



Communications Operators

DPS Communications Operators Deserve Greater Compensation for Meeting a Higher Standard of Service

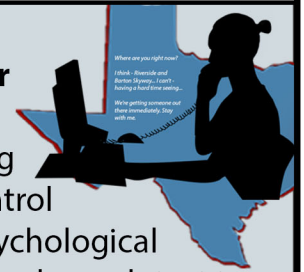
Texas DPS has 23

Communications facilities throughout the state, providing maximum radio and telecommunications coverage for state Troopers and law enforcement partners. Facilities are staffed with exceptionally qualified personnel tasked with using the latest, most effective technology to promote Texas' safety.

The Modern Day

Communications Operator

- Many are bi-lingual
- High-level problem solving
- Patience and personal control
- Must pass medical and psychological screening in addition to a polygraph test to determine their integrity and truthfulness
- Must be TCOLE-certified, and undergo mandated training every two years



The Legislative Request

... And Why it's Needed

Fund a 20% Salary Increase

Police Communication Operators	20%	\$8.925 million
Communication Area Managers	20%	\$2.031 million
Communication Supervisors	20%	\$754,522.56
Total: \$2.6 Million Annually		Total: \$5.2 Million Biennially

Across the Board...

- 2013 - Legislature reclassified Operator positions **without funding the increase.**
- The agency has no options to **compete within the industry and marketplace.**
- The agency needs to have the ability to **recruit and retain** new employees as senior-level operators move towards retirement.

Fund Shift Differential Pay

Total: \$400,000 Annually Total: \$800,000 Biennially

On the Job...

- Operator shifts must be staffed 24 hours a day, 7 days a week.
- Operators work in a **highly stressful, unpredictable, and fast-paced** environment.
- Operators are entrusted with decisions that could mean **life or death** for Texans.
- Operators make less than **\$3,000 a month – barely enough to cover the cost of living.**
- Operator positions offer a **higher calling.**

Fund Stipend Pay*

*Total: \$300,000 Annually Total: \$600,000 Biennially

* Amt. required to make stipend pay consistent with Schedule C positions.
* Est. based on education, certification, and second language.

Possible Congressional Action Reclassifying 911 Operators As First Responders

Texas should lead the nation and be the model state for increased Communications Operator pay.

