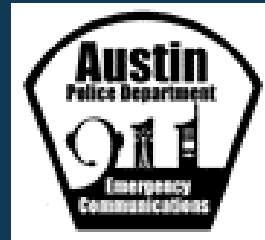


# AUSTIN POLICE DEPARTMENT EMERGENCY COMMUNICATIONS

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MAKING A DIFFERENCE EVERY DAY





# WELCOME!

We're so glad you're interested in becoming a first responder!

Let's talk about:

- CTECC: The facility where we work.
- The job : What we really do.
- The hiring process.
- The training.
- Expectations and FAQ.



# CTECC

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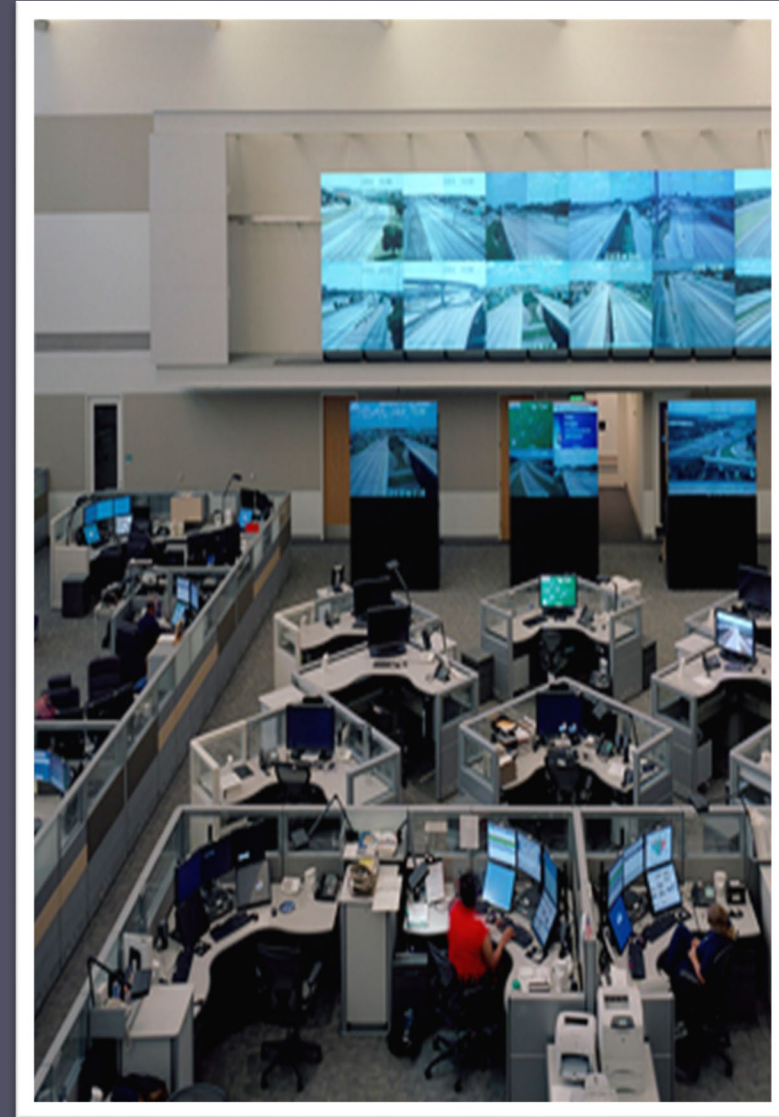
CTECC stands for Combined Transportation & Emergency Communications Center.

We share this facility with other public safety groups such as the fire department, EMS, sheriff's office, and more.

It's a secure facility with badge access only, and amenities include a gym, showers, locker room, walking trail, quiet room/room for nursing mothers, and large break areas with full kitchen appliances.

Our facility has built-in storm shelter areas as well as backup systems in place for water, power, etc., in case of emergencies.

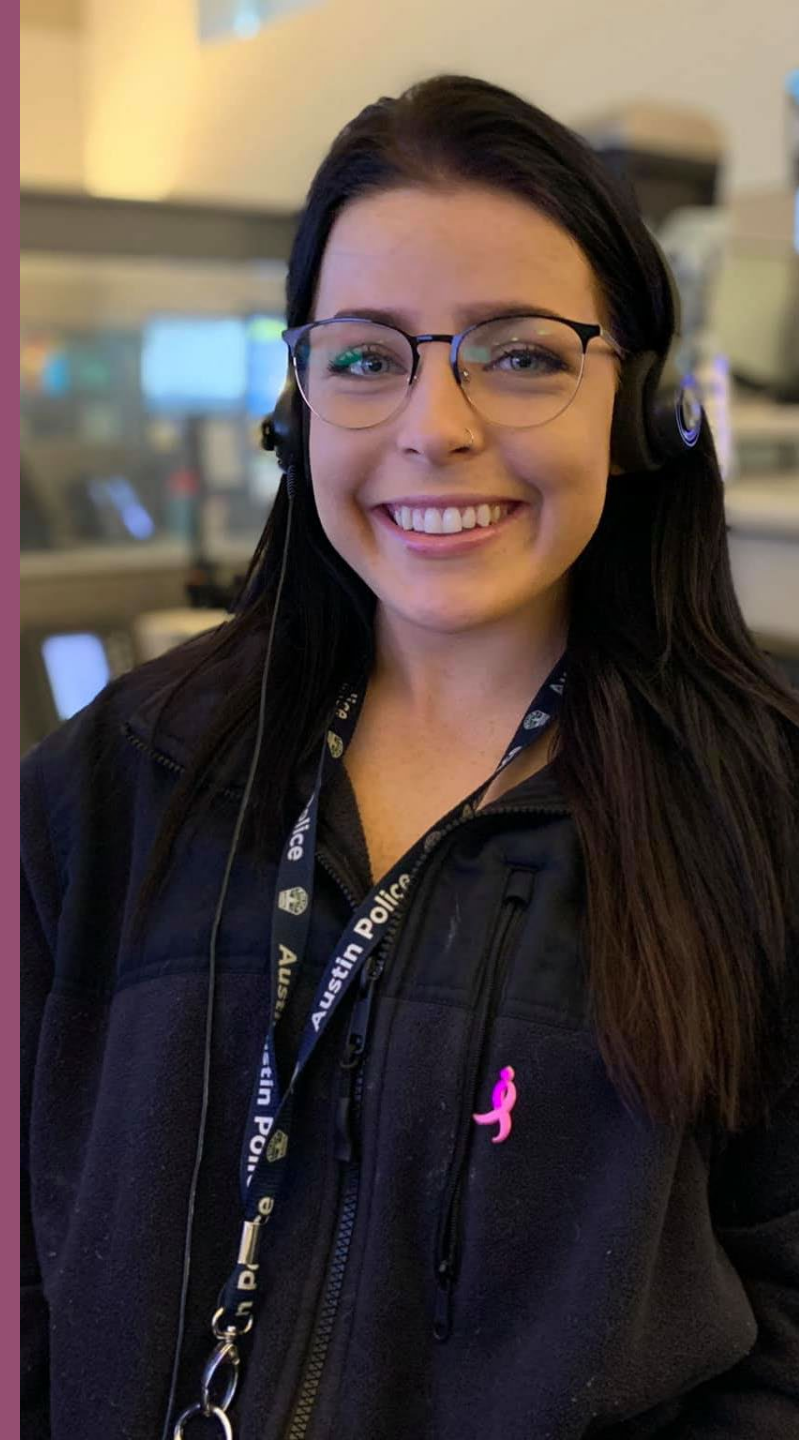
CTECC is located in the Mueller area of East Central Austin, at 5010 Old Manor Road.





## CALLTAKER & DISPATCHER: WHAT'S THE DIFFERENCE?

- Both work as a team but have different responsibilities.
- Call Takers answer emergency and non-emergency lines. They determine what type of response a caller needs, and how urgent it is.
- Call Takers put the data for these incidents in the computer system and route them to the appropriate dispatcher.
- Dispatchers do not take calls; they operate radio systems. They assign police officers to the incidents the Call Takers have created.
- Dispatchers monitor the status and safety of our police units, tracking all their activity, sending them backup, and handling their requests for special units like the SWAT team, homicide detectives, etc.



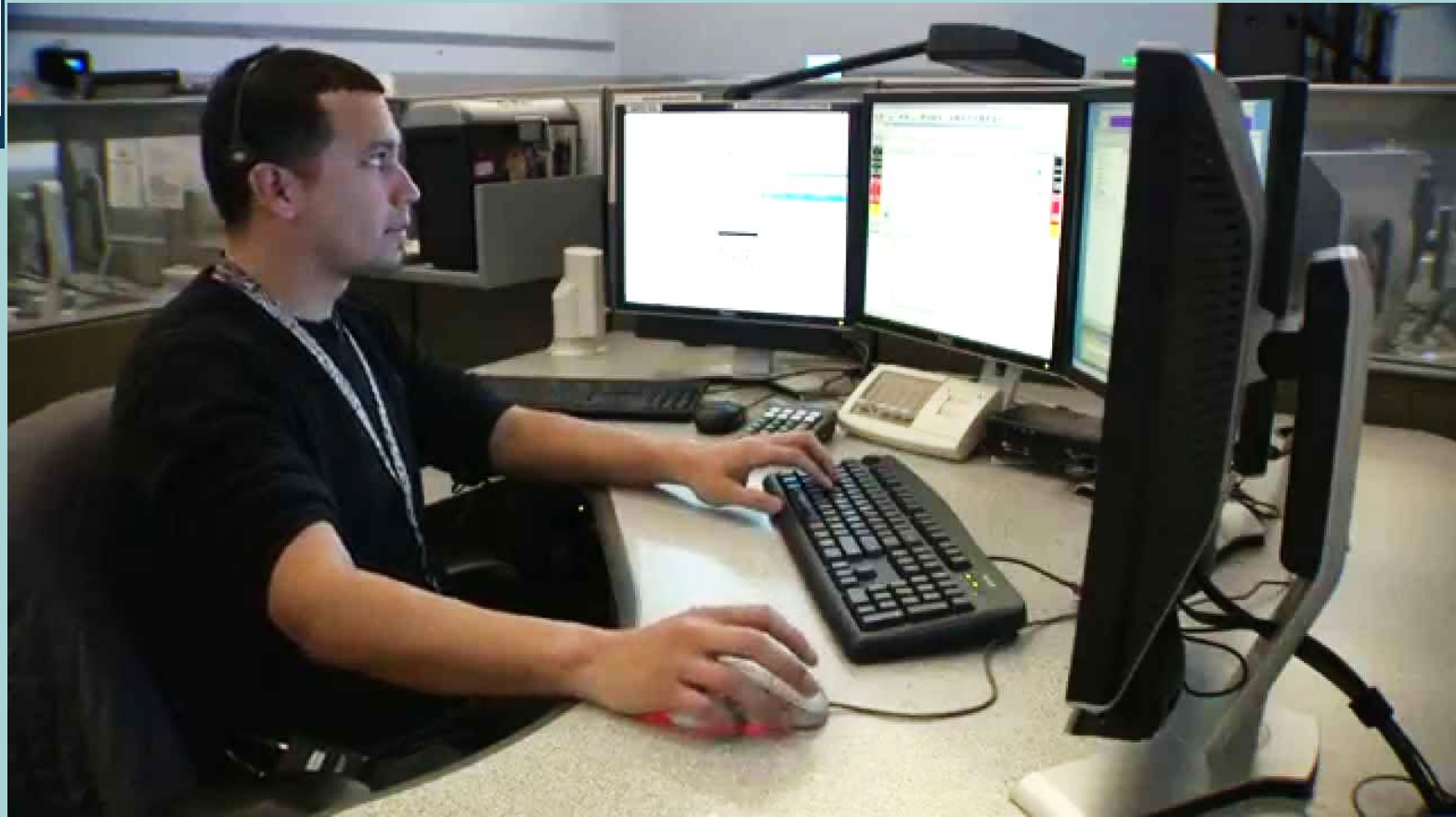
# Call Taker

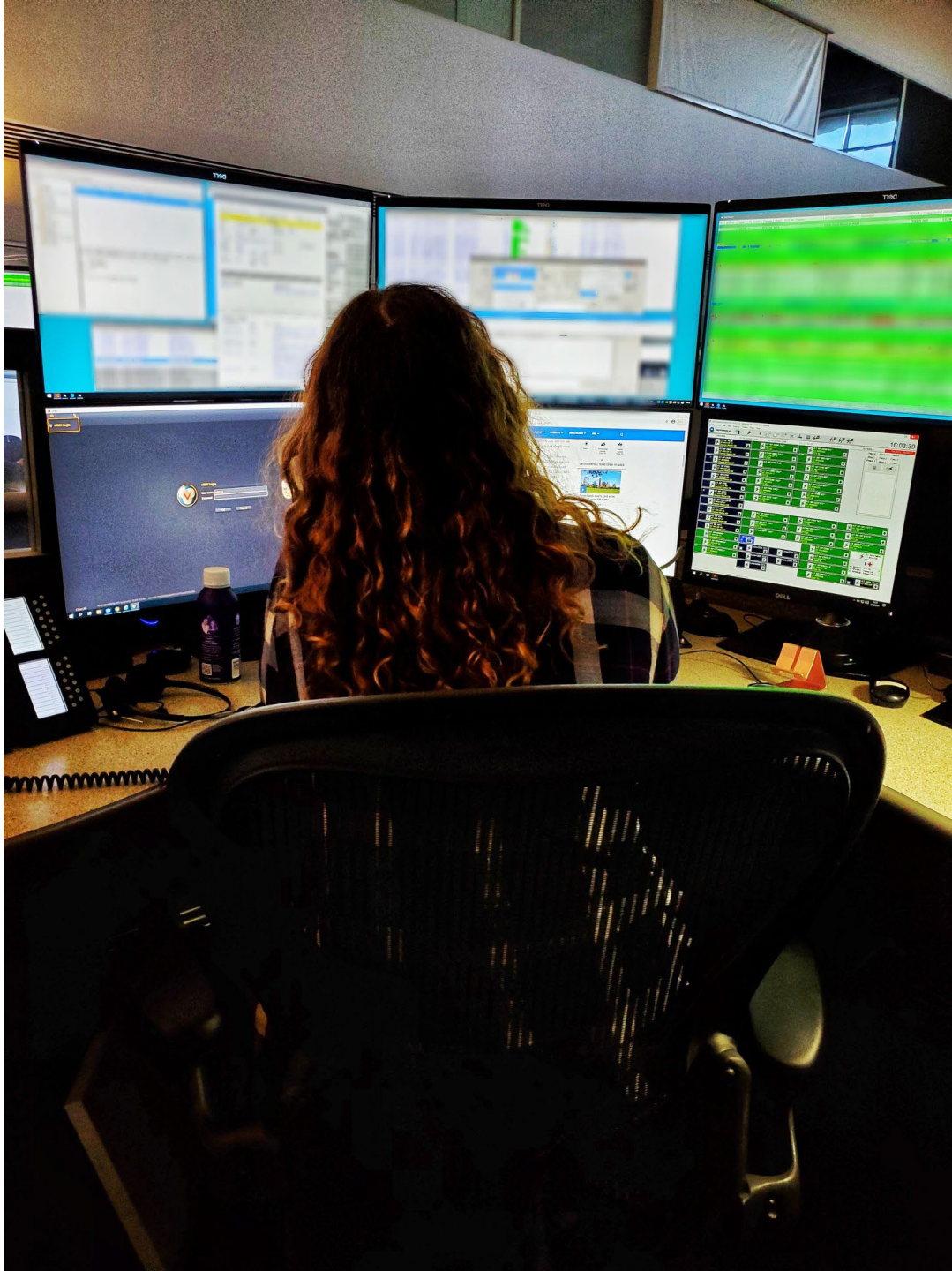


Here at APD Communications, call takers have the opportunity to diversify after their initial 911 training, learning other supportive roles within our division. These include things like writing police reports for victims over the phone, handling warrants, entering people as missing, working with the supervisors in our Control Center, etc. No day is exactly the same as the one before!

## THE *FIRST* FIRST RESPONDER

Our call takers are the crucial first point of contact for someone who needs help. They must show compassion and yet remain calm and focused on the task at hand. If you have good communication skills and a true desire to help others, this could be an exciting and fulfilling profession for you.





# Police Dispatcher

## A LIFELINE TO SAFETY

A police dispatcher is a vital, life-saving link between citizens and law enforcement. Without them, the help our citizens need would never arrive. Our officers would have no information when they encounter emergencies, and would be disconnected from each other and from all the other public safety personnel they work with on a daily basis including the paramedics, firefighters and mental health workers.

If you have a detail-oriented side that enjoys multi-tasking, and the adrenaline rush of a faster pace, as well as the idea of direct interaction with emergency units, and the satisfaction of seeing an incident through from beginning to end, you might love the job of a police dispatcher!

# So How Do I Get There?

## THE HIRING PROCESS

1

### APPLY ONLINE

[WWW.AUSTINCITYJOBS.ORG](http://WWW.AUSTINCITYJOBS.ORG)

2

### COMPLETE A PERSONAL HISTORY FORM

This form enables us to start our initial background investigation. The form must be completed in it's entirety.

3

### TAKE THE CRITICAL TEST

This test evaluates your typing speed and other technical or cognitive abilities.

4

### INTERVIEW

Consist of a panel of three employees. This allows our agency the opportunity to start getting to know you.

5

### CRIMINAL HISTORY BACKGROUND CHECK

We perform the mandated background check for any past arrests & convictions. We also verify employment history & check references.

6

### DRUG SCREENING

This is a hair and urine based test that screens for illegal drug use within the past six months. MUST be completed in Austin, TX.

7

### PSYCHOLOGICAL ASSESSMENT

You will complete a remote standardized assessment. Our psychologist then goes over it with you in a private & confidential session.

8

### YOU RECEIVE A JOB OFFER!



# Frequently Asked Questions

ABOUT THE HIRING PROCESS

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**Q.** Is there a required minimum qualification just to apply?

**A.** Yes, you must have either a high school diploma or GED.



**Q.** How do I pass the CriteCall Test?

**A.** You need an overall score of 80%. Call Taker applicants need a typing speed score of at least 35 WPM. Dispatcher applicants need to score at least 40 WPM.



**Q.** What might disqualify me on the background check portion?

**A.** Felony & Class A convictions are permanent disqualifiers. Other offenses may only disqualify an applicant for a certain time period. We also have to evaluate an applicant's history as a whole when it comes to identifying unsuitable patterns of behavior such as violence or frequently recurring minor offenses, etc.



**Q.** How long should I expect this whole process to take?

**A.** Because there are so many elements to this hiring process, similar to hiring police recruits, the average time from the point where you attend this info session until you receive a job offer is about 6-8 weeks.





**After Hiring:  
The Training Begins!**



## CALL TAKERS

- 4 WEEKS OF CLASSROOM TRAINING
- CLASSROOM HOURS ARE MONDAY-FRIDAY 7AM - 3PM
- FOLLOWED BY 4-6 WEEKS OF ON-THE-JOB TRAINING

## DISPATCHERS

- 5 WEEKS OF CLASSROOM TRAINING
- CLASSROOM HOURS ARE MONDAY-FRIDAY 7AM – 3PM
- FOLLOWED BY 8-12 WEEKS OF ON-THE-JOB TRAINING

## BOTH

- ON-THE-JOB TRAINING HOURS VARY. TRAINEES USUALLY SPEND TIME ON 2-3 DIFFERENT SHIFTS SO THEY CAN GET A MORE BROAD EXPERIENCE.
- DURING ON-THE-JOB TRAINING, TRAINEES EITHER TAKE CALLS OR DISPATCH OFFICERS WITH THEIR TRAINER LISTENING IN AND DIRECTLY ASSISTING THEM.
- MUST PASS A PERFORMANCE REVIEW AT THE END OF TRAINING IN ORDER TO BE CLEARED TO WORK ALONE.

**TWO PHASES OF TRAINING:  
CLASSROOM AND ON-THE-JOB**

# AFTER TRAINING

You'll have the chance to rate the different shift options in order of your preference. Based on seniority, where people are most needed AND your preference, you'll get assigned a permanent shift. Don't worry – we all do this twice a year, so there's always an opportunity for change not too far away.



## SHIFT CHOICES FOR CALL TAKERS:

8 HRS A DAY / 5 DAYS A WEEK: 6AM – 2PM, 2PM – 10PM, 10PM – 6AM  
10 HRS A DAY / 4 DAYS A WEEK: 6AM – 4PM, 4PM – 2AM, 10AM – 8PM, 8PM – 6AM  
12 HRS a day / 3 ½ DAYS A WEEK: 6AM – 6PM OR 6PM – 6AM (It rotates every month, days off are concurrent. MUST work three (3) twelve (12) hour shifts and one (1) four (4) hour shift . (Example: Work Fri-Sun, then Mon-Wed you are off) After 28 days it will go back to Mon-Wed.

## SHIFT CHOICES FOR DISPATCHERS:

8 HRS A DAY / 5 DAYS A WEEK: 6AM – 2PM, 2PM – 10PM, 10PM – 6AM

Just keep in mind, there are so many reasons to choose this career!



PLENTY OF CHANCES AFTER TRAINING TO WORK OVERTIME AT 1.5 TIMES YOUR REGULAR PAY



GENEROUS VACATION, HOLIDAY AND SICK LEAVE AS A CITY EMPLOYEE

EXCELLENT HEALTH INSURANCE

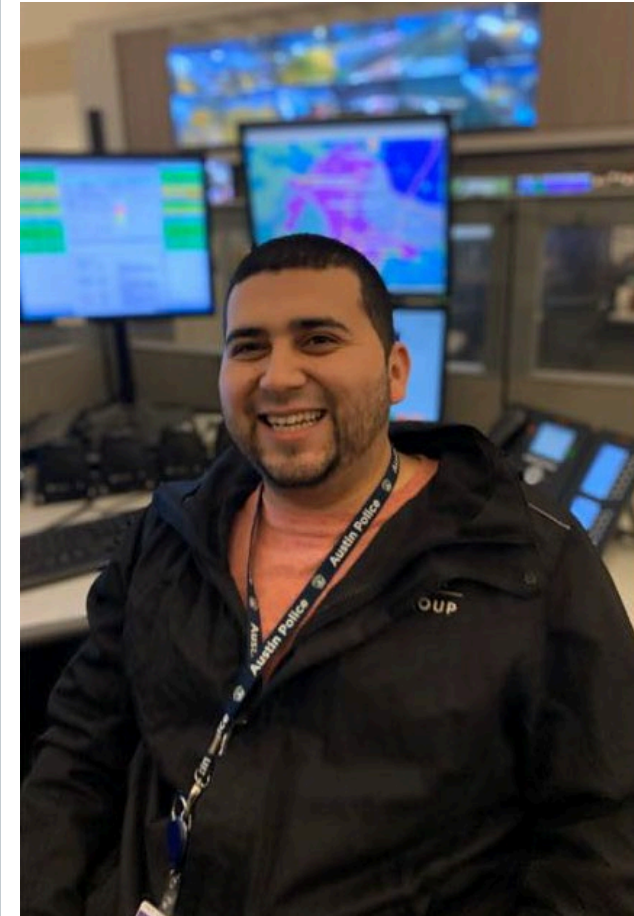
COMPETITIVE RETIREMENT PLAN

OPPORTUNITY FOR COMMUNITY ENGAGEMENT THROUGH OUTREACH EVENTS

POTENTIAL ADVANCEMENT IN MANAGEMENT AND/OR TRAINING

HELPFUL EXPERIENCE FOR FUTURES IN RELATED FIELDS

AND MOST IMPORTANTLY OF ALL...



THE CHANCE TO MAKE A REAL DIFFERENCE IN SOMEONE'S LIFE, EVERY. SINGLE. DAY.

BECOMING A STATE-LICENSED PROFESSIONAL

JOB SECURITY WITH GLOBAL DEMAND

\$150/month First Responder Pay (Once licensed)

**WE 'D LOVE TO HAVE YOU  
ON OUR TEAM!**

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ANY QUESTIONS?