizens with proactive information to reduce the number of people calling in asking questions about their community.

We are aggressively using new software to find 911 callers who don't know where they are despite shortfalls in traditional 911 location services. We have been using SirenGPS since 2016. We just added RapidSOS as another 911 location feature.

Technology is expanding quickly internally and externally. Dispatchers have to learn a great deal of software options beyond phones, maps, and CAD entry.

Dispatchers have to multi-task at a very high level to monitor 10 computer screens, many phone lines, fax machines, security videos screens, alarms, email, activity in 4 cities and surrounding area, many staff, and current events that could affect our area.

We continue to remove dispatchers from the room setting and move them to the field and off site locations for tactical dispatching and mutual aid training. The benefit is learning options, preparing staff to evacuate the dispatch center and work in other environments, personal networking, viewing situations from field perspective, variety in the workspace.

Dispatch has noticed a slight increase in "spoofing" and "swatting" type calls

Dispatch has noticed a drastic increase in anti-government/anti-police groups using social media to encourage others worldwide to call in on 911 and Non-Emergency lines to harass public safety efforts. Further, these groups use "robo-calling" to tie up phone system resources.

## **NETCOM PERFORMANCE MEASURES**

There are several primary goals for NETCOM Dispatchers. The first goal is to answer 90% of 911 calls in less than 10 seconds. The second goal is to dispatch Fire/EMS Priority 1 calls in less than 60 seconds. The third primary goal is to dispatch Police Priority 1 calls in less than 2 minutes. Fire/EMS calls are typically dispatched first because the primary call taker position also dispatches Fire/EMS units. Police call follow once the call has been entered by the call taker. In 2017-2018 we identified problems in the CAD Recommendations that were causing delays in dispatch times. We worked to solve these issues and continue to monitor issues and fix them individually as they appear. Below is an overview of performance and future goals.

Year	% of Calls Answered < 10 Seconds	Average Dispatch Time for FD Priority 1	Average Dispatch Time for PD Priority 1
2016	NA	45 Seconds	1 Min 19 Sec
2017	96%	44 Seconds	1 Min 11 Sec
2018	98%	45 Seconds	1 Min 25 Sec
2019 est	97%	44 Seconds	1 Min 15 Sec

## **LONG-TERM GOALS and OPERATIONAL OBJECTIVES**

Continue to meet the service needs of our fast growing 4 city regional partnership

Maintain and/or improve performance measures listed above

Monitor performance measures vs call volume to make operational adjustments

Monitor staffing levels against performance measures and call volume to determine needs

Continue to meet the standards under the CALEA National Accreditation Program

Develop leaders and supervisors through training and feedback to provide quality leadership for all team members

Explore implementing a new CAD/RMS system for performance enhancement

Network with city courts to transition from paper warrants to electronic warrants and remote clearances to reduce costs, labor, and greatly improve accuracy and performance.

Partner with Tarrant County 911 to add equipment and technology to the Northeast back up site so we can have an independent back up dispatching location.

### **PROJECTED CAPITAL IMPROVEMENT PROJECTS AND EQUIPMENT**

2020	Replace carpet throughout NETCOM
2020	Replace or repair consoles that have broken shelving and doors
2021	Replace refrigerator and ice machine

### **NETCOM SERVICE POPULATION and ESTIMATED GROWTH**

Year	Square Miles	Population (Keller, Westlake, Southlake, Colleyville)
2016	60	105,000
2017	60	106,000
2018	60	107,000
2019	60	108,000
2020	60	109,000
2021	60	110,000
2022	60	111,000
2023	60	112,000

## **NETCOM 911 CALLS, PHONE CALLS, CAD, and ESTIMATIONS**

Year	Received 911 Calls	Received Phone Calls	CAD Entries
2016	42,711	133,557	250,589
2017	45,318	169,468	250,884
	Note – Began use of Siren GPS for 911 location service Siren GPS allowed callers to call admin lines and provided GPS location All cities began an aggressive social media campaign for public information		
2018	38,505	127,499	215,102
	Note – All cities suffered staffing shortages which reduced CAD Entries The use of social media by PIOs reduced calls to dispatch for information Dispatch received new software for 911 which changed data collection		
2019	39,000	128,000	220,000
2020	39,500	128,500	225,000
2021	40,000	129,000	230,000
2022	40,500	129,500	235,000
2023	41,000	130,000	240,000

## **STAFFING and WORK STUDIES**

A work study was completed in 2015 to evaluate staffing levels and was followed up in three years cycles to make sure operations are working efficiently. A new work study was completed at the end of 2018 and identified the need to explore addition of more staff based on call volume, performance measures, and overtime.

Note – NETCOM dropped below authorized levels in 2015 due to staffing shortages and has operated at about 75%-90% staffing level to current date. This staffing trend is common locally and nationwide.

**PRESENT NETCOM AUTHORIZED STAFFING**

1     Manager  
4     Shift Supervisors  
16    Dispatchers  
21    Total Personnel

**ESTIMATED STAFFING AND CHANGES**

Year	Staffing	Status
2015	21	1 - Manager 1 – Assistant Manager 2 – Night Shift Supervisors 17 - Dispatchers
2016	21	1 - Manager 1 – Assistant Manager 2 – Night Shift Supervisors 17 - Dispatchers
2017	21	1 - Manager 1 – Assistant Manager 2 – Night Shift Supervisors 17 – Dispatchers

Note - Identified need to restructure supervision staffing due to shift equality, supervisor development, and overall support

2018	21	1 - Manager 4 – Shift Supervisors 16 – Dispatchers
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Note - Restructured to streamline processes and provide overall supervision and support for each shift equally.

2019	21	1 - Manager 4 – Shift Supervisors 16 – Dispatchers
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Note - Identified need and budget request for 1 FT Dispatcher to reduce overtime

2020	22	Add 1 FT Dispatcher – Additional cost \$35,000
2021	22	Evaluate needs from previous year based on call volume, performance measures, and overtime
2022	22	Evaluate needs from previous year based on call volume, performance measures, and overtime
2023	22	Evaluate needs from previous year based on call volume, performance measures, and overtime

NETCOM will continue to change and evolve with technology and social practices. Text to 911 is likely to will likely be available in the next two years which will modify some calls. GPS location will continue to improve with traditional 911 sources which will improve performance measures. We continue to remove paper formats and move to electronics for faster procedures. Our goal is to operate with the fastest and most accurate response possible.