



# Buncombe County Board of Commissioners

## Request for Board Action

**Meeting Date: 3/21/2023**

### New Business

**Department:** Strategy & Innovation

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

**Contact(s):** Rafael Baptista & Derrick Ruble, Public Safety Communications Director

**Subject:** 911 Situational Overview and Recommendations

**Brief Summary:** As a result of increased call volume and staffing shortages, the Public Safety Communications Center is currently facing challenges and requires additional support. Over several months, multiple strategies have been implemented to meet this challenge, including but not limited to double-pay for additional shift pick up, utilizing off-duty first responders, redeploying staff from across the county to support operational/ planning needs and securing services for increased well-being. Additionally, center leadership has worked with county management and human resources to expedite and bolster recruitment. It is most important to retain the valuable center staff. To that end, County leadership is proposing temporary crisis pay stipends for telecommunicator employees until the staffing levels within the department have stabilized. That stabilization will be realized once the minimum standard of 67% of scheduled shifts are staffed and maintained for 30 days. All regular telecommunicators who have been with the County for at least six months will be eligible. No new additional funding is needed as the County will utilize lapsed salary within the department for this stipend.

**Recommended Motion & Requested Action:** Approve temporary crisis pay stipends as outlined in the table below:

Shift Worked	Weekday	Weeknight	Weekend Day	Weekend night
Stipend Amount	\$8 hourly \$96 total	\$12 hour \$144 total	\$15 hourly \$180 total	\$20 hourly \$240 total

**County Manager's comments and Recommendation:** Approve temporary crisis pay stipends as outlined above