

**RESOLUTION NO. 20220616- 094**

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

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

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

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

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

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

**THEREFORE,**

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

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

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

**BE IT FURTHER RESOLVED:**

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

**BE IT FURTHER RESOLVED:**

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

**ADOPTED:** June 16, 2022

**ATTEST:** \_\_\_\_\_



Myrna Rios  
City Clerk