

FY 2022-23 Budget Rider Form

Budget Rider

Direction on 911 Call Takers and Dispatchers

Strategic Outcome Alignment

Public Safety

Lead Sponsor

Kitchen

Cosponsors (optional)

CMs Kelly, Fuentes, Vela, MPT Alter

Amount and Source of Funding

Ongoing	One-Time	Revenue	FTEs	Source of Funds
NA	NA	NA	NA	NA

Additional Information

The City is facing high vacancy rates for critical 911 Call Takers and Dispatcher positions, facing challenges similar to other positions across the city. The Call Taker (41%) and Dispatcher (28%) vacancy rates are significantly higher than the overall city vacancy rate (16% overall city wide vacancy rate; APD civilian 21.5% vacancy rate). City HR and APD have pursued a number of approaches to address the vacancy rate, including salary increases and stipends. In addition the proposal to raise the minimum wage to \$20/hr, if passed, will benefit entry level salaries for call takers and dispatchers.

The City Manager is directed to report to the City Council in three months, progress on reducing the vacancy rate and the impact on wait times for 911 call center response. The report should include number of people applying, number hired and current vacancy rate. The report shall also include APD and HRs assessment on the impact of salary increases and stipends on decreasing the vacancy rate, any compression issues, remaining challenges, and any recommendations for addressing these challenges.