



Department of Employee Relations

Cavalier Johnson
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits
Director

Nicole M. Fleck
Labor Negotiator

February 18, 2022

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

Common Council File No. 211103 – Communication from the Department of Employee Relations relating to classification studies approved at the February 17, 2022 Fire and Police Commission meeting.

Dear Committee Members:

The following classifications and pay recommendations were approved at the Fire and Police Commission meeting on February 17, 2022.

Department of Emergency Communication

Current	Recommendation
Emergency Communications Director PR 1NX (\$105,918 - \$148,289) FN: Appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)	Emergency Communications Director PR 1NX (\$105,918 - \$148,289) FN: Recruitment is at \$116,511 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)
Emergency Communications Deputy Director PR 1LX (\$93,232 - \$130,521) FN: Appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)	Emergency Communications Deputy Director PR 1LX (\$93,232 - \$130,521) FN: Recruitment is at \$102,554 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)
Public Safety Project Manager PR 1IX (\$76,988 - \$107,782) FN: Appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel (One Position)	Emergency Communications Project Manager PR 1IX (\$76,988 - \$107,782) FN: Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Positions (Two Positions)	Emergency Communications Systems Administrator PR 2LX (\$72,244 - \$101,137) FN: Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER (Two Positions)

New Position (One Position)	Emergency Communications Finance Manager PR 1HX (\$72,243.60 - \$101,137) FN: Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Human Resources Administrator PR 1HX (\$72,244 - \$101,137) FN: Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Business Intelligence Analyst PR 2IX (\$59,632 - \$83,481) FN: Recruitment is at \$65,594 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Administrative Support Specialist PR 2DN (\$43,350 - \$60,688) FN: Recruitment is at \$52,854 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Administrative Assistant IV PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Financial Services Assistant PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Position (One Position)	Emergency Communications Human Resources Assistant PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Positions (Nine Positions)	Emergency Communications Manager PR 1IX (\$76,988 - \$107,782) FN: Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER (Nine Positions)
New Position (One Position)	Emergency Communications Supervisor - Quality Assurance PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER (One Position)

New Position (One Position)	Emergency Communications Supervisor - Training PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER (One Position)
New Positions (12 Positions)	Emergency Communications Supervisor PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER (12 Positions)
New Positions (3 Positions)	Emergency Communications Officer IV - Quality Assurance PR 2IN (\$59,632 - \$83,481) FN: Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER (Three Positions)
New Positions (3 Positions)	Emergency Communications Officer IV - Training PR 2IN (\$59,632 - \$83,481) FN: Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER (Three Positions)
New Positions (3 Positions)	Emergency Communications Officer IV (Lead) PR 2IN (\$59,632 - \$83,481) FN: Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER (Three Positions)
New Positions (TBD)	Emergency Communications Officer III (Dispatcher/Call Taker) PR 5LN (\$64,125 - \$78,865) FN: Appointment may be at any rate in the pay range with the approval of DER (TBD)
New Title (New Underfill Title)	Emergency Communications Officer II (Call Taker) PR 5KN (\$55,761 - \$68,579) FN: Appointment may be at any rate in the pay range with the approval of DER (Underfill Title)
New Positions (TBD)	Emergency Communications Officer I (Administrative Call Taker) PR 5GN (\$42,442 - \$50,945) FN: Recruitment is at \$44,192 and appointment may be at any rate in the pay range with the approval of DER (TBD)
New Position (One Position)	Emergency Communications Administrative Assistant III PR 5FN (\$41,326 - \$49,213) FN: Recruitment is at \$43,390 and appointment may be at any rate in the pay range with the approval of DER (One Position)

Note: Residents receive a rate that is 3% higher.

Fire Department

Current	Recommendation
<p>Fire Dispatch Manager PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$71,226 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Finance and Personnel Committee (One Position)</p>	<p>Fire Dispatch Manager PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER. (One Position)</p>
<p>Fire Dispatch Assistant Manager PR 1EX (\$59,632 - \$83,48) FN: Recruitment is at \$66,566 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Finance and Personnel Committee (Two Positions)</p>	<p>Fire Dispatch Assistant Manager PR 1EX (\$59,632 - \$83,481) FN: Recruitment is at \$77,903 and appointment may be at any rate in the pay range with the approval of DER. (Two Positions)</p>
<p>Fire Dispatcher-Senior PR 2FN (\$49,260 - \$68,968) FN: Recruitment is at \$62,212 and appointment may be at any rate in the pay range with the approval of DER: (\$62,212 - \$68,968) (Six Positions)</p>	<p>Fire Dispatcher-Senior PR 2FN (\$49,260 - \$68,968) FN: Recruitment is at \$68,613 and appointment may be at any rate in the following pay range with the approval of DER: (\$68,613 - \$84,386) (Six Positions)</p>
<p>911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,638 and appointment may be at any rate in the pay range with DER approval: (\$49,638 - \$58,141) FN: 911 Dispatcher (Peer Training and Projects) Additional 5% in the following range: (\$59,886 - \$61,682) FN: 911 Dispatcher (Fire Dispatcher-Senior Assignment): (\$62,212) (24 Positions plus 2 @ 0.50 FTE)</p>	<p>911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$64,125 and appointment may be at any rate in the following pay range with the approval of DER: (\$64,125 - \$78,865) FN: 911 Dispatcher (Peer Training and Projects) - Additional 5% FN: 911 Dispatcher (Fire Dispatcher-Senior Assignment): (\$68,613) (24 Positions plus 2 @ 0.50 FTE)</p>
<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at 44,192 and appointment may be at any rate in the pay range with the approval of DER: (\$44,192 - \$55,763) FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5% but at minimum \$49,638 (Underfill Title)</p>	<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$55,761 and appointment may be at any rate in the following pay range with the approval of DER: (\$55,761 - \$68,579) FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5% (Underfill Title)</p>

Police Department

Current	Recommendation
<p>911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,638 and appointment may be at any rate in the pay range with the approval of DER: (\$49,638 - \$58,141)</p> <p>FN: 911 Dispatcher (Lead): Additional 7% in the following range: (\$62,212 - \$68,968)</p> <p>FN: 911 Dispatcher (Classroom Training): Additional 5% in the following range: (\$59,886 - \$61,682)</p> <p>FN: 911 Dispatcher (Intermittent Peer Training): Additional 5% but at minimum (\$59,886)</p> <p>(137 Positions - includes classroom trainers and Leads)</p>	<p>911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$64,125 and appointment may be at any rate in the following pay range with the approval of DER: (\$64,125 - \$78,865)</p> <p>FN: 911 Dispatcher (Lead): Additional 7% in the following pay range: (\$68,613 - \$84,386)</p> <p>FN: 911 Dispatcher (Intermittent Peer Training): Additional 5%</p> <p>(137 Positions - includes Leads)</p>
<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$44,192 and appointment may be at any rate in the pay range with the approval of DER: (\$44,192 - \$55,763)</p> <p>FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5% but at minimum \$49,638</p> <p>(Underfill Title)</p>	<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$55,761 and appointment may be at any rate in the following pay range with the approval of DER: (\$55,761 - \$68,579)</p> <p>FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5%</p> <p>(Underfill Title)</p>

Note: Residents receive a rate that is 3% higher.

Respectfully submitted,



Makda Fessahaye
Employee Relations Director

Attachments: Job Evaluation Reports
Fiscal Impact Statement



Department of Employee Relations

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Mayor

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REVISED 2/18/22

Job Evaluation Report

Fire and Police Commission Meeting: February 17, 2022

Department of Emergency Communication

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Background

The Department of Employee Relations has worked collaboratively with the Milwaukee Police Department, the Milwaukee Fire Department, and other members of the Executive Steering Committee who are dedicated to reducing the high turnover rates and to improve recruitment efforts for City of Milwaukee 911 Dispatchers and 911 Telecommunicators.

- The MPD Technical Communications Division is the Public Service Answering Point (PSAP) for the Milwaukee Police Department. This Division is the first point of contact for all emergency and non-emergency calls in the City of Milwaukee that require a police or fire response and for dispatching Milwaukee Police Department personnel to calls for service. This Division currently has authority for 137 positions of 911 Dispatcher/911 Telecommunicator. At present the vacancy rate is 23% with 32 vacancies.
- The Fire Department Technical Services/Dispatch Division is the PSAP for the Milwaukee Fire Department. This Division is the secondary PSAP for all fire and medical calls for service in the City of Milwaukee. This Dispatch Section of this Division currently has authority for 24 positions of 911 Dispatcher/911 Telecommunicator. At present the vacancy rate is 50% with 12 vacancies.

A companion Job Evaluation Report for the Police and Fire departments PSAPs provides classification and pay recommendations in order to increase staffing levels and staff retention. These recommendations are based upon an analysis of both the cost of labor and the volume and complexity of work with other PSAP's in southeastern Wisconsin.

The Department of Emergency Communications will be the result of the consolidation of the Fire and Police PSAPs. The ongoing creation of the Department of Emergency Communication has been possible only as a result of the dedicated collaboration of staff from the Police and Fire Departments and the as well as support from numerous other City of Milwaukee departments.

This report recommends titles and rates of pay for classifications that will be a part of the newly created Department of Emergency Communication. This includes classification of dispatch and call taking positions as well as leadership, finance, human resource, business operation, and other administrative functions. These new DEC classifications will create promotional opportunities for employees in the current Fire and Police departments PSAPs, as well as for other general city employees. Positions in the Department of Emergency Communications are non-sworn.

Furthermore, this report recommends creating a new title structure for 911 Dispatchers/Telecommunicators:

Title	Duties
Emergency Communications Officer IV	Lead Worker
Emergency Communications Officer III	Dispatcher/Call Taker
Emergency Communications Officer II	Call Taker
Emergency Communications Officer I	Non-Emergency Call Taker

In addition to the current PSAP roles, this structure creates the classification of an Emergency Communications Officer I dedicated to non-emergency calls. Historically 911 Telecommunicators had responsibility for handling both incoming emergency 911 calls and non-emergency administrative calls. This structure lead to increased wait times for both emergency and non-emergency callers. The addition

of this role will reduce the workload of the Emergency Communications Officer II (emergency call taker) and increase the level of service for both emergency and non-emergency calls.

Recommendations

The recommendations below include brief descriptions of duties and responsibilities, recommendations on pay ranges and minimum recruitment rates, and recruitment flexibility. The recommended rates for 911 related positions are based upon an analysis of the cost of labor and the volume and complexity of work for similar positions in southeastern Wisconsin. This analysis and related recommendations are included in the companion job evaluation report for current Fire and Police department positions. The recommendations for the remaining positions in the DEC are based upon both a comparison to similar positions within City government as well as market competitive rates of pay in southeastern Wisconsin.

Emergency Communications Director (One Position)

PR 1NX (\$105,918 - \$148,289) Recruitment is at \$116,511 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.

This report recommends the addition of a minimum recruitment rate of \$116,511 to assist in recruiting a highly qualified candidate for the position.

Emergency Communications Deputy Director (One Position)

PR 1LX (\$93,232 - \$130,521) Recruitment is at \$102,554 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Committee on Finance and Personnel.

This report recommends the addition of a minimum recruitment rate of \$102,554 to assist in recruiting a highly qualified candidate for the position.

Emergency Communications Project Manager (One Position)

PR 1IX (\$76,988 - \$107,782) Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER.

This report recommends the addition of a minimum recruitment rate of \$93,297 to assist in recruiting and retaining a highly qualified candidate for the position.

Emergency Communications Systems Administrator (Two Positions)

PR 2LX (\$72,244 - \$101,137) Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER.

This report recommends the creation of two positions of Emergency Communications Systems Administrators within the Department of Emergency Communications (DEC). These System Administrators will be responsible for the OnCall system functionality, features, capabilities, and will manage the configuration utility to make changes in the system. These positions serve as liaisons to the Fire and Police Department on DEC operations, MPD and MFD operations, and the OnCall CAD/Mobile system. The Emergency Systems Administrators will be responsible for:

- Serving as a Liaison and point of contact for the both Police and Fire department operations, DOA-ITMD, external consultants and other Public Service Answering Points in other jurisdictions.
- Managing the OnCall CAD/Mobile system configuration, facilitating configuration session, DEC workflows and business processes, MPD and MFD workflows and business processes, CAD system parameters, managing and deploying CAD layouts, and Configuration documentation.

- OnCall system testing including developing and executing test plans
- OnCall system training including assisting with developing training curriculums
- OnCall system maintenance and support, including personnel changes and permissions, maintaining units, beats, events, response plans, etc., updating premise hazards/alerts, and providing interface support
- Configuring CAD enhancements and future workflows to include assessing monthly software releases for operational enhancements and educate stakeholders, configuration, and testing processes.
- Providing end user application troubleshooting and other mission critical tasks

The two previously created positions of Public Safety Systems Administrator, located within DOA-ITMD, will continue to provide IT/infrastructure/software related tasks in support of the OnCall CAD/Mobile system in the DEC.

Comparable classifications in the recommended pay rates include Systems Analyst-Project Leader and Public Safety Systems Administrator in DOA-ITMD and FMIS Project Manager in the Comptroller's Office.

Emergency Communications Finance Manager (One Position)

PR 1HX (\$72,244 - \$101,137) Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER.

This position will be responsible for administering the DEC budget, including analyzing the budget, developing budget strategy, conducting research, and developing and implementing cost control functions, as well as administering all financial aspects of the department. This will include oversight of purchasing, accounts payable, accounts receivable/invoices, and inventory controls. The position will also monitor departmental expenditures and revenues for all operational, capital, and grant budgets.

Comparable classifications in the recommended pay rates include Budget and Fiscal Policy Analyst IV in DOA-Budget, Port Finance and Administration Officer, Health Budget and Administration Manager and Police Budget and Administration Manager.

Emergency Communications Human Resources Administrator (One Position)

PR 1HX (\$72,244 - \$101,137) Recruitment is at \$79,467 and appointment may be at any rate in the pay range with the approval of DER.

This position will be responsible for providing leadership in the development and delivery of comprehensive human resources programs and processes such as talent acquisition, performance management, employee relations, talent retention, professional development, coaching, and organizational design initiatives. The position requires strong analytical skills, problem solving, and business acumen matched with a high degree of relationship building and organizational agility; a demonstrated ability to lead, direct, negotiate and influence with and without direct authority at all levels of an organization; the ability to navigate a complex, matrixed government environment and achieve results; and a strategic thinker who can see the big picture and interpret business strategy into actionable plans.

Comparable classifications in the recommended pay rates include Policy and Administration Manager in DOA-ITMD, Port Finance and Administration Manager, and Human Resources Administrator in the Police Department.

Emergency Communications Business Intelligence Analyst (One Position)
PR 2IX (\$59,632 - \$83,481) Recruitment is at \$65,594 and appointment may be at any rate in the pay range with the approval of DER.

This position will be responsible for improving the business and administrative processes of the DEC. This will require an understanding of new technologies and if those technologies might be applied to improve the department's business processes.

Comparable classifications in the recommended pay rates include Budget and Fiscal Policy Analyst I in DOA-Budget, Business Systems Coordinator in the Employees' Retirement Systems and City Treasurer's Office, and Financial Analyst in the Comptroller's Office.

Emergency Communications Administrative Support Specialist (One Position)
PR 2DN (\$43,350 - \$60,688) Recruitment is at \$52,854 and appointment may be at any rate in the pay range with the approval of DER.

This position will provide high level administrative professional support to the DEC Director. This position will manage various administrative support functions, provide support to human resources and financial services functions, and assist with open records analysis, research and reporting; conduct confidential complex organizational support for the department's administrative services. This position will work collaboratively with all DEC administrative support positions.

Comparable positions with the classification of Administrative Support Specialist include positions in the Department of Public Works-Administration and the Fire and Police Commission.

Emergency Communications Administrative Assistant IV (One Position)
PR 5IN (\$47,274 - \$55,763) Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER.

This position will provide high level administrative support and project management for the DEC Deputy Director. The positions will provide support to both human resources and financial services functions. This position will work collaboratively with all DEC administrative support positions.

Comparable positions with the classification of Administrative Assistant IV include positions in the Library, Department of Neighborhood Services, and the Employees' Retirement System.

Emergency Communications Financial Services Assistant (One Position)
PR 5IN (\$47,274 - \$55,763) Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER.

This position will support the work of the DEC Finance Manager by performing a variety of accounting duties and paperwork necessary to the processing of financial information and works collaboratively with DEC Human Resources on payroll functions, and provides back-up support to DEC Human Resources. This position will work collaboratively with all DEC administrative support positions.

Comparable classifications with the recommended pay rates include Administrative Assistant IV, Revenue Collection Specialist in the City Treasurer's Office, and Program Assistant III classifications throughout City government.

Emergency Communications Human Resources Assistant (One Position)

PR 5IN (\$47,274 - \$55,763) Recruitment is at \$49,396 and appointment may be at any rate in the pay range with the approval of DER.

This position will support the work of the DEC Human Resources Administrator in selection processes, probationary reports, job descriptions, performance management, disciplinary actions, and record-keeping, and will work collaboratively with DEC Financial Services on payroll functions and provides back-up support to DEC Financial Services. This position will work collaboratively with all DEC administrative support positions.

Comparable classifications with the recommended pay rates include Human Resources Assistant in DPW-Administration and DER, Program Assistant III and Administrative Assistant IV in various City department, and Benefits Services Specialist in DER.

Emergency Communications Manager (Nine Positions)

PR 1IX (\$76,988 - \$107,782) Recruitment is at \$93,297 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Deputy Director and serve as the shift manager for DEC floor operations. Nine positions will be created to ensure that a shift manager is present at all times as this is a 365 day, 24-hour operation.

Emergency Communications Supervisor - Quality Assurance (One Position)

PR 1GX (\$67,763 - \$94,870) Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Deputy Director and will be responsible for monitoring the quality of call taking and dispatching provided by Emergency Communications Officers at all levels. The position will direct the work of the Emergency Communication Officers IV-Quality Assurance on all shifts. This supervisor will work closely with the Emergency Communications Supervisor-Training. Responsibilities will include providing call taking and dispatching as directed by the shift manager.

Emergency Communications Supervisor – Training (One Position)

PR 1GX (\$67,763 - \$94,870) Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Deputy Director will be responsible for training new and current Emergency Communications Officers at all levels in call taking and dispatching. The position will direct the work of the Emergency Communication Officers IV-Training on all shifts. This supervisor will work closely with the Emergency Communications Supervisor-Quality Assurance. Responsibilities will include providing call taking and dispatching as directed by the shift manager.

Emergency Communications Supervisor (12 Positions)

PR 1GX (\$67,763 - \$94,870) Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Manager and serve as the shift supervisor for DEC floor operations. Twelve positions will be created to ensure that two shift supervisors are present at

all times as this is a 365 day, 24-hour operation. Responsibilities will include providing call taking and dispatching as directed by the shift manager.

Emergency Communications Officer IV - Quality Assurance (Three Positions)
PR 2IN (\$59,632 - \$83,481) Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor - Quality Assurance. These positions will be responsible for monitoring the quality of call taking and dispatching provided by Emergency Communications Officers at all levels on all shifts. Responsibilities will include providing call taking and dispatching as directed by the shift manager or supervisor.

Emergency Communications Officer IV-Training (Three Positions)
PR 2IN (\$59,632 - \$83,481) Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor-Training. These positions will be responsible for training new and current Emergency Communications Officers at all levels on all shifts to perform call taking and dispatching. Responsibilities will include providing call taking and dispatching as directed by the shift manager or supervisor.

Emergency Communications Officer IV (Lead) (Three Positions)
PR 2IN (\$59,632 - \$83,481) Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor. The position will assist the supervisor in overseeing and supporting the work of Emergency Communications Officers at all levels on all shifts in performing call taking and dispatching responsibilities. Responsibilities will include providing call taking and dispatching as directed by the shift manager or supervisor.

Emergency Communications Officer III (Dispatcher/ Call Taker) (TBD Positions)
PR 5LN (\$64,125 - \$78,865)
Appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor and will be performing dispatching duties as well as call taker duties for emergency calls.

Emergency Communications Officer II (Call Taker) (Underfill Title)
PR 5KN (\$55,761 - \$68,579)
Appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communications Supervisor and will be the call taker for emergency calls.

Emergency Communications Officer I (Administrative Call Taker) (TBD Positions)
PR 5GN (\$42,442 - \$50,945) Recruitment is at \$44,192 and appointment may be at any rate in the pay range with the approval of DER.

This position will report to the Emergency Communication Supervisor and will be the call taker for non-emergency calls.

Emergency Communications Administrative Assistant III (One Position)
PR 5FN (\$41,326 - \$49,213) Recruitment is at \$43,390 and appointment may be at any rate in the pay range with the approval of DER.

This position will provide administrative support for the Emergency Communication Managers. This position will work collaboratively with all DEC administrative support positions.

Comparable classification with the recommended pay rates include, Customer Services Representative-Lead in the DPW-Water Works as well as Administrative Assistant III and Program Assistant II in various City departments.

Implementation

If approved, the recommendations of this report will have an effective date of Pay Period 5, 2022 (February 20, 2022). As employees transition into the new Department of Emergency Communication, their previous rate of pay, including footnoted rates as a result of ongoing assignments, will be considered the employee’s base rate of pay. This does not apply in the case of intermittent on-the-job training assignments.

Action Required – Effective Pay Period 5, 2022 (February 20, 2022)

In the Salary Ordinance:

Under Pay Range 1GX:

- Add the title ‘Emergency Communications Supervisor – Quality Assurance’ and apply footnotes (3) (8) (18) and (23).
- Add the title ‘Emergency Communications Supervisor – Training’ and apply footnotes (3) (8) (18) and (23).
- Add the title ‘Emergency Communications Supervisor’ and apply footnotes (3) (8) (18) and (23).

Under Pay Range 1HX:

- Add the title ‘Emergency Communications Finance Manager’.
- Add the title ‘Emergency Communications Human Resources Administrator’.
- Create footnotes (9) and (18):

(9) Recruitment is at:

Biweekly	3,056.42
Annual	79,466.92

(18) Recruitment is at:

Biweekly	3,148.11
Annual	81,850.86

- Add footnotes (8) (9) (17) and (18) to the titles ‘Emergency Communications Finance Manager’ and ‘Emergency Communications Human Resources Administrator’.

Under Pay Range 1IX:

- Delete the title 'Public Safety Project Manager'.
- Add the title 'Emergency Communications Project Manager'.
- Delete footnotes (2) and (12) and renumber accordingly.
- Add footnotes (3) (6) (12) and (15) to the titles 'Emergency Communications Project Manager' and 'Emergency Communications Manager'.

Under Pay Range 1LX:

- Add footnotes (1) and (4) to the title 'Emergency Communications Deputy Director'.

Under Pay Range 1NX:

- Add footnotes (3) and (7) to the title 'Emergency Communications Director'.

Under Pay Range 2DN:

- Add the title 'Emergency Communications Administrative Support Specialist'
- Create footnotes (17) and (34):

(17) Recruitment is at:

Biweekly	2,032.85
Annual	52,854.10

(34) Recruitment is at:

Biweekly	2,093.84
Annual	54,439.84

- Add footnotes (15) (17) (32) and (34) to the title 'Emergency Communications Administrative Support Specialist'.

Under Pay Range 2IN:

- Add the title 'Emergency Communications Officer IV – Quality Assurance'
- Add the title 'Emergency Communications Officer IV – Training'
- Add the title 'Emergency Communications Officer IV'
- Create footnotes (11) and (22)

(11) Recruitment is at:

Biweekly	2,638.96
Annual	68,612.96

(22) Recruitment is at:

Biweekly	2,718.13
Annual	70,671.38

- Add footnotes (9) (11) (20) and (22) to the titles 'Emergency Communications Officer IV', 'Emergency Communications Officer IV – Training', and 'Emergency Communications Officer IV – Quality Assurance'.

Under Pay Range 2IX:

- Add the title 'Emergency Communications Business Intelligence Analyst'.
- Add footnotes (1) (4) (9) and (12) to the title 'Emergency Communications Business Intelligence Analyst'.

Under Pay Range 2LX:

- Add the title 'Emergency Communications System Administrator'.
- Add footnotes (1) (4) (5) and (8) to the title 'Emergency Communications System Administrator'.

Under Pay Range 5FN:

- Add the title 'Emergency Communications Administrative Assistant III'.
- Create footnotes (3) and (6):
 - (3) Appointment may be at any rate in the pay range with the approval of DER.
 - (6) Appointment may be at any rate in the pay range with the approval of DER.
- Add footnotes (2) (3) (5) and (6) to the title 'Emergency Communications Administrative Assistant III'.

Under Pay Range 5GN:

- Add the title 'Emergency Communications Officer I'.
- Create footnotes (2) (3) (5) and (6):
 - (2) Recruitment is at:

Biweekly	1,699.69
Annual	44,191.94
 - (3) Appointment may be at any rate in the pay range with the approval of DER.
 - (5) Recruitment is at:

Biweekly	1,750.68
Annual	45,517.68
 - (6) Appointment may be at any rate in the pay range with the approval of DER.
- Add footnotes (2) (3) (5) and (6) to the title 'Emergency Communications Officer I'.

Under Pay Range 5IN:

- Add the title 'Emergency Communications Human Resources Assistant'.
- Create footnotes (6) and (12):
 - (6) Recruitment is at:

Biweekly	1,899.85
Annual	49,396.10
 - (12) Recruitment is at:

Biweekly	1,956.85
Annual	50,878.10
- Add footnotes (2) (6) (8) and (12) to the title 'Emergency Communications Human Resources Assistant'.

Under Section 5, Create Pay Range 5KN with the following rates:

Wage Rate:

Hourly	26.80	32.97
Biweekly	2,144.65	2,637.65
Annual	55,760.91	68,578.90

Resident Wage Incentive:

Hourly	27.61	33.95
Biweekly	2,208.99	2,716.78
Annual	57,433.74	70,636.28

- Add the title 'Emergency Communications Officer II'
- Create footnotes (1) and (2) and apply to the title 'Emergency Communications Officer II'
 - (1) Appointment may be at any rate in the pay range with the approval of DER.
 - (2) Appointment may be at any rate in the pay range with the approval of DER.

Under Section 5, Create Pay Range 5LN with the following rates:

Wage Rate:

Hourly	30.82	37.91
Biweekly	2,466.35	3,033.27
Annual	64,125.10	78,865.02

Resident Wage Incentive:

Hourly	31.75	39.05
Biweekly	2,540.34	3,124.27
Annual	66,048.84	81,231.02

- Add the title 'Emergency Communications Officer III'
- Create footnotes (1) and (2) and apply to the title 'Emergency Communications Officer III'
 - (1) Appointment may be at any rate in the pay range with the approval of DER.
 - (2) Appointment may be at any rate in the pay range with the approval of DER.

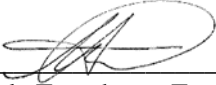
In the Positions Ordinance:

Under the Department of Emergency Communications:

- Delete one position 'Administrative Assistant IV'
- Delete one position 'Emergency Communications Budget and Accounting Manager'
- Delete one position 'Emergency Communications Human Resources Manager'
- Delete one position 'Emergency Communications Quality Assurance Supervisor'
- Delete one position 'Budget and Accounting Assistant'
- Delete one position 'Human Resources Assistant'
- Delete three positions 'Emergency Communications Quality Assurance Specialist'
- Delete one position 'Emergency Communications Training Supervisor'
- Delete three positions 'Emergency Communications Training Specialist'
- Delete one position 'Administrative Support Specialist'
- Delete one position 'Administrative Assistant II'
- Add two positions 'Emergency Communications Systems Administrator'
- Add one position 'Emergency Communications Finance Manager'
- Add one position 'Emergency Communications Human Resources Administrator'
- Add one position 'Emergency Communications Administrative Support Specialist'
- Add one position 'Emergency Communications Administrative Assistant IV'
- Add one position 'Emergency Communications Finance Services Assistant'
- Add one position 'Emergency Communications Human Resources Assistant'
- Add nine positions 'Emergency Communications Manager'
- Add one position 'Emergency Communications Supervisor – Quality Assurance'
- Add one position 'Emergency Communications Supervisor – Training'
- Add twelve positions 'Emergency Communications Supervisor'
- Add three positions 'Emergency Communications Officer IV – Quality Assurance'
- Add three positions 'Emergency Communications Officer IV – Training'
- Add three positions 'Emergency Communications Officer IV'
- Add one position 'Emergency Communications Officer III'
- Add one position 'Emergency Communications Officer I'
- Add one position 'Emergency Communications Administrative Assistant III'

Prepared By: *Arielle Ewing*
Arielle Ewing, Human Resources Representative

Prepared by: *Andrea Knickerbocker*
Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
Makda Fessahaye, Employee Relations Director



Department of Employee Relations

Cavalier Johnson
Mayor

Makda Fessahaye
Director

Renee Joos
Employee Benefits
Director

Nicole M. Fleck
Labor Negotiator

REVISED 2/18/2022

Job Evaluation Report

Fire and Police Commission Meeting: February 17, 2022

Fire Department

Current	Recommendation
Fire Dispatch Manager PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$71,226 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Finance and Personnel Committee (One Position)	Fire Dispatch Manager PR 1GX (\$67,763 - \$94,870) FN: Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER. (One Position)
Fire Dispatch Assistant Manager PR 1EX (\$59,632 - \$83,481) FN: Recruitment is at \$66,566 and appointment may be at any rate in the pay range with the approval of DER and the Chair of the Finance and Personnel Committee (Two Positions)	Fire Dispatch Assistant Manager PR 1EX (\$59,632 - \$83,481) FN: Recruitment is at \$77,903 and appointment may be at any rate in the pay range with the approval of DER. (Two Positions)
Fire Dispatcher-Senior PR 2FN (\$49,260 - \$68,968) FN: Recruitment is at \$62,212 and appointment may be at any rate in the pay range with the approval of DER: (\$62,212 - \$68,968) (Six Positions)	Fire Dispatcher-Senior PR 2FN (\$49,260 - \$68,968) FN: Recruitment is at \$68,613 and appointment may be at any rate in the following pay range with the approval of DER: (\$68,613 - \$84,386) (Six Positions)
911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,638 and appointment may be at any rate in the pay range with DER approval: (\$49,638 - \$58,141) FN: 911 Dispatcher (Peer Training and Projects) Additional 5% in the following range: (\$59,886 - \$61,682) FN: 911 Dispatcher (Fire Dispatcher-Senior Assignment): (\$62,212) (24 Positions plus 2 @ 0.50 FTE)	911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$64,125 and appointment may be at any rate in the following pay range with the approval of DER: (\$64,125 - \$78,865) FN: 911 Dispatcher (Peer Training and Projects) - Additional 5% FN: 911 Dispatcher (Fire Dispatcher-Senior Assignment): (\$68,613) (24 Positions plus 2 @ 0.50 FTE)

<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at 44,192 and appointment may be at any rate in the pay range with the approval of DER: (\$44,192 - \$55,763)</p> <p>FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5% but at minimum \$49,638</p> <p>(Underfill Title)</p>	<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$55,761 and appointment may be at any rate in the following pay range with the approval of DER: (\$55,761 - \$68,579)</p> <p>FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5%</p> <p>(Underfill Title)</p>
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Police Department

Current	Recommendation
<p>911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$49,638 and appointment may be at any rate in the pay range with the approval of DER: (\$49,638 - \$58,141)</p> <p>FN: 911 Dispatcher (Lead): Additional 7% in the following range: (\$62,212 - \$68,968)</p> <p>FN: 911 Dispatcher (Classroom Training): Additional 5% in the following range: (\$59,886 - \$61,682)</p> <p>FN: 911 Dispatcher (Intermittent Peer Training): Additional 5% but at minimum (\$59,886)</p> <p>(137 Positions - includes classroom trainers and Leads)</p>	<p>911 Dispatcher PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$64,125 and appointment may be at any rate in the following pay range with the approval of DER: (\$64,125 - \$78,865)</p> <p>FN: 911 Dispatcher (Lead): Additional 7% in the following pay range: (\$68,613 - \$84,386)</p> <p>FN: 911 Dispatcher (Intermittent Peer Training): Additional 5%</p> <p>(137 Positions - includes Leads)</p>
<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$44,192 and appointment may be at any rate in the pay range with the approval of DER: (\$44,192 - \$55,763)</p> <p>FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5% but at minimum \$49,638</p> <p>(Underfill Title)</p>	<p>911 Telecommunicator PR 5IN (\$47,274 - \$55,763) FN: Recruitment is at \$55,761 and appointment may be at any rate in the following pay range with the approval of DER: (\$55,761 - \$68,579)</p> <p>FN: 911 Telecommunicator (Intermittent Peer Training): Additional 5%</p> <p>(Underfill Title)</p>

Note: Residents receive a rate that is 3% higher.

Background

The Department of Employee Relations has worked collaboratively with the Milwaukee Police Department, the Milwaukee Fire Department, and other members of the Executive Steering Committee, who are dedicated to reducing the high turnover rates and to improve recruitment efforts for 911

Dispatchers and 911 Telecommunicators in the MPD Technical Communications Division and MFD Technical Services/Dispatch Division. This report recommends increasing rates of pay for these titles to compensate incumbents fairly and competitively in comparison to the labor market, and to address pay compression with titles within these divisions.

Analysis

The Police and Fire departments are experiencing increased difficulty in attracting and retaining 911 Dispatchers and 911 Telecommunicators. Turnover data shows that new hires have remained in these positions for an average of three years. From 2018 to present, 74 employees have exited these positions with 2021 seeing the highest turnover with a combined total of 27 exits. Currently, the Fire Department's Technical Services/Dispatch Division has a 50% vacancy rate for these titles, operating with 12 out of 24 Dispatchers. The Police Department's Technical Communications Division has a vacancy rate of 23% for these titles, operating with 105 out of 137 Dispatchers and Telecommunicators. Although the vacancy rate appears to be much lower for the Police Department, staffing levels include 911 Dispatcher Leads in those numbers as it is an assignment instead of a title as it is in the Fire Department. For context, the Police Department is the first point of contact for all 911 calls in the City of Milwaukee, and handles a higher volume of calls in comparison to the Fire Department.

Work performed by the both 911 Dispatchers and 911 Telecommunicators is fundamentally different and more complex than the average work performed by administrative support classifications. These jobs in the City of Milwaukee Public Service Answering Points (PSAP) require extensive training with a curriculum that could be considered comparable to that of a core college course. The 911 Dispatch and 911 Telecommunicator training takes place in a classroom setting where incumbents are taught how to perform the duties of the job and perform simulated versions of duties before advancing to 'on-the-job training'. Training also consists of a series of written and performance examinations, which incumbents are required to successfully complete.

The training process for both departments is challenging, rigorous, interactive, and requires a high-level of commitment. Often times, incumbents are advised to perform independent study outside of normal work hours in order to successfully pass examinations and to retain pertinent information. The ability to retain information such as city-wide hundred block numbers and names, call-types, identifiable numbers and functions related to police squads and fire apparatus, radio terminology, and district borders are examples of the types of information that must be retained, in addition to acquiring the ability to perform functional duties. The functional components include tasks such as the ability to ask investigative interview questions, provide pre-arrival instructions, and the ability to dispatch appropriate units to calls for service. Competencies require situational judgement, problem-solving, decision-making, and the ability to communicate effectively while simultaneously deescalating high-stress situations and obtaining information.

The work of a 911 Dispatcher or Telecommunicator requires a high level of commitment from employees; a commitment level that could be considered comparable to that of a Police Officer. For example, work within both Public Service Answering Points often requires mandatory overtime with limited notice. These assignments can vary from 4-8 hours, in addition to an eight hour shift that has just been completed. These circumstances often lead to poor work life balance, low morale, and burnout by employees in this work group. This reality can in turn impact employees' work performance and can pose a risk to field personnel and citizens.

Additionally, the work performed by the City of Milwaukee's 911 Dispatchers and 911 Telecommunicators is more complex and demanding when compared to other municipalities in Southeast Wisconsin, as the City's PSAP's serve a much larger population and receive a higher volume of calls as

detailed in the charts below. This often leads to staff that have been hired and trained at City of Milwaukee Public Service Answering Points, to seek employment at other municipalities where they are able to perform less demanding work for a higher rate of pay.

Municipality	Census Population (April 2020)
City of Milwaukee	577,222
Waukesha County	406,978
Racine County	197,727
Ozaukee County	91,503
City of West Allis	60,325
City of Wauwatosa	48,387
City of Greenfield	37,803
City of Oak Creek	36,497
City of Mequon	25,142

Municipality	Incoming 911 Emergency Calls	Incoming Non-Emergency Calls
City of Milwaukee – Police	577,937	219,553
City of Milwaukee – Fire	158,850	66,422
Waukesha County	88,845	159,526
City of South Milwaukee	35,493	30,975
Washington County	25,072	72,110
Ozaukee County	18,500	86,072
City of West Allis	16,470	119,506
City of Oak Creek / St. Francis	10,059	80,138
City of Franklin	6,727	37,491
City of Greendale / Hales Corners	4,035	54,509

Based upon the above analysis, this report recommends increasing rates of pay for the title of 911 Dispatcher and 911 Telecommunicator in order to support recruitment and retention efforts. Recommendations take into consideration the level, complexity, and commitment level of the work performed.

Cost of Labor Comparisons

In determining the rates of pay for 911 Dispatcher and 911 Telecommunicator, DER reviewed rates of pay for comparable positions at other Public Service Answering Points in Southeastern, WI. The recommendations that follow are based on an analysis of the below listed rates while considering the structure, level of work, and duties performed by 911 personnel for the City of Milwaukee. There does not appear to be a singular model or best practice in terms of the combination of work performed by other PSAP's. At other municipalities with smaller operations, work performed by telecommunicators and dispatchers often combines Police, Fire, Medical emergency, and non-emergency calls.

Municipality	Minimum	Maximum
Racine County	\$58,406	\$78,548
City of Greenfield	\$50,981	\$57,637
City of West Milwaukee	\$49,899	\$58,469
City of Milwaukee - 911 Dispatcher	\$49,638	\$58,141
City of Wauwatosa	\$48,547	\$66,643
Waukesha County	\$47,445	\$62,754
Ozaukee County	\$45,386	\$56,763
Village of Bayside	\$44,824	\$53,331
City of Oak Creek	\$44,283	\$55,848
City of Milwaukee - 911 Telecommunicator	\$44,192	\$55,763
City of Mequon	\$41,600	\$55,016
Milwaukee County	\$37,170	\$45,760
City of West Allis	\$37,731	\$43,139

Recommendations

Based upon the above data and subsequent analysis, this report recommends increasing rates of pay for 911 Dispatchers and 911 Telecommunicators to reduce turnover and improve recruitment efforts. This recommendation proposes increasing the recruitment rate for 911 Telecommunicator to \$55,761 and increasing the recruitment rate for 911 Dispatcher to \$64,125, which is slightly above the minimum rate of pay for comparable positions at the Racine County. Furthermore, this report recommends new maximum rates of pay for both titles to ensure that rates of pay for employees assigned to these classifications are competitive within the labor market. As noted above, the current vacancy rates for these titles in MFD Technical Services/Dispatch Division is 50%, and MPD Technical Communications Division is 23%. These vacancies are a result of numerous employee exits for reasons such as higher minimum rates of pay at other municipalities and poor work life balance.

Currently, Racine County compensates their 911 Dispatchers in the range of \$58,406 - \$78,458. The duties for these positions are similar to those of the City of Milwaukee's 911 Dispatcher classification, where rates are currently in the range of \$49,638 - \$58,141. The rates of pay at smaller municipalities - where the work is less complex and less comparable - are also higher than the rates of pay for City of Milwaukee classifications.

The training for 911 Dispatchers and 911 Telecommunicators is more challenging and the functional duties are more complex compared to other Public Service Answering Points in neighboring jurisdictions due to the City's larger population and higher call volume. Because of current staffing shortages, there are ongoing overtime mandates for City of Milwaukee staff. As stated previously, newer staff hired into these classifications are maintaining employment with the City of Milwaukee for an average of 3 years. When the City of Milwaukee loses these employees, they are often taking positions with other emergency dispatch centers where the compensation is higher and the workload is less strenuous.

Therefore, to increase staffing levels and increase retention, this report recommends the following:

Fire Department Recommendations**Fire Dispatch Manager (One Position)**

PR 1GX (\$67,763 - \$94,870)

Recruitment is at \$87,193 and appointment may be at any rate in the pay range with the approval of DER.

Manages functions of the fire dispatch center which receives fire and medical calls for emergency and non-emergency service. Oversees Emergency Communications staff and dispatch center operations. Maintains records of fire dispatch center communications. Maintains records of fire dispatch and call-taking activities. Prepares and maintains operational budget. Develops, updates, and maintains records of dispatch center policies and procedures. Develops quality improvement plans.

Fire Dispatch Assistant Manager (Two Positions)

PR 1EX (\$59,632 - \$83,481)

Recruitment is at \$77,903 and appointment may be at any rate in the pay range with the approval of DER.

Assist the Fire Dispatch Manager with oversight of fire dispatch center staff and operations. Acts as Fire Dispatch Manager in manager's absence. Supervises quality control checks of entries into Computer Aided Dispatch system (CAD). Prepares and manages schedules to ensure adequate staffing levels. Compiles various sets of statistical data, and analyzes data to identify trends.

Fire Dispatcher-Senior (Six Positions)

PR 2FN (\$49,260 - \$68,968); Actual Range: (\$68,613 - \$84,386)

Recruitment is at \$68,613 and appointment may be at any rate in the pay range with the approval of DER.

Monitors performance of 911 Dispatchers/Telecommunicators to ensure quality of service. Provides performance feedback to staff. Schedules and administers training to 911 Dispatchers/Telecommunicators. Assist with maintenance of Computer Aided Dispatch System (CAD). Performs dispatch and telecommunicator duties to assist with staff shortages and high call volumes. Assist with scheduling to ensure appropriate coverage during shifts.

911 Dispatcher (24 Positions plus 2 @ 0.50 FTE)

PR 5IN (\$47,274 - \$55,763); Actual Range: (\$64,125 - \$78,865)

Recruitment is at \$64,125 and appointment may be at any rate in the pay range with the approval of DER.

- 911 Dispatcher (Peer Training and Projects) - Additional 5%
- 911 Dispatcher (Fire Dispatcher-Senior Assignment): (\$68,613)

Uses radio system and Computer Aided Dispatch System (CAD) to dispatch protective service personnel to calls for service. Prioritizes calls for service to ensure that most time sensitive calls are dispatched in a timely manner. Responds promptly and effectively to requests received by radio from officers and/or supervisors for personnel, equipment or other stated needs.

911 Telecommunicator (Underfill Title)

PR 5IN (\$47,274 - \$55,763); Actual Range: (\$55,761 - \$68,579)

Recruitment is at \$55,761 and appointment may be at any rate in the pay range with the approval of DER.

- 911 Telecommunicator (Intermittent Peer Training): Additional 5%

Receives, prioritizes, documents and handles calls for 911 emergency and non-emergency calls for service from the public and protective service personnel. Updates information as received, entering it into the Computer Aided Dispatch System (CAD). Refers callers to other agencies according to the needs expressed and/or information required by callers.

Police Department Recommendations**911 Dispatcher (137 Positions - includes Leads)**

PR 5IN (\$47,274 - \$55,763); Actual Range: (\$64,125 - \$78,865)

Recruitment is at \$64,125 and appointment may be at any rate in the pay range with the approval of DER.

- 911 Dispatcher (Lead): Additional 7% or the minimum of the following range, whichever is greater: (\$68,613 - \$84,386)
- 911 Dispatcher (Intermittent Peer Training): Additional 5%

Uses radio system and Computer Aided Dispatch System (CAD) to dispatch protective service personnel to calls for service. Prioritizes calls for service to ensure that most time sensitive calls are dispatched in a timely manner. Responds promptly and effectively to requests received by radio from officers and/or supervisors for personnel, equipment or other stated needs. This role will now include 911 Dispatchers dedicated to an ongoing training assignment.

911 Telecommunicator (Underfill Title)

PR 5IN (\$47,274 - \$55,763); Actual Range: (\$55,761 - \$68,579)

Recruitment is at \$55,761 and appointment may be at any rate in the pay range with the approval of DER.

- 911 Telecommunicator (Intermittent Peer Training): Additional 5%

Receives, prioritizes, documents and handles calls for 911 emergency and non-emergency calls for service from the public and protective service personnel. Updates information as received, entering it into the Computer Aided Dispatch System (CAD). Refers callers to other agencies according to the needs expressed and/or information required by callers.

Implementation

If approved, the recommendations of this report will have an effective date of Pay Period 5, 2022 (February 20, 2022). As employees ultimately transition into the new Department of Emergency Communication, their rate of pay, including footnoted rates as a result of ongoing assignments, will be considered the employee's base rate of pay. This does not apply in the case of intermittent on-the-job training assignment.

A companion job evaluation report for the Department of Emergency Communications details recommended titles and pay ranges for this new department.

Action Required – Effective Pay Period 5, 2022 (February 20, 2022)

In the Salary Ordinance:

Under Pay Range 1EX:

- Delete footnotes (2) and (18) from the title ‘Fire Dispatch Assistant Manager’.
- Add footnotes (13) and (29) to the title ‘Fire Dispatch Assistant Manager’.
- Delete contents under footnotes (5) and (21) and replace with:

(5) Recruitment is at:

Biweekly	2,996.27
Annual	77,903.02

(21) Recruitment is at:

Biweekly	3,086.16
Annual	80,240.16

Under Pay Range 1GX:

- Delete footnotes (2) and (17) from the title ‘Fire Dispatch Manager’.
- Add footnotes (8) and (23) to the title ‘Fire Dispatch Manager’.
- Delete contents under footnotes (5) and (20) and replace with:

(5) Recruitment is at:

Biweekly	3,353.58
Annual	87,193.08

(20) Recruitment is at:

Biweekly	3,454.19
Annual	89,808.94

Under Pay Range 2FN:

- Delete footnotes (5) and (16) from the title ‘Fire Dispatcher – Senior’
- Delete contents under footnotes (6) and (17) and replace with:

(6) Recruitment is at:

Biweekly	2,638.96
Annual	68,612.96

And appointment may be at any rate in the following pay range with the approval of DER:

Biweekly	2,638.96	3,245.62
Annual	68,612.96	84,386.12

(17) Recruitment is at:

Biweekly	2,718.13
Annual	70,671.38

And appointment may be at any rate in the following pay range with the approval of DER:

Biweekly	2,718.13	3,342.99
Annual	70,671.38	86,917.74

Under Pay Range 5IN:

- Delete footnotes (2) and (8) from the title ‘Telecommunicator’
- Delete contents under footnotes (3) and (9) and replace with:

(3) Recruitment is at the minimum of the following range for 911 Telecommunicators in the Police and Fire Departments. An employee who successfully performs telecommunicator duties will be paid at the second increment. An employee who passes the one-year probation

in this title will be paid at the third increment. Appointment may be at any rate in the following pay range.

Biweekly	2,144.65	2,637.65
Annual	55,760.90	68,578.90

A 911 Telecommunicator assigned to perform intermittent on-the-job peer training in the Police and Fire Departments to be paid an additional 5%.

- (9) Recruitment is at the minimum of the following range for 911 Telecommunicators in the Police and Fire Departments. An employee who successfully performs telecommunicator duties will be paid at the second increment. An employee who passes the one-year probation in this title will be paid at the third increment. Appointment may be at any rate in the following pay range.

Biweekly	2,208.99	2,716.78
Annual	57,433.74	70,636.28

A 911 Telecommunicator assigned to perform intermittent on-the-job peer training in the Police and Fire Departments to be paid an additional 5%.

- Delete footnotes (2) and (8) from the title ‘911 Dispatcher’
- Delete contents under footnotes (4) and (10) and replace with:

- (4) Recruitment is at the minimum of the following range for 911 Dispatchers in the Police and Fire Department. An employee who successfully performs dispatch duties will be paid at the second increment. An employee who passes the one-year probation in this title will be paid at the third increment. Appointment may be at any rate in the following pay range.

Biweekly	2,466.35	3,033.27
Annual	64,125.10	78,865.02

A 911 Dispatcher assigned to intermittent on-the-job peer training duties in the Police Department is to be paid an additional 5%.

A 911 Dispatcher assigned to perform on-the-job peer training duties in the Fire Department is to be paid an additional 5%. For purposes of promotion from this title, the assignment rate is to be considered the employee’s base rate.

A 911 Dispatcher assigned to continuous lead worker duties in the Police Department is to be paid an additional 7% and at least the minimum in the following range. For purposes of promotion from this title, the assignment rate is to be considered the employee’s base rate.

Biweekly	2,638.96	3,245.62
Annual	68,612.96	84,386.12

A 911 Dispatcher assigned to perform senior assignments in the Fire Department is to be paid the following rate when performing those duties:

Biweekly	2,638.96
Annual	68,612.96

- (10) Recruitment is at the minimum of the following range for 911 Dispatchers in the Police and

Fire Department. An employee who successfully performs dispatch duties will be paid at the second increment. An employee who passes the one-year probation in this title will be paid at the third increment. Appointment may be at any rate in the following pay range.

Biweekly	2,540.34	3,124.27
Annual	66,048.84	81,231.02

A 911 Dispatcher assigned to intermittent on-the-job peer training duties in the Police Department is to be paid an additional 5%.

A 911 Dispatcher assigned to perform on-the-job peer training duties in the Fire Department is to be paid an additional 5%. For purposes of promotion from this title, the assignment rate is to be considered the employee’s base rate.

A 911 Dispatcher assigned to continuous lead worker duties in the Police Department is to be paid an additional 7% and at least the minimum in the following range. For purposes of promotion from this title, the assignment rate is to be considered the employee’s base rate.

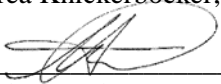
Biweekly	2,718.13	3,342.99
Annual	70,671.38	86,917.74

A 911 Dispatcher assigned to perform senior assignments in the Fire Department is to be paid the following rate when performing those duties:

Biweekly	2,718.13
Annual	70,671.38

Prepared By: Arielle Ewing
 Arielle Ewing, Human Resources Representative

Prepared by: Andrea Knickerbocker
 Andrea Knickerbocker, Human Resources Manager

Reviewed by: 
 Makda Fessahaye, Employee Relations Director



City of Milwaukee Fiscal Impact Statement

A	Date <u>2/18/2022</u> File Number <u>211103</u> <input checked="" type="checkbox"/> Original <input type="checkbox"/> Substitute
	Subject <u>Communication from the Department of Employee Relations relating to classification studies approved at the February 17, 2022 Fire and Police Commission meeting.</u>

B	Submitted By (Name/Title/Dept./Ext.) <u>Sarah Trotter / Human Resources Representative / Employee Relations / x2398</u>
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C	<p>This File</p> <p><input type="checkbox"/> Increases or decreases previously authorized expenditures.</p> <p><input type="checkbox"/> Suspends expenditure authority.</p> <p><input type="checkbox"/> Increases or decreases city services.</p> <p><input type="checkbox"/> Authorizes a department to administer a program affecting the city's fiscal liability.</p> <p><input type="checkbox"/> Increases or decreases revenue.</p> <p><input checked="" type="checkbox"/> Requests an amendment to the salary or positions ordinance.</p> <p><input type="checkbox"/> Authorizes borrowing and related debt service.</p> <p><input type="checkbox"/> Authorizes contingent borrowing (authority only).</p> <p><input type="checkbox"/> Authorizes the expenditure of funds not authorized in adopted City Budget.</p>
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D	<p>Charge To</p> <p><input checked="" type="checkbox"/> Department Account <input type="checkbox"/> Contingent Fund</p> <p><input type="checkbox"/> Capital Projects Fund <input type="checkbox"/> Special Purpose Accounts</p> <p><input type="checkbox"/> Debt Service <input type="checkbox"/> Grant & Aid Accounts</p> <p><input type="checkbox"/> Other (Specify) _____</p>
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E	Purpose	Specify Type/Use	Expenditure	Revenue
	Salaries/Wages		\$0.00	\$0.00
			\$0.00	\$0.00
	Supplies/Materials		\$0.00	\$0.00
			\$0.00	\$0.00
	Equipment		\$0.00	\$0.00
			\$0.00	\$0.00
	Services		\$0.00	\$0.00
			\$0.00	\$0.00
	Other		\$0.00	\$0.00
			\$0.00	\$0.00
	TOTALS		\$ 0.00	\$ 0.00

F

Assumptions used in arriving at fiscal estimate. Please see attached spreadsheet.

G

For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.

1-3 Years 3-5 Years

1-3 Years 3-5 Years

1-3 Years 3-5 Years

H

List any costs not included in Sections D and E above. _____

I

Additional information. _____

J

This Note Was requested by committee chair.

Department of Employee Relations
Fiscal Note Spreadsheet

Fire and Police Commission Meeting of February 17, 2022
Finance and Personnel Committee Meeting of February 23, 2022

NEW COSTS FOR 2022

Pos.	Dept	From	PR	To	PR	Annual	Annual	Costs	Rollup	Rollup+ Sal
1	Emergency Communications	Emergency Comm Dir	1NX	Emerg Comm Dir (Recruitment Rate)	1NX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	Emergency Comm Deputy Dir	1LX	Emerg Comm Dep Dir (Recruitment Rate)	1LX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	Public Safety Project Mgr	1IX	Emerg Comm Proj Mgr (Recruitment Rate)	1IX	N/A	N/A	N/A	Included in 2022 budget	
2	Emergency Communications	New Positions	N/A	Emerg Comm Systems Administrator	2LX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Finance Mgr	1HX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Human Resources Adm	1HX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Business Intelligence Analyst	2IX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Adm Support Specialist	2DN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Adm Asst IV	5IN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Financial Services Asst	5IN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Human Resources Asst	5IN	N/A	N/A	N/A	Included in 2022 budget	
9	Emergency Communications	New Positions	N/A	Emergency Communications Manager	1IX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Sup - Quality Assurance	1GX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Sup - Training	1GX	N/A	N/A	N/A	Included in 2022 budget	
12	Emergency Communications	New Positions	N/A	Emergency Communications Supervisor	1GX	N/A	N/A	N/A	Included in 2022 budget	
3	Emergency Communications	New Positions	N/A	Emerg Comm Officer IV - Quality Assurance	2IN	N/A	N/A	N/A	Included in 2022 budget	
3	Emergency Communications	New Positions	N/A	Emerg Comm Officer IV - Training	2IN	N/A	N/A	N/A	Included in 2022 budget	
3	Emergency Communications	New Positions	N/A	Emerg Comm Officer IV - Lead	2IN	N/A	N/A	N/A	Included in 2022 budget	
TBD	Emergency Communications	New Positions	N/A	Emerg Comm Officer III (Disp/Call Taker)	5LN	N/A	N/A	N/A	Included in 2022 budget	
0	Emergency Communications	New Underfill Title	N/A	Emerg Comm Officer II (Call Taker)	5KN	N/A	N/A	N/A	Included in 2022 budget	
TBD	Emergency Communications	New Positions	N/A	Emerg Comm Officer I (Adm Call Taker)	5GN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Adm Asst III	5FN	N/A	N/A	N/A	Included in 2022 budget	
172	Fire and Police Depts	Several Positions	N/A	911 Dispatching and Telecommunicating		N/A	N/A		Submitted by Budget Office	
217								\$0	\$0	\$0

Assume effective date is Pay Period 5, 2022 (February 20, 2022).

NEW COSTS FOR FULL YEAR

Pos.	Dept	From	PR	To	PR	Annual	Annual	Costs	Rollup	Rollup+ Sal
1	Emergency Communications	Emergency Comm Dir	1NX	Emerg Comm Dir (Recruitment Rate)	1NX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	Emergency Comm Deputy Dir	1LX	Emerg Comm Dep Dir (Recruitment Rate)	1LX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	Public Safety Project Mgr	1IX	Emerg Comm Proj Mgr (Recruitment Rate)	1IX	N/A	N/A	N/A	Included in 2022 budget	
2	Emergency Communications	New Positions	N/A	Emerg Comm Systems Administrator	2LX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Finance Mgr	1HX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Human Resources Adm	1HX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Business Intelligence Analyst	2IX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Adm Support Specialist	2DN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Adm Asst IV	5IN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Financial Services Asst	5IN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Human Resources Asst	5IN	N/A	N/A	N/A	Included in 2022 budget	
9	Emergency Communications	New Positions	N/A	Emergency Communications Manager	1IX	N/A	N/A	N/A	Included in 2022 budget	

1	Emergency Communications	New Position	N/A	Emerg Comm Sup - Quality Assurance	1GX	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Sup - Training	1GX	N/A	N/A	N/A	Included in 2022 budget	
12	Emergency Communications	New Positions	N/A	Emergency Communications Supervisor	1GX	N/A	N/A	N/A	Included in 2022 budget	
3	Emergency Communications	New Positions	N/A	Emerg Comm Officer IV - Quality Assurance	2IN	N/A	N/A	N/A	Included in 2022 budget	
3	Emergency Communications	New Positions	N/A	Emerg Comm Officer IV - Training	2IN	N/A	N/A	N/A	Included in 2022 budget	
3	Emergency Communications	New Positions	N/A	Emerg Comm Officer IV - Lead	2IN	N/A	N/A	N/A	Included in 2022 budget	
TBD	Emergency Communications	New Positions	N/A	Emerg Comm Officer III (Disp/Call Taker)	5LN	N/A	N/A	N/A	Included in 2022 budget	
0	Emergency Communications	New Underfill Title	N/A	Emerg Comm Officer II (Call Taker)	5KN	N/A	N/A	N/A	Included in 2022 budget	
TBD	Emergency Communications	New Positions	N/A	Emerg Comm Officer I (Adm Call Taker)	5GN	N/A	N/A	N/A	Included in 2022 budget	
1	Emergency Communications	New Position	N/A	Emerg Comm Adm Asst III	5FN	N/A	N/A	N/A	Included in 2022 budget	
172	Fire and Police Depts	Several Positions	N/A	911 Dispatching and Telecommunicating		N/A	N/A		Submitted by Budget Office	
217								\$0	\$0	\$0

F**Assumptions used in arriving at fiscal estimate.** Calculation assumes full staffing. _____**G****For expenditures and revenues which will occur on an annual basis over several years check the appropriate box below and then list each item and dollar amount separately.** 1-3 Years 3-5 Years 1-3 Years 3-5 Years 1-3 Years 3-5 Years

H**List any costs not included in Sections D and E above.** _____**I****Additional information.** _____**J****This Note** **Was requested by committee chair.**