



ALABAMA 911 BOARD

November 30, 2021
Talk About It Tuesday!

Introduction & Contact Information

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Agenda

November 30, 2021

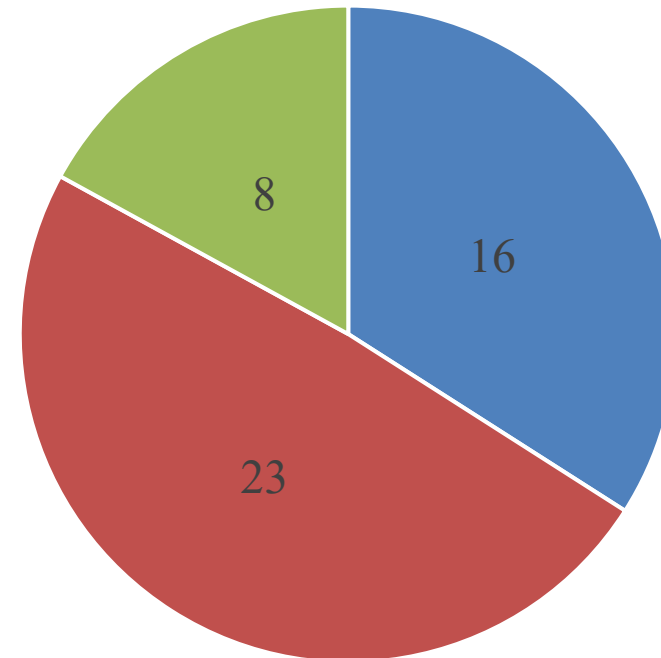
- PSAP Staffing & Pay Survey Results
- Reclassification Resource



Survey Response

47 PSAPs Responded

- 16 have less than 10 full-time telecommunicator positions
- 23 have 10-19 full-time telecommunicator positions
- 8 have 20+ full-time telecommunicator positions



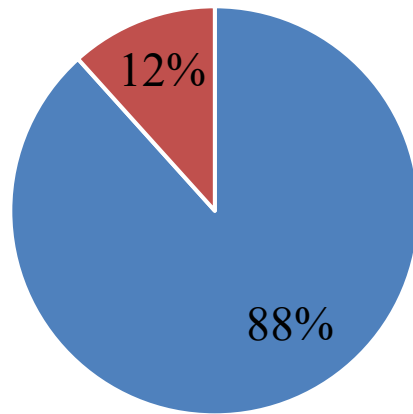
■ >10 positions ■ 10 - 19 positions ■ 20+ positions



Staffing Levels

FULL - TIME

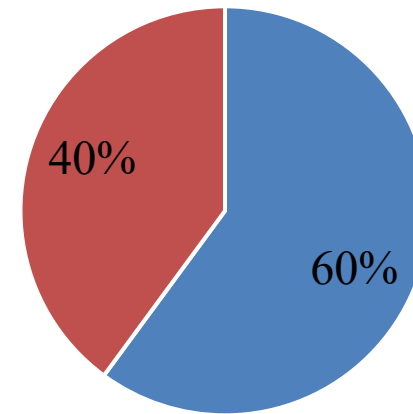
FT Staffing Levels



■ Filled (560) ■ Vacant (74)

PART - TIME

PT Staffing Levels



■ Filled (67) ■ Vacant (44.5)



Turnover/Loss of Staff

**HOW MANY TELECOMMUNICATORS
HAVE ENDED THEIR EMPLOYMENT (I.E.
VIA RETIREMENT, RESIGNATION,
TERMINATION, ETC.) WITH YOUR
AGENCY IN THE PAST 18 MONTHS?**

245

**HOW MANY TELECOMMUNICATORS
HAVE DIED WITH COVID OR FROM
COMPLICATIONS DUE TO COVID IN THE
PAST 18 MONTHS?**

2



Pay Rates/Ranges

Starting Pay Range

- \$ 7.25/hour - \$19.74/hour

Pay Range upon release from training

- \$ 9.00/hour - \$21.66/hour

Top-out Pay Range

- \$ 12.50/hour - \$33.66/hour



Pay Incentives

Shift Differential Pay (13 of 47 Respondents)

- \$0.25/hour - \$1.50/hour for 2nd, 3rd, or night shifts
- \$5 for weekend day & night shifts
- 10%

Training/CTO Role (22 of 47 Respondents)

- \$ 0.75/hour - \$2.46/hour
- 3 – 10%
- 2 hours of time/day or comp time
- \$30/day

Additional Certifications (4 of 47 Respondents)

- 2.5% for CMCP, ENP, etc.
- 3% of current rate
- Asst TAC \$1
- Grade levels within payscale (7-14% increase)

Educational Accomplishments (8 of 47 Respondents)

- \$1/hour
- 2.5% per year of college
- 5% FOR LAW ENFORCEMENT RELATED DEGREE
- 2-5% for associates degree or equivalent
- 4-10% for bachelors degree or higher from accredited colleges

Hazard or COVID/Pandemic Pay (3 of 47 Respondents)

- \$1.50 - \$3.00/hr
- One time \$2,000 - \$5,000
- 40 HRS PTO FOR COVID

Other (7 of 47 Respondents)

- \$1.00/hr 1st on call \$0.60/hr 2nd on call
- Clothing Allowance
- GIS
- Shift Supervisor \$0.52 to \$7.92/hour
- Lead Telecommunicator positions (no pay submitted)



What are the top three staffing or pay issues your agency faces?

- 24/7 schedule; shift work
 - Childcare
 - No holidays, weekends, nights off
 - Not “normal” hours
- Lack of qualified or quality applicants
- Lack of pay or pay incentives; budget constraints
- Burnout; stress of job
- Attrition during training
- No career advancement
- Morale
- Recruiting
- Generational differences among staff



Scheduling Software

Aladtec-Zanager (4)	Great software. . . no real issues.
	Lets the employees do a lot of the management themselves lessening the administrative burden.
	No complaints, schedule and time clock in one
	excellent software for scheduling and keeping up with leave requests
Crewsense	Not enough experience with it
ePro, but in the process of switching to AOD	ePro is good but cannot do payroll for bi-monthly. AOD can and so far seems to be a good program
ESO Suite (2)	We onboarded in early 2021. All scheduling can be handled along with payroll through ESO. Staff can volunteer for overtime, shift needs can be sent out by text and email, supervisors have full access to make schedule edits. Only con is no true mobile application.
	Easy to use, inexpensive, mobile, reporting helps with payroll.
Executime	Software not being used to its full capabilities. Unable to give an accurate review.
kronos	pros: employees can easily request time off and view their accruals. cons: it does not always work properly
PlanIT (2)	Easy to use, user friendly, great support, very customizable. No cons
	track schedules, hours worked, mobile app, training courses. Not really any cons.
When 2 Work	Pros: easy to read/visually appealing Cons: only able to publish complete weeks vs individual days



Scheduling Software (continued)

NEW WORLD FOR CAD	NOT FAST ENOUGH
Southern Software	Pros - Affordable, good service. Cons - Microsoft
Excel	Limited capability
	Works for us
<p>We work 2on 2off and every other weekend. This is the same as the Deputies and our jail.</p>	<p>Everyone seems to enjoy the way our shifts are. Our dispatchers work the same shift with the same deputies. This helps with officer safety and knowing the deputies better and what they need for calls of service.</p>



What training does your agency need most?

*****Free, local, and regular!*****

- Basic Telecommunicator (9)
- Stress/Wellness (8)
- Fire/EMS (6)
- EMD (5)
- CTO (5)
- Call-taking with difficult callers (5)
- Law Enforcement Dispatch (4)
- Leadership (4)
- Morale/Culture (3)
- Changing or Emerging Technology (3)
- NCIC (2)
- Customer Service (2)
- Change Management (1)



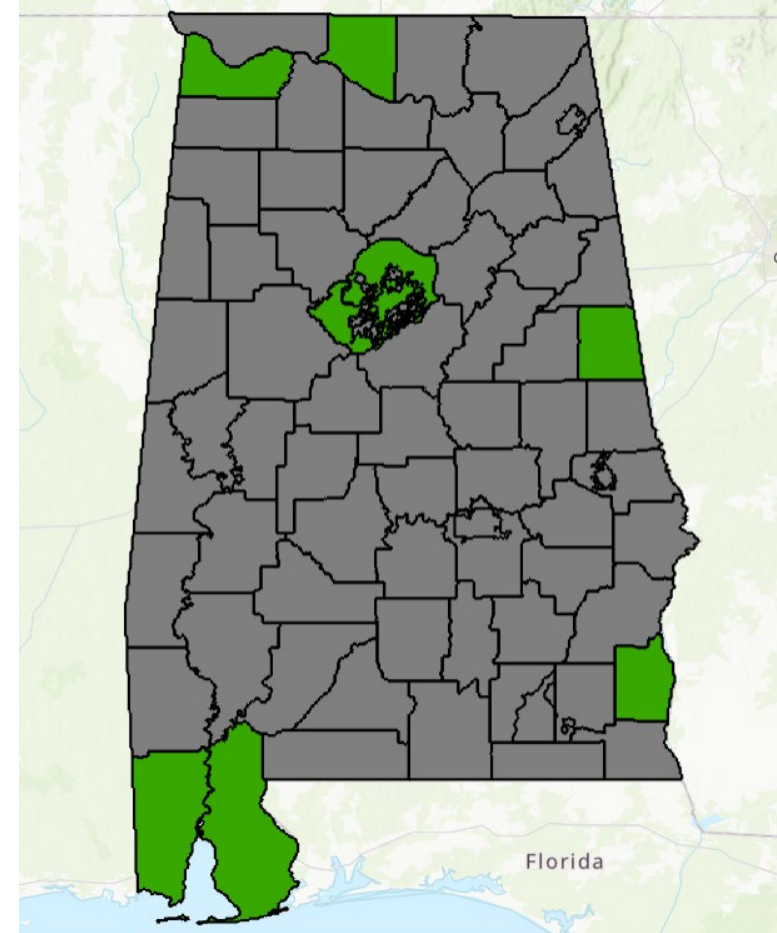
Reclassification Resources

TELECOMMUNICATOR RECLASSIFICATION

- ✓ City of Hoover
- ✓ City of Birmingham
- ✓ City of Daphne
- ✓ Jefferson County
- ✓ Randolph County
- ✓ Colbert County
- ✓ Limestone County
- ✓ Henry County
- ✓ Mobile County
- ✓ Baldwin County

[Reclassification Document 2.0](#)

- What the PSAP/ECD can do
- Sample letters to Congress
- Model Job Description
- Resolutions (Alabama & other states)





Legend



Reclassification_Status

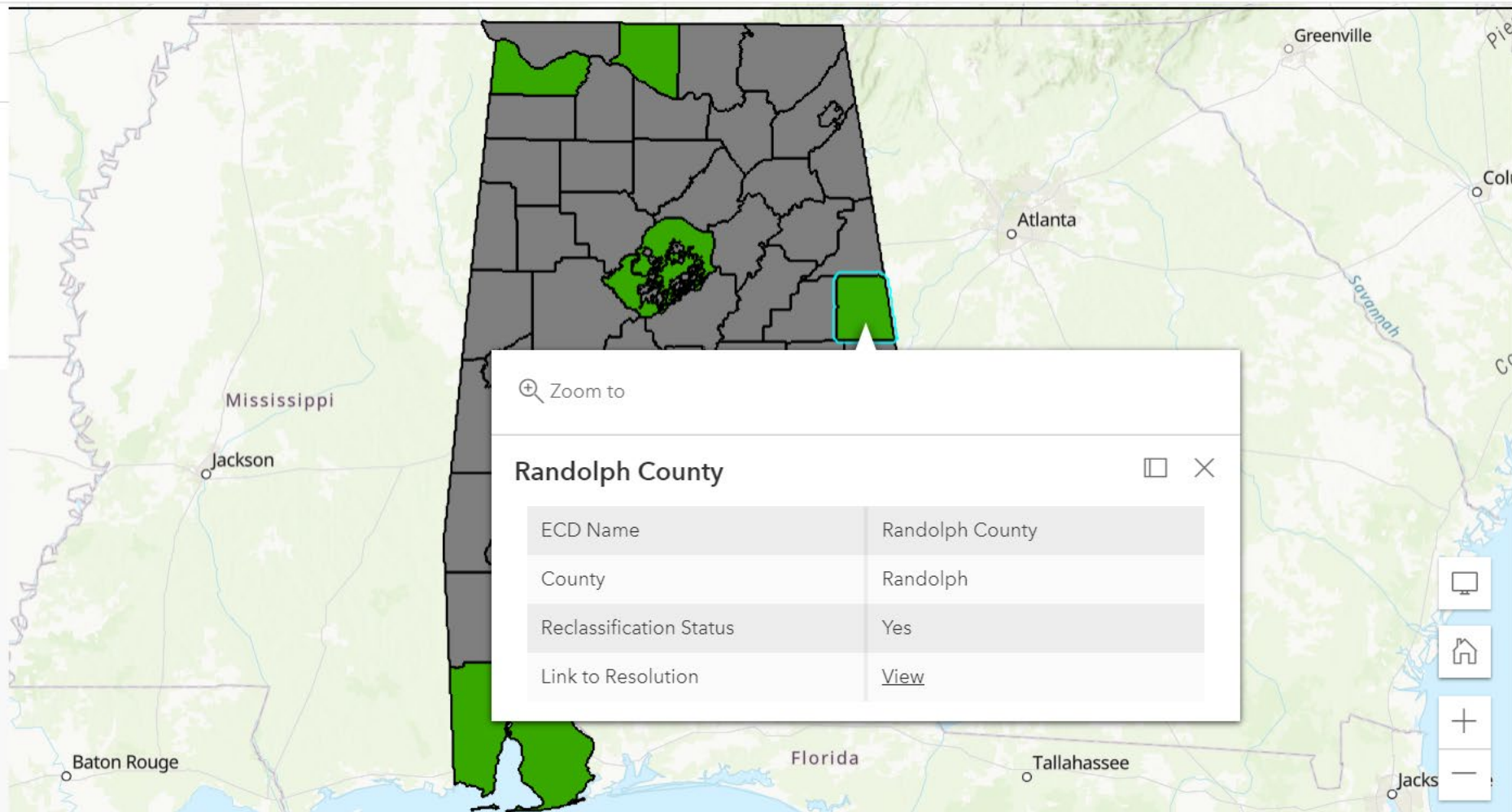
Reclassification Status



Yes



No



Zoom to

Randolph County

ECD Name	Randolph County
County	Randolph
Reclassification Status	Yes
Link to Resolution	View

Questions & Requests

**Send Job Descriptions to
Michelle Peel**

Program Coordinator

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**Request Reclassification Map
from Anderson Brooms**

GIS Program Manager

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Leah Missildine

Executive Director

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