

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor’s Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor’s Legislative team with questions

Date of Request: **April 6, 2018**

Please mark one: **Bill Request** or **Resolution Request**

1. Type of Request:

- Contract/Grant Agreement** **Intergovernmental Agreement (IGA)** **Rezoning/Text Amendment**
- Dedication/Vacation** **Appropriation/Supplemental** **DRMC Change**
- Other: Classification & Pay Plan Update**

2. Title: Approves Classification Notice #1561

3. Requesting Agency: Office of Human Resources

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Susan O’Neill	Name: Nicole De Gioia-Keane
Email: susan.oneill@denvergov.org	Email: Nicole.degioia-keane@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

The proposed change amends the Classification and Pay Plan by creating a new classification called 911 Dispatch Support Specialist at pay grade N-618. The proposed change also amends the Classification and Pay Plan by changing the titles of various 911 Operations Center classifications to align with the new title of 911 Dispatch Support Specialist.

6. City Attorney assigned to this request (if applicable):

7. City Council District:

8. **For all contracts, fill out and submit accompanying Key Contract Terms worksheet**

To be completed by Mayor’s Legislative Team:

Resolution/Bill Number: **BR18 0368**

Date Entered: _____

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Vendor/Contractor Name:

Contract control number:

Location:

Is this a new contract? Yes No Is this an Amendment? Yes No If yes, how many? _____

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>

Scope of work:

Was this contractor selected by competitive process?

If not, why not?

Has this contractor provided these services to the City before? Yes No

Source of funds:

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts):

Who are the subcontractors to this contract?

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: BR18 0368

Date Entered: _____

POSTING IS REQUIRED

Classification Notice No. 1561

To: Agency Heads and Employees
From: Karen Niparko, Executive Director of the Office of Human Resources
Date: March 22, 2018
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by creating a new classification called 911 Dispatch Support Specialist at pay grade N-618. The proposed change also amends the Classification and Pay Plan by changing the titles of various 911 Operations Center classifications to align with the new title of 911 Dispatch Support Specialist.

At the request of the Department of Safety, Denver 911 Operations Center, it is proposed to create a new classification, 911 Dispatch Support Specialist. This new classification will perform specialized support to the 911 Police Dispatcher and focus on the new alarm protocol, implement citizen call backs, provide clearance information through NCIC, CCIC and DMV related searches, contact additional resources to help resolve incidents; handle ROWE short tow logs and provide additional non-emergency applications. This position will provide call backup as needed for the 911 Emergency Communication Technician. This new classification performs duties that are more complex than the 911 Emergency Communication Technician and specialized from the 911 Police Dispatcher.

To align the job titles in the series it is recommended to change the current titles of the existing classifications: Emergency Communication Operator to 911 Emergency Communication Technician, Lead Emergency Communication Operator to 911 Lead Emergency Communication Technician, Police Dispatcher to 911 Police Dispatcher, Police Lead Dispatcher to 911 Lead Police Dispatcher, and Emergency Communication Supervisor to 911 Emergency Communication Supervisor. These new titles reflect current market practices.

NEW CLASS

<u>Proposed Title</u>	<u>Proposed Pay Grade</u>
911 Dispatch Support Specialist	N-618 (\$21.59-\$26.56-\$31.52)

TITLE CHANGE

<u>Current Title</u>	<u>Proposed Title</u>
Emergency Communication Operator	911 Emergency Communication Technician
Lead Emergency Comm. Operator	911 Lead Emergency Communication Technician
Police Dispatcher	911 Police Dispatcher
Police Lead Dispatcher	911 Lead Police Dispatcher
Emergency Comm. Supervisor	911 Emergency Comm. Supervisor

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor’s veto.”

The Executive Director of the Office of Human Resources shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday, April 5, 2018 at 4:30 PM** in the OHR Board Room, Room 4.G.2, Webb Municipal Building, 201 West Colfax Avenue.

To be completed by Mayor’s Legislative Team:

Resolution/Bill Number: BR18 0368

Date Entered: _____

Please submit any questions or comments on this proposal in writing to compensation@denvergov.org by 8:00 AM on **Wednesday, April 4, 2018**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call George Branchaud george.branchaud@denvergov.org at (720) 913-5650 no later than noon on **Tuesday, April 3, 2018**.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: **BR18 0368**

Date Entered: _____

NEW CLASSIFICATION

Proposed Classification Title: 911 Dispatch Support Specialist Job Code: CN3061 Proposed Pay Grade: N-618

Supervisory Level: None/Incidental
EEO Code: 4 - Protective Service
Medical Group: Sedentary
FLSA: Non-Exempt

TITLES CHANGES ONLY (part of series)

<u>Current Classification Title:</u>	<u>Proposed Classification Title:</u>	<u>Pay Grade:</u>
Emergency Communication Operator	911 Emergency Communication Technician	N-616
Lead Emergency Comm. Operator	911 Lead Emergency Communication Technician	N-617
Police Dispatcher	911 Police Dispatcher	N-620
Police Lead Dispatcher	911 Lead Police Dispatcher	N-621
Emergency Comm. Supervisor	911 Emergency Comm. Supervisor	N-809

Synopsis:

At the request of the Department of Safety, Denver 911 Operations Center, it is proposed to create a new classification, 911 Dispatch Support Specialist. This new classification will perform specialized support to the 911 Police Dispatcher and focus on the new alarm protocol, implement citizen call backs, provide clearance information through NCIC, CCIC and DMV related searches, contact additional resources to help resolve incidents; handle ROWE short tow logs and provide additional non-emergency applications. This position will provide call backup as needed for the 911 Emergency Communication Technician. This new classification performs duties that are more complex than the 911 Emergency Communication Technician and specialized from the 911 Police Dispatcher.

To align the job titles in the series it is recommended to change the current titles of the existing classifications: Emergency Communication Operator to 911 Emergency Communication Technician, Lead Emergency Communication Operator to 911 Lead Emergency Communication Technician, Police Dispatcher to 911 Police Dispatcher, Police Lead Dispatcher to 911 Lead Police Dispatcher, and Emergency Communication Supervisor to 911 Emergency Communication Supervisor. These new titles reflect current market practices.

Pay Rationale:

Market data was gathered from a custom local and national survey which indicated that this classification, title and pay grade are appropriate at the N-618 pay grade. Internal alignment practices of a two pay grade difference also indicate the placement to the N-618 pay grade as the other appropriate levels in the series are N-616 and N-620. The new 911 Dispatch Support Specialist (N-618) classification is a new classification placed between the 911 Emergency Communication Technician (N-616) and the 911 Police Dispatcher (N-620) which is under the supervision of the 911 Emergency Communication Supervisor (N-809). The pay grades will not change for the retitled positions as they are at market.

Employee Impact:

The 911 Dispatch Support Specialist is a new classification and there is no impact to any current employees. The classification titles will change: 87 employees to 911 Emergency Communications Technician, no

To be completed by Mayor's Legislative Team:

employees affected by the title change to 911 Lead Emergency Communication Technician, 50 employees to 911 Police Dispatcher, no employees affected by the title change to 911 Lead Police Dispatcher, and 11 employees to 911 Emergency Communication Supervisor.

Budget Impact:

There is no budget impact for the new 911 Dispatch Support Specialist classification; employees will have the opportunity to promote into this classification. There is no budget impact for the title changes.

Organizational Data:

These classifications are located in the Department of Safety at the Denver 911 Operations Center.

Effective Date Rule:

Section 7-37 A: If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor's veto.

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