

Attachment A



City of Phoenix

To: Toni Maccarone
Acting Deputy City Manager

Date: May 17, 2018

From: Lori Bays, Human Resources Director
Cathy McIntyre, Human Resources

Subject: BACKUP REPORT FOR JUNE 6, 2018 FORMAL AGENDA ITEM

This report provides backup information on the request to amend pay ordinance S-42689 in accordance with Human Resources Committee 602.

DISPATCH CLASSIFICATIONS IN FIRE AND AVIATION

The Fire Emergency Dispatcher and Emergency Dispatcher job classifications will move to salary plan 006, Grade 329; and, the Communications Dispatcher*Av assignment will move to salary plan 006, Grade 326.

BACKGROUND

AFSCME Local 2960 under the provisions of Section 1-6D1, requested a study of the classification of Fire Emergency Dispatcher. To properly assess this classification and its range placement, it was also necessary to study the related classifications of Emergency Dispatcher (01860), Police Comm Operator (01830), Police Comm Op*Radio/911 (01832) and Communications Dispatcher*Aviation.

The history of the Fire and Police classifications and their structure and compensation within the organization was reviewed dating back to February of 1972 which was the first record found that took the classification of Public Safety Dispatcher which had been in use in both the Police and Fire Departments and split it into two, creating specific classifications for each department. Over the next four and a half decades these classifications were formally reviewed nearly a dozen times adding or abolishing assignments, changing titles and grades or creating new classifications to bring us to the point we are at today. In 2000, the assignment of Communications Dispatcher*Aviation was created. It, however, has not been reviewed since that time.

FINDINGS

Positions in the classifications of Fire Emergency Dispatcher, Emergency Dispatcher, Police Communications Operator and Police Communications Operator*Radio/911 in both the Police and Fire departments were audited to assess the current roles, responsibilities and working conditions of each.

All 911 calls for Police and Fire emergency services are received by the Police department. If the nature of the emergency is Fire related, the call is patch over to the Fire Emergency Dispatchers¹. Once a call is received in Fire, the Fire Emergency Dispatchers must ascertain the type of need(s) for the response so that it can be properly coded into the CAD system for identification of resources. The Fire Emergency Dispatcher then remains on the line to provide any emergency medical advice and assistance that the citizen may need until units arrive on scene. Throughout the course of a shift, the dispatchers work in five different roles or areas: answering the ACD phones, serving as the tactical radio operator, handling incoming service rep calls, handling outgoing service request calls or operating dispatch.

The Police Communications 911/Radio Dispatch center is a 24/7 operation. With few exceptions, the primary job of an employee in the Communications Room is to either answer 911 and Crime Stop calls, or to fill the role of Radio Dispatcher. In 911/Crime Stop intake, work includes evaluating incoming calls to determine the location and timeframe of the reported incident and the nature of the call. This role also includes prioritizing calls that will be dispatched for service. In the Radio Dispatcher role, incumbents prioritize calls for service and determine and perform appropriate dispatch of officers and equipment. They are required to maintain status of officers on duty within their assigned precinct or area and find and determine units to send in response to calls. Dispatchers are set up in "pods" by geographic area of responsibility. Within each pod, one of the dispatchers will function as the "TAC" which is a role performed on a rotating basis. The TAC positions are responsible for "hot traffic" which monitors and broadcasts all radio activity transmissions for priority 1 active situations and dispatching of additional units as the situation may necessitate.

The Airport Communications Center receives, documents, and relays all major communications for the Aviation Department and serves as an emergency operations center during aircraft alerts, bomb threats, hijacking and other major emergency situations that would affect normal airport operations. Incumbents of the Communications Dispatcher*Aviation are responsible for operating the Aviation Department's 800-Megahertz (MHz) digitally trunked radio system, answering the airport's switchboard, multi-line telephones, the emergency services telephone line (3-3-1-1), and the airport's passenger paging system. They answer and evaluate incoming calls for Police, Fire, and Aviation Department service, determining urgency and need for dispatching personnel; coordinate radio traffic by monitoring public safety radio frequencies; maintain constant awareness of mobile units; and log information received via radio and telephone. These positions provide two-way radio communications with fire and police units assigned to airport airside, and landside operations. In addition, they monitor the airport's fire alarm, access control, covert alarm systems, and closed circuit television systems.

This is the first time that the Communications Dispatcher*Aviation has been reviewed since its establishment.

¹ For purposes of this summary, all positions in the Fire Department will be referred to as Fire Emergency Dispatchers. There are still two positions classified respectively as Emergency Dispatcher and Emergency Dispatcher*Lead that are equivalent to the Fire titled positions.

CONCLUSIONS

The classification of Fire Emergency Dispatcher (Emergency Dispatcher) does have distinct differences from the classification of Police Comm Op*Radio/911 and are rightfully two different classifications. However, although there are differences as noted, the responsibility level of the jobs and their role in providing life safety services should be considered of equal value in terms of compensation. In recognition of the changes that have occurred in the related classifications in Police and Fire over the years, a two-pay grade change to the range for Communications Dispatcher*Aviation is appropriate.

HUMAN RESOURCES COMMITTEE DISCUSSION AND RECOMMENDATIONS

The Human Resources Committee accepted staff's recommendations.

Staff is recommending City Council approval of the changes to the job classifications as outlined above.