



## Staff Report

**TO:** City Council  
**FROM:** Kari Mendoza, Administrative Services Director  
**DATE:** August 18, 2020  
**SUBJECT:** **Authorize One Additional Part Time On-Call Public Safety Dispatcher Position**

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### **Background and Analysis:**

The Beaumont Police dispatch communications center is a 24-hour operation staffed by two dispatchers on four separate shifts, seven days a week. In 2019, the communications center processed over 61,000 administrative line phone calls, 9,000 911 calls and dispatched 27,000 calls for service. To properly staff the communications center during each shift, one dispatcher is assigned to the radio operations that handle incoming and outgoing radio communications with the officers, and one dispatcher handles all 911 emergency calls and general telephone lines. Both dispatchers handle many various tasks that support both radio and phone operations.

There is currently one (1) part time and ten (10) full-time public safety dispatchers, which includes one lead position. One of the full-time positions is currently in training with an estimated completion date of early 2021. Currently shift vacancies are covered by the Lead Dispatcher, part time dispatcher and/or through overtime of full time dispatchers. In Fiscal Year 2020, the communication center spent over \$102,000 in overtime salary costs. As of July 1, 2021, the City has already spent \$10,500 in overtime costs.

Staff recommends the addition of one part time on-call public safety dispatcher position be authorized from the projected overtime savings for Fiscal Year 2021. The part time on call position would have no guarantee of hours and be authorized to work no more than twenty-eight (28) hours per week or fifty-six (56) hours in a pay period. An average on call dispatcher could work ninety-six (96) hours per month at a cost of \$4,750 or \$57,000 a year, fully burdened. This position could save more than \$4,300 per month in overtime costs covering dispatch vacancies. A part time dispatcher also allows more

flexibility so that full time dispatchers can attend continuous professional training and utilize their vacation allowance without burdening other dispatchers.

**Fiscal Impact:**

The cost of a part time on-call public safety dispatcher position is estimated at \$57,000 fully burdened per year. The position can be funded from projected overtime savings for Fiscal Year 2021.

**Recommended Action:**

Authorize one additional part time on-call public safety dispatcher position.