



# North Texas Emergency Communications Center

*Proudly serving the cities of:*  
*Addison    Carrollton    Coppell    Farmers Branch*



# Benefits of NTECC

More efficient fire department dispatching

Providing pre-arrival medical instructions

More efficient quad-city coordination of public safety services

Increased ISO rating

## NTECC Call Volume

|                     |         |
|---------------------|---------|
| 911 Emergency Calls | 126,675 |
|---------------------|---------|

|                                              |         |
|----------------------------------------------|---------|
| Non-Emergency Calls<br>Incoming and outgoing | 261,834 |
|----------------------------------------------|---------|

|                 |         |
|-----------------|---------|
| Total Call Load | 388,509 |
|-----------------|---------|

## Addison Call Volume

|                     |        |
|---------------------|--------|
| 911 Emergency Calls | 14,995 |
|---------------------|--------|

|                                   |        |
|-----------------------------------|--------|
| Non – Emergency Calls<br>Incoming | 28,482 |
|-----------------------------------|--------|

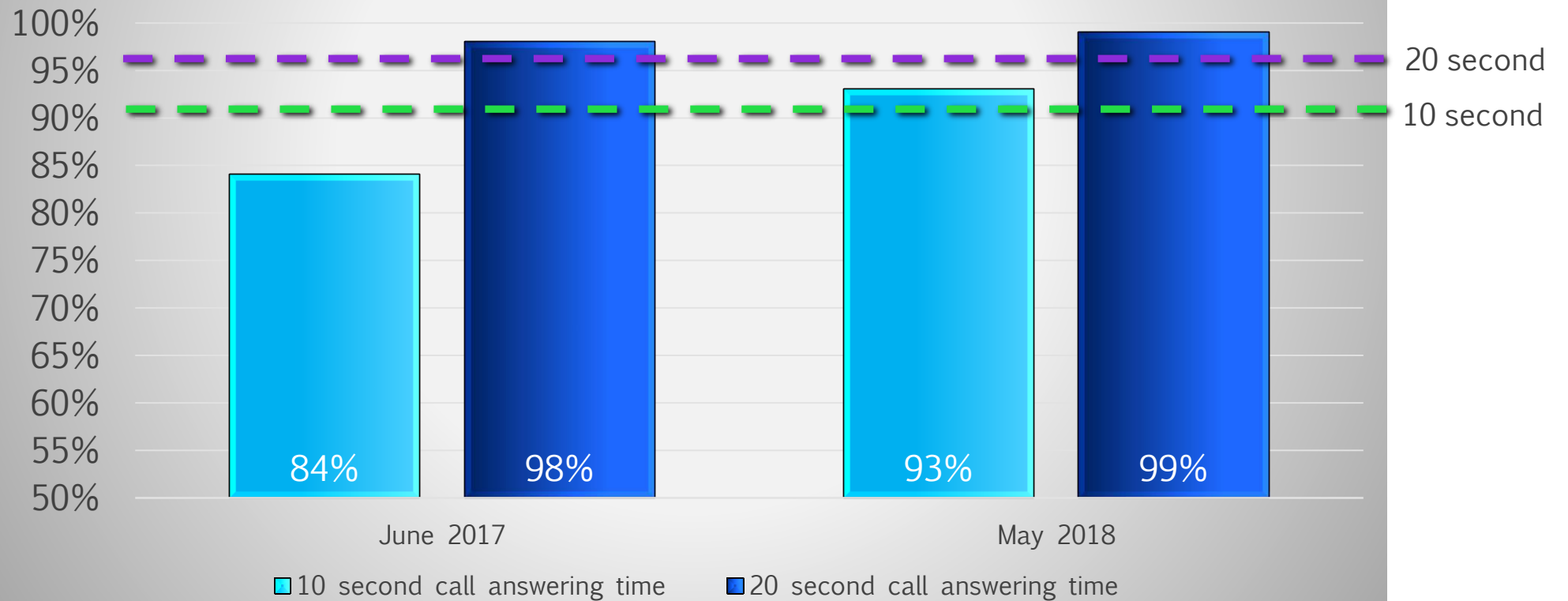
|                 |        |
|-----------------|--------|
| Total Call Load | 43,477 |
|-----------------|--------|

## NENA Call Answering Standard

NENA Call Answering Standard Edition 6, 3.1

90% of calls answered within 10 seconds

95% of calls answered within 20 seconds



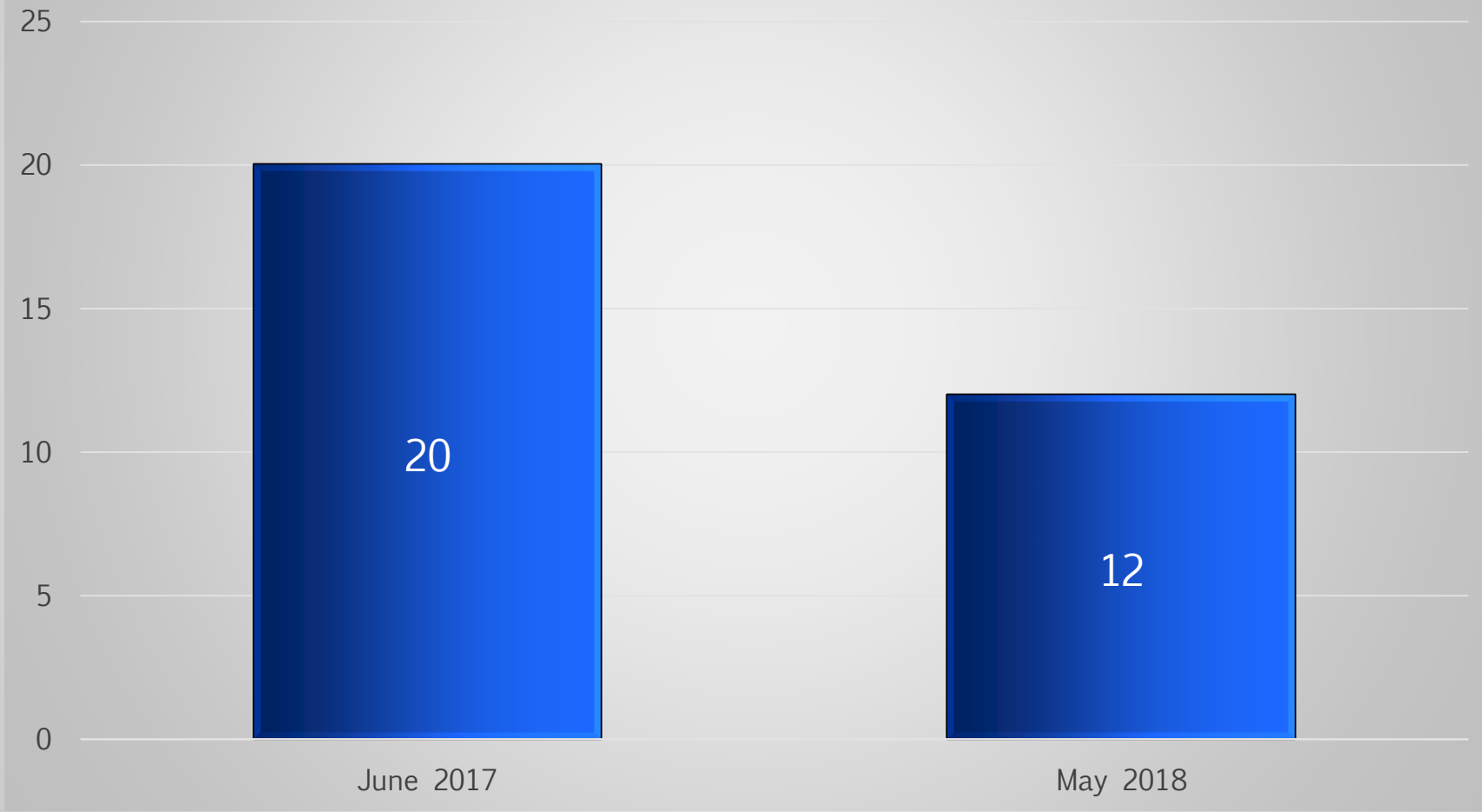
## Dispatched Fire Department Calls for Service

| Call Type                   | Call Count |
|-----------------------------|------------|
| Medical Calls               | 1,911      |
| Fire Calls                  | 1,085      |
| Total Fire Department Calls | 2,996      |

## Fire Department Average Process Time

| Call Type                   | Benchmark        | Average Time |
|-----------------------------|------------------|--------------|
| Medical Calls               | 1 min 30 seconds | 46 seconds   |
| Fire Calls                  | 1 min 4 seconds  | 52 seconds   |
| Total Fire Department Calls |                  | 48 seconds   |

## NTECC Staffing Vacant FTE Positions





# 2017 Improvements

Focused hiring and training

Performance based accountability

Realigned leadership team

Significantly improved NTECC's IT infrastructure



# Future Plans

Increased recruiting and more efficient hiring processes

Dividing call-taking and dispatch responsibilities

More efficient warrant processing





# North Texas Emergency Communications Center

*Proudly serving the cities of:*  
*Addison    Carrollton    Coppell    Farmers Branch*