

1 **RESOLUTION NO.**

2 **WHEREAS**, 9-1-1 service is a vital part of our nation's emergency response  
3 and disaster preparedness system; and

4 **WHEREAS**, in October of 1999, the Wireless Communications and Public  
5 Safety Act of 1999 took effect with the purpose of improving public safety by  
6 encouraging and facilitating the prompt deployment of a nationwide, seamless  
7 communications infrastructure for emergency services; and

8 **WHEREAS**, emergency communicators quickly and reliably connect  
9 callers to emergency services as an emergency unfolds; and

10 **WHEREAS**, the City's Emergency Communications Division provides  
11 highly trained call takers and dispatchers who are available 24 hours a day, seven  
12 days a week; and

13 **WHEREAS**, in order to respond quickly to a caller's request for help, a 9-1-  
14 1 call taker must be able to locate the 9-1-1 caller as quickly as possible; and

15 **WHEREAS**, Austin's 9-1-1 communications center supports 1,740 police  
16 officers and receives approximately one million calls per year; **NOW**,

17 **THEREFORE**,

18 **BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

19 The Council acknowledges the vital importance of the 9-1-1 Emergency  
20 Communications Division within the Austin Police Department and affirms the key  
21 role that call takers and dispatchers within that Division play in protecting the safety  
22 and health of Austinites. Council reaffirms its commitment to a high standard of  
23 emergency communications service by recognizing the employees who work in this

24 high-stress environment serving residents experiencing trauma, including life and  
25 death situations.

26 **BE IT FURTHER RESOLVED:**

27 It is the policy of the City that compensation for 9-1-1 call taker and dispatcher  
28 employees should be established within the top quartile of the market rate for such  
29 work in recognition of the critical need for the City to fully staff and maintain a  
30 robust 9-1-1 emergency communications system, the unique challenges in hiring and  
31 retaining Emergency Communications Division employees, and the comparatively  
32 high cost of living within the Austin area. The City Manager is directed to evaluate  
33 the budgetary and administrative impacts of adjusting the pay grades and pay of  
34 these positions to the top quartile of the market rate and report back to Council by  
35 July 28, 2022.

36 **BE IT FURTHER RESOLVED:**

37 In carrying out this Resolution, the City Manager is directed to consider the  
38 recommendations from 2021 “City of Austin Telecommunicator & Victim Services  
39 Classification & Compensation Study” by Arthur J. Gallagher and Co. and any other  
40 information the Manager determines relevant.

41

42 **ADOPTED:** \_\_\_\_\_, 2022    **ATTEST:** \_\_\_\_\_

43

44

45

46

47

48

Myrna Rios  
City Clerk