



BE A FORCE

Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

Edward A. Flynn
Chief of Police

(414) 935-7200

June 30, 2014

MEMORANDUM

TO: Chris Lee, Staff Assistant
Finance and Personnel
Office of the City Clerk

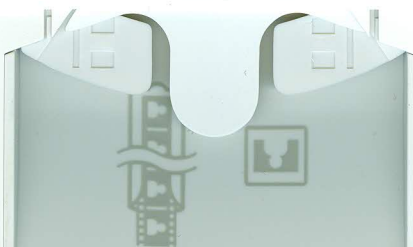
FROM: Chief Edward A. Flynn, Milwaukee Police Department

SUBJECT: Change to the 2014 Positions Ordinance

Please make the following correction to the 2014 Positions Ordinance. The change provides the Technical Communications Division the hiring flexibility it needs to accommodate the handling of cell phone 911 calls.

<u>Caption/Position Title</u>	<u>Add</u>	<u>Delete</u>
<u>POLICE DEPARTMENT</u>		
Police Telecommunicator	10	
Police Telecommunicator Seasonal		10

IN SOME JOBS, SUCCESS IS MEASURED BY WHAT DOESN'T HAPPEN.





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July 7, 2014

The Board of the
Fire and Police Commission
200 East Wells Street, Room 706
Milwaukee, WI 53202

RE: RECLASSIFICATION OF POLICE TELECOMMUNICATOR (SEASONAL)
AND POLICE TELECOMMUNICATOR

The Police Department is authorized 62 Police Telecommunicator and ten (10) Police Telecommunicator (Seasonal) positions. There are currently fourteen (14) permanent vacancies in the Regular classification and ten (10) vacancies in the Seasonal classification. Eleven (11) Regular Telecommunicators are scheduled to start on July 7th; with five temporary employees going through the background process for the Seasonal positions. The Department anticipates starting another class of Telecommunicators on Monday, September 29, 2014.

The Department works with the Fire and Police Commission staff to fill these positions and the Department, during the last five years, has consistently been unable to fill all of the ten (10) Seasonal Telecommunicator positions. The number of Seasonal Telecommunicators hired between 2009 and 2013 are as follows:

<u>Year</u>	<u>Number Hired</u>
2009	4
2010	7
2011	6
2012	4
2013	1

The Department believes the following issues have affected the Department's ability to fill all the vacant Seasonal Telecommunicator positions:

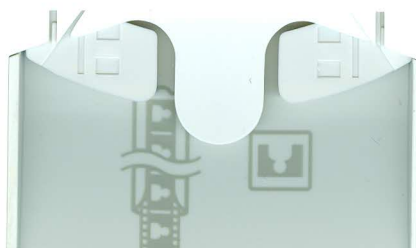
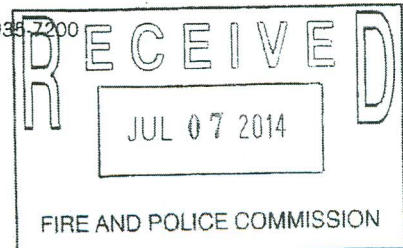
1. Individuals working only one season
 - Classroom training of approximately 11 weeks; then on-the-job training which lasts approximately 4 weeks
 - Stress related to the responsibility of position; the need to retain massive amounts of information in a short time frame
 - Inadequate pay
 - The inability to hire Seasonal Telecommunicators as regular Telecommunicators after they have successfully completed a season due to the existence of separate eligibility lists.

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2. The need to fill numerous vacancies in other areas during the same timeframe
 - Protective Service positions
 - Police Aides
 - Telecommunicators
 - Various other support positions
3. The turnover rate for the position
 - Pay
 - Stress
 - Responsibilities
4. Limited resources to process all applicants
 - Ability to schedule only a limited number of psychological exams
 - The need to conduct background investigations for numerous other positions

For the aforementioned reasons, the Department believes that reclassifying the Police Telecommunicator (Seasonal) positions to Police Telecommunicator will increase our flexibility in hiring, retention and staffing. A single list will be more efficient in terms of the hiring process, will allow for quicker response to vacancies when they occur and will allow us to more quickly respond to changes in call volume, etc. Accordingly, I request that this matter be referred to the Department of Employee Relations (DER) for study. Department representatives are prepared to assist DER staff with the reclassification.

Sincerely,

EDWARD A. FLYNN
CHIEF OF POLICE

JAMES C. HARPOLE
ASSISTANT CHIEF

EAF:VW