



CITY OF MILWAUKEE
DEPARTMENT OF EMPLOYEE RELATIONS

Andrea Knickerbocker
Department of Employee Relations
City of Milwaukee
200 E Wells St, Room 706

December 7, 2020

The Honorable
Finance and Personnel Committee
Common Council
City of Milwaukee

Common Council File No. 191804– Communication from the Department of Employee Relations relating to classification studies approved at the December 3, 2020 Fire and Police Commission meeting.

Dear Committee Members:

The following classifications and pay recommendations were approved at the Fire and Police Commission meeting on December 3, 2020.

Milwaukee Police Department

Current	Recommendation
<p>Emergency Communications Operator PR 5IN (\$46,347 - \$54,669)</p> <ul style="list-style-type: none"> • ECO Actual Range: \$43,326 - \$57,001 • Recruitment at any point in range with DER approval • Satisfactory performance at six months – \$46,347 • Completion of 18-month probation – \$48,305 • Classroom training assignment – \$58,711 - \$60,473 • On-the-job peer training assignment – 5% • Lead work assignment – \$60,992 - \$67,616 • Telecommunications Actual Range: \$40,501 - \$47,608 • Telecommunications on-the-job peer training assignment – 5% but at least \$48,305 <p>(122 Positions)</p>	<p>911 Dispatcher PR 5IN (\$46,347 - \$54,669) Actual Range: \$48,665 - \$57,001</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in police dispatch – 5% and at minimum \$51,098 • Completion of probation - 2% • On-the-job peer training – 5% and at minimum \$58,711 • Classroom training – 5% in the range \$58,711 - \$60,473 • Lead work – 7% in the range \$60,992 - \$67,616 <p>(122 Positions)</p> <p>911 Telecommunicator PR 5IN (\$46,347 - \$54,669) Actual Range: \$43,326 - \$54,669</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in police telecommunication – \$46,347 • Completion of probation – 2% • On-the-job peer training assignment – 5% and at minimum \$48,665 <p>(Underfill title)</p>

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

Milwaukee Fire Department

Current	Recommendation
<p>Fire Dispatcher PR 5IN (\$46,347 - \$54,669)</p> <ul style="list-style-type: none"> • Actual Range: \$43,326 - \$57,001 • Recruitment at any point in range with DER approval • Satisfactory performance at six months – \$46,347 • Completion of 18-month Probation – \$48,305 • Training assignment – 5% within the range \$58,711 - \$60,473 • Fire Dispatcher-Senior assignment – \$60,992 (18 Positions plus two 0.50 FTE) 	<p>911 Dispatcher PR 5IN (\$46,347 - \$54,669) Actual Range: \$48,665 - \$57,001</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in fire dispatch – 5% and at minimum \$51,098 • Completion of probation – 2% • On-the-job peer training – 5% in the range \$58,711 - \$60,473 • Fire Dispatcher-Senior assignment – \$60,992 (18 Positions plus two 0.50 FTE) <hr/> <p>911 Telecommunicator PR 5IN (\$46,347 - \$54,669) Actual range \$43,326 - \$54,669</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in fire telecommunication – \$46,347 • Completion of probation – 2% • On-the-job peer training assignment – 5% and at minimum \$48,665 (Underfill title)

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

Respectfully Submitted,

Andrea Knickerbocker

Human Resources Manager

Attachments: Job Evaluation Reports
 Fiscal Impact Statement

JOB EVALUATION REPORT

Fire and Police Commission: December 3, 2020

Milwaukee Police Department

Current	Recommendation
<p>Emergency Communications Operator PR 5IN (\$46,347 - \$54,669)</p> <ul style="list-style-type: none"> • ECO Actual Range: \$43,326 - \$57,001 • Recruitment at any point in range with DER approval • Satisfactory performance at six months – \$46,347 • Completion of 18-month probation – \$48,305 • Classroom training assignment – \$58,711 - \$60,473 • On-the-job peer training assignment – 5% • Lead work assignment – \$60,992 - \$67,616 • Telecommunications Actual Range: \$40,501 - \$47,608 • Telecommunications on-the-job peer training assignment –5% but at least \$48,305 <p>(122 Positions)</p>	<p>911 Dispatcher PR 5IN (\$46,347 - \$54,669) Actual Range: \$48,665 - \$57,001</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in police dispatch – 5% and at minimum \$51,098 • Completion of probation - 2% • On-the-job peer training – 5% and at minimum \$58,711 • Classroom training – 5% in the range \$58,711 - \$60,473 • Lead work – 7% in the range \$60,992 - \$67,616 <p>(122 Positions)</p> <hr/> <p>911 Telecommunicator PR 5IN (\$46,347 - \$54,669) Actual Range: \$43,326 - \$54,669</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in police telecommunication – \$46,347 • Completion of probation – 2% • On-the-job peer training assignment – 5% and at minimum \$48,665 <p>(Underfill title)</p>

Milwaukee Fire Department

Current	Recommendation
<p>Fire Dispatcher PR 5IN (\$46,347 - \$54,669)</p> <ul style="list-style-type: none"> • Actual Range: \$43,326 - \$57,001 • Recruitment at any point in range with DER approval • Satisfactory performance at six months – \$46,347 • Completion of 18-month Probation – \$48,305 • Training assignment – 5% within the range \$58,711 - \$60,473 • Fire Dispatcher-Senior assignment – \$60,992 <p>(18 Positions plus two 0.50 FTE)</p>	<p>911 Dispatcher PR 5IN (\$46,347 - \$54,669) Actual Range: \$48,665 - \$57,001</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in fire dispatch – 5% and at minimum \$51,098 • Completion of probation – 2% • On-the-job peer training – 5% in the range \$58,711 - \$60,473 • Fire Dispatcher-Senior assignment – \$60,992 <p>(18 Positions plus two 0.50 FTE)</p> <hr/> <p>911 Telecommunicator PR 5IN (\$46,347 - \$54,669) Actual range \$43,326 - \$54,669</p> <ul style="list-style-type: none"> • Recruitment at any point in range with DER approval • Successful performance in fire telecommunication – \$46,347 • Completion of probation – 2% • On-the-job peer training assignment – 5% and at minimum \$48,665 <p>(Underfill title)</p>

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 5IN - Actual Rates of Pay	Department	Positions
911 Dispatcher	\$48,665 - \$57,001	Police	122
		Fire	18 plus two 0.5 FTE
911 Telecommunicator	\$43,326 - \$54,669	Police	Underfill Title
		Fire	Underfill Title

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

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	\$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 minimum \$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 minimum \$51,098	Both
911 Telecommunicator	On-the-Job Peer Training Assignment - Intermittent	5% and at minimum \$48,665	Both
	Successful performance in telecommunicating	\$46,347	

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

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.

Action Required – Effective Pay Period 2, 2021 (January 10, 2021)

In the Salary Ordinance

Under Pay Range 5IN

Delete the titles of 'Emergency Communications Operator (2) (3) (4) (5) (6) (11) (12) (13) (14) (15)' and 'Fire Dispatcher (3) (7) (8)' and renumber footnotes accordingly.

Add the titles '911 Telecommunicator (2) (3) (7) (8)' and '911 Dispatcher (2) (4) (7) (9)'

- (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.

Biweekly	1,666.38	1,782.59	1,818.24	2,102.67
Annual	43,325.88	46,347.34	47,274.29	54,669.42

A 911 Telecommunicator assigned to perform intermittent on-the-job peer training in the Police and Fire Departments to be paid an additional 5% and at minimum the following rate when performing those duties:

Biweekly	1,871.72
Annual	48,664.71

- (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.

Biweekly	1,871.72	1,965.31	2,004.62	2,192.36
Annual	48,664.71	51,098.06	52,120.12	57,001.36

A 911 Dispatcher assigned to classroom training duties in the Police Department is to be paid an additional 5% 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	2,258.13	2,325.87
Annual	58,711.38	60,472.62

A 911 Dispatcher assigned to intermittent on-the-job peer training duties in the Police Department is to be paid an additional 5% and at least the following rate when performing those duties:

Biweekly	2,258.13
Annual	58,711.38

A 911 Dispatcher assigned to perform on-the-job peer training duties in the Fire Department is to be paid an additional 5% 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	2,258.13	2,325.87
Annual	58,711.38	60,472.62

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	2,345.83	2,600.60
Annual	60,991.58	67,615.60

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

Biweekly	2,345.83
Annual	60,991.58

- (8) 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.

Biweekly	1,716.37	1,836.07	1,872.79	2,165.75
Annual	44,625.62	47,737.82	48,692.54	56,309.50

A 911 Telecommunicator assigned to perform intermittent on-the-job peer training in the Police and Fire Departments to be paid an additional 5% and at minimum the following rate when performing those duties:

Biweekly	1,927.87
Annual	50,124.62

- (9) 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.

Biweekly	1,927.87	2,024.26	2,064.75	2,258.13
Annual	50,124.62	52,630.76	53,683.50	58,711.38

A 911 Dispatcher assigned to classroom training duties in the Police Department is to be paid an additional 5% 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	2,325.87	2,395.65
Annual	60,472.62	62,286.90

A 911 Dispatcher assigned to intermittent on-the-job peer training duties in the Police Department is to be paid an additional 5% and at least the following rate when performing those duties:

Biweekly	2,325.87
Annual	60,472.62

A 911 Dispatcher assigned to perform on-the-job peer training duties in the Fire Department is to be paid an additional 5% 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	2,325.87	2,395.65
Annual	60,472.62	62,286.90

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	2,416.20	2,678.62
Annual	62,821.20	69,644.12

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

Biweekly	2,416.20
Annual	62,821.20

In the Positions Ordinance

Under Police Department, Technical Communications Division

Delete 122 positions of 'Emergency Communications Operator (G)' and add 122 positions of '911 Dispatcher (G)'

Replace footnote (G) with the following language:

Police Dispatchers to be administratively reclassified to Police Alarm Operator, as Police Dispatcher positions are vacated, to a maximum of 15 positions. These positions will be earmarked for promotional opportunities for officers currently eligible for the rank of Police Alarm Operator, according to the specifications of settlement case No. 98-CV-009353, effective October 1, 2004. At the conclusion of the settlement, Police Alarm Operators to be administratively reclassified to 911 Dispatchers upon becoming vacant.

Under Fire Department, Technical Services/Dispatch Division

Delete 18 positions of 'Fire Dispatcher' and replace with 18 positions of '911 Dispatcher'

Delete 2 positions of 'Fire Dispatcher (0.50 FTE)' and replace with 2 positions of '911 Dispatcher (0.50 FTE)'

Prepared by: Andrea Knickerbocker
Andrea Knickerbocker, Human Resources Manager



City of Milwaukee Fiscal Impact Statement

A **Date** 12/4/2020 **File Number** 191804 **Original** **Substitute**

Subject Communication From the Department of Employee Relations relating to the classification studies approved at the December 3, 2020 Fire and Police Commission meeting.

B **Submitted By (Name/Title/Dept./Ext.)** Sarah Trotter / Human Resources Representative / Employee Relations / x2398

C **This File**

- Increases or decreases previously authorized expenditures.
- Suspends expenditure authority.
- Increases or decreases city services.
- Authorizes a department to administer a program affecting the city's fiscal liability.
- Increases or decreases revenue.
- Requests an amendment to the salary or positions ordinance.
- Authorizes borrowing and related debt service.
- Authorizes contingent borrowing (authority only).
- Authorizes the expenditure of funds not authorized in adopted City Budget.

D **Charge To**

- Department Account
- Capital Projects Fund
- Debt Service
- Other (Specify) _____
- Contingent Fund
- Special Purpose Accounts
- Grant & Aid Accounts

	Purpose	Specify Type/Use	Expenditure	Revenue
E	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 December 3, 2020
Finance and Personnel Committee Meeting of December 9, 2020

NEW COSTS FOR 2021											
No.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total	
Pos.										Rollup+ Sal	
29	Police	Emergency Communication Operator	5IN	911 Telecommunicator	5IN	N/A	N/A	N/A	Above Min, Successful or Probationary Rate		
1	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$50,945	\$52,120	\$1,130	\$197		\$1,327
3	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$50,346	\$52,120	\$5,117	\$893		\$6,010
2	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$48,305	\$52,120	\$7,337	\$1,280		\$8,617
4	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$46,347	\$51,098	\$18,273	\$3,189		\$21,462
1	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$51,874	\$53,684	\$1,740	\$304		\$2,044
5	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$51,857	\$53,684	\$8,784	\$1,533		\$10,316
15	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$47,738	\$52,631	\$70,572	\$12,315		\$82,887
2	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$49,755	\$53,684	\$7,556	\$1,318		\$8,874
60	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	N/A	N/A	N/A	Above Min, Successful or Probationary Rate		
1	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	\$46,347	\$52,120	\$52,120	\$9,095		\$61,215
1	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	\$50,273	\$53,684	\$3,280	\$572		\$3,852
2	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	\$47,738	\$53,684	\$11,435	\$1,995		\$13,430
11	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	N/A	N/A	Above New Probationary Rate			
3	Fire	Fire Dispatcher	5IN	911 Telecommunicator	5IN	N/A	N/A	Vacant Positions and Min is the Same			
2	Fire	Fire Dispatcher (0.5 FTE)	5IN	911 Telecommunicator (0.5 FTE)	5IN	N/A	N/A	Vacant Positions and Min is the Same			
142								\$187,343	\$32,691		\$220,034

Assume effective date is Pay Period 2, 2021 (January 10, 2021).

NEW COSTS FOR FULL YEAR											
No.	Dept	From	PR	To	PR	Present Annual	New Annual	New Costs	Rollup	Total	
Pos.										Rollup+ Sal	
29	Police	Emergency Communication Operator	5IN	911 Telecommunicator	5IN	N/A	N/A	N/A	Above Min, Successful or Probationary Rate		
1	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$50,945	\$52,120	\$1,175	\$205		\$1,380
3	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$50,346	\$52,120	\$5,322	\$929		\$6,251
2	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$48,305	\$52,120	\$7,630	\$1,331		\$8,961
4	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$46,347	\$51,098	\$19,004	\$3,316		\$22,320
1	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$51,874	\$53,684	\$1,810	\$316		\$2,126
5	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$51,857	\$53,684	\$9,135	\$1,594		\$10,729
15	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$47,738	\$52,631	\$73,395	\$12,807		\$86,202
2	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	\$49,755	\$53,684	\$7,858	\$1,371		\$9,229
60	Police	Emergency Communication Operator	5IN	911 Dispatcher	5IN	N/A	N/A	N/A	Above Min, Successful or Probationary Rate		
1	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	\$46,347	\$52,120	\$52,120	\$9,095		\$61,215
1	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	\$50,273	\$53,684	\$3,411	\$595		\$4,006
2	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	\$47,738	\$53,684	\$11,892	\$2,075		\$13,967
11	Fire	Fire Dispatcher	5IN	911 Dispatcher	5IN	N/A	N/A	Above New Probationary Rate			
3	Fire	Fire Dispatcher	5IN	911 Telecommunicator	5IN	N/A	N/A	Vacant Positions and Min is the Same			
2	Fire	Fire Dispatcher (0.5 FTE)	5IN	911 Telecommunicator (0.5 FTE)	5IN	N/A	N/A	Vacant Positions and Min is the Same			
142								\$192,752	\$33,635		\$226,387

Note: Costs may not be to the exact dollar due to rounding.