

Alachua County Sheriff's Office

June 6, 2019

**Sheriff's FY 19/20 Certified Budget Request
Presentation to the City of Gainesville**



Critical Need: Telecommunicators

- Asking for increase in the base rate for Telecommunicators
- Problem areas:
 - Low number of applicants
 - 12 hour shifts
 - Midnights/Weekends/Holidays
 - Stressful profession



CCC – Vacancies as of April 2019

- Twenty seven (27) vacancies as of April 30, 2019.

LOOKING BACK:

November 2018 - Previous highest number of vacancies was Twenty-three (23).

2014 - Last year that the (CCC) was fully staffed with no vacancies.



CCC – Vacancies as of April 2019 cont.

- Request to increase the base of entry level Telecommunicators from \$13.82/hr. to \$16/hr.
- Increasing the base rate of the entry level position affects the minimum rate of pay for higher level positions (General, Intermediate, Advanced and Master) within the pay plan. This affects approx. 91 employees.
- This increased cost is approximately \$1 million and is inclusive of FRS, Workers Comp Insurance and Health Insurance.
- This increased “cost share” also requires the approval of the City of Gainesville per our Interlocal Agreement – our reason for presenting to you today.



Training: Telecommunicators

- Our Telecommunicators go through a minimum of six months of CCC Academy and on the job training*:
 - State of Florida Telecommunicator Certification (232 hours)*
 - Emergency Medical Dispatch Certification
 - Emergency Fire Dispatch Certification
 - Emergency Telecommunicator Certification
 - Crisis Intervention Training (CIT) and Certification
 - Emergency Mental Health Dispatch (EMHD) Training

*all **State-mandated** certification courses are taught in-house at CCC



Behind the phone lines with dispatchers

By JOE MARIO PEDERSEN May 12, 2019

“The hours are long. The job is thankless. The turnover is high, and yet Orange County Fire Rescue’s dispatchers are one of the most important cogs in the emergency response machine....The dispatch center is currently understaffed with 36 employees. The 2018 annual report listed 57 dispatchers at the end of the year. Currently the department is seeking to fill out its ranks to 52 dispatchers.

As things stand right now, dispatchers are working on average an additional 20 hours of overtime tacked onto their 40 hour work weeks.”



<https://apnews.com/2b981e81d151459ea17657d9950738ec>

Newport News facing dispatcher shortage

POSTED 11:14 PM, MARCH 14, 2019, BY [KOFO LASAKI](#), UPDATED AT 11:37PM, MARCH 14, 2019

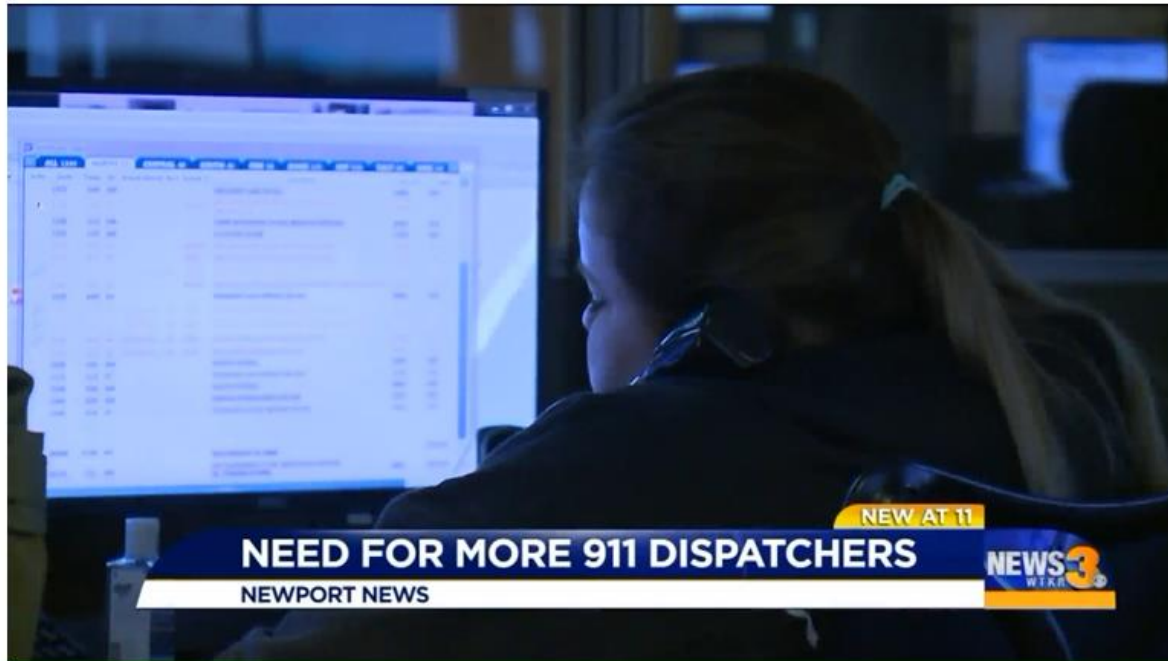
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NEWPORT NEWS, Va. - If you call 911 in Newport News, you may get put on hold if it isn't an immediate emergency.

The city doesn't have nearly enough dispatchers to answer emergency calls, and they're desperately looking to hire more people.

With 911 dispatchers in short supply, average response time is slower

Paul Davidson, USA TODAY Published 6:01 a.m. ET Sept. 24, 2018 | Updated 12:33 p.m. ET Sept. 28, 2018

“The strong economy and more competitive labor markets have intensified an already challenging hiring landscape for 911 centers. Operators often talk to callers in the middle of crises who are scared, angry or disoriented, and they can’t afford to make a mistake. The pace is frenetic, and many operators work 12-hour shifts as well as a growing overtime load. That creates a dispiriting cycle in which worker shortages lead to more overtime, making operators more stressed and fatigued – and more apt to make mistakes and leave the job.

Cellphone calls swamp 911 centers

“The spread of cellphones has exacerbated the 911 call logjam by often prompting dozens of bystander calls for a single traffic accident. In San Diego, there were 20 vacancies among 134 operator jobs. Since then, the city has allowed the 911 center to hire continually. Salaries were bumped up by 15 percent, and operators were given one-time \$1,000 bonuses. There are now currently just nine vacancies among the center’s 142 positions.



Mark B. Barnard The pay is atrocious for what you're asking for. Just up your salary and you'll get corresponding qualified people. 8



Anthony King Agreed, pay is way too low to ask for shift work, holidays and weekends. 3



Alachua County Sheriff posted a job.

The Alachua County Sheriff's Office is seeking interested and qualified candidates for the position described below. A complete, detailed job description for this position is available in the Alachua County Sheriff's Office Human Resources Bureau.

<http://bit.ly/5000Bonusfor911>

POSITION TITLE: 9-1-1 TELECOMMUNICATOR... [See More](#)



FULL-TIME • \$13.82 - \$15.20 / HOUR

Telecommunicator - \$5,000 Hiring Bonus

Alachua County Sheriff's Office • Gainesville

[Apply Now](#)



as much as I like helping people, this is 1 job Im not sure I could do :-)



Especially for only 14\$ an hour. All that trauma you are opening your self up to...



2



Make the hourly pay better, no wonder why not so many folks dont want a job there. 4



If they only pay more... 3



Sorry, pay is way too low. 9



Try paying a rate equivalent to responsibility and stress!



17



VIDEO TO PLAY ABOVE

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**“Service to the Community First....
Commitment to the Employees Always”**