



City Council  
Worksession -  
December 9, 2019

# How did we get here?

- Dispatcher recruitment and retention has been an on-going issue not just in the City of Overland, but throughout the region and across the country.
- Since 2006,
  - 49 Dispatchers – Hired
  - 44 Dispatchers – Separated from Employment
  - 23 (53.5%) separated in less than a year from date of hire
  - 20 (46.5%) separated in less than six months.
- During this period the City continued to seek qualified candidates to fill vacant positions in an effort to retain dispatching in-house.



# How did we get here?

- Of the 44 who left our employment
  - Only 3 went to another department and/or for more money
  - The remaining 41 left the profession entirely
  
- Why do people leave the profession?
  - stress of the job
  - rate of pay
  - hours/schedule
  - lack of understanding of the job from the outset
  - career change
  - educational opportunity
  - interpersonal conflicts
  - It's “just a job – pay check”



# How did we get here?

- May 2019 - City Staff met with Mayor and City Council to discuss issues related to dispatching.
  - Various options were discussed including;
    - Increase in salary for dispatchers
    - Contracting out to another agency
  - Status report to Mayor and City Council in 6 months
- FY 19/20 Budget included:
  - Pay increases for current dispatchers to more competitive rate
  - Graduated scale for dispatchers with experience
- As a result...
  - City was able to hire additional dispatchers
  - City was continuing to recruit and interview additional candidates



# How did we get here?

- October 2019, City Staff met with Mayor and City Council to discuss issues related to dispatching.
  - Advised that City had recently experienced 3 employment separations – all with ~10 days time.
  - Discussed on-going issues with attracting qualified candidates
  - Discussed original options from back in May 2019
  - City Council directed City Staff to obtain formal proposal from St. Ann
- Throughout this process, it has been the hope and the intention of the City to retain dispatching in-house and every effort was made to bring that to fruition.



# Where do we go from here?

- Increase in Salaries
  - No guarantee that an increase in salary will solve the problem.
    - Employees are more likely to leave for reasons other than salary
  - Other cities, who currently pay more than us are having the same problem attracting and retaining qualified candidates.
    - Small candidate pool
    - No formal training program – On the job training
- Contract out for Service
  - 60 Police Departments in St. Louis County
    - 45 of those agencies either contract out or part of a “collective”
    - 15 maintain dispatching in-house



<b>St. Louis County</b>	<b>East Central</b>	<b>West Central</b>	<b>St. Ann</b>	<b>In-House</b>	<b>Ferguson</b>	<b>Ballwin</b>	<b>Glendale</b>
<i>St. Louis County</i>	<i>Richmond Heights</i>	<i>Town and Country</i>	<i>St. Ann</i>		<i>Ferguson</i>		
Bel-Nor	Brentwood	Creve Coeur	Edmondson	Ballwin	Calverton Park	Manchester	Warson Woods
Bel-Ridge	Clayton	Frontenac	<i>Vinita Park/Terrace</i>	Berkeley	Country Club Hills		
Bella Villa	Maplewood		<i>Beverly Hills</i>	Bridgeton	Flordell Hills		
Bellefontaine	Olivette		<i>Pine Lawn</i>	Crestwood			
Breckinridge Hills	Rock Hill		<i>Velda Village Hills</i>	Des Peres			
Chesterfield	Shrewsbury		<i>Charlack</i>	Florissant			
Ellisville	Webster Groves		<i>Welston</i>	Glendale			
Eureka				Hazelwood			
Hillsdale				Kirkwood			
Kinloch				Ladue			
Lakeshire				Maryland Heights			
Moline Acres				Overland			
Normandy				Pacific			
Northwoods				Sunset Hills			
Pagedale				University City			
Riverview							
St. John							
Velda City							
Woodson Terrace							



# Message to Overland Residents

There has been much discussion about the state of the Overland Police Department Dispatch Services in recent months. For many years, the Department has experienced difficulties in retaining quality dispatch staff, which has resulted in concerns of efficiency and quality of service.

With the safety of our officers and our citizens being paramount, it has become clear to the Police Department and the City that a change in course is needed. While our goal has been to maintain dispatching in-house, we recognize that it is in the best interest of the City to contract out Police Dispatching Services.

We are confident that this will have a positive impact on the safety our officers and our citizens and will result in a higher quality of service.

*Chief Andy Mackey and  
Members of the Overland Police Department*

