



Buncombe County Board of Commissioners
Request for Board Action
Meeting Date: 6/21/2022

Old Business

Department: Strategy & Innovation

Presenter(s): Rafael Baptista, Strategy & Innovation Director

Contact(s): Rafael Baptista, Strategy & Innovation Director

Subject: Continuation of 911 Center Crisis Pay

Brief Summary: To address staffing challenges in the 911 Center, the County has been utilizing multiple strategies to fill as many vacant shifts as possible. One of the strategies that the County has been using is to pay staff double time for any overtime shifts to encourage staff to pick up additional shifts. This strategy was approved by the Board of County Commissioners and expires at the end of this fiscal year, June 30, 2022. Staffing challenges remain at the 911 Center with 50% of the positions assigned to support City of Asheville dispatch needs, vacant.

The proposed action is to extend that strategy through September 30th, 2022.

Overtime cost will be covered with unused salary due to the vacant positions.

Recommended Motion & Requested Action: Extend double-time pay for overtime shifts worked by 911 communications staff through September 30th, 2022.

County Manager's Comments & Recommendation: Recommends approval.