



**TOWN OF LOS GATOS  
COUNCIL AGENDA REPORT**

MEETING DATE: 08/20/2024

ITEM NO: 10

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DATE: August 9, 2024  
TO: Mayor and Town Council  
FROM: Laurel Prevetti, Town Manager  
SUBJECT: Approve and Authorize the Town Manager to Execute a Side Letter of Agreement between the Town of Los Gatos and the Town Employees' Association (TEA) for Alternative 12-hour Dispatch Schedules

**RECOMMENDATION:**

Approve and authorize the Town Manager to execute a Side Letter of Agreement between the Town of Los Gatos and the Town Employees' Association (TEA) for alternative 12-hour Dispatch schedules

**BACKGROUND:**

The Los Gatos-Monte Sereno Police Department currently budgets for eight Communication Dispatchers to intake emergency and non-emergency calls. Seven of those positions are currently filled. As one of the Dispatchers is in training, the six fully trained Dispatchers currently fill the following shifts:

- Day Shift – 6:00 a.m. – 6:00 p.m.
- Swing Shift – 12:00 p.m. – 12:00 a.m.
- Mid Shift – 6:00 p.m. – 6:00 a.m.

Currently, there are 96 hours of overtime built in the schedule. The six Dispatchers each work eight hours of overtime per pay period to ensure that there is adequate coverage. Each Dispatcher works four days in the first week of the pay period and three days in the second week of the pay period. Each four-day work week results in the eight hours of overtime.

Additionally, from 12:00 a.m. – 6:00 a.m., there is only one Dispatcher on duty. If a Dispatcher needs to leave their work area, they must contact a Patrol Officer to cover the phones in case of

**PREPARED BY:** Cheryl Parkman  
Human Resources Director

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Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, and Finance Director

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BACKGROUND (continued):

emergency calls. If there is an influx of emergency calls, the sole Dispatcher on duty will also need to call Patrol for assistance.

The current work week is designated Sunday through Saturday. Due to federal Fair Labor Standards Act (FLSA) guidelines, if more than 40 hours are worked within the designated workweek, then the Town is required to pay those additional hours at the overtime rate.

DISCUSSION:

In collaboration with TEA, the Police Department proposed that the Dispatchers implement two changes to the 12-hour schedules:

1. Use a different designation of the workweek
2. Add a midnight shift

FLSA regulations allow employers to designate the workweek. Although the Dispatchers currently work 12-hour shifts, the designation of the workweek from Sunday – Saturday requires the Town to pay eight hours of overtime for each of the six Dispatchers every pay period. In the proposed 12-hour shift changes, the work weeks would be designated to accommodate each Dispatcher working only 40 hours in one workweek and 80 hours in one pay period.

By changing the designation of the workweek, the amount of built in overtime will be reduced for each staff member by eight hours per pay period when the Dispatch unit is fully staffed. Until such time, there will still be at least 24 hours of built-in overtime per month for the Dispatch unit, which is still an improvement over the 96 hours of built-in overtime per month built into the schedule.

With the addition of a midnight shift, there will be increased coverage from the hours of 12:00 a.m. – 6:00 a.m. each day. During those hours, there is currently only one Dispatcher on shift. This change will allow for at least two Dispatchers to be on shift with, the exception of Sunday from 4:00 a.m. – 12:00 p.m. This is a 75% increase in coverage, and Sundays have typically lower call volumes for Dispatch. Should there be a need to change schedules in the future to accommodate more coverage, the Police Chief has the discretion to review the schedules.

CONCLUSION:

Staff has met its obligation to meet and confer with TEA on the proposed Side Letter. In addition, the proposed schedules have been reviewed with the Town's outside employee

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SUBJECT: TEA Dispatcher Shift Change Side Letter

DATE: August 9, 2024

CONCLUSION (continued):

relations consultant for FLSA compliance. TEA has indicated support for the proposed schedules.

COORDINATION:

The preparation of this report was coordinated with the Human Resources Department, Police Department, Finance Department, Town Attorney's Office, and Town Manager's Office.

FISCAL IMPACT:

This change will result in a cost savings due to the decrease in overtime costs. Based on the average overtime in the last six months, the overtime costs would decrease by an estimated \$17,000 per month when the seven Dispatchers move to the proposed schedule as built in overtime would decrease to 24 hours per month. When the Dispatch unit is fully staffed, the estimated savings per month would increase to \$19,900 per month as there would be no built-in overtime for Dispatch staff. Please note that there may be occasions where scheduled training and vacations and unscheduled leave result in overtime, but it would not be built into the regular schedule for Dispatchers.

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.

Attachment:

1. 12-Hour Dispatch Shift Side Letter with TEA