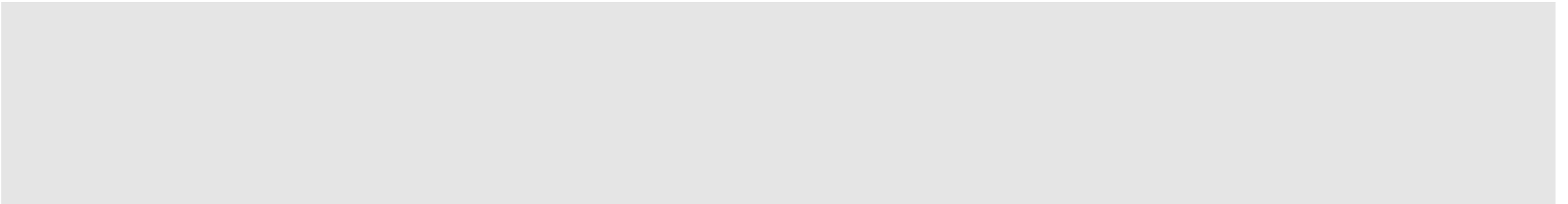


Emergency Communications Strategic Outlook



Pay Increases

New entry pay ranges

- Effective September 25, 2022
- 911 Call Taker – entry pay increased 26% to \$22.85/hr.
- Police Dispatcher – entry pay increased 35% to \$24.42/hr.

Current Positions

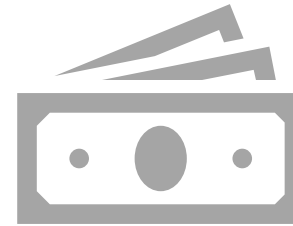
- 911 Call Taker and Police Dispatcher
 - Median pay exceeds top quartile of the market
- 911 Call Takers
 - 7% earn a salary over the 75th percentile of market
- Police Dispatchers
 - 98% earn a salary over the market median
 - 31% earn a salary over the 75th percentile of market

Additional Pay



First Responder Stipend

Employees with a TCOLE Telecommunicator License = additional \$1,800 annually (\$150 per month)



Retention Bonus

Employed as of May 22, 2022= \$3,000 Retention Bonus:

\$1,000 at 90th day of employment, 180th day of employment, and 1 year of employment

Recruiting and Hiring

Job Postings

- Increase in entry pay rates began in May 2022
- Increase in applicants each month since for both 911 Call Taker and Police Dispatcher positions
- Increase in applications translated to increase in hired personnel

Application Process

- Emergency Communications Hiring Team decreased the hiring process timing
 - Currently 8-10 weeks (previously 90 days)
- Stringent TCOLE standards for hiring Telecommunicators
 - Multiple components leads to lengthy hiring process
 - Criminal Background Information checks
 - Drug screening
 - Psychological examination
 - Skills test

Additional Measures

APD Sergeants trained as 911 Call Takers

- The Emergency Communications Training Team has trained 13 Police Sergeants to work as 911 Call Takers in an accelerated training course over the last 30 days.
- There are an additional six (6) Police Sergeants identified to take part in the next training cadre.

APD Police Officers trained as Police Dispatchers

- There are two (2) police officers who were former Police Dispatchers identified to take part in an accelerated training course to refresh their Police Dispatcher skills.
- The training is scheduled to begin within the next 30-days.