



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.

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

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Myrna Rios  
City Clerk