



Legislation Text

File #: 23-0664, Version: 1

OHR/CSA Request Template

Submitted By: Alex Marvin

Date Submitted: 5-29-2023

**Requesting Agency: Office of Human Resources
Division:**

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Phone Number:

Item Title & Description:

(Do not delete the following instructions)

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

A bill for an ordinance amending the classification and pay plan for employees in the Career Service and for certain employees not in the Career Service.

Amends the classification and pay plan by changing the pay grade of the Denver International Airport Communication Center classifications including, Airport Operations Representative, Airport Emergency Dispatcher, Airport Communications Center Specialist, and Airport Communications Center Supervisor. The Committee approved filing this item at its meeting on 5-30-2023.

**Affected Council District(s) or citywide?
Council District 11**

Executive Summary with Rationale and Impact:

Detailed description of the item and why we are doing it. This can be a separate attachment.

The Denver International Airport requested a pay grade change for its Communication Center classifications: Airport Operations Representative, Airport Emergency Dispatcher, Airport Communications Center Specialist, and Airport Communications Center Supervisor. This classification series has sustained significant market pressures due to the competitiveness of recruiting as well as the complexity of the duties. DEN's Communications Center coordinates the response and dispatch of emergency personnel including Denver Fire, Denver Police, Denver Health Paramedics, Airport

Operations, and contracted Security to incidents that happen anywhere on and/or near DEN property. In 2022 the team handled over 219,000 calls combined, just under 4.5 million radio transmissions, and 5.5 million transactions for security alarms, of which 60,000 of these required actions, such as dispatching Police, Fire, Medics, or Security. The Communications Center must remain staffed 24x7x365, however, the Communications Center current vacancy rate is 30%, with a staff strength efficiency of 47%. Because of a need to ensure appropriate staffing levels, it is recommended to raise the pay grades to re-align them with the Department of Safety's classifications, whose pay grades were recently raised due to similar needs and circumstances.

Type (choose one: Classification; Pay; Benefits; Rule Change; Other):
Classification and Pay

Fiscal Impact:

Contract Amount (if applicable):

Draft Bill Attached?