

City of Fayetteville Staff Review Form

2022-0180

Legistar File ID

3/15/2022

City Council Meeting Date - Agenda Item Only
N/A for Non-Agenda Item

Chief Mike Reynolds

2/23/2022

CENTRAL DISPATCH (260)

Submitted By

Submitted Date

Division / Department

Action Recommendation:

Staff recommends approval of a resolution for a retention package for Central Dispatch employees and a budget adjustment in the amount of \$69,576.

Budget Impact:

1010.260.2600-51xx.xx	General
_____ Account Number	_____ Fund
_____ Project Number	_____ Project Title
Budgeted Item? <u>No</u>	Current Budget \$ -
	Funds Obligated \$ -
	Current Balance \$ 69,576.00
Does item have a cost? <u>Yes</u>	Item Cost \$ 69,576.00
Budget Adjustment Attached? <u>Yes</u>	Budget Adjustment \$ 69,576.00
	Remaining Budget \$ -

Purchase Order Number: _____

Previous Ordinance or Resolution # _____

V20210527

Change Order Number: _____

Approval Date: _____

Original Contract Number: _____

Comments:



MEETING OF MARCH 15, 2022

TO: Mayor and City Council

THRU: Mike Reynolds, Chief of Police

A handwritten signature in black ink, appearing to read "Mike Reynolds".

FROM: Kathleen Stocker, Dispatch Manager

DATE: January 26, 2022

SUBJECT: Staff recommends approval of a resolution for a retention package for Central Dispatch employees

RECOMMENDATION:

Staff recommends approval of a resolution for a retention package for Central Dispatch employees and a budget adjustment in the amount of \$69,576.

BACKGROUND:

The Central Dispatch Center is a 24-hour, 7-day a week operation, which answers all 911 calls for the City of Fayetteville. Our telecommunicators serve in a demanding profession, and they answer approximately 155,000 calls per year for all city services. They are a vital link between our community, our firefighters, and police officers; they are our unseen first responders, our critical lifeline, and they are always available to answer the call. Our firefighters, police officers, and community's safety is dependent on telecommunicators' commitment and devotion to their profession.

The City of Fayetteville has twenty-six dispatch positions to cover all city operations; it takes a minimum of six months to train a dispatcher. Since January 2021, the Fayetteville Police Department's Central Dispatch Center (CDC) experienced an unprecedented turnover rate. In 2021, CDC experienced 52% turnover; the prior three-year period averaged 18% turnover. In the last year, CDC has received a decrease in the quantity and quality of applicants who are interested in becoming a telecommunicator for the City of Fayetteville. In 2019, the average time to fill an open dispatcher position was 22 days; that average time soared to 3 months in 2021.

DISCUSSION:

Central Dispatch Center telecommunicators' have a difficult and demanding job, and they serve a critical and vital role for all city services and our community. If approved, these incentives will become effective when the 2022 Employee Compensation Pay Plan is implemented.

The combined problem of high turnover and a decreased qualified applicant pool has resulted in a number of extended vacancies in the dispatch center, leading to employee fatigue, burnout, and increased hiring costs. To address these issues, FPD proposes to offer the following incentives to attract and retain highly qualified dispatchers:

- Shift Differential Pay
- Longevity Pay
- Certified Training Officer (CTO) Pay
- Bilingual Pay

BUDGET/STAFF IMPACT:

Funding for the \$69,576 budget adjustment would come from unreserved general fund balance for Fiscal Year 2022. Future funding for Central Dispatch employee retention incentives will be addressed with our annual budgeting process. The Central Dispatch employee retention package will have no impact on the approved number of full-time equivalent positions.

Attachments:

Summary Expense Report

Retention Pay	Number of Dispatchers	Annual Expense
Shift Differential Pay		
• \$1.50 per hour	13	\$48,530
Longevity Pay	10	\$13,162
Certified Training Officer (CTO) Pay		
• 2% for active CTO's	4	\$4,082
Bilingual Pay		
• 2% increase	4	\$3,801
Total Retention for Current Staffing		\$69,576