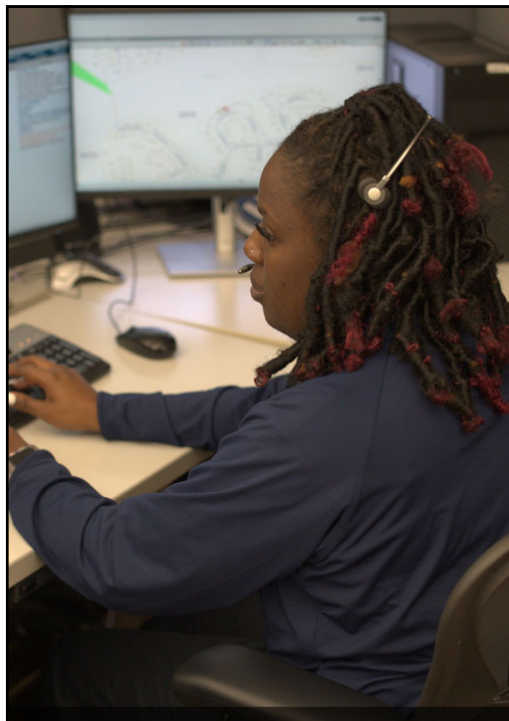




CHARLOTTE-MECKLENBURG  
POLICE DEPARTMENT



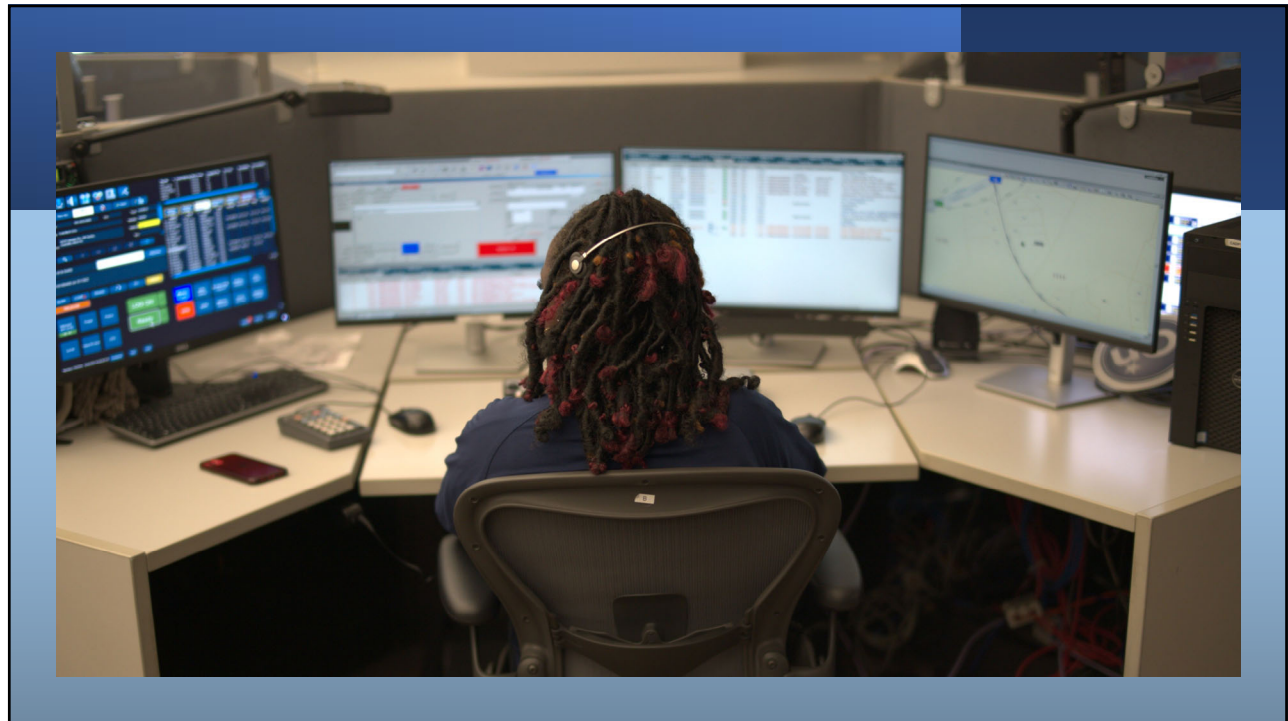
Communications Division Update  
Dec. 12, 2022



## Overview

### WHAT WE'LL COVER

- Our telecommunicator
- Goals
- Demographics
- Measures to increase and retain staff
- 911 call volume and center performance
- Next steps



## Support

- Peer support
- Debrief
- EAP
- Counseling
- Down time



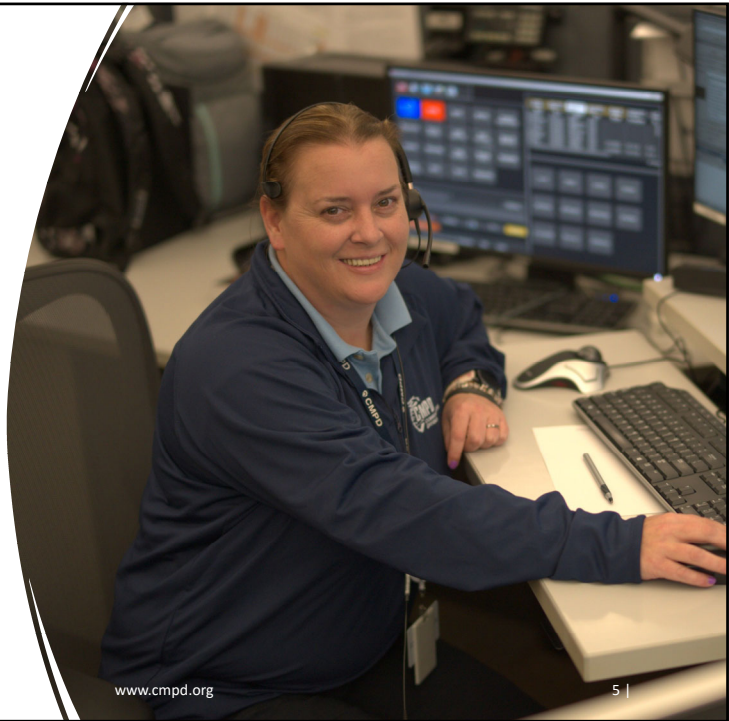
## Communications Division Goals

- Optimize call flow process
- Increase staffing
- Minimize impacts to residents

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5 |



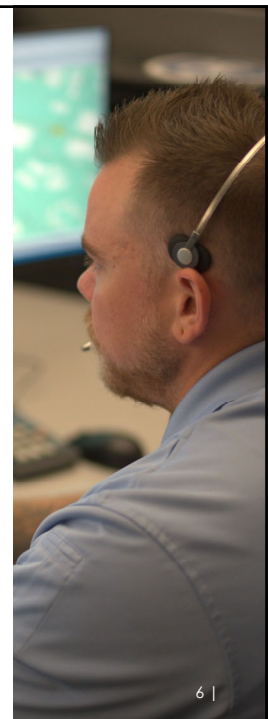
## To Achieve Those Goals...

1. Hiring
2. Retention
3. Focus on Employee Wellness
4. Emphasize optimal service delivery

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## Current State: Demographics

Gender	Total
Female	94
Male	30
Grand Total	124

Position	Total
Police Telecommun Supv	14
Police Telecommunicator	80
Police Telecommunicator Senior	30
Grand Total	124

Ethnicity	Total
American Indian/Alaska Native	1
Asian	2
Black/African American	43
Hispanic/Latino	11
Not Applicable	1
Two or More Ethnic Groups	6
White	60
Grand Total	124

**Short: 20 telecommunicators**



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## Recruitment Measures

- **Challenge:** Nationwide shortage
- CMPD efforts include:
  - Interviewed more than 150 candidates this year
  - Hired and retained 32 telecommunicators year to date
  - Hosted hiring fairs

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8 |





## Measures to Increase/Retain Staff

- Increased hiring bonus from \$2,000 to \$4,000
- Created additional promotional opportunities
- 1% retention bonus for employees in July and September
- 5% pay increase across the board week of Dec. 5
- 2.5% shift differential for afternoon/midnight shifts Jan. 2023
- 2.5% increase for secondary language
- 4% salary increase Jan. 2023



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9 |



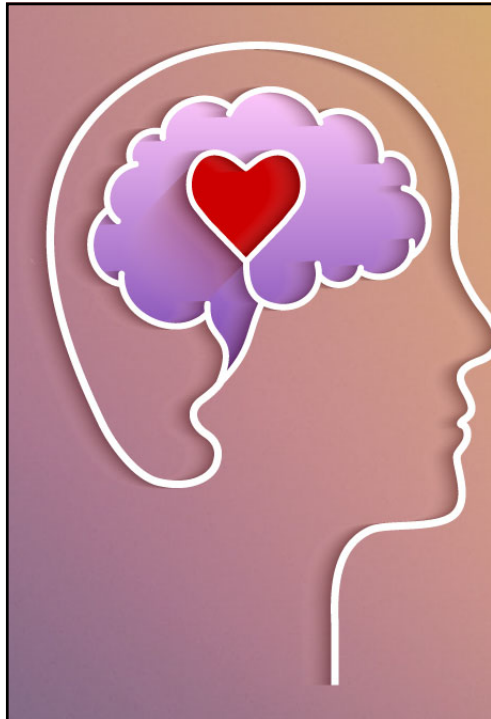
## Measures to Increase/Retain Staff

- Developing career path opportunities
- Extensive supervisory training
- Hosting roundtables to gain insights
- Implementing certified life coach on-site visits
- Debriefings after stressful, high-priority calls
- Enhancing peer support initiatives
- Improving personal leave time

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10 |



## Mental Health Support

- One hour of paid breaks during every shift
- 3 telecommunicators are members of Peer Support
- Peer Support deploys when needed
- Life coach on-site visits
- EAP and Marathon Health Behavioral Health Services
- Supervisors are equipped with resources to assist

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## 911 Call Volume

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- Receive approximately **1 million calls** for service annually
- Call volume **increased 1.2% year over year**



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## Call Center Performance

- 60% of calls in 10 seconds or less
- 90% of calls in one minute or less
- 97% of calls in less than 2 minutes
- 99% of calls in less than 5 minutes



Industry Standard:

90% of calls answered in 10 seconds or less

## Call Taking Expedition Measures

- Implemented priority shift assignments to reduce peak hour wait times
- Reclassified supervisors to non-exempt which allows OT
- Authorized OT throughout the year
- Assigned light duty officers to aid with call-taking

## Service Delivery Improvements

- Continued evaluation of individual wait time impacts
- Reviewing call data to triage more and reduce wait times
- Exploring automated options for callers to select Police, Fire or MEDIC to reduce call volume



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## Next Steps



Continue  
recruitment and  
retention efforts



Thank you for the  
pay increases!



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16 |



