



**2019 - 2020**

## **NETCOM 911 DISPATCH CITIZEN SURVEY RESULTS**

NETCOM Manager

Warren Dudley

3/19/20

NETCOM Dispatch received Initial CALEA Communications Accreditation in 2018. NETCOM Dispatch partners with Keller Police Department in Law Enforcement Accreditation and some standards are crosswalk applicable. NETCOM Dispatch serves four cities and receives many calls from the surrounding area. One of the accreditation standards is providing a citizen survey and analyzing that information for continuous improvement. A separate survey was designed for NETCOM Dispatch and sent out to our partner cities to be posted on their websites providing 24/7 access for people to fill out surveys. Each city broadcasted information about the survey via social media and mass communication efforts. Survey results are ongoing and maintained by the Calendar Year. The results of the survey in this memorandum are five months of information from November 1, 2019 – March 1, 2020 to generally coincide with the Keller Police Department survey.

Fourteen (14) people filled out the electronic survey and provided valuable feedback.

Below is the survey that is sent out to the partner cities and posted on their websites to be filled out, as well as, the results and comments.

# NETCOM 911 DISPATCH CITIZEN SURVEY

The Northeast Tarrant Communications Center (NETCOM) is a Regional 911 Public Safety Dispatch Center serving the cities of Keller, Colleyville, Southlake, and Westlake. NETCOM is civilian staffed and dispatches emergency calls for Police, Fire, and EMS (Emergency Medical Services) 24 hours a day. NETCOM serves more than 107,000 residents in 4 cities covering more than 60 square miles. NETCOM is one of only six communication centers in Texas to be CALEA Accredited. As part of our continuous improvement plan, we ask that you take a few minutes to fill out the below survey so we can focus efforts on specific customer service needs.

1. What city do you live in?

Keller	12
Colleyville	2
Southlake	0
Westlake	0
Other	0

Most respondents lived in Keller, but some lived in Colleyville.

2. How did you contact NETCOM Dispatch?

Emergency Call 911	10
Non-Emergency Call	3
Walk-In to Keller PD Lobby	0
Other	1

Approximately 71% of respondents contacted Dispatch by 911.

3. Did you contact NETCOM Dispatch using the SirenGPS App-based 911 dialing or text feature?

Yes	4
No	10

Approximately 30% of respondents are using our Siren GPS App for communication.

4. Which of the following best describes you when you contacted NETCOM Dispatch?

Resident in one of these cities (Keller, Colleyville, Southlake, Westlake)	13
Business or Property Owner (Keller, Colleyville, Southlake, Westlake)	1
Work in one of these cities (Keller, Colleyville, Southlake, Westlake)	0
Visitor to one of these cities (Keller, Colleyville, Southlake, Westlake)	0
Transit motorist passing through	0
Other	0

Approximately 93% of respondents were Residents.

5. When did you contact NETCOM Dispatch? (optional)

\_\_\_\_\_

The survey is fairly new for NETCOM so dates ranged from 2017-2020. The variety of dates did show that citizens remember those contacts and maintain opinions years later.

6. Which service did you request when you contacted NETCOM Dispatch?

Police	2
Fire	0
EMS	7
Animal Services	0
Called for Information Assistance	0
Called to Report a Problem	5
Other	0

The survey showed most respondents were calling for EMS assistance and Reporting Problems.

7. Please rate the speed and efficiency with which your call was answered by a NETCOM Dispatcher.

Outstanding	14
Exceeds Expectations	0
Meets Expectations	0
Below Expectations	0
Unsatisfactory	0

All respondents replied that speed and efficiency was Outstanding (100%).

8. Please rate the NETCOM Dispatchers' attitude and behavior toward your (citizen) concerns/inquiry.

Outstanding	12
Exceeds Expectations	1
Meets Expectations	1
Below Expectations	0
Unsatisfactory	0

All respondents replied attitude and behavior was Meeting Expectations to Outstanding (86%).

9. Please rate the NETCOM Dispatchers' ability to assist you in determining community concerns and providing the proper response.

Outstanding	12
Exceeds Expectations	1
Meets Expectations	1
Below Expectations	0
Unsatisfactory	0

All respondents replied determining community concerns was Meeting Expectations to Outstanding (86%).

10. Please rate the overall competence of NETCOM Dispatchers whom you interacted with during your call or visit.

Outstanding	13
Exceeds Expectations	0
Meets Expectations	1
Below Expectations	0
Unsatisfactory	0

All respondents replied that overall competence of dispatchers was Meeting Expectations to Outstanding (93%).

11. Please rate the overall performance of NETCOM Dispatchers related to your experience.

Outstanding	13
Exceeds Expectations	0
Meets Expectations	1
Below Expectations	0
Unsatisfactory	0

All respondents replied that overall performance of dispatchers was Meeting Expectations to Outstanding (93%).

12. What recommendations or suggestions do you have to improve NETCOM Dispatch?

Three respondents replied with comments of praise and appreciation rather than suggestions.

13. Please share any other comments you have about NETCOM or our dispatchers.

Eight respondents replied with comments of praise and appreciation. Some responses evolved into Commendations for individual dispatchers. There were no negative comments.

The survey results provide some validation that NETCOM is doing a good job, but there is always room for continuous improvement.