



MEMORANDUM

TO: Mayor and Council Members

FROM: Joya Hayes, Human Resources and Civil Service Director *JA*

THROUGH: Veronica Briseño, Assistant City Manager

DATE: September 1, 2022

SUBJECT: **911 Call Takers and Police Dispatchers at Austin Police Department (Resolution No. 20220616-094)**

This memorandum is an update to the information provided to you in July 2022 that responded to [Resolution No. 20220616-094](#), which directed the City Manager to report back to the Council on adjusting pay grades and pay of 911 Call Takers and Police Dispatchers within the top quartile of the market rate for the positions.

The information provided was based on increasing the living wage to \$18.00 per hour. Since the living wage was approved for Fiscal Year 2023 at \$20 per hour, I wanted to provide additional information on the pay ranges that will become effective on September 25, 2022.

The market study increases for 911 Call Takers and Police Dispatchers went into effect in May 2022. The chart below highlights the changes from April to May and then the rates beginning in September.

Title	Entry April 2022	Entry May 2022	Entry September 25	COA Market Rate September 25	Stipend Option*
911 Call Taker	\$18.67	\$20.00 (Entry of range \$19.26)	\$22.85	\$26.24	\$1,800 annually
Police Dispatcher	\$19.82	\$21.81	\$24.42	\$28.65	\$1,800 annually
911 Call Taker/Dispatch Trainee	\$18.09	Title Retired			

* Stipend was implemented for employees with a TCOLE Telecommunicator Certification to receive a stipend of an additional \$1,800 annually.

The Gallagher Market Study indicated the Market 50th for the 911 Call Taker position as \$22.50 and the Market 75th at \$25.54. The study indicated the Market 50th for the Police Dispatcher position as \$24.72 and the Market 75th at \$27.86.

Fiscal Year 2023 Impact

If any current 911 Call Taker or Police Dispatcher are under the new pay grade entry, they will move to entry of the grade. For 911 Call Takers, this amount is \$22.85 and for Police Dispatchers, this is \$24.42.

Encumbered Positions

57 – 911 Call Takers

- 27 Call takers that will move to the entry rate of \$22.85
- 24 Call takers that will also get the 4% Across the Board (ATB) with a salary of \$23.76
- 54 Call takers that are eligible for the 4% ATB
- 3 Hired after April 1 and not eligible for 4% ATB

55 – Police Dispatchers

- 34 Dispatchers that will move to the entry rate of \$24.42
- 31 Dispatchers that will also get the 4% ATB with a salary of \$25.40
- 52 Dispatchers that are eligible for the 4% ATB
- 3 Hired after April 1 and not eligible for 4% ATB

Vacancies

48 – 911 Call Takers

20 – Police Dispatchers

Austin Police Department will report back to the Council in three months on the progress of recruiting and reducing the vacancy rate. This will include information on the number of people applying, the number hired, the vacancy rate, the impact of salary increases and stipends, compression issues, and any other challenges addressed.

cc: Spencer Cronk, City Manager
Rey Arellano, Assistant City Manager
Joseph Chacon, Police Chief