

## JOB EVALUATION REPORT

Fire and Police Commission: December 3, 2020**Milwaukee Police Department**

Current	Recommendation
Emergency Communications Operator PR 5IN (\$46,347 - \$54,669) <ul style="list-style-type: none"> <li>• ECO Actual Range: \$43,326 - \$57,001</li> <li>• Recruitment at any point in range with DER approval</li> <li>• Satisfactory performance at six months – \$46,347</li> <li>• Completion of 18-month probation – \$48,305</li> <li>• Classroom training assignment – \$58,711 - \$60,473</li> <li>• On-the-job peer training assignment – 5%</li> <li>• Lead work assignment – \$60,992 - \$67,616</li> <li>• Telecommunications Actual Range: \$40,501 - \$47,608</li> <li>• Telecommunications on-the-job peer training assignment – 5% but at least \$48,305</li> </ul> (122 Positions)	911 Dispatcher PR 5IN (\$46,347 - \$54,669) Actual Range: \$48,667 - \$57,001 <ul style="list-style-type: none"> <li>• Recruitment at any point in range with DER approval</li> <li>• Successful performance in police dispatch – 5% and at least \$51,098</li> <li>• Completion of probation - 2%</li> <li>• On-the-job peer training – 5% and at least \$58,711</li> <li>• Classroom training – 5% in the range \$58,711 - \$60,473</li> <li>• Lead work – 7% in the range \$60,992 - \$67,616</li> </ul> (122 Positions)
	911 Telecommunicator PR 5IN (\$46,347 - \$54,669) Actual Range: \$43,326 - \$54,669 <ul style="list-style-type: none"> <li>• Recruitment at any point in range with DER approval</li> <li>• Successful performance in police telecommunication – \$46,347</li> <li>• Completion of probation – 2%</li> <li>• On-the-job peer training assignment – 5% and at least \$48,667</li> </ul> (Underfill title)

**Milwaukee Fire Department**

Current	Recommendation
Fire Dispatcher PR 5IN (\$46,347 - \$54,669) <ul style="list-style-type: none"> <li>• Actual Range: \$43,326 - \$57,001</li> <li>• Recruitment at any point in range with DER approval</li> <li>• Satisfactory performance at six months – \$46,347</li> <li>• Completion of 18-month Probation – \$48,305</li> <li>• Training assignment – 5% within the range \$58,711 - \$60,473</li> <li>• Fire Dispatcher-Senior assignment – \$60,992</li> </ul> (18 Positions plus two 0.50 FTE)	911 Dispatcher PR 5IN (\$46,347 - \$54,669) Actual Range: \$48,667 - \$57,001 <ul style="list-style-type: none"> <li>• Recruitment at any point in range with DER approval</li> <li>• Successful performance in fire dispatch – 5% and at least \$51,098</li> <li>• Completion of probation – 2%</li> <li>• On-the-job peer training – 5% in the range \$58,711 - \$60,473</li> <li>• Fire Dispatcher-Senior assignment – 7% and at least \$60,992</li> </ul> (18 Positions plus two 0.50 FTE)
	911 Telecommunicator PR 5IN (\$46,347 - \$54,669) Actual range \$43,326 - \$54,669 <ul style="list-style-type: none"> <li>• Recruitment at any point in range with DER approval</li> <li>• Successful performance in fire telecommunication – \$46,347</li> <li>• Completion of probation – 2%</li> <li>• On-the-job peer training assignment – 5% and at least \$48,667</li> </ul> (Underfill title)

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

## Background

The Emergency Communications Operators (ECO) in the Police Department and the Fire Dispatchers in the Fire Department are a critical component of the City of Milwaukee's emergency response team. These positions are generally the first contact that victims of an emergency event have with the Police and Fire Departments. In both departments, the incumbents of these positions are required to perform both telecommunicating (call-taking) and dispatching responsibilities.

The recommendations of this report address the high turnover of ECO's in the Police Department during the course of training. Telecommunication training takes approximately ten weeks followed by dispatch training, which then takes approximately eight weeks. Unfortunately, the Police Department has experienced roughly a 40% loss of incumbents during the training period due to resignations or terminations. Training for Fire Dispatchers follows a very similar timeline for telecommunicator and dispatcher training; however, as there are fewer Fire Dispatchers, there are also fewer resignations or terminations.

## Recommendation

This report recommends creating two new titles to be used in both the Fire and Police Departments. This approach will provide current and new incumbents a longer period of time in which to learn both the telecommunicating and dispatching roles. With the creation of two separate titles, an employee will have the ability to remain in or return to the title of 911 Telecommunicator. This provides a more workable solution for the departments as there is an operational need for a larger number for telecommunicators on most shifts.

**Proposed Police and Fire Department Titles**

Title	PR 51N - Actual Rates of Pay	Department	Positions
911 Dispatcher	\$48,667 - \$57,001	Police	122
		Fire	18 plus two 0.5 FTE
911 Telecommunicator	\$43,326 - \$54,669	Police	Underfill Title
		Fire	Underfill Title

The chart below lists incentives for taking on additional job roles as either a telecommunicator or dispatcher.

**Job Role Incentives**

Title	Job Role	Incentive	Department
911 Dispatcher	Lead Work Assignment	7% in the range \$60,992 - \$67,616	Police
	Fire Dispatcher-Senior Assignment	7% and at least \$60,992	Fire
	Classroom Training Assignment	5% in the range \$58,711 - \$60,473	Police
	On-the-Job Peer Training Assignment- Intermittent	5% and at least \$58,711	Police
	On-the-Job Peer Training Assignment	5% in the range \$58,711 - \$60,473	Fire
	Successful performance in dispatching	5% and at least \$51,098	Both
911 Telecommunicator	On-the-Job Peer Training Assignment - Intermittent	5% and at least \$48,667	Both
	Successful performance in telecommunicating	\$46,347	

## Implementation

The proposed implementation date for these new titles is Pay Period 2 of 2021, (January 10, 2021). Prior to being heard before the Fire and Police Commission, this report will have been distributed to all affected staff in both the Police and Fire Departments. In addition, a Meet and Confer session has been scheduled by Labor Negotiator Nicole Fleck in collaboration with Police and Fire managers and DER staff to present the report recommendations and to receive questions and feedback from 911 staff.

In addition, this report requests that a one-year probationary period be set for 911 Telecommunicator and one-year probationary period be set for 911 Dispatcher in both the Fire and Police Departments. This report requests that the Fire and Police Department have the ability to pass an employee early on probation in order to promote that employee into the title of 911 Dispatcher. Also, if an employee is not successful in the role of 911 Dispatcher, that the employee be able to request a voluntary demotion and return to the previous title of 911 Telecommunicator.

The Department of Employee Relations staff members will work closely with Police and Fire Department managers, human resources, and pay administration staff to implement the recommendations of this report.

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Date: 11/30/2020