NETCOM ECC

SURVEY RESULTS

Utilizing Axon My90's Post Contact Surveys

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2024

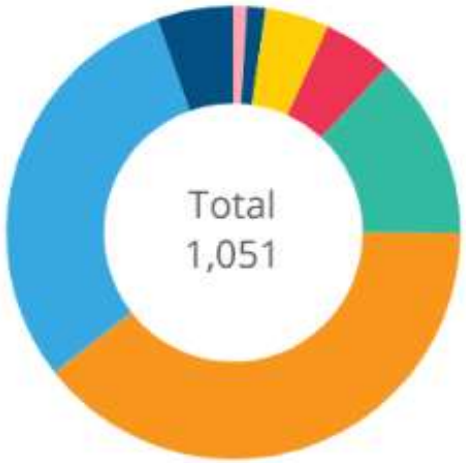
On March 6, 2024, the Keller Police Department began sending follow-up text surveys to complainants on certain call types through Axon's My90. These post-contact surveys included a survey for the Keller Police Department to Keller and Westlake complainants and a survey for the NETCOM Emergency Communications Center (ECC) for all complainants. This reports covers the My90 post contact responses received during 2024 for the NETCOM ECC.

Below are areas surrounding NETCOM operations. Survey results from previous survey variations can be reviewed for comparison. Previous surveys were created and posted on social media or sent out through the water bill to residents. Results from previous surveys are available from 2020, 2022, and 2024 for comparison.

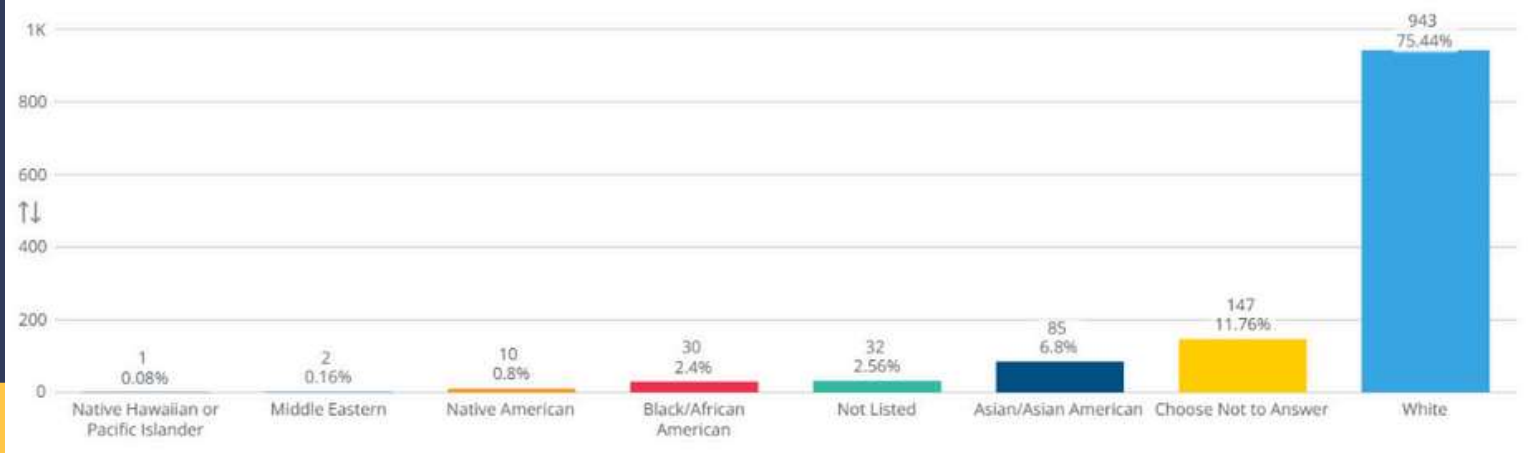
Demographics

What best describes your age group?

Under 18	10	0.95%
18-20	14	1.33%
21-27	48	4.57%
28-35	53	5.04%
36-45	138	13.1%
46-60	414	39.4%
61+	317	30.2%
Choose Not t...	57	5.42%

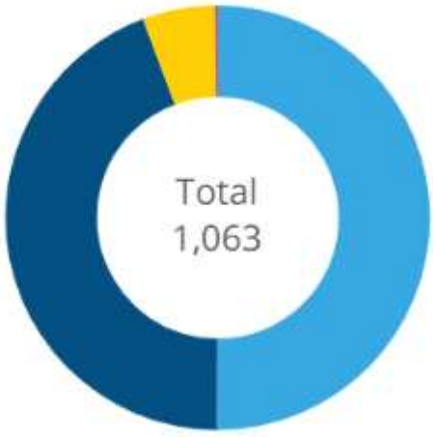


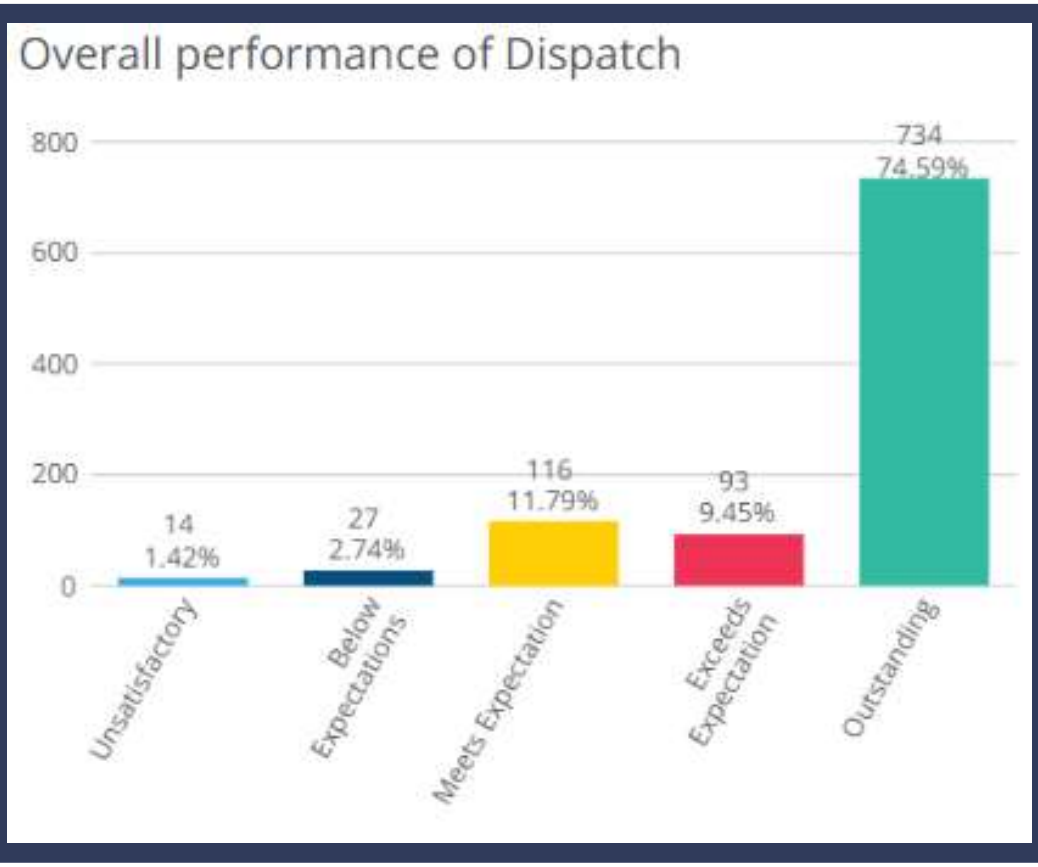
What best describes your race/ethnicity?



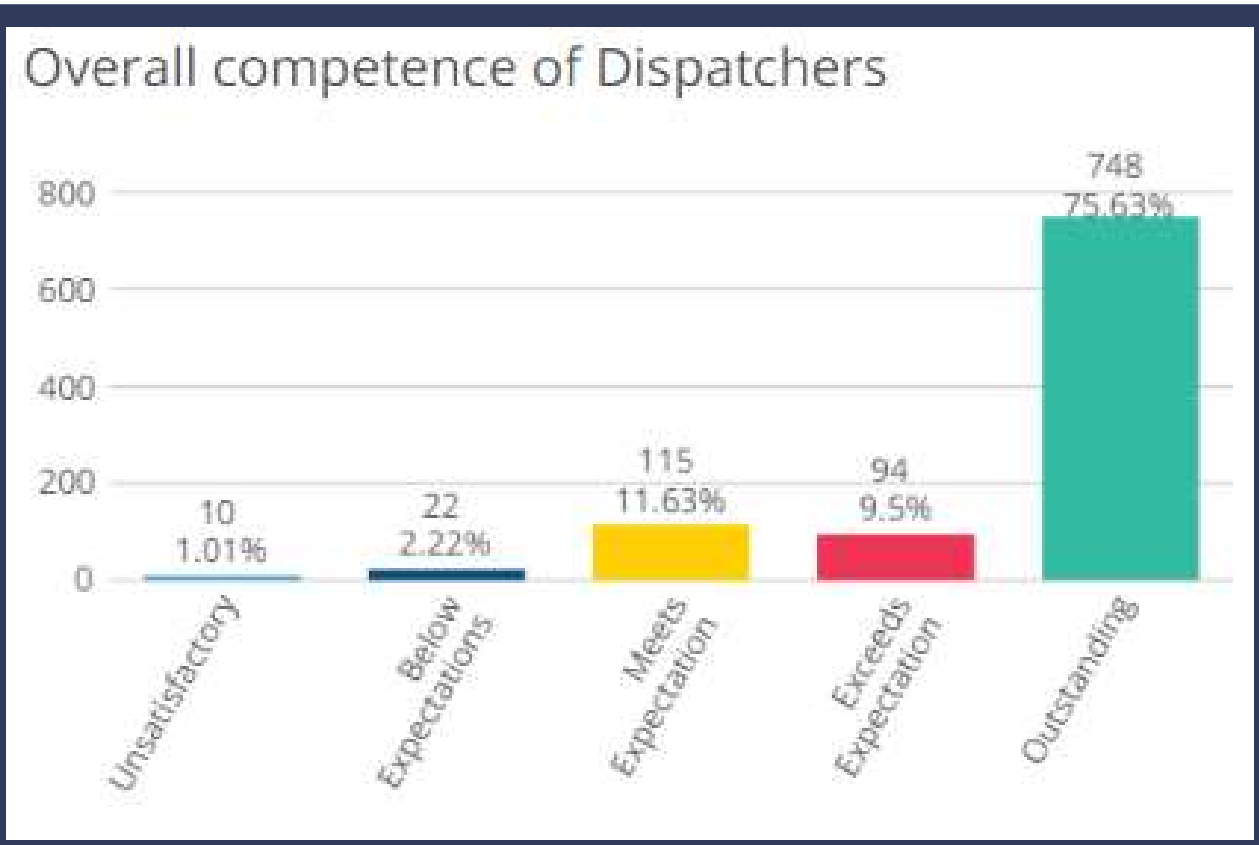
What best describes your gender?

Female	532	50.0%
Male	470	44.2%
Choose Not t...	59	5.55%
Nonbinary/Thi...	2	0.19%

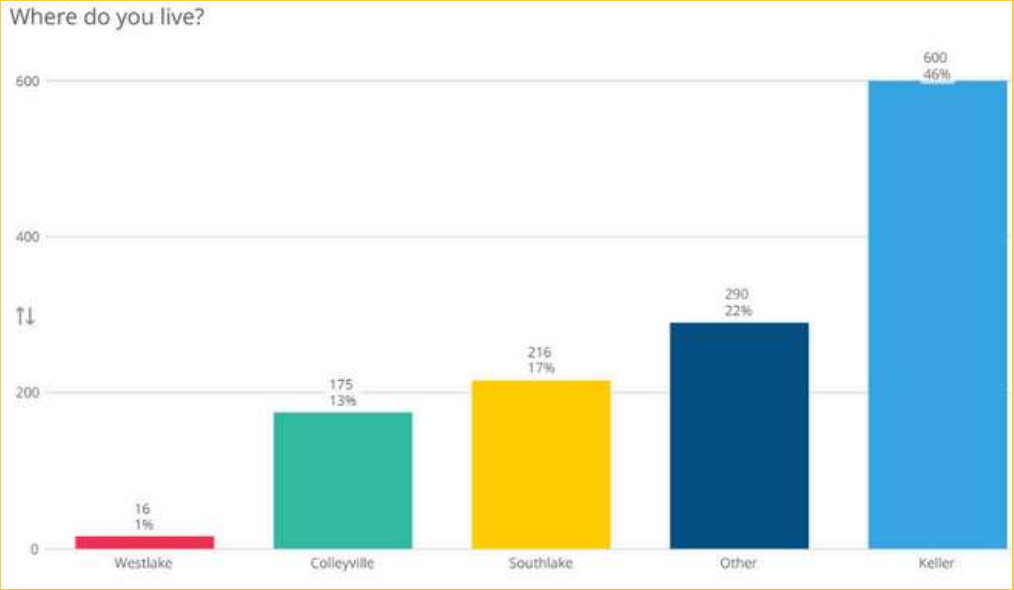


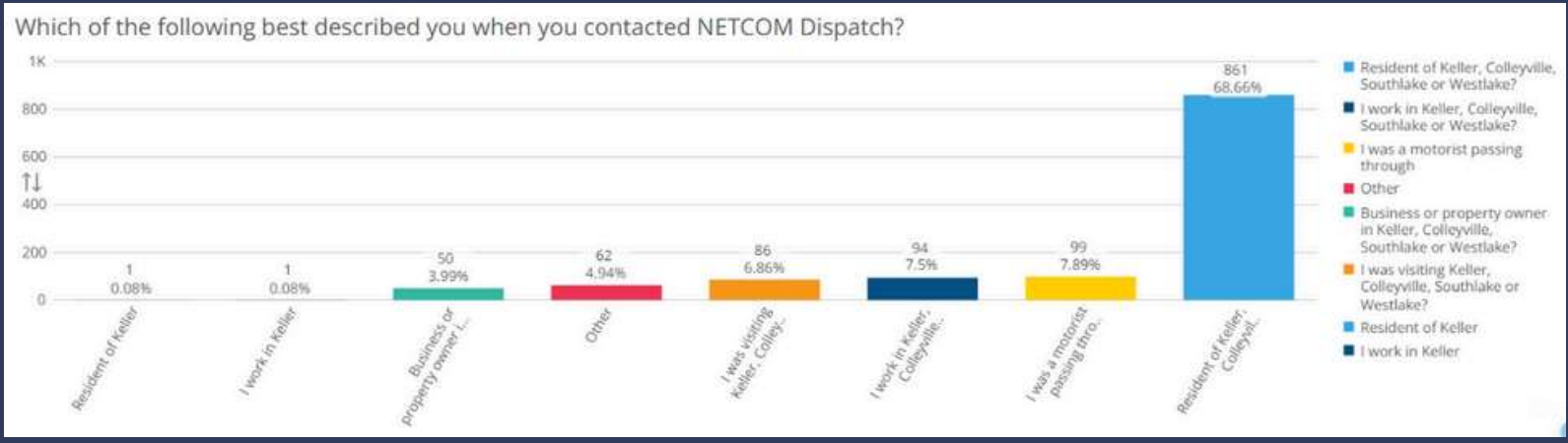


Overall Performance

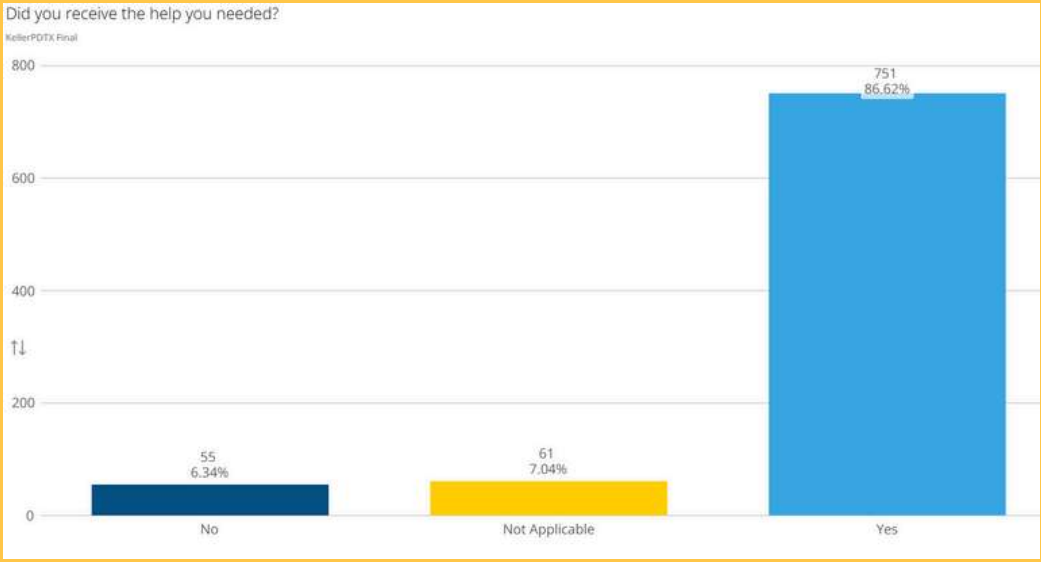


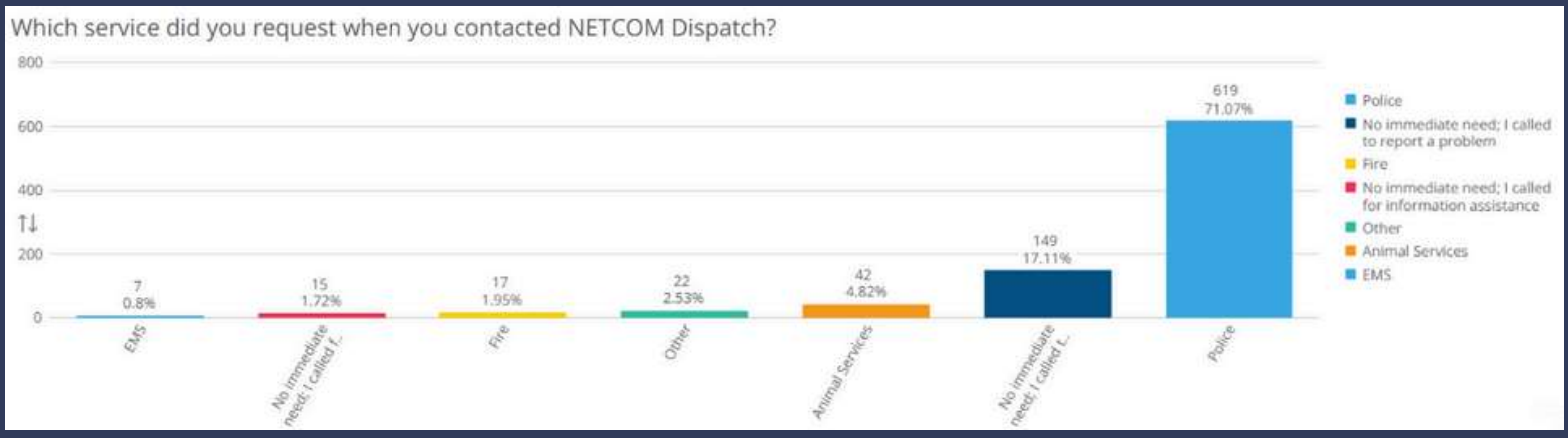
Callers


Where do you live?
600
400
200
0
16
1%
175
13%
216
17%
290
22%
600
46%
Westlake
Colleyville
Southlake
Other
Keller

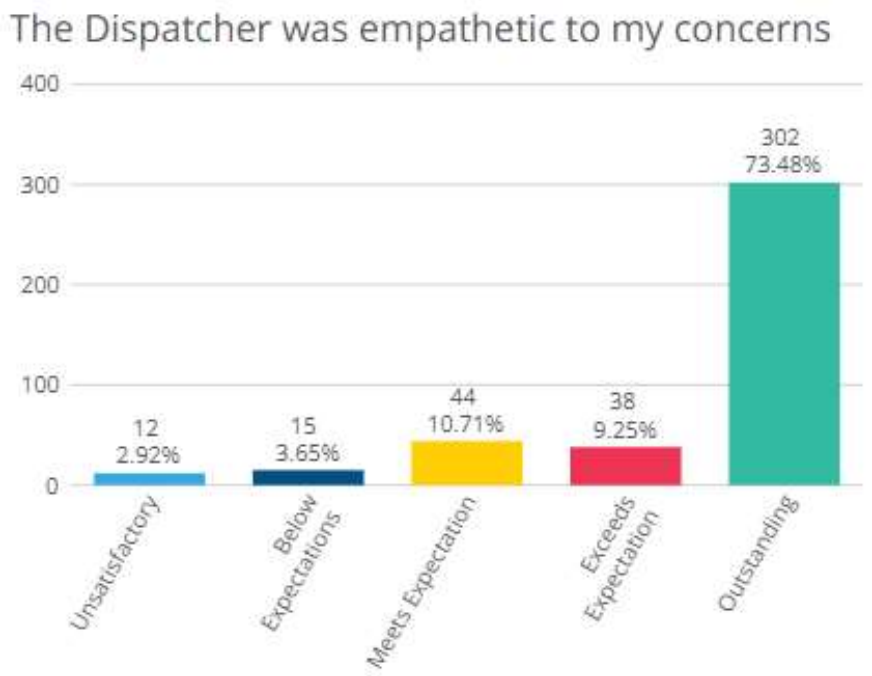

Which of the following best described you when you contacted NETCOM Dispatch?
1K
800
600
400
200
0
1
0.08%
1
0.08%
50
3.99%
62
4.94%
86
6.86%
94
7.5%
99
7.89%
861
68.66%
Resident of Keller
I work in Keller
Business or property owner i...
Other
I was visiting Keller, Colley...
I work in Keller, Colleyville...
I was a motorist passing thro...
Resident of Keller, Colleyvil...
Resident of Keller, Colleyville, Southlake or Westlake?
I work in Keller, Colleyville, Southlake or Westlake?
I was a motorist passing through
Other
Business or property owner in Keller, Colleyville, Southlake or Westlake?
I was visiting Keller, Colleyville, Southlake or Westlake?
Resident of Keller
I work in Keller

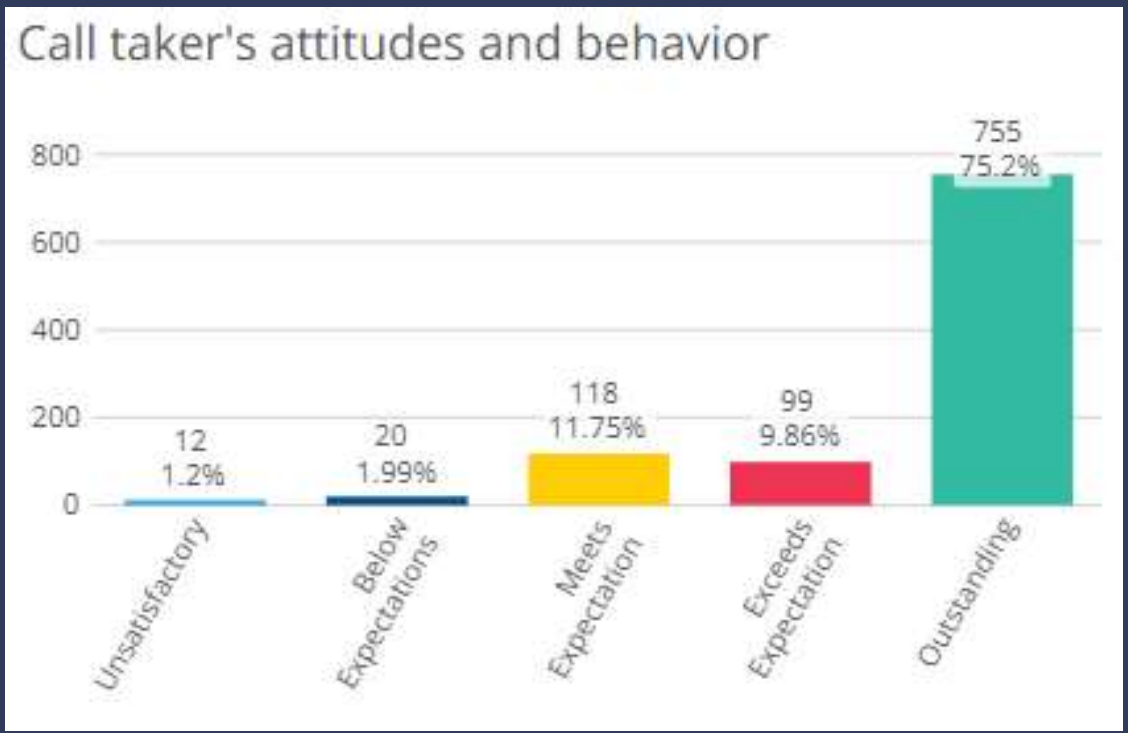
Requests


Did you receive the help you needed?
KellerPDTX Final
800
600
400
200
0
55
6.34%
61
7.04%
751
86.62%
No
Not Applicable
Yes

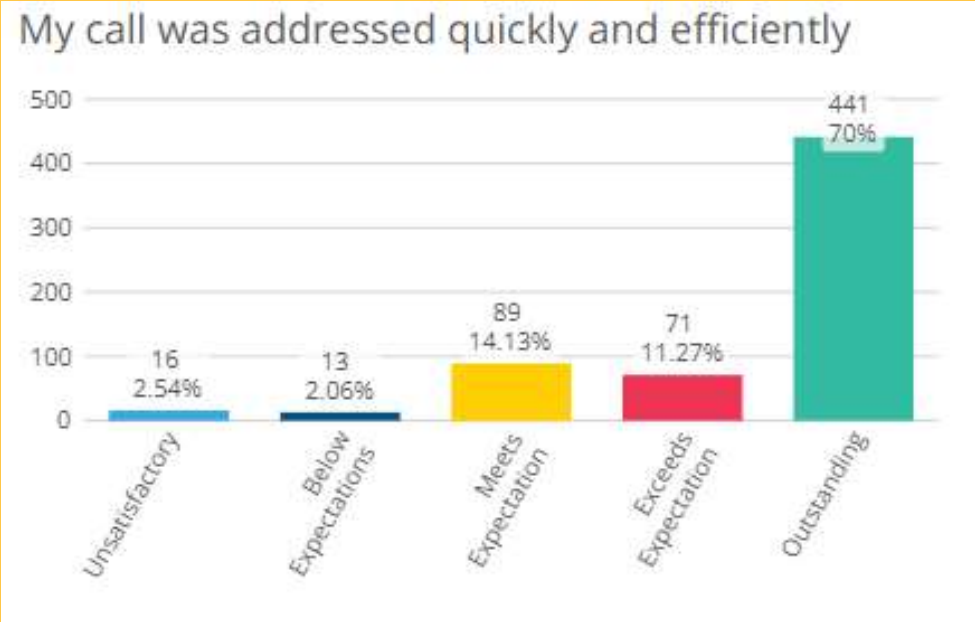

Which service did you request when you contacted NETCOM Dispatch?
800
600
400
200
0
7
0.8%
15
1.72%
17
1.95%
22
2.53%
42
4.82%
149
17.11%
619
71.07%
EMS
No immediate need; I called f..
Fire
Other
Animal Services
No immediate need; I called t..
Police
Police
No immediate need; I called to report a problem
Fire
No immediate need; I called for information assistance
Other
Animal Services
EMS

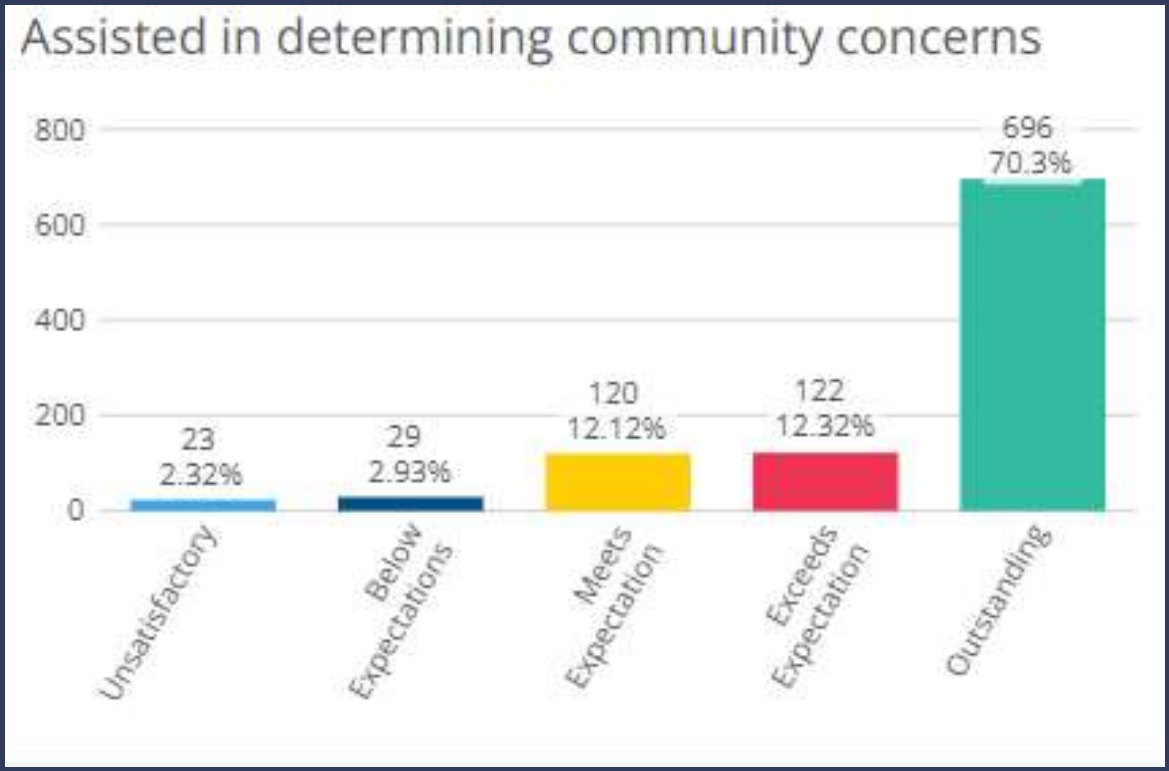
Attitude and Behavior





Interaction





Overall, community sentiment was positive towards the NETCOM ECC. There were two open ended questions on this survey: “What recommendations or suggestions do you have to improve NETCOM Dispatch?” and “Please share any other comments you have about NETCOM or our dispatchers.” A summary of results and free text answers was sent to command staff each week. Any employee that was mentioned by name is a positive way was notified of the feedback and the commendation was added to their personnel file. Towards the end of 2024, an option was added for citizens to select that they would like to be contacted in reference to their survey.

Conclusion

This survey will assist us with our plans to meet the future needs of our citizens. The results will be shared with our employees. Overall, the survey results show that our citizens acknowledge our style of customer focused, value-driven police services is a correct fit for our community and we exceed their expectations. Areas we can improve have been noted and we will continue to strive for further development and improvement moving forward.