

# Memorandum



CITY OF DALLAS

DATE May 1, 1985

TO Billy Prince, Chief  
Police Department

SUBJECT Comparison of Police and Fire Dispatch Communication,  
Rank Structure and Compensation

Your request to Levi Davis dated June 4, 1984, regarding the comparison of Police and Fire Dispatch Communications has been reviewed by the Personnel Classification and Compensation Divisions. Specifically, these divisions were charged to identify areas of disparity and comparison particular to Police and Fire Dispatch Communications. The following areas were included in the review process:

1. Data/Correspondence submitted regarding or from Police Dispatch Communications;
2. Data/Correspondence submitted regarding or from Fire Dispatch Communications;
3. Total number of calls dispatched per year;
4. Non-priority, Non-emergency calls dispatched per year;
5. Total number of emergency-priority calls dispatched per year;
6. Percent of emergency-priority calls dispatched per year;
7. Identify what situations qualify for emergency-priority dispatch;
8. Total number of emergency-priority calls dispatched per day;
9. Types of equipment routinely available for dispatch;
10. Total number of personnel routinely available for dispatch;
11. Minimum length of training program for new personnel;
12. Length of on shift duty;
13. Normal number of personnel assigned per shift;
14. Total number of dispatch division personnel;
15. Types of personnel assigned to the dispatch division by shift;
16. Monthly combined actual compensation by rank; plus percent of compensation by rank; and
17. Classification Division's Audit of Police and Fire Dispatch Communications.

Memorandum  
Billy Prince, Chief  
May 1, 1985  
Page 2

In summary, we were able to identify many differences between Police and Fire Dispatch Communications. However, these differences do not overwhelmingly favor either operation. Both operations share a similar purpose, yet each is structured to accomplish its purpose differently. In this case, these differences do not translate into disparity since with the installment of the computer both units are functionally dissimilar.

We do not support the approval of Option IV proposed in Deputy Chief of Police, M. R. Bullard's memorandum of February 24, 1984. The request for an additional \$120 per month to resolve the problems of stability, draft, morale and perceived inequities with Fire Dispatch is not supported in review of items #1 through #17 above or our surveying of the character and compensation of Police and Fire Dispatch Communication operations in thirty major cities.

TR/ce

COMPARISON OF POLICE AND FIRE  
DISPATCH COMMUNICATIONS

DEPARTMENT	TOTAL NO. CALLS DISPATCHED PER YEAR	NON-PRIORITY NON-EMERGENCY CALLS DISPATCHED PER YEAR	TOTAL NUMBER OF EMERGENCY- PRIORITY CALLS DISPATCHED PER YEAR	% OF EMERGENCY PRIORITY CALLS DISPATCHED PER YEAR
POLICE	497,417	186,118	311,299	59.78753
FIRE	107,285	160	107,125	99.85065

TOTAL NUMBER  
OF EMERGENCY  
-PRIORITY  
CALLS DIS-  
PATCHED PER  
DAY

WHAT SITUATIONS  
QUALIFY FOR  
EMERGENCY-PRIORITY  
DISPATCH (CODES)

DEPARTMENT

PRIORITY 1

- Major accident
- Cutting
- Assist Officer
- Gang Fight
- Shooting
- Robbery
- Hold-Up Alarm
- Criminal Assault (Rape)
- Poisoning
- Suicide
- Emergency Blood Transfer
- Felony in Progress

- Disturbance (Potential Violence)
- Drunk
- Burglar Alarm
- Prowler
- Injured Person
- Fire Alarm
- Missing Person
- Dead Person
- Sick Person
- Parking Violation
- Open Building
- Prisoner
- Suspicious person
- Abandoned Child
- Other
- PRIORITY II
- Minor Accident
- Theft
- Burglary
- Animal Complaint
- Abandoned Property
- Criminal Mischief
- Street Blockage
- Meet Complainant
- Racing-Speeding

POLICE

852.8

NOTE: 4.2% of Police Priority I and II calls are dispatched Code 3 "Red Lights and Siren" (Approximately 1200 per month.)

FIRE

- Grass Fire
- Trash Fire
- or Dumpster
- Resuscitator
- Brush or Dump Fire
- Rescue/Major Accident
- Trapped in Machine
- Cave-In
- Mash Fuel, Blood, Etc.
- Cut off Water
- Auto Equipment
- Assist Invalid
- Investigation
- Person Locked In
- or Out

- Gas Leak
- Water in Building
- Rescue, High Water
- Rescue, Drowning In Pool
- Alert II, Redbird
- Alert II, Love Field
- Utilities Wires, Poles, Transformers
- Emergency First-Aid
- Rescue Trapped Pets
- Assist MICU
- Investigate Automatic Fire Alarm
- Investigate Water Flow Alarm
- Rescue Drowning In Lakes, Creeks, Rivers, Pools
- People Trapped in Elevator
- Mutual-Aid (with other Dallas County Towns, D/FW Airport & L T V )

- Mash Fuel - Love Field
- Stand By - Love Field
- Alert III - Love Field
- Alert III - Redbird
- Structure Fire

293.0

(Fire-142  
E.M.S.-151)

NOTE: All Of The Above Fire Codes Require Code 3 "Red Lights and Siren" Responses (Approximately 8,927 per Month-99.8% of all calls dispatched).

DEPARTMENT	TYPES OF EQUIP. ROUTINELY AVAILABLE FOR DISPATCH	TOTAL NUMBER OF PERSONNEL ROUTINELY AVAILABLE FOR DISPATCH	MINIMUM LENGTH OF TRAINING PROGRAM FOR NEW PERSONNEL	LENGTH OF ON SHIFT DUTY	NORMAL NUMBER OF PERSONNEL ASSIGNED PER SHIFT
POLICE	69 Patrol Cars 40 Motorcycles 24 Jeeps  Note: Officer to vehicle ratio above is one to one.	589 Patrol Officers 158 Traffic Div. Offrs. 16 Youth Div. Offrs. 16 Helicopter Pilots  779 Total personnel as assigned.	1 Month	8 Hours Alternating - 1 Hour on then 30 Minutes off (for Break).	1st = 11 2nd = 12 3rd = 14  See Exhibit A for workflow.

DEPARTMENT	TYPES OF EQUIP. ROUTINELY AVAILABLE FOR DISPATCH	TOTAL NUMBER OF PERSONNEL ROUTINELY AVAILABLE FOR DISPATCH	MINIMUM LENGTH OF TRAINING PROGRAM FOR NEW PERSONNEL	LENGTH OF ON SHIFT DUTY	NORMAL NUMBER OF PERSONNEL ASSIGNED PER SHIFT
FIRE	50 ENGINES (4 Personnel per Engine) 22 AERIAL TRUCKS (4 Personnel per Truck) 20 MOBIL INTENSIVE CARE UNITS (2 Personnel per MICU) 5 HEAVY EQUIPMENT RESCUE UNITS (As Assigned) 4 MANPOWER SQUADS (5 Personnel per Squad) 4 BOATS (As Assigned) 4 AIRCRASH UNITS (3 Personnel per Unit) 10 BATTALION CHIEF CARS (2 Personnel per Car)	450 Total personnel as assigned.	6 Months	12 Hours-No Breaks: Personnel eat at their assigned station.	6 Is Normal Complement For Each Shift  See Exhibit B for workflow.

DEPARTMENT	TOTAL NUMBER OF DISPATCH DIVISION PERSONNEL	TYPES OF PERSONNEL ASSIGNED TO THE DISPATCH DIVISION BY SHIFT	COMBINED SHIFT TOTALS			
			1st SHIFT	2nd SHIFT	3rd SHIFT	TOTALS
POLICE	82, which includes 10 Civilian Telephone Operators assigned to the Police Dispatch Service Desk.  141,17647% more staffing than Fire Dispatch - 48 more Personnel	Captain	0	1	0	1
		Lieutenant	1	2	1	4
		Sergeant	3	4	3	10
		Corporal	9	13	11	33
		Officer	9	2	9	20
		Public Srv. Off.	0	4	0	4
		Service Desk	2	4	4	10
			<u>24</u>	<u>30</u>	<u>28</u>	<u>82</u>

DEPARTMENT	TOTAL NUMBER OF DISPATCH DIVISION PERSONNEL	TYPES OF PERSONNEL ASSIGNED TO THE DISPATCH DIVISION BY SHIFT	COMBINED SHIFT TOTALS			
			1st SHIFT	2nd SHIFT	3rd SHIFT	4th SHIFT
FIRE	34	Captain	1	1	1	4
		Lieutenant	0	1	1	3
		2nd Driver	2	2	2	11
		Fire & Rescue Off.	6	4	2	14
		Driver	0	0	2	2
		<u>9</u>	<u>8</u>	<u>8</u>	<u>34</u>	

<u>DEPARTMENT</u>		<u>Personnel Classification Division's Findings for Dispatch Communications Officer position (Minimum Level)</u>	
<u>POLICE</u>	<u>Monthly combined Actual Compensation by rank; Plus % of compensation by rank</u>	<u>FACTOR</u>	<u>POINTS</u>
Captain*	3,704.00	Education	130
Lieutenant*	11,876.00	Experience	44
Sergeant*	26,652.00	On Job Training	12
Corporal	78,094.00	Supervision	15
Officer	42,116.00	Safety of Others	10
Public Srv. Off.	7,368.00	Method, Procedure, Controls	30
Service Desk	15,778.00	Funds, Documents, Records	40
	<u>\$185,588.00</u>	Machines, Materials, Equip.	10
		Contact with Public	35
		Physical Effort	20
		Working Conditions	10
		<b>*TOTALS</b>	<b>356</b>

\*Grade 10 = 356 to 384 points.

<u>DEPARTMENT</u>		<u>Personnel Classification Division's Findings for Dispatch Communications Officer position (Minimum Level)</u>	
<u>FIRE</u>	<u>Monthly combined Actual Compensation by rank; Plus % of compensation by rank</u>	<u>FACTOR</u>	<u>POINTS</u>
Captain**	12,134.00	Education	130
Lieutenant**	7,901.00	Experience	44
2nd Driver	25,490.00	On Job Training	12
Fire & Rescue Off.	32,439.00	Supervision	15
Driver	4,978.00	Safety of Others	10
	<u>\$82,942.00</u>	Method, Procedure, Controls	45
		Funds, Documents, Records	40
		Machines, Materials, Equip.	10
		Contact with Public	45
		Physical Effort	30
		Working Conditions	10
		<b>**TOTALS</b>	<b>391</b>

\*\*Grade 11 = 385 to 415 points.

123.75635% more	2.0%
Compensation than Fire Dispatch - \$102,646.00	6.4%
	14.4%
	42.1%
	22.7%
	4.0%
	8.5%
	<u>100%</u>

\* COMMAND PERSONNEL = 22.8%

123.75635% more	14.6%
Compensation than Fire Dispatch - \$102,646.00	9.5%
	30.7%
	39.1%
	6.0%
	<u>99.9%</u>

\*\* COMMAND PERSONNEL = 24.1%

EXHIBIT A

Police Dispatch Communications - Workflow

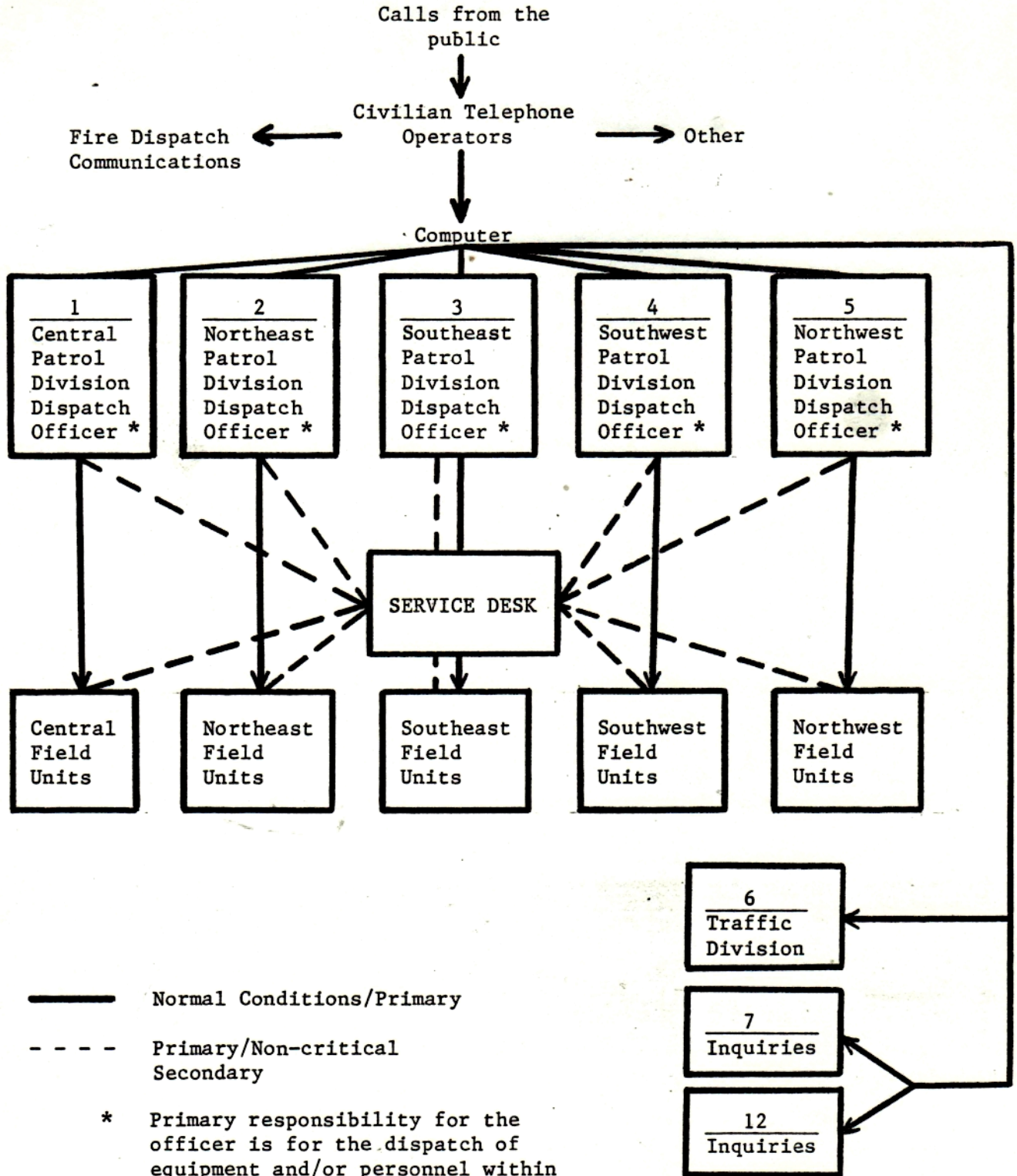
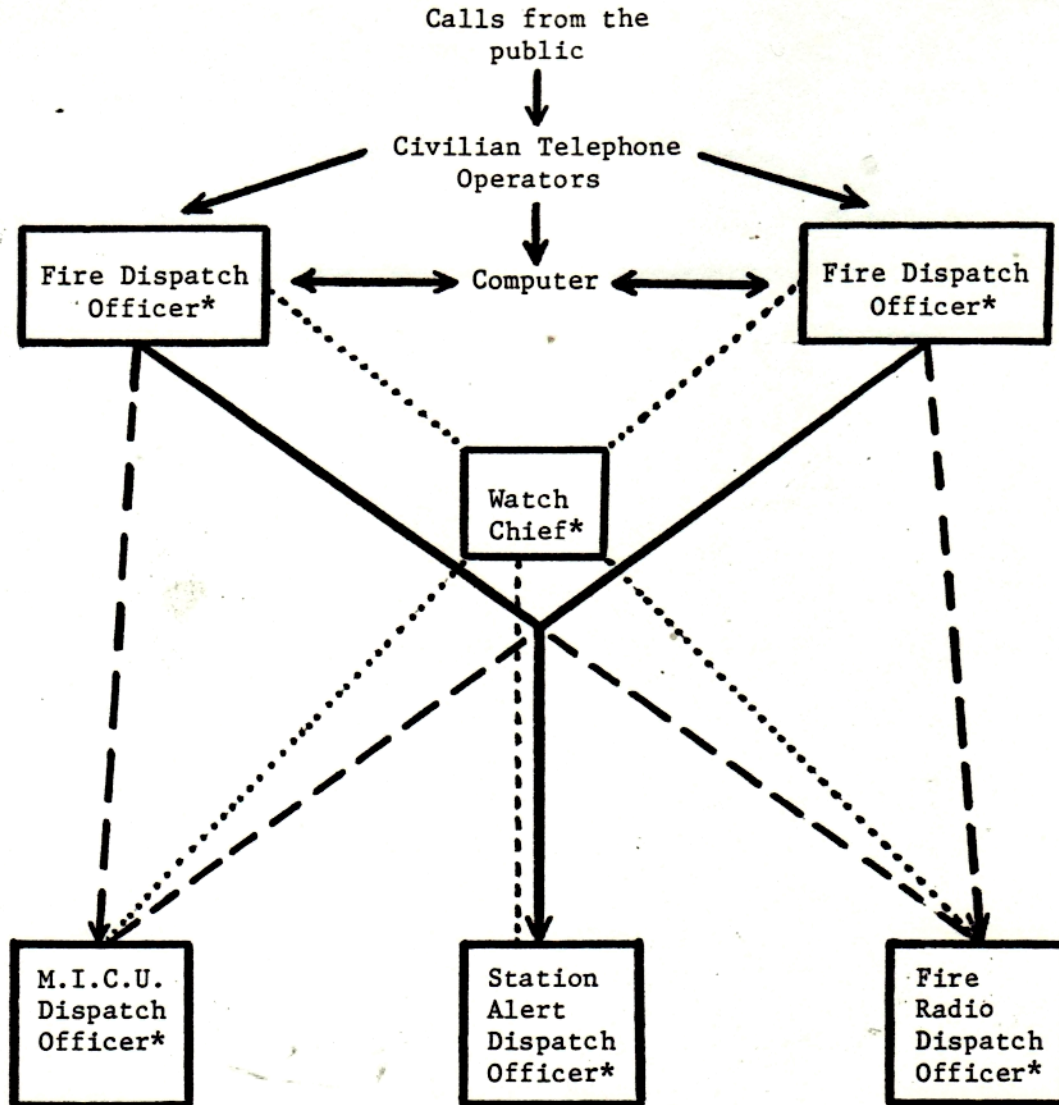




EXHIBIT B

Fire Dispatch Communications - Workflow



———— Normal Conditions/Primary

- - - - Optional Traffic Flow for Primary, Critical and Non-Critical/Secondary Conditions

..... Watch Chief Direct Access

\* All officers must be thoroughly familiar with each Fire Dispatch Station (console) and able to dispatch equipment and/or personnel throughout the City of Dallas and with other Dallas County towns, D/FW Airport and LTV.