

By: Matcom Public Safety Dispatch  
Adopted: July 25, 2022  
Yes: Brown, Graham, Johnson, Rubeo, Sullivan-Leonard  
No: None  
Absent: Velock

**City of Wasilla  
Resolution Serial No. 22-11**

**A Resolution Of The Wasilla City Council Authorizing The Reclassification Of Two Emergency Dispatch Positions Into Two Call Taker Positions, One Emergency Dispatch Position Into One Dispatch Supervisor – Quality Improvement Position, And One Emergency Dispatch Position Into Two Part-Time Emergency Dispatch Positions.**

WHEREAS, telephone call volume and associated workload has substantially increased within Matcom over the past five years; and

WHEREAS, Emergency Dispatch position vacancies have been prevalent over the past several years combined with attrition rates amongst the Emergency Dispatcher position being approximately twenty-four percent (24%) annually; and

WHEREAS, Call Taker positions have maintained historically minimal attrition rates and proven the position's value over the past sixteen years in taking telephone workload off of the Emergency Dispatchers allowing them to focus on the radio traffic, and safety of the responders in the field; and

WHEREAS, Utilization of the National Emergency Number Association (NENA) Staffing Workshop and Staffing Tool have indicated a statistically higher workload and staff utilization on telephone volume throughout the Matcom Dispatch Center; and

WHEREAS, Matcom has established procedures contractually necessary for a Quality Improvement/Quality Assurance program to ensure compliance with standardized protocols pertaining to medical and fire emergencies, and proven the workload associated with such program demands a dedicated full time Dispatch Supervisor to ensure the program's success; and

WHEREAS, reclassification of these positions will not only result in a broader spread of workload amongst public safety answering point (PSAP) personnel, establish appropriate call review, continued dispatcher education, and further our drive for higher compliance to established protocol resulting in more consistent, more efficient, and higher levels of customer service to our community in need;

WHEREAS, the restructuring of positions is estimated to increase wages and benefits by approximately \$8,000 in fiscal year 2023 depending on the experience level of the candidates placed into these positions; and

WHEREAS, the fiscal year 2023 budget is able to absorb the estimated increased cost due to position vacancies.

NOW, THEREFORE, BE IT RESOLVED, that the Wasilla City Council authorizes the reclassification of two Emergency Dispatcher positions to two Call Taker positions, one Emergency Dispatcher position to a Dispatch Supervisor – Quality Improvement position, and One Emergency Dispatcher position into two part-time Emergency Dispatch positions.

Effective Date. This resolution takes effect upon adoption.

ADOPTED by the Wasilla City Council on July 25, 2022.

  
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Glenda D. Ledford, Mayor

ATTEST:

  
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Jamie Newman, MMC, City Clerk


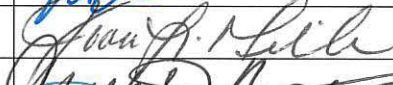

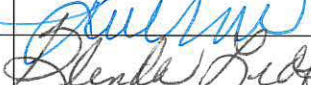

[SEAL]

**City of Wasilla  
Legislative Staff Report  
Resolution Serial No. 22-11**

**Authorizing the Reclassification of Two Emergency Dispatch Positions into Two Call Taker Positions, One Emergency Dispatch Position into One Dispatch Supervisor – Quality Improvement Position, and One Emergency Dispatch Position Into Two Part-Time Emergency Dispatch Positions.**

Originator: Jacob Butcher, Matcom Communications Manager  
Date: 7/12/2022

Agenda of: 7/25/2022

Route to:	Department Head	Signature	Date
X	Chief of Police		7/15/2022
X	Finance Director		7/13/22
X	Deputy Administrator		7/13/22
X	City Clerk		7/18/2022
X	Mayor		7-15-22

**Fiscal Impact:**  yes or  no

**Funds Available:**  yes or  no

**Account name/number:** Not applicable

**Attachments:** Resolution Serial No. 22-11 (2 pages)

**Summary Statement:** Considering the results of the National Emergency Number Association (NENA) Staffing Workshop and Staffing Tool, the Matcom Manager was able to obtain statistical information including three years' worth of local data from the City Human Resources and Matcom's staffing levels, utilization, call volume, and attrition rates to recommend an appropriate necessary staffing structure.

Accounting for these call volumes, true availability of telecommunicators, current utilization of the positions, and hourly processing capabilities, the results show an immediate need for an increased staffing level of Call Taker positions within the center.

Additional considerations accounted for include efforts to free up the Emergency Dispatcher positions from handling additional phone volume with emphasis on focus towards radio dispatching, specifically safety of first responders in the field.

Attrition rates for our emergency dispatch positions having spiked during the last three years, partially due to the COVID pandemic resulting in a 24% attrition rate for Emergency Dispatchers at Matcom, whereas the Call Taker positions have maintained a minimal attrition rate over the same time frame.

With the vacancy rate of the emergency dispatcher positions that have been prevalent in Matcom for numerous years, the utilization of these positions as call takers would be easier to recruit, quicker to train, and provide an additional level of career progression within the center from call taker to emergency dispatcher.

The reclassification of Emergency Dispatcher to Dispatch Supervisor – Quality Improvement would be in the interest of upholding local policy and contractual obligations as it pertains to quality improvement programs established within the department.

The goal of the Dispatch Supervisor – Quality Improvement position would be to identify and correct deficiencies and encourage excellence. This would be accomplished through review for minimum compliance to established protocol standards for possible remediation of an employee's work habit as related to the protocol. This supervisor position would be responsible to perform a 25% case review of new employees, 100% review of protocol identified critical incidents, as well as 25% review of emergency dispatch personnel identified as having a high volume of noncompliance to established protocol. Additionally, there would be a high number of cases selected at random for review, feedback, and follow-up training opportunities with a goal of maintaining high compliance throughout the communications center. This would strongly encourage and ultimately increase consistency, safety, and appropriate pre-arrival care for those emergency callers and patients.

Additionally, Matcom staffing positions would benefit from availability of one of the vacant Emergency Dispatch positions being restructured as two permanent part-time Emergency Dispatch positions. This would provide opportunity for those employees which the City has invested tens of thousands of dollars in hiring, training, and deploying into the live environment to continue working on a part-time basis in the event their availability changes.

The annual estimated increase to MATCOM wages and benefits is approximately \$8,000 depending on the candidate's level of experience placed into the new positions. The incremental cost represents less than a 1% increase and would not require an additional appropriation due to current position vacancies.

**Proposed Action:** Adopt the Resolution.