



REGIONAL 911

MEMORANDUM

TO: The Honorable Chair and Members of the Unified Personnel Board

THROUGH: Peggy Rowe, Director of Human Resources *PR*

THROUGH: Bruce J. Moeller, Ph.D. *BJM*
 Interim Chief of Staff – County Administrators Office
 Executive Director – Department of Safety & Emergency Services

FROM: Charles C. Freeman, Director *CCF*

DATE: October 16, 2014

SUBJECT: Trainer's pay increase for 9-1-1 Telecommunicators

The Regional 911 Department is requesting an increase in our trainer's stipend from \$1.50 per hour while training to \$2.50 per hour while training.

Over the past six years, job responsibilities for Regional 9-1-1 Telecommunicators have drastically changed. In 2009, they assumed the Emergency Medical Dispatch function from Sunstar. The Emergency Fire Dispatch system was implemented in 2012, requiring an additional certification. On July 23, 2014 the Regional 9-1-1 department assumed all calltaking operations for the Sheriff's Office. With such, Regional 9-1-1 Telecommunicators are now responsible for processing Law Enforcement calls, both on 9-1-1 and 10 digit emergency/non-emergency lines. These additional job functions have significantly changed our training program and trainer's responsibilities.

Trainers are now required to learn and teach law enforcement calltaking, which is completely different from Fire/EMS calltaking. Mastering this new discipline and sharing that knowledge with others has doubled the already stressful job that is before them. Law enforcement calltaking has increased the call volume and our need for more Telecommunicators to alleviate additional overtime to handle the workload. Trainers deserve a greater incentive to match the new complexities of teaching new colleagues. Though the Telecommunicator pay grades have increased, the trainer's stipend has not been increased since its inception in 2003.

The Regional 9-1-1 training program consists of 240 hours of classroom training and 480 hours of on-the-job training. On-the-job training is where the additional \$1.00 an hour would be needed, increasing our budget by only \$480.00 per trainee. This is a small investment considering the major increase in the trainer's job.

The appointing authority concurs with this request.