

Survey of 911 Telecommunicators

Survey Results - Verbatim Responses

Q2. Position Title

If your exact title is not listed, enter it in the "Other" box below.

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

• 911 Communication Officer..... 4	• Jail Administrator/Dispatch Supervisor1
• 911 Communications Specialist..... 1	• Jailer1
• 911 Communications Supervisor 1	• Jailer/Dispatcher.....1
• 911 Communications. 1	• Lead Dispatcher2
• 9-1-1 Coordinator/Dispatcher 1	• Lead Dispatcher/ Deputy Emergency Management Director1
• 911 Dispatch and Corrections Officer..... 2	• Office Manager.....1
• 911 Dispatcher/ Communications Clerk 4	• Office Manager/Jail Administrator.....1
• 911 Dispatcher/Jailer..... 1	• Operator abs Dispatcher.....1
• 911 Duty Supervisor 1	• Part Time/On Call1
• 9-1-1 Emergency Dispatcher 1	• PSAP Manager1
• 911 Operations Lieutenant..... 1	• Public Safety Communication Supervisor1
• 911 Operator/Dispatcher (Law, Medical, Fire)... 1	• Public Safety Communications Dispatcher2
• 911 Public Safety Dispatcher 1	• Public Safety Communications Officer.....2
• Admin 1	• Public Safety Communications Specialist.....1
• And jailer 1	• Public Safety Communications Supervisor1
• And PSAP Dispatch/Jailer Supervisor..... 1	• Public Safety Telecommunicator3
• Civilian Communications Officer..... 2	• Radio Communication Officer - Public Safety Dispatcher.....1
• Communications Captain 1	• Radio Communications Operator10
• Communications Center Administrator 1	• Radio Communications Supervisor2
• Communications Clerk..... 1	• Sergeant - Communications.....1
• Communications Systems Administrator..... 1	• Sergeant - Dispatching.....2
• Dispatch Supervisor/Assistant Jail Programmer, TAC, Deputy Emergency Manager 1	• Sheriff.....1
• Dispatch/Jail Administrator..... 1	• Sheriffs Telecommunicator2
• Dispatcher 1 1	• State Program Administrator Supervisor Principal-Roseville Public Safety Answering Point Manager1
• Dispatcher II..... 1	• TAC.....1
• Dispatcher/911 dispatcher 1	• TAC officer1
• Dispatcher/Detention Deputy..... 1	• Tactical Response Team.....1
• Duty Supervisor 1	• Technical Specialist.....1
• E911 Dispatcher..... 2	• Technical Support1
• ECC Support Technician 1	• TELECOMMUNICATOR.....1
• Emergency Communications GIS Specialist..... 1	• Transit Control Center Supervisor.....1
• Emergency Communications Officer 1	• Transit dispatch supervisor.....1
• Emergency Management/Communications Supervisor..... 1	• We work 6 hours in dispatch & 6 hours in the jail. 12 hour shifts1
• Fire and medical 1	
• Fire Dispatcher 2	
• Fire/Medical dispatcher with EMT certification . 1	
• GIS Coordinator 1	

Q8. Why I prefer the Coordinated (General) Plan?

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- Age and time of service
- As 911 dispatchers, we should be considered first responders. Currently we are not we are considered clerical and we should not be. First responders to the general public are usually police, fire and ems. Dispatchers are included in this in reality, as we are involved in public safety greatly, and are the first line of defense. 911 dispatchers need to be upgraded in the eyes of PERA to the correctional plan, as we deserve this recognition and status. Also, in terms of burnout, the 911 dispatcher profession takes a lot from the mind, and dispatchers need to be able to retire earlier than most with full benefits in order to preserve mental health
- Because I am almost at retirement age
- Because I do not work in corrections.
- Earlier retirement and better cost of living increases.
- Employee Contribution is higher as well as the 100% vested is a shorter time frame
- feel it's better
- For the time being this one works best for me. The other plan is really great, but doesn't work for me at this time.
- Fully Vested at 5 yrs
- I am already past 10 years of service
- I do not plan to work here for longer than 5 years
- I don't want to have to wait 10 years to be fully vested and protected
- I would prefer the coordinated plan because of my years of service in the state of Minnesota.
- it is what was offered
- Less time to be fully vested.
- Looked better to me but I would need more help understanding
- No say
- Only option
- Shorter time fame of 100 invested
- Shorter time frame
- Shorter time to become vested
- The employee contribution is higher and with the age of retirement at 66 this would fall in place with other investments at the retirement age (66)
- The same stresses that corrections officers have thus able to retire at 55 dispatchers have them also.
- Vested at 5 years

Q9. Why I prefer the Correctional Plan?

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- 1) Ability to pull from plan at 55. 2) inflation adjustment more in line with future trajectories
- 1.9 and 55 year old retirement
- 1.9 is greater than 1.7 to calculate the overall pension amount as well as more from cost of living
- 1.9% and the higher inflation rate, earlier retirement age
- 1.9% of high five / inflation up to 2.5% and full pension at age 55. I am 54 and have been here for 31 years and I would love to retire soon. I feel 55 is a good age to get a full pension for this type of career. I have worked very hard for 31 years and have been an excellent employee and think I should be able to leave before it is too late. 31 years is enough. Thank you!
- 55 retirement - 911 dispatchers are the first, first responders. They need to get the information correct the first time. After age 55, the speed of which you can do this job combined with different challenges such as hearing loss can put the responders on the street and public at risk.
- 55 retirement age and all benefits are better

- 55 yo - full pension/ This is an absolute must. Our skills, through no fault of our own, gradually decline over time. It is common for 55 yo to be the age where skills decline to a point where they may present a safety issue for our first responders as well as our public. This also the age where medical issues, both physical and mental health, start to present themselves at an accelerated pace. This is due to the long hours, sedentary nature of the position, and the consistent stress a dispatcher experiences during an average shift.
- 66 years old is just too old to be doing this job. That is the bottom line for me
- 911 can be a very difficult job after age 60 or more than 30 years
- 911 dispatcher deal with a multitude of high stress situation daily and are required to multitask these instances with common day to day duties. The decisions made by dispatcher can have real impact on the outcome of unpredictable situations that have life or death implications. It requires a high level of multitasking and responsibility which can often result in mental and emotional issue that need to be addressed and worked through. Public safety starts with the dispatcher and end with the correctional facility. With all that on our shoulders, one would think that we as dispatcher would be considered the "first responder" of all first responders and not the same as clerical.
- 911 dispatchers are under a tremendous amount of stress on a daily, hourly and down to the minute basis. We shoulder every call. As such, should be classified more then just general in the eyes of our pensions. Being able to retire at 55 and being held to a higher classification is crucial in validating what we do as more than just a secretary. I have worked with so many people who have struggled through those last years until retirement and in this every changing landscape of our scope of work it is something to look forward to as we are wading through just above the surface of drowning.
- 911 Dispatchers jobs are more stressful than other employees in the general fund, they should be closer to the correctional fund and be able to retire sooner
- 911 Dispatchers need to be able to retire with full pension at 55 due to the physiological deficiencies that are inevitable that come with age.
- 911 dispatchers should be recognized as first responders and should be able to retire at the same age as other first responders.
- 911 dispatching is a very high stress, technical public service job that people should not be doing past 55 years of age. It creates a safety issue for the public when 65 year olds who have accrued massive amount of trauma over their years of service are continuing to answer high stress, emergent calls. Their performance declines significantly in old age. 911 dispatching is not a secretarial job, and dispatchers should have the same benefits of other first responders in controlled environments, such as corrections officers.
- 911 is a fast paced working environment/have to think and act fast in processing calls and answering phone.. have to be quick on your feet ** at 60yo can already see my mind and body slowing down takes more time processing calls ** and that can be life or death to some of our callers. I feel if was a loved family member calling 911 from either the house of representatives or senate and the governor's office they would want a dispatcher who is at the top of his or her game to be answering their phone call, it's just common sense that as we age we slow down.
- 911 is an increasingly difficult career - not many of us can do this and we deserve to be treated as professionals
- 911 personnel deserve the same pension benefits as other public safety. The emotional and mental impacts of working in this profession for 20+ years affects quality of life. Without a pension at a lower age, skill Public-Safety Telecommunicators will not be staying long in this career.
- 911 positions have become very technical and it's difficult as we age to migrate the systems and technologies.
- 911 staff are under great pressure and are the first people to take emergency calls. Why should this differ from corrections or police and fire!
- 911 Telecommunications is a rapidly advancing technological career that is extremely stressful with long hours. You need the ability to multitask while keeping citizens and officers safe. Our duties go above and beyond the duties of clerical staff. We are a 24/7 operation just as corrections are. I would prefer the option to retire from law enforcement at age 55 to be able to move on to another career with less stress before any more damage is done to my health and mental health.
- 911 Telecommunicators are the first point of contact, we suffer the same stress as all frontline workers, we are responsible for life and death decisions. Our roles and responsibilities have increased dramatically in the twenty-two years that I have been in this field. Many dispatch centers in outstate MN our "one seat" centers, where and our call loads increase but staffing levels have not. We do far more than "receptionist" work. During the pandemic we weren't allowed to "work from home" or not come to work, like county employees in the coordinated plan, we

were deemed essential like police/fire/corrections. This job takes a toll on our health, physical and mental; we feel each an every call as if we are on the scene, but without closure. We should have the option to retire well before the age of 66, many have well surpassed burn out and peak performance before this age. It takes a certain breed of person to dispatch and we are dedicated to our trade and to the people we answer the calls for. Please consider giving us the option to retire at 55 and entire some of our adult lives.

- A later date to become fully vested could positively impact retention, which is an ongoing long term problem in Emergency Communications. The nature of the work is not conducive to good health. Long periods of time spent sitting, long shifts that are frequently made longer with last minute mandatory overtime in addition to the significant level of daily stress. Experts have stated that sitting for extended periods of time is now considered as bad or worse for your health as smoking. It is in the best interest of individuals who are in this line of work to have the opportunity to retire at an earlier age. Over the years we have noticed there has been a high rate of cancer and other life threatening illnesses that occur prior to retirement age for many long term employees. These illnesses often end their ability to work full-time and has a detrimental impact financially should that occur prior to the current pension's retirement age.
- A more accurate retirement compensation for the job duties, stress and numerous split second decisions made this profession demands. A 911 dispatcher needs to be always ready to adapt to ever changing situations and/or call that is presented.
- ability to have the choice to retire at 55 years old rather than try to continue to do this job with decreasing skills due to age and psychological wear and tear. I do not want to become a liability, or jeopardize the safety of the responders I am in place to protect
- Ability to retire at 55
- Ability to retire earlier and receive higher cost of living increases with the actual cost of living that continues to go up
- Able to retire at 55, better COLA increase, little higher pension.
- Able to retire at 55, with a better pension, and higher cost of living going into the future.
- Able to retire at a much more appropriate age for the field of work I do, as well as percentage of high five.
- Able to retire at an earlier age.
- Able to retire at younger age
- Additional percentage per year of service, lower employee contribution and lower retirement age.
- After years and years of having to work in a high stress environment, high stress officer involvement, being responsible for a bug part of officer safety, pre arrival medical instructions to very intense medical calls, etc. Really takes a toll on your metal health. To have the ability to also have a full pension and be able to be there full time for my family at 55 instead of 65.
- after years of service, the option to retire at 55 is desirable. It would also make this job more marketable - and would entice more applicants.
- Age 55 retirement. It would be difficult to perform at a peak level doing this job in my 60s. I am willing to make a catch up contribution if needed
- age of retirement
- Age of retirement difference.
- Age of retirement for full pension.
- Age of Retirement option and greater annual increase of living for retirees
- age of retirement/percentages
- Age/Percents
- Allows employees to retire earlier and allows for a higher % of earnings.
- Allows for a better retirement at an earlier age. Dispatching is a high intensity fast paced job the requires personnel to act very quickly. As agency personnel get beyond age 55 some are not as "on their game" as they once were but don't feel like they can retire for financial reasons.
- Allows me to retire after 20 years if I choose
- Allows those that are all-in on this career to become fully vested. Also gives more consideration to inflation rates and age.
- Although I am fully vested in the Coordinated plan at age 64 and plan on retiring at 66 1/2, I feel for the future of the new hires for 911, the correctional plan is the better option.

- *Although it takes longer to be 100% vested, the cost of living increase and employee contribution are better overall.*
- *An earlier retirement age*
- *Annual cost of living increase for retirees equals the rate of inflation up to 2.5%*
- *As 911 dispatchers we are the first step in first response dealing with callers everyday having the worst days of their lives, day in and day out. The level of stress from callers and responsibility for not only the general public but for our officers, deputies, and firefighters far exceeds that of typical office work. We do not fall under the secretarial category that we have been placed in as part of the general plan. Typical office workers that are in the general plan don't work 12 hour shifts, they don't work overnights, they don't typically work weekends and holidays, and they don't have to listen to crying mothers and the screams of beratement from people in crisis. This change to a lower plan cost, and lower retirement age would be a small step forward of distinction that the men and women in this position deserve.*
- *As 911 Public Safety Dispatch we are first responders that have a high stress career - often dealing with high stress calls, possibly ending in negative ways. Often we are forced to deal with individuals that are unhappy and not pleasant, this has to be done with a "smile". When considering the job as it is, the shifts can already be tiring and draining, and then occasionally the hours are extended due to OT and having to meet staff minimums on top of an already stressful job. It is unfortunate that 911 dispatch is not considered first responders already, since Dispatch are often the first people that someone talks to in an emergency. It is Dispatch that needs to calm an individual in order to determine where help needs to be sent to. And if they cannot be calmed needs to use resources to determine where help is needed as quickly as possible.*
- *As a 911 Dispatcher of 21 years and aged 49 I am beginning to reach my peak on the floor. My hearing is going, I am not able to multi-task as well as I did in my younger years. This is NOT a job for someone who is past 55. I fear I would not be able to meet the physical and mental and emotional demands of the job later in life.*
- *As a dispatcher we are to monitor the inmates and also handle the doors for the jail. we also run 45's when the jail needs to release inmates or transport.*
- *As a dispatcher we are virtual first responders and perform duties that are not typical of other call centers (i.e. customer service, etc.). As such, we should be considered as the same as the rest of they sheriff's dept. correctional employees as our level of stress is just as (if not more) high as theirs is. We truly deal with life and death situations without breaks or lunches and can sit at our stations for 12 hours, only getting up for short toilet breaks. This is different from other call centers that do not deal with the public in such a manner.*
- *As a telecommunicator we also work visitation for the jail and transports for jail and assist with inmate money deposits from the public*
- *At 46 years of age with over 20 years of 911 service I know that it will be very difficult to continue my career in the field to the full retirement age established by the coordinated plan. The amount physical, emotional, and mental stress sustained from years of working nights, weekends, and holidays and dealing with emergency phone calls and situations wears on a person's health. The correctional plan's younger retirement age would allow me a better chance of finishing my career in the same field.*
- *At age 55, I will have 34 years of service in a demanding career. I don't want to work until I'm 65 with 44 years of service, just to have a full pension without taking a penalty.*
- *At almost 61 yrs old, and after almost 26 years as a dispatcher, there is considerable burn out. Retirement at age 55 is a much better option for a dispatcher and the mental health of that person.*
- *Based on the percentage of living increase*
- *Because dispatch is a highly technical, highly stressful job that does not receive the due respect it deserves in both real world situations nor when it comes to economic impact in retirement age and benefits.*
- *Because for half of my 40 years I was a Jailor/Dispatcher but was once the corrections plan came out I no longer had to do cell checks, serve meals, book in females, etc. We are still responsible for all exterior doors to the jail. We have monitors for the jail cameras in dispatch. We do their hit confirmations, AM messages, queries in Portals, etc.*
- *Because I believe that dispatchers are truly first responders, and should be compensated as such. While we may not be on scene and experiencing calls first hand, we are still effected by the calls that we take, and I feel like the correctional plan reflects that.*

- *Because I can retire much earlier with more pension. The employee contribution rate is less. Does take more years to become fully vested. Dispatchers have just as much stress with calls as correctional officers do. They can be very intense.*
- *Because I earn a higher percentage of my salary per year of service, pay in less percentage of my salary each paycheck and can draw retirement without penalties a decade sooner.*
- *Because if I retire at 55 years of age I will have over 34 years of service in at the same agency, the trauma and the stress from this job would make it extremely difficult to work to the age of 66*
- *Because I'm allowed to retire earlier and with a higher compensation and lower employee contribution. It would allow me to enjoy life a little sooner with maybe less PTSD and more compassion.*
- *because in the long run the benefits are better.*
- *Because it would better benefit Dispatchers as a whole.*
- *Because it would pay out better*
- *Because it's infinitely better for a long term employee and encourages longevity. Also, the retirement age for this career should be lower.*
- *Because of full pension age is 55, although all points of the correctional plan would be better for us and our department*
- *Because of full retirement at age 55.*
- *Because of the age difference*
- *Because of the higher rate and the earlier retirement age.*
- *Because of the nature of the job. High burnout rate and the fact we are the first, first responders we deserve it.*
- *Because our work is integral to the field responders and due to the intense nature of the calls we take it leads to a high burnout rate. We should be able to retire at 55 not only because of the paramount importance and traumatizing nature of our job, but also because we need to be able to offer folks that incentive in order to entice and retain employees.*
- *Because that plan is by far better in every way. For someone who is dealing with the high intensity of stress/critical situations I believe that is the least we could get*
- *Because the pension is higher, the retirement age is lower (less time in service for stress/PTSD to build up), and cost of living percentage is higher*
- *Because the retirement age is 55*
- *Because there's NO way I can work in this profession until I can retire at 65*
- *Because they are able to retire at 55. It is hard to keep up with the technology as you hit those higher aged years*
- *Because this plan is for first responders.*
- *Because to work as a dispatcher until you are 65 would be a hard job to do. I have watched dispatchers that waited until 65 (or close to it) Struggle with keeping up with the changes and the pressure. I believe it should be 55 so that you don't have to dedicate so many years to have to leave and go find another job. Dispatchers have a lot of pressure on them and they are expected to be on top of their game and unfortunately that gets harder and harder the older we get.*
- *Because under the coordinated plan I will have to work 13 more years to reach full retirement at, putting me at age 69. Doing the work of a 911 dispatchers with all the intricacies needed regarding speed, technology updates, and stress on the job, age 68 is not necessarily an attainable goal.*
- *Because you can retire 10 years earlier*
- *Because, physically, I will be unable to do this job for another ten years until I am 65 at which time I will have been doing it for 40 years.*
- *Being a 911 dispatcher is a heavy stress job that is often overlooked due to the fact that we don't respond in person to the calls we take. However, the trauma that we hear and respond to as a result of our job takes a heavy toll and affects our mental health as much as it does other first responders. It is for that reason that a retirement age of 55 makes sense for 911 employees, as the level of stress we deal with should not be endured for the same length of time as other jobs.*
- *Being a 911 dispatcher isn't always fun especially with all the horrific calls I would like the option to retire early*
- *Being able to retire earlier. Lower employee contribution and higher employer contribution.*
- *Besides the obvious of retiring earlier, a higher percentage for each year, just getting away from the high level of stress we face on a day to day basis and there is a very high level of stress with this job*

- *Best fit for the long run of pension*
- *better benefits*
- *Better benefits*
- *Better benefits*
- *Better benefits for us first responders*
- *better benefits in the end a better plan*
- *Better coverage able to retire earlier*
- *Better long-term benefits.*
- *Better overall outcome in retirement*
- *Better payback, earlier retirement*
- *Better pension*
- *Better pension, better cost of living increase, earlier retirement. We get trauma as well, we spend our careers working nights, weekends, holidays like the responders- we shouldn't have to wait until our late 60's to retire*
- *Better pension, better retirement age, better cost of living. Our job itself aligns better with the correctional plan on many levels. Aside from the job itself, it comes with stressors that are not comparable to a "customer service job." Stressors that take a toll on mental and physical health.*
- *Better plan overall as far as contributions and when we are eligible for retirement.*
- *Better plan so I don't have to answer 911 emergency calls at the age of 66*
- *Better plan so I don't have to answer emergency 911 calls at the age of 66*
- *Better rate of contribution. I also don't feel 911 specialists should be working until 65 or 66.*
- *Better rates and earlier retirement*
- *Better retirement*
- *Better Retirement Age*
- *Better retirement and earlier retirement*
- *Better retirement numbers.*
- *Better retirement options*
- *Better retirement options but longer vested period*
- *Better retirement pay and can retire earlier*
- *Better return over all and can retire starting at 55 years. This is not a job that people much over 60 should be doing.*
- *Both plans have positives/negatives. The correctional plan would allow for 10 year earlier retirement, more of a payout, more of a percentage of COLA raise. However I would like to see the dispatchers be put into the PERA retirement plan as we are the 1st responders and suffer from severe PTSD just as much as the officers / firefighters. I have been a firefighter for Plymouth for 5 years and can attest to the effects of what we as dispatchers have to go thru on a daily basis and can truly say it's worse then what I experienced as a fire fighter in the field.*
- *Can retire earlier with a larger payout*
- *Can retire earlier, % is hire in this plan for most items*
- *Clearly the financials are vastly improved*
- *Correctional plan offers a better pension and lower age retirement. Higher cost of living increase. Lower retirement age. The correctional plan aligns better with the needs of our mental health. Dispatching and call taking alone for periods of time take a toll on mental health, diminishing our quality of life due to stressors from the job. Physically and mentally performing the job day in and day out is not comparable to regular "customer service jobs" Hearing things we hear are not easily dismissed and do have long term effects on mental health. From a personal point of view, my ability to process, grieve, and carry different emotions has changed and continues to change based off experiences through calls and dispatching*
- *Cost of living increases, and retirement age at 55.*
- *Could retire sooner and have a better retirement plan. I believe that Communication Officers deserve this because we are true first responders. We are the ones that get Law Enforcement/Fire/EMS going and update them on their way there as to what is going on. It is our job to try and keep all of them safe as well. There is too many things to list that we also have to be doing while we are doing what I mentioned previously.*
- *Dispatchers and their supervisors have very similar stressors as LE and corrections staff. While we don't have the same physical contacts, we endure the same mental and emotional. The same reasons corrections retire at 55 are*

- Dispatchers expected to work until 65 is both a hazard to their health and public safety. It is ridiculous!
- Dispatchers should be able to retire at 55. The stress of the job is not healthy after that and lives depend on your ability to keep up with the job.
- Dispatchers work 24/7 including nights, weekends and holidays. Dispatchers deal with a tremendous amount of stress dealing with high priority calls and hysterical callers compared to a typical secretarial position.
- Dispatching is becoming progressively more involved and in some cases may be too evolved for older employees to continue working in a dispatch center. Dispatching requires speed, accuracy and adaptability (just to name a few qualities). As a person gets older, sometimes, these things become more difficult.
- Dispatching is mentally taxing. As our job grows - the stress grows. We are expected to do more and more and are exposed to more and more trauma. Personally, I'm 35 - have 15 years in and currently have to work until I'm 65? That's 30 more years - totally 45 years as a dispatcher, and if I don't go 30 years, and retire early, I get penalized in my retirement. That's wrong.
- Due to the amount of daily stress of the job, evolving nature of the job, biological and cognitive changes that happen as we age, it is appropriate that we should be able to pull our full pension and retire at the age of 55.
- Due to the extreme stresses of this field and the inability to maintain adequate staffing levels, it would be beneficial to my partners, new hires and myself to have a much better retirement to look forward to.
- Due to the mental strain of the job, it is not possible to preform the job duties until the age of 66.
- Each year of this job feels like two... we are doing the same long shifts, nights, holidays and weekends and are auditor witness to the atrocities of mankind.
- Earlier age of retirement necessary from years of stress and accumulated PTSD from dealing with life/death matters, quick decision making in high stress and at times volatile situations regarding the safety of the callers relying on the 911 system. The stress of making sure law enforcement officers receive and are updated with important information regarding the cases they are working on especially in those volatile situations. Years of stress of making sure all bases are covered to protect the safety of callers, law enforcement officers and attempt to diminish future liability. A higher rate of pay and retirement for the above reasons is important to retain dispatch personnel. There have been recent shifts of dispatch personnel taking employment with private industry for more pay, better benefits with far less stress. Working short in the dispatch center has been challenging lately due to shortages and retirements. It is concerning that the service will suffer and increase the chance for liability of dispatch staff.
- Earlier eligibility for full retirement from a high stress, high impact job.
- Earlier full retirement age and larger cost of living adjustment.
- Earlier full retirement and 1.9 better rate vs 1.7
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- Earlier retirement - seemingly better benefits for a job that's underpaid for a 70% turnover rate.
- Earlier retirement age
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- Earlier retirement age
- Earlier retirement age
- Earlier retirement age and better compensation.
- Earlier retirement age and better inflation rate increase
- Earlier retirement age and higher pension
- Earlier retirement age and the ability to live a bigger chunk of my life as retired.
- Earlier retirement age as the job is stressful and long hours.
- Earlier retirement age due to the effects of the stressful job and all of the recent cases of PTSD and burnout.
- earlier retirement age for a stressful position and PTSD type issues.
- Earlier retirement age in a high stress job
- earlier retirement age is the biggest thing for me. all the other things are kind of a wash.
- Earlier retirement age possibility - after 25 years already, another 15 for full benefits is a bit daunting.
- Earlier retirement age with a greater incentive to stay on long term.
- Earlier retirement age with better pension
- Earlier retirement age!!!!
- Earlier retirement age, and more benefit to investing
- Earlier retirement age, higher percent increase
- Earlier retirement age, larger cost of living increase.
- Earlier retirement age.
- Earlier retirement age.
- Earlier retirement age.
- Earlier retirement age.
- Earlier retirement age. After doing this job for 20 years, my hearing is already failing and I have constant ringing in my ears. I'm not sure I'd be capable of doing this job until I'm 66.
- Earlier retirement age. Better for key work requirements - typing speed and hearing acuity.
- Earlier retirement age. In my 16 years I have seen many dispatchers have to stay longer in dispatch because they have not reached full retirement age and can't retire early financially, but they struggled greatly with demands and stress of the job as they get older. The stress and demands of our job has increased exponentially the last year and a half. I have 16-17 years left till I can retire in the current plan. I can tell you right now, I will not be retiring from this job at 67. I want to live past retirement age and not suffer from heart related issues due to having to work long past my prime as a dispatcher.
- Earlier retirement age. There is no way, in this field to stay until 66 years old. I have been doing this job since a week out of high school and am already burned out and having to face another 33 years is almost unbearable. The contribution amount is a little lower but that's up to the individual employees to make up... separate/additional retirement accounts are what most of us use currently.
- Earlier retirement age--62 is to old to be a 911 dispatchers
- Earlier retirement and better cost of living increases
- earlier retirement and bigger cost of living increases
- Earlier retirement and higher benefits.

- Earlier retirement and percentages
- Earlier retirement at 10 years of employment.
- Earlier retirement date and slightly higher payout
- Earlier retirement date. No dispatcher should be forced to work beyond 55 to have a decent retirement
- Earlier retirement opportunity at the age of 55 over 66 in the coordinated plan to get my max benefit....if I worked to 65 in the Correctional Plan I'd have 34 years of service for 64.6% pay out which currently would give me \$6031 dollars in retirement over the \$4891 dollars I'd make in the coordinated plan.
- Earlier retirement option, while still putting in the time and commitment to the career.
- Earlier retirement option.
- Earlier retirement possibility. Especially as a dispatcher the job becomes much much harder at 60-65. Less employee contribution, but a higher payout and a higher COLA bump.
- Earlier retirement to receive full pension would be beneficial in this line work because people would not be forced to work beyond what is safe.
- Earlier retirement with full benefits.
- Earlier retirement with full benefits. This job takes a mental and emotional toll. We deal with trauma day in and day out. I'm not sure that I will last in this field until 65 years old (44 years of service) with my sanity.
- Earlier retirement with pension after 30 years of service.
- Earlier retirement, 911 communications job is a high stress job. Violence calls, death calls, multiple scenarios leading to sleep disorders, emotional distress
- Earlier retirement, COLA is larger and contributions are lower.
- Earlier retirement, faster contribution rate
- Earlier retirement, higher benefits
- Earlier retirement, more money
- Earlier retirement, working a high stress level job would be much better for our health overall.
- Earlier retirement. This job has a high rate of PTSD and burnout. It is imperative that 911 staff are treated as other first responders/corrections officers for both citizen safety and their own mental health.
- Earlier retirement. I also already have 5 years in the correctional plan from a previous job.
- Earlier retirement. Skills are lost quickly as you age.
- Earlier retirement...working this job it would seem difficult to work for so long with how stressful it can be.
- Earlier retirement/draw age.
- Earlier vesting
- Early retirement
- Early retirement
- Early retirement
- Early retirement age and better benefits.
- Early retirement and better benefits
- Early retirement at 55
- early retirement without penalties
- Early retirement!
- Early retirement. It's not feasible to do this job for 40 years and stay competent and sharp.
- Even though I am past the retirement age, I feel this is a critical step for our profession. This will entice our younger staff to stay since there is an early retirement age.
- Every aspect of the Correctional Plan is superior to the Coordinated Plan, especially the retirement age changing to over a decade sooner with full pension. 911 Dispatchers absolutely deserve this.
- Everything about the plan is better.
- First, looking at being fully vested at 10 years instead of 5 may help with longevity especially if the potential to retire from the position at an earlier age is possible. This job can be stressful and difficult to do with speed, hours and muscle memory as you get older it would be nice to have the option to leave with full pension after so many years dedicated to the service when you feel you are not able to perform at the high level you used to be able to. For the wellbeing of yourself and others.
- First, there are not many people who choose to stay in this profession for very long. In my time, I have seen so many people start and quit within six months to a year. Second, I have also seen the effects of this work on

myself and others. You may have physical or mental health after years of employment. Third, we are sadly forgotten, until needed and forgotten again, after the need has been met. Forth, we are part of the whole system. It all starts with us, we are truly the first responders. We send the help and never know of outcomes. We are the start of most incidents that occur, and we are the backbone of Police/Fire and EMS. If they need help, we get them that help. Not everyone or anyone can just sit down and put on a head set and experience the trauma, drama and long hours or work one will endure in this profession.

- *For added benefits*
- *For those willing to make dispatching a career and put the time into it, you get vested after 10 years but the benefits are better. You also invest more money into the retirement account every year with the trade off of being able to retire sooner.*
- *For those with the years of service it would be a benefit them to be able to retire at 55.*
- *full benefits at 55, instead of 65 or higher, which is an unreasonable age for a dispatcher to continue working in This line of stressful work*
- *Full pension age, employee contribution and %*
- *Full pension at 55*
- *Full pension at 55-- burn out. inflation increase*
- *full pension at 55 yo, Pension: 1.9% X years of service X high five salary*
- *Full pension is not achievable - would require me to work until age 67 - for a total of 43 years. It is not practical to think someone at age 67 will still be answering 911 calls or dispatching.*
- *Full pension retirement age is lower and cost of living inflation rate is higher*
- *Full retirement age is lower, employer contributes higher amount, pension amount is higher and COLA amount is 1% higher*
- *Full retirement at age 55*
- *fully vested at 10 years*
- *Fully vested at 10 years instead of 20 years and given my age I'd rather be fully invested sooner than later in case of medical issues and such.*
- *Fully vested at 10 years, may retain employees for a longer period of time*
- *Gives the ability to retire from a stressful job at an earlier age. Allows for mental health attention.*
- *Gives the option to be able to retire at full rate at age 55*
- *Greater Cost of Living*
- *Greater PERA dollars earned with retirement at an earlier age*
- *Having the ability to retire earlier (at 55) after a 40+ year career in 911 service would be a perk. Gone are the days that dispatchers are secretaries, we are and should have a retirement plan to match being the first First Responder.*
- *Higher % at age 55 with high cola*
- *Higher benefit rate for return and eligible to retire earlier.*
- *Higher payback along with lower retirement age. Dispatchers are handling more and more traumatic calls and are not lasting in the position, many being affected by mental health/PTSD issues and not able to continue doing the job.*
- *Higher payout from top 5, higher cost of living adjustments, increased benefits, ability to draw at 55*
- *Higher payout percentage at retirement and younger retirement age*
- *Higher payout. Lower contribution.*
- *Higher Pension*
- *Higher pension amount, inflation allowance is higher and earlier retirement opportunity*
- *Higher pension, earlier retirement, and overall seems like the better option.*
- *Higher pension, lower retirement age, lower contribution, higher cost of living increase, the vestment is designed for the long-haulers and not the short lived.*
- *Higher percentage. Younger age of retirement.*
- *Higher rate, and I already have more than 10 years so I would be vested. It would also help to have retention as an incentive to get people to stay.*
- *Higher return at a younger age. Dispatcher/communication is a very high-stress job.*

- *Honestly, you don't want 62 year olds dispatching - there is an erosion of empathy, loss of patience, loss of hearing, and loss of multi-tasking abilities. You're wrecked for high-stress positions after working 911. You can't keep up with 20-40 years of changing technology and procedures.*
- *I actually prefer the other due to my age, but for the whole picture, it would be better to switch to correctional plan*
- *I am close to retirement*
- *I believe because 911 dispatchers work side by side with our law enforcement Fire and EMS professionals and because of the emergency scope of the job that 911 dispatchers deserve better pensions. 911 Telecommunicators are much more than a clerical job. Emergency dispatchers are highly trained individuals handling critical situations and the current coordinated plan does not fit the work that they do.*
- *I believe it provides the most benefit for our careers. It allows us to retire at an earlier age which is good for dispatchers because we do go through a lot of stress on a daily basis and should be compensated for it accordingly. Also the decrease from retirement age in this plan would help out everyone in the plan as far as starting their after work lives. I think we belong in this category as we are the "first" first responders for anyone calling 911.*
- *I believe that the stress that comes with the job and service of a 911 dispatcher warrants an earlier retirement age option.*
- *I believe the benefits are greater.*
- *I believe the earlier retirement age will help with retention and treat this field more as a career and not just a job.*
- *I believe this more accurately represents the work that 911 telecommunicators conduct.*
- *I can actually retire at age 55 I am vested already with 22 years of service as a 911 dispatcher I have both plans and would love to retire now*
- *I can retire at my projected age of 60 years old without penalty*
- *I can retire earlier if needed and I already have approximately 16 years in the Correctional plan from previous law enforcement employment.*
- *I can retire earlier with a higher return and higher increases.*
- *I can retire earlier.*
- *I can retire sooner on the correction plan.*
- *I can retire younger and the percentage is higher for benefits*
- *I cannot imagine keeping up with the stress of this job much past mid my mid 50s. This is a job where we need to be in peak mental condition to keep up with rapidly changing conditions and priorities in dispatch.*
- *I don't think that under the stressful conditions of my position, that I can make it to 65. Extended sitting or standing, overnights, and then the content of our calls. It is extremely hard on the body, both mentally and physically. I would love to be able to retire at 55 so maybe my grandkids don't have to take the "backseat" to my career and I have time to be there for them on holidays and weekends and evenings I'd have otherwise been working to keep the community safe.*
- *I don't believe that anyone working in the dispatcher center should have to work past 55yo unless they choose to. This job is traumatic, high stress, high turnover, highly skilled, technology based, requires multi-tasking skills to remain top notch, speed, etc. As anyone ages these things can be affected and lives are at stake if we're not able to perform at the high level.*
- *I don't want to work till I'm 65 years old. This job is extremely difficult and taxing on mental health and I doubt I'll make it that long.*
- *I feel that this would be a better plan for 911 dispatchers. I feel that the work load and stress level of our profession is such that a earlier retirement would be an asset to their mental and physical health. We are first responders, the first people "on scene" in an emergency and I feel we should get the benefits of the correctional plan*
- *I feel that we are more in line with first responders in terms of job stress, work expectations, 24/7 operations, high stress environments and more risk to our mental and physical health then a general 9-5 office employee*
- *I feel the benefits are better in the long run*
- *I feel this position is difficult to do the older you get. The potential of retiring at age 55 I believe is accurate for this position. Learning new software, policies and procedures, and working shifts get tougher with age. I am not speaking for myself, but through watching other dispatchers as they get older.*
- *I feel we 911 operators should be treated as law enforcement personal in this matter as we work 12 hour shifts, that are just as stressful. We should be able to receive the best benefits and have the ability to retire at 55. I feel*

dispatchers as a group have been overlooked and treated like office staff. Most of us work 10-12 hours of shift work, holidays, weekends, in a environment that takes an emotional and physical toll on our bodies.

- I feel working until I am 62 years of age is doing a disservice to my community. Through my 18 years of working as a dispatcher my hearing has gotten worse as well as I am not as fast as I use to be and I am only 50. My second point is the cost of living with the correctional plan is more realistic with the changing times.
- I hate to say it but the older I am getting, the less "on the ball" I am. This career requires multi tasking at speed and as I approach my senior years I'm just not as speedy as I used to be. As well, I have had to have spinal surgery for a c4 disc that became herniated after years of sitting in same position.
- I have been a 911 public safety dispatcher for almost 30 years, the last 22 years working in Minnesota. I prefer the Correctional Plan retiring at 55 because I can honestly say I wouldn't make it until 65. My career has been rewarding in many ways, however, the last few years I have been physically and mentally drained. Unless you have worked a day in our shoes, you will never understand our position.
- I have been dispatching for 30 years and 15 of those years with Minnesota, I don't feel our categorization is correct and we are the first responders and have the same stresses and health concerns as the law enforcement side and we should be grouped with them not a group for office type employees which we are most definitely not!!!!
- I have been working as a 911 telecommunicator for literally 20 years. The job is very high stressed and the turnover rate is high it is only becoming more and more demanding. I am emotionally and mentally tired. Being able to retire sooner with full benefits is something to look forward to ending my career.
- I have had the privilege to be a 911 public safety dispatcher for almost 30 years, working the last 22 of them in the state of Minnesota. With all these years of public service, I can see some hope at the end of the tunnel if we could retire at 55 with full benefits. I wouldn't make it until I was 65 or older, as that would be another 7-14 years. There is no way I would make it 40 plus years in this field. I'm worn out now, mentally and physically. It is quite rare for a 911 dispatcher to stay in this career for as long as I have.
- I have served as a dispatcher for 25 yrs and would like the option to retire at 55 if I choose to do so.
- I have transported inmates to and from other facilities in the past. I have been on the floor doing cell wellbeing checks. I was once certified to run the intoxilyzer. I have also worked as court security for 2 trials. Part of my job now is backup master control for our jail.
- I have worked in this field for a number of years. The stress, hours, pace and recall; especially as we get older; is difficult to manage and to keep up. Or burn out rate is 5 years asking someone to stay for 40 years working with the stress this job brings? Is an impossible ask
- I like the idea of being able to retire sooner (age 55) vs at a later age. I have seen many TC's at my work that have struggled to effectively do the job over the age of 60. I also like that benefits better of the correctional plan as shown in the previous page.
- I like the lower age to full pension benefits, I also like the increased COLA as compared to the current plan.
- I like the lower employee contribution, earlier retirement and higher cost of living
- I love my job, I am proud of what I do, I know not everyone can do what I do, but it is taken a huge toll on my family, my body, my mind.
- I pay less into it and the county contributes more.
- I prefer an earlier retirement age with full pension.
- I prefer Correctional Plan because I don't think it is healthy for a person to work in this environment for over 40 years - which is what my years of service would be if I am to stay in Coordinated Plan. This job has taken a toll on my mental health, physical well being and spiritual well-being. The people who call 911 are abusive, hostile and uncooperative. Those people hate the police yet call for help and call us names and even threaten us. The turn-over rate in ANY PSAP is extremely high because of the high stress work, long hours, mandatory overtime and shift work. Many employees, myself included, have suffered with mental health issues, PTSD, and physical ailments, including headaches, stomach issues, and chronic pain. People who call 911 are in crisis and extremely emotional - often employees are left feeling helpless. We never know the outcome of calls and we imagine the worse. Hearing people suffering in crisis day after day, month after month and year causes secondary trauma. God forbid, an officer or and public safety responder is injured or killed it is traumatic for dispatch personnel as well as responders. To be in a clerical Coordinated PERA Fund is a disgrace and injustice to those of us who have served the public at the detriment of our own well-being.

- *I prefer it as I plan to work in this career for more than 10 years, so it only makes sense to choose a pension plan that offers not only an earlier full retirement age, but also a higher multiplier for pension, and higher inflation protection all with a lower contribution taken out of your salary*
- *I prefer the correctional pension plan because it allows for employees to retire at age 55. I can't speak for what it takes to be a correctional officer, but I do know that as a dispatcher each and every shift requires a high skill level to multitask and communicate for many different agencies and under a vast array of circumstances. In addition to answering peoples need for help on their worst imaginable days, dispatching is unique and more demanding than most jobs because it requires employees to work 24/7 365 days a year.*
- *I prefer the Correctional Plan because I think it's implausible and unhealthy to expect somebody who is 66 to be able to work the hours we work and be able to keep up with all of the changes of the job. It also inspires me to keep the job longer despite its difficulties because I can hold on to the idea of being able to have a good retirement.*
- *I prefer the Correctional Plan because the benefits suit the job a lot more. I truly feel that we should get these benefits so that we can retire a little earlier to enjoy ourselves a little. I personally work 12 hours shifts and depending on the week, I don't have much of a life other than sleeping and working. Granted I could change that but sacrifice my sleep in return. It would be nice knowing that we get those 11 extra years to enjoy. It would almost feel like a thank you. Granted I am fairly new to this job and am still trying to understand the pension part of it, but at the end of the day we really should be on the Correctional Plan for the job we do.*
- *I prefer the Correctional Plan because the pension percentage is slightly higher & my contribution rate is slightly less. I also have the option of retiring at 55 versus 66. In this career field, the option of retiring at the age of 55 would seem more ideal. The higher annual cost of living increase is also a plus factor, considering the cost of goods keeps going up.*
- *I prefer the correctional plan because the retirement age is substantially lower. I feel that making dispatchers work until the age of 65/66 is a hazard to the community that they serve. Over the years, we slow down. Our multitasking skills decrease, as does our patience. Technology is changing rapidly every day and I have watched some of my more senior coworkers struggle with changes/new things. Furthermore, we take on other people's trauma every day of the job. That takes a toll on our mental health. Allowing dispatchers to retire sooner improves their quality of life. Our job is just as important as a police officer, fire fighter and EMT and they are allowed to retire much sooner. Dispatchers aren't secretaries. WE ARE FIRST RESPONDERS!! Also, the correctional plan pays out more but requires me to contribute less. Meaning, I get to enjoy a little more of my paycheck now and can still properly retire and live comfortably, later.*
- *I prefer the correctional plan because this is not a job many people can do in their 60's. Technology is constantly changing, stress levels are high, and 911 dispatchers are the "first" first responders. 911 dispatchers spend many weekends and holidays away from friends and loved ones and the mental toll the job can take on someone is immense. 911 dispatchers are first responders and deserve the same benefits that other employees in Law Enforcement receive.*
- *I prefer the Correctional Plan due to the higher percentage multiplier (1.9% vs 1.7%) and the lower full pension qualifying age of 55.*
- *I prefer the Correctional Plan due to the opportunity to have an earlier retirement. A high stress job such as Dispatching, takes a toll on a person's body and mind.*
- *I prefer the correctional plan for both increases to the pension percentage received and the increase for cost of living. I also prefer this plan for the ability to retire at the age of 55 as our job is also stressful and it's hard to imagine myself still doing it at 65 and performing well.*
- *I prefer the correctional plan for every point listed and mostly the retirement age.*
- *I prefer the Correctional Plan for the chance to retire as soon as 55 years with full benefits as opposed to 65 or 66 years after devoting 28+ years to career with responsibilities commensurate with other public safety employees qualifying for enhanced retirement plans. The high occupational stress, long hours, frequent mandated overtime to cover sick calls and staffing shortages, required continuing education and certifications in a field with high turnover rate shows it is appropriate to change to a plan with enhanced retirement.*
- *I prefer the Correctional Plan for two primary reasons. 1) Life is too short and being able to retire at 55, compared to 66, is a significant difference. Studies have shown that employees who work in Public Safety, especially in Law Enforcement, have a higher mortality rate and shorter life expectancy. 2) Having a Pension Plan that you aren't fully vested in, until after 10 years, increases the odds for retention of an employee. Studies have shown that after*

5 years vested, the odds of retaining an employee increase 3x fold. With retention in mind, for a field of work that is diminishing, having long term incentives mixed with an early retirement age increases odds for keeping career oriented, long-term employees.

- *I prefer the Correctional Plan over the Coordinated because of the retirement age. However, I believe we should focus on becoming reclassified as first responders as many other counties have been doing and have the same benefits as the Police, EMS, and Fire Fighters.*
- *I prefer the correctional plan primarily because of the retirement age. I am a firm believer that 911 dispatchers should not have to be working behind the console until 66 just to receive full retirement benefits, and it does a disservice to our dispatchers and the responders that rely on us.*
- *I prefer the Correctional Plan to have the Option to retire at 55 with more of a pension plan in place.*
- *I prefer the correctional plan, because of the option to retire earlier.*
- *I prefer the younger age as well as the higher amount going into the retirement plan.*
- *I prefer to leave at 55 yrs. I have been dispatching for 22 years and I have my days that are good and bad with all that I have heard on the phone/radio. Very stressful job and I feel that we should be able to leave at 55 like Corrections and Officers.*
- *I started dispatching at the age of 23 and now it's been 28 Years of Service. I am 51 years old now. So with the coordinated plan I would have 15 more years to work until I can take my full retirement, total number of years being 43 years. My opinion is that is way too long to be a 911 dispatcher for many reasons, Mental Health, back pain, loss of hearing and sight just to name few.*
- *I started when I was 21 and will have 34 years in at the age of 55/ high burn out job*
- *I think given the toll public safety takes on both physical and mental health, an earlier option for retirement age of 55 would make logical sense. Although one wouldn't be vested until 10 years or service and some of the other contributions would be lower, the age would even that out. I can't imagine being forced to retire at an earlier age due to hearing loss or arthritis, only to find another job to continue in your later years for the next 12-15.*
- *I think that the correctional plan with an earlier retirement age is more appropriate for dispatchers. I think that having to wait until 66 for full pension is a bit crazy. Our job can be very mentally taxing. Dispatchers run the risk just like other first responders of suffering from PTSD.*
- *I used to work corrections before dispatch and took a cut in my PERA with the switch.*
- *I want to be able to retire at age 55 with the ability to collect full pension. I find that continuing this job after the age of 55 could be challenging because of the constant change in technology and demands of the job, and not to mention the toll on mental health this job can cause.*
- *I want to be able to retire before the age of 65.*
- *I work nights, weekends and holidays unlike my clerical counterparts. I also feel that my job is much more stressful. We are actually considered 1st Responders and should be in Police/Fire but this is at least a step up.*
- *I would be able to retire sooner. No one should have to work at this job past 55! It is mentally exhausting and your response time slows down as well.*
- *I would be close to 100% vested after next year and being able to retire at 55 is a huge plus I think working in this field for that long for retirement is a safety concern as technology is evolving and the burn out rate is already at an all time high, having the ability to retire with dignity and not have to go out on mental health leave would also be beneficial*
- *I would have the option to retire earlier (age wise) if I wanted*
- *I would like the ability to retire at 55. I think it is important to be recognized for the stressful job that we do and be treated more like the other public safety employees.*
- *I would like to be able to retire at a decent age.*
- *I would like to be able to retire at an earlier age. The stress of this job over the last 15 years has taken a serious toll on my health and I do not think I could make it another 18 years*
- *I would like to be included in some kind of Law Enforcement plan that we deserve instead of basically being a "secretary". 911 dispatchers have to deal with all kinds of life and death situations that affect our mental health and physical health...PTSD, working nights, long hours affects us. I also believe with technology changes that a person in their 60's would not be able to keep up. At 51 yrs of age I am seeing changes in my ability to do the job. There have been people forced to retire because they were older and were unable to do the job. I don't want to be in that position.*

- *I would like to earn more for my pension, decrease my contribution rate, and increasing the potential percentage rate for cost of living for inflation; but the top reason I would prefer the Correctional Plan is the ability to retire 10+ years earlier!*
- *I would like to retire at 55*
- *I would like to retire at a younger age.*
- *I would like to retire early at age 55.*
- *I would love to be able to get full pension at 55 versus 65. Also, the potential for a bigger cost of living increase is great.*
- *I would prefer it only if I could be grandfathered in.*
- *I would prefer the correctional plan due to the opportunity to retire at a earlier age if needed. I also would prefer the higher cost of living adjustment later on.*
- *I would prefer this plan due to being able to retire at a younger age, also having the same pension plan as corrections since we all work together as a team a 911 telecommunicator should be on a semi equal pension plan.*
- *I would prefer to retire at an earlier age.*
- *I would prefer to retire at the age of 55*
- *I would rather put more away to prepare for the future. Also the cost of living increase is higher.*
- *If I am able to retire at 55...I would be able to enjoy perhaps a happy job, still one that I can help people, but one that brings joy instead of just a need. I may hear or see the happy ending of the book instead of just reading the first chapter not knowing if the ending is happy or not.*
- *If I can retire sooner that would be great.*
If you look at the mental health of a 911 Dispatcher, this is just another reason that our retention rates are so low. This is a mentally demanding and draining career. Since I was hired 5 years ago, there have been 111 people hired and there are only 27 of that 111 that are still here. And if you think it's just our center, it's not. Every dispatch center talks about how short staffed they are. It's crisis level. This job beats you down mentally and emotionally which both transfer to physically as well. And though MH is a large reason of why our retention is so low, I'd like you to also realize that the other main thing is that it takes a lot to be able to keep up with this job. The amount of information we keep track of, the high pace, the angry callers and stressful situations are also a large reason we can't keep people. Another reason is that no one wants a 60 year old, let alone 70 year old being dispatchers. After 5 years, I already know without a test that my hearing has taken a hit. I'm not sure what it'll be like in 37 years from now when I can retire. My life is run by my job as a 911 dispatcher. I miss anniversaries, birthdays, holidays, family get togethers and weddings. I miss first days of school, putting my children to bed half the year and being at baseball practice. I don't want work to be the thing I spent my whole life focusing on. I want to be able to be with my children, my husband and family when I'm still young enough to do things with them. I know my career is important and I love that I get to help my community in this way, but I'm also sacrificing a lot of my time with my family in order to be here for my community. If you have any doubts about the things we experience and go through, I suggest and invite you to go do a sit along with any (metro) dispatch center and shadow them. You won't know how stressful this job is until you see it for yourself. You won't know the impact that this job has on us all until you hear the cries of our callers, experience the extremely delicate and volatile situations we walk citizens through. You won't get to see just how many calls we take in a shift and the fact that if we have a bad call, we have to keep going and pick up another line immediately after.
- *I'll be dead before I retire at 65 if I am still working for Ramsey County dispatch 30 years from now.*
- *I'm 37 with two years paid in. Based on my understanding, if I stay in for 8 more years, I'll be vested at 100% at 45. Which means I'd only need 10 more years to hit retirement at 55. Which puts me at an even 20 years of service. Which would be impressive and an accomplishment but then I would want to retire.*
- *In 13 years as a dispatcher I haven't seen any dispatchers that made it to the full retirement age of 65 or 66. All of the dispatchers I know of didn't think they were at the top of their game as they aged. They either had enough to retire due to the prior rule of 90 or they started making mistakes and decided it was time to retire before they could get a full retirement. Just as air traffic controllers are not supposed to work past 55 as reflexes slow down the reflexes of 911 dispatchers start to age. Ask any dispatcher or supervisor who has observed this.*
- *In a profession such as ours. You must have a clear mental state to perform. As people get older, they generally start to do things differently from when they were younger. In dispatching and 911 call taking, you must be quick and efficient, this is not a common trait for someone who is over 55/60 years old*

- *In my 2 years here only 2 people have retired from this job. Everyone else has medical-ed out due to PTSD or other medical issues related to this job. 66 year olds cannot keep up with the fast pace, technological changes, and huge amount of stress this job brings. We literally had an employee have a heart attack on the job in the last year. My wife also works as an admin assistant for a city and the knowledge required and fast action needed to perform in this job is not even on the same playing field as an admin assistant.*
- *In our current plan, I will have almost 29 years of service at age 55, yet I would only receive 19.56% of my income for retirement. This is unacceptable. 911 dispatchers work nights, weekends, holidays, and through pandemics. We speak to people during the worst times of their lives. We give life saving instructions while coordinating the response of police, fire, and EMS. To be classified as office staff is impermissible.*
- *Increased cost of living raises and retirement at age 55. If I could have left at 55 I would have.*
- *Increased payout and most importantly the opportunity to retire at age 55.*
- *invest faster and higher raise increase*
- *Invested earlier*
- *Is 33 years not long enough to work and still not get your full benefits?*
- *It allows dispatchers to retire at 55. Having to keep up with the technology and stress of the job is not something the vast majority of people can do well into their 60's.*
- *It allows for earlier retirement which is vital due to the stress levels the position places on the employee - physical, mental and emotional.*
- *It better fits my goals and needs*
- *It brings a more realistic benefit to the 911 professionals. As the first line of public safety, these employees deserve the benefit of being retirement eligible at 55. The emotional and physical demands of the work merit this change.*
- *It gives you the option to retire at 55 if necessary. It also has a higher % pension at 1.9 and a higher cost of living increase.*
- *It has better benefits*
- *It has better benefits for me in the long run.*
- *It has multiple benefits. First we can retire at age 55 which is beneficial in our line of work with all the computers and typing we have to do. As we age it gets harder to see the screens and the carpal tunnel we are likely to get after typing for 12-16 hours a day. This could save the county money with workers comp cases. Also, making it so people aren't fully vested until they've worked here 10 years might incentivize people to stay longer so we don't have as much of a turnaround rate. The cost of training someone is very expensive and it also burns out employees quickly.*
- *it is a better plan and would allow for me to retired earlier if I so choose to and not have to work till I am 65*
- *It is a matter of public safety and officer safety as our minds decline as we age and begin to become more forgetful etc., we are not as quick, not as sharp, forgetful and not able to apply ourselves as we once did.*
- *It is less years of service. The PTSD and physical demands of 911 communications is intense and at 10 years I found myself with health problems and burn out.*
- *It is more in line with the value of the service we provide to the community, allows for retirement before we're forced to leave due to burn out, ability to retire at a livable wage in line with the years of service we've committed to our communities.*
- *It is not feasible for people anyone to work in the 911 telecommunicator profession past the age of 55. We have seen it time and time again where people who work past 55 decline in speed and skill, putting the safety of the citizens and responders in jeopardy. The retirement age being at 65 adds that much more stress on the individual.*
- *It is obviously a better plan, and we are not just calltakers/secretaries. We have a very stressful and important job. We are literally the first responder*
- *It is very unlikely that anyone could do this job efficiently and accurately at the age of 65. This job effects your mental health after extended time. There are studies that show 911 Dispatchers have a high percent of developing a form of PTSD with the multitude of emergent calls we take, maintaining a calm demeanor when Police or Fire officers lives are in distress over the radio. Multitasking with numerous radios and phone calls. To truly understand our "unseen" position is to sit with us, different shifts. We also miss holidays, family events, special functions, the typical home stressors as well. Over time we become more cynical, less trusting, prefer to be alone. To believe that myself or anyone else can be efficient / fast in obtaining emergent information over the phone or radio and properly/quickly set resources in place is ignorant of what all of our services entails. I am not the same dispatcher I*

was 20 years ago. At 57 now - to think I can go for another 8 years is ridiculous. Myself and many others that you can connect with in a public forum or social media will tell you that "the bad calls" don't simply go away with the next call. Some will haunt me forever. While Police Officers have the visual trauma - we have the audible and the ideation in our minds on what the environment could be. We are the FIRST contact - the most raw emotion of any given situation. I can't describe to you the sound a mother makes finding their child dead.....or listening to agonal breathing, having to maintain open phone line for the recording in case there is any audible evidence that can be had - that open phone line of someone being abused. We deserve this updated plan!!911 has become so much more than what it was in the initially - so much more responsibility. We are no longer "support services" like a secretary. Please consider changing this for our future.

- *It looks like the better plan*
- *It more accurately represents the age at which retirement is appropriate with the level of stress, scheduling, technological changes and expertise and amount of training done for the job. 911 dispatch is not a secretarial or records based job and the retirement plan should be reflective of that.*
- *It rises with inflation which is a better deal.*
- *It seems as if it would be better for my retirement plan.*
- *It seems pretty simple and common sense*
- *It seems to have more benefits.*
- *It will benefit me more in the future.*
- *it would get me more money put away in the long run.*
- *It's a better overall plan.*
- *It's a better plan.*
- *It's better.*
- *It's clearly a better option. A better benefit and retirement age option to reward a very stressful career choice.*
- *It's very beneficial to me as far as amount of money I would get& the ability to retire earlier than I can now. Its just plain beneficial to all & a long time coming for the 911 communications industry*
- *Largely due to my age and my 31 years of service.*
- *Less contributions by employee more payout*
- *Less employee contribution, earlier retirement*
- *Less employee contribution, higher pension percentage, earlier retirement possibilities*
- *Lesser employee contribution rate, retirement age at 55, 1.9% instead of 1.7%. Willing to wait 10 years for 100% vested as opposed to only needing 5 for lesser benefits.*
- *Life should not be all about working a job for the majority of your life. Any earlier retirement options where I can pursue some of my life passions is getting my vote for a retirement plan.*
- *Looks to be better benefits for our service in the long term aspect*
- *Lower age for retirement*
- *Lower age for retirement eligibility and post retirement higher percentage to match inflation*
- *lower age of retirement*
- *Lower amount out of my paycheck, earlier retirement age*
- *Lower employee contribution, higher percentage of salary paid out. Higher COLA increases.*
- *Lower full retirement age*
- *Lower retirement age*
- *Lower retirement age*
- *Lower retirement age & higher cost of living increases*
- *Lower retirement age / higher level of compensation*
- *Lower retirement age and better cost of living adjustment.*
- *Lower retirement age and higher pay out.*
- *Lower retirement age and lower employee contribution*
- *Lower retirement age option*
- *Lower retirement age, higher cost of living increase, staged vestments*
- *Lower retirement age, higher pension percentage, higher cost of living increases. I do plan to be here for at least 10 years, so the longer time to be 100% vested in the plan is not an issue for me.*
- *Lower retirement age, less % employee contribution, & more cost of living increase*

- Lower retirement age, less employee contribution, potential for higher cost of living increase
- Lower retirement age, less required to be contributed by the employee
- Makes most sense for me and my family
- Mental health!
- Money, earlier retirement age option
- More bang for your buck
- More beneficial for the role I am involved in in public safety. Earlier retirement age and higher present cost of living is huge.
- More comprehensive and appropriate retirement plan for my working group. Financially more advantageous.
- More contribution percentage, the ability to retire early.
- More invested, earlier retirement.
- More money
- More money and earlier retirement age.
- More money at retirement
- more money at retirement
- More money at retirement and to retire earlier
- more money built up over time
- More money earlier retirement
- More money when I retire
- More money, earlier retirement, better flexibility with benefits
- More pension distribution
- More reasonable retirement age
- More retirement and earlier retirement
- My career as a 911 dispatcher has been mentally, emotionally, and physically exhausting with the long 12 hour shifts that include so much time away from family with working shift work and holidays and weekends. I also find it to be rewarding and gratifying to serve my community. I would not choose another career. But I don't think I would be able to continue this type of schedule when I approach my 60s.
- My goal in life is to be able to retire at 55. I also like that cost of living raise and pension is higher.
- No penalty for retiring before 66. Currently I will have to work over 40 years to retire without a penalty. Also, higher COLA adjustment and higher annual multiplier.
- Normal retirement age (full pension age): 55
- Normal retirement age is 55, the increase from 1.7% to 1.9% in the retirement benefit formula and the cost of living increase equal to the rate of inflation up to 2.5%
- On the job trauma
- Only for retirement age. Not being vested for 10 years is not a benefit
- Our organization is 100% dispatching-focused. Those of us who are not dispatcher, are exposed to much of the same stress and tragedy on a regular basis. Having the early retirement option would be reassuring.
- Our position has a high stress level which is not currently considered for our retirement. Years of service should be acknowledged, as it is for LE retirement plans.
- Our profession is as deserving as any other law enforcement profession to receive the right and just plan, which is the Correctional Plan. As a profession we work with critical incidences(s), shootings, hostage situations, suicides, medicals, lost or missing loved one, medical emergencies, death, injury, and the list goes on... We are the first to respond. We answer the call by radio, phone and/or both. Working several incidences at the same time, we are under high stress and critical demand. All public, deputies, police officers, ems, fire, and more, are dependent on Communications Officers 24 hours a day 7 days a week, including holidays. WE are their lifeline. WE are rarely seen AND we are the FIRST to respond. We MAKE a difference AND we are the difference between life and death.
- Our work is stressful and the weight on our shoulders is heavy. To be able to retire earlier than 62 would be a benefit to my health and wellbeing. I remember some of the most tragic calls that I have heard and endured. Not knowing the outcome of such trauma is heart breaking. I remember taking a call where I heard a male being murdered and it still brings tears to my eyes as I was the last person who spoke with him. There are so many calls that I have taken or listened or dispatched that break my soul. It would help my recovery to be able to leave earlier than 62 and that is what being a part of the Correctional Plan would provide.

- *pension age 55 and better cost of living bumps*
- *Pension is a slightly larger percentage. Employee contribution is a lower rate. 11 years less to reach full retirement age - no one should be doing this job at 60+ years old - it's a safety issue. The cola is higher and more in line with actual cost of living increases*
- *Pension payout, retirement age, Cost of Living Increases,*
- *Pension rate higher, better cost of living inflation, Full pension at 55.*
- *Pension: 1.9% X years of service X high five salary. 50% vested at 5 years of service, increasing by 10% each year, until 100% vested at 10 years of service. Normal retirement age (full pension age): 55. Annual cost of living increase for retirees equals the rate of inflation up to 2.5%*
- *PERA told me my years of service would transfer over and I'd be vested immediately. I can technically retire in a year but I hope to stay longer.*
- *Possibility of retaining staff if it gets vested over a longer rate of time, employees contribute less and retirement age is earlier. Age takes a toll on this job especially with advancing technology and memory.*
- *Possible retirement at 55*
- *Prefer earlier retirement for this line of work versus vesting quicker. Plus, the annual increases are higher*
- *Prefer the lower retirement age, prefer 1.9 x years of service x high 5, and prefer higher percentage paid for cost of living.*
- *Quicker vesting, more high 5, less employee contribution*
- *Rates and retirement age*
- *Receive full pension amount at 55 instead of 65.*
- *Retire at 55*
- *Retire at 55*
- *Retire at 55 and annual cost of living increase 2.5 seems like a better plan for someone who has worked over 20 yrs*
- *Retire at 55 sounds very appealing.*
- *Retire at 55, contribute slightly less*
- *Retire at an appropriate & acceptable age. This will help retain employees as they will feel they are working toward a decent, obtainable retirement. Also, 911 operator requires a very sharp mind and I feel the 66/67 retirement age is becomes difficult for many/most.*
- *Retire at younger age*
- *retire earlier*
- *Retire earlier*
- *Retire earlier and make about same amount of money*
- *Retire earlier more money in the long run*
- *Retire earlier than later*
- *Retire earlier with a better return and higher increases*
- *Retire earlier with better pension*
- *Retire earlier with more pension*
- *Retire earlier, more likely to prevent burnout*
- *Retire early*
- *retire sooner*
- *Retire sooner, cost of living increase percentage is higher, pension is calculated at a higher rate*
- *Retire sooner, higher cost of living increase each year.*
- *Retire sooner.*
- *Retired age*
- *Retirement age*
- *Retirement age*
- *Retirement age*
- *Retirement age*
- *Retirement age*
- *Retirement age*

- Retirement age
- Retirement age - very important to me.
- Retirement age and being fully vested at 10 yrs
- Retirement age and cost of living increase
- Retirement age and rate of pension
- Retirement age is lower
- Retirement age is the biggest factor, you can't do this job till your 66
- Retirement age is younger, seems more accurate for working in Law Enforcement.
- Retirement age of 55 and 100 vested after 10 years. there's a big difference in this job for 10 years of retirement.
- Retirement age of 55 with more money
- Retirement age of 55"
- Retirement age of 55, dispatchers working after this age are a public safety and officer safety issue
- Retirement age of 55. Retiree cost of living at an increase rate. Less employee contribution rate.
- Retirement age plus lower employee contributions
- Retirement age, 55
- Retirement age, although 911 telecommunicators should be in the police/fire plan and not corrections. They are true first responders and in many ways experience more mental trauma than police/fire.
- Retirement age, cannot see mentally dispatching at 67 yo
- Retirement age, higher pension rate with lower employee contribution, higher cost of living percentage
- Retirement age.
- Retirement age.
- Retirement age.
- Retirement age. The emotional trauma endured during a career can be overwhelming.
- Retirement at 55 if needed
- Retirement at 55 is needed for this profession. If I had to wait to retire at 65 that would put me at 44 years of service as a 9-1-1 dispatcher. No thank you!
- Retirement at a younger age, cost of living percentage higher
- Retirement at age 55
- Retirement at age 55
- Retirement at age 55 is more achievable. Being vested at 10 years vs 5 years will bring more longevity to the field which will hopefully reduce staff shortages. This is very important that we get this changed, it will be the most beneficial for our health.
- Retirement at age 55 is necessary. People should not be dispatching into their 60's. It is simply not safe.
- Retirement at the age of 55. This profession is mentally and physical draining and to have to wait until 66 to retire I believe you will see a lot more employees medical out before they can retire.
- Retirement can be 10yrs sooner, better cost of living percentage and employee contribution is lower than other plan.
- Retirement for telecommunicators at 55 is prudent given the stress and skill degradation.
- Retirement full pay at 55, and higher cost of living increases
- Retirement is a huge part of it. Dispatching is an extremely hard job and it takes a tremendous toll both emotionally and physically (due to long hours, rotating shifts and extreme staffing shortages which lead to way too much overtime which leads to burnout). It is also extremely important we all have our senses and minds sharp at all times which we all know tends to diminish after a certain age. Honestly after 55 yes old it starts to be unsafe to rely on a dispatcher that can keep up mentally and physically with the demands of our jobs.
- Retirement. A 911 Dispatcher or Telecommunicator cannot do this job 100% at sixty-five years of age. Health issues, vision problems, hearing loss, etc. all set in long before 65. With a retirement age of 55, a dispatcher can comfortably work this job serving the citizens of Minnesota knowing that they can retire and spend their more uncomfortable days sitting at home rather than in the dispatch chair.
- retiring at 55
- Retiring earlier
- Seems like a better plan that relates more to our job, work load, mental health, types of calls we take, first responder benefit type.

- *Seems more beneficial over time*
- *Sitting in a seat listening to the calls that we listen to until the age of 66 is not mentally safe to do. With the rise of PTSD related issues to retire at the age of 55 would be beneficial to all emergency communications employees.*
- *Slightly larger pension. Lower contribution rate. More reasonable retirement age. Potential for larger cost of living adjustments*
- *So I can retire at a good age without penalty*
- *Staying a dispatcher until 65 or 66 years old would be detrimental to the public and first responders because we all slow down with age. There is also the stress, burnout, and shift work that make the job harder for an older person to stay in this line of work.*
- *Stress and trauma caused by what I will be exposed to would be difficult to stay in this field until I am 66*
- *Stress and what a 911 dispatcher goes through with all the calls, officer involved shooting, what the job entails. To retire early to get back to a healthy lifestyle and mind set before a person dies and not enjoy a little bit of life.*
- *Telecommunicators go through some of the same stresses as officers. We get PTSD just like officers from the abuse and types of calls we take on a daily basis. This allows telecommunicators to retire at an earlier age with full pension.*
- *That plan is a better rate and I group TC's and Dispatchers as First Responders so I believe we deserve to be categorized as such.*
- *The 55 yo retirement age is crucial. 911 Dispatchers are the FIRST, first responders. The trauma we endure through our headset is insurmountable at times, and continue in our mind for days, weeks, months, and years to come. The job has evolved into such a fast paced, highly technical position from what it was 30 years ago, or even 4.5 years ago when I started. We no longer fit into the category of "Office and Administrative Support Occupations" as the Standard Occupational Classification seems to believe. We are highly trained professionals who perform a "Protective Service Occupations" level of a service, thus deserving a better, and earlier retirement.*
- *The ability to have telecommunicators retire at a reasonable age for the type of work and stresses they encounter on a daily basis. This would allow telecommunicators to give it their all while working, knowing there's a light at the end of the tunnel and to not just coast so they can get by until the end. It also makes this job a more desirable "career" that could attract a larger pool of higher qualified applicants and encourage them to stay longer.*
- *The ability to retire at a younger age as well as an increased amount of the pension covered by the employer vs the employee.*
- *The ability to retire at age 55 is the biggest benefit I feel. This job is extremely challenging on the mind and mental health. I have worked with dispatchers that did wait until 66 to retire and they really should not have been.*
- *The ability to retire at an earlier age. The older that someone gets the slower their motor and thinking skills slow.*
- *The ability to retire earlier without penalty. The longer timeframe to be vested would help with employee retention or longevity.*
- *The age considered for retirement is considered lower and employees contribute less of their salary.*
- *The age of retirement is better and I get more of an investment of working years in contribution.*
- *The amount of responsibility a dispatcher has would tend to indicate an earlier retirement as being necessary to help with burn out, to keep fresh people in the job, to help keep fresh thinking in the job, and to keep up with a rapidly changing landscape.*
- *The benefit*
- *the benefits appear to be better, especially if you plan to be invested in the company long term.*
- *The benefits are better and are for first responders and 911 Telecommunicators and dispatchers are the first point of contact for anybody looking for assistance from members of public safety.*
- *The biggest basis for my preference of the Correctional Plan is the reduced retirement age of 55. As 911 dispatchers and call-takers, we have an enormous amount of responsibility in ensuring help is successfully received by the citizens who call with emergencies. This does not only mean that we send the appropriate help to the caller's location, but also that we provide critical and sometimes life-saving aid to both the callers and the responders while help is on the way to them. The amount of stress we experience as a result of this takes a large toll on our mental and physical health. While we may not be responding to the scene of an emergency, the emotional trauma we experience during many of our calls is just as real, as we are required to hear horrifying and tragic situations and still try to pull as much crucial information as we can from our callers or the noise in the background while our callers are enduring pain, fear, and/or sorrow. We take on a high level of stress because*

while we carry the burden of ensuring help is provided to our callers, we have very little control of the outcome since we are not there in person. All of this can have a negative impact on our health in a variety of ways, and if we're required to endure such a high level of stress and trauma for a longer period of time, it will only serve to send us to our graves quicker. We work longer shifts than average, we work through holidays, and birthdays, and any kind of weather. We are not secretaries, we are first responders, and we are the first and sometimes last voice people hear when they are having an emergency. We carry that knowledge and responsibility with us every day we come to work, and getting to 65 years is a long time to ask us to shoulder it.

- The biggest reason I prefer the Correctional Plan is due to the earlier retirement age. This is not a profession someone should be doing into their sixties. During my 18 years, I have had several coworkers who waited to retire until they reached 62 yo or more and their abilities to perform the duties required of this job had diminished to the point that it became a matter of public safety. This job is very fast paced and demanding, as we age our cognitive skills decline as does our ability to keep up with the demands of this job.
- The biggest reason is age of retirement. Dispatching is high-stress and requires fast responses and reflexes, which diminish with age.
- The biggest reason is the earlier full retirement at 55. Having to work until 66 for full amount in such a stressful environment is unreasonable.
- The correctional plan has higher benefits, but most importantly allows us to retire over 10 years sooner. This job has a tremendous effect on mental health, and having to stay for 40 years before being able to retire, is not only a potential safety issue to the public, but a huge wellness issue for the dispatcher. 40 years of recurrent PTSD is not healthy.
- The correctional plan is a better plan for our profession
- The correctional plan is more in-line with a career as a dispatcher, which is one of the necessary steps to update the profession into one people can see as a career
- The demands of this job are not for people over the age of 55.
- The earlier age of retirement for this type of job is necessary. We have an extremely stressful job where most are unable to do it for a few years, let alone just get through training.
- The earlier retirement age for full pension.
- The eligibility of full retirement benefits at 55.
- The employee contribution is less but the benefit is more. The age of retirement is less.
- The full pension age is 55, pension is higher percentage than coordinated. Bigger pension in terms of monthly payments.
- The full pension retirement age is appropriate for the type of work we do. The employee contribution is lower and the yield is higher.
- The higher increase cost of living, the lower retirement age, the increase pension %.
- The higher rate of return and early retirement
- The job has become more and more specialized and the hours and stress more closely model the Correction Plan rather than the general plan (M-F) personnel. We NEED to be able to retire at an earlier age. Burn-out and lack of personnel to hire mean more overtime and our retirement needs should reflect that.
- The job in general takes a toll on one's health physically and physiologically. Taking calls day in and day out from some of the worst days of a person's life can also have long term effect psychosocially speaking and often lead to burn out
- The job of a 911 dispatcher requires a high level of acuity that as people age becomes more difficult to maintain. We also encounter similar traumas that "field" personnel experience. I have listened to people die, instructed people how to perform CPR on their spouse of 50 years, listened and stayed on the phone with a domestic violence victim hid in a closet while her partner hunted for her with a gun intent on killing her. I have also taken officer distress calls as recently as 2 days ago. Where I work, we also provide "backup" to our officers by providing video coverage which has numerous times resulted in starting additional units before our officers ever called out distress. We may not be in the field but the actions and results of those actions have a significant and direct effect on the safety of the officers, firefighter, and medics who depend on us, and the general public who calls us for help.
- The lower normal retirement age and better cost of living increase.
- The lower retirement age is the key point for me. The higher monetary benefits of the correctional plan are helpful too, but thinking about handling the average amount of day to day stress until I'm 66 is daunting.

- *The main reason I would prefer this plan is the opportunity to retire at 55 years old. This is a position with numerous responsibilities and difficult calls that affect us in many ways. We should be considered first responders and as such, should be able to benefit from the pension and retirement age that comes with that.*
- *The most important part of the Correctional Plan is retirement age of 55.*
- *The normal retirement age is lower.*
- *The option to retire earlier with the stress, the many hours of OT is very appealing. But it would also be nice to be 100% vested after 5 years.*
- *The pension is better and you can retire at 55.*
- *The pension percentage is higher and the employee contribution rate is lower. The annual Cost of Living increase is higher. Most importantly, earlier retirement age.*
- *The rate is better and you are able to retire at an earlier age when the stress of the job has been weighing on you for years already.*
- *The retirement age is 5 to 10 years different.*
- *The retirement age is lower and the amount of stress and mental health strain that we go through we should have the lower age for an option.*
- *The retirement age is the main factor of why I prefer the Correctional Plan and there are numerous reasons why.*
- *The retirement age of 55 is needed for 911 Telecommunicators. This career is fast paced and technology driven. It only hurts our profession and first responders when employees stay and can't do the job anymore while feeling stuck because there is no other option.*
- *The retirement percentages are better and retire at an earlier age.*
- *The stress of this job takes a toll on our brain and body and as we age both start to deteriorate. I feel it will be a huge benefit to both by being able to retire at 55 versus 65.*
- *The stressful nature of this job and the rapidly changing technology, public needs, and increasing call load coupled with the decline in employees for this type of position place an extraordinary load on any employee in this profession. With the lack of employees to fill open shifts, all dispatchers are inevitably ordered to work overtime shifts multiple days in a row. The physical toll that this position puts on you working 12 to 17 hour shifts multiple days a week for several months is detrimental to anyone's health. Add to that the stress that it puts on families, not having any quality time with their loved ones puts even more stress on the employees. Couple that stress with the ever-changing technology that becomes more and more to learn for each dispatcher, by age 62, it will typically be technology that the older population does not regularly use and will be even less familiar to the seasoned dispatchers that don't have the personal interest in the newest tech gadgets and programs that the younger generations use each day. This line of work burns out dispatchers quickly, the ongoing stress, long shifts, constant change of procedures and programs, the CPR, assault, accident with injury, suicide, shooting, stabbing, robbery, medical and civil calls that continue to come to us day after day after day, eventually all take a toll on every single dispatcher who comes to work every day for years to take care of the public while sacrificing their own families. Continuing to ask dispatchers (the first on the call-first responders) to keep doing this until age 62 or 63 is a lot to ask. Dispatchers suffer from PTSD from this job, just like the officers that respond to all the calls that we take each day. Dispatchers hear the screaming, the gun shots of a suicidal person, the sobbing of the mother whose child is not breathing, the tears of the elderly male who woke up to find that his wife of 60 years has died beside him in the middle of the night. Officers deal with the physical person, Dispatchers deal with the emotional person. Both are exhausting, but dispatchers are currently expected to do this more years than any officer is asked to do their jobs. Offering that light at the end of the tunnel, to retire at 55 if that is your choice, gives Dispatchers the option to hang up their headset and feel good about their life service, or to continue to serve the communities because you want to, not because you "have to" in order to make ends meet.*
- *There is a shelf life to dispatchers. It is unreasonable to require someone to be privy to all new technology advances as 911 continues to grow, as well as be as quick with responses and hear as well at 65+.*
- *There is an absolute need for an early retirement age for 911 staff. The work is stressful, mentally draining, and skills need to be the same when you retire as they were when you started. We see great staff leave this profession after around 5-10 years because they are planning for the future. They cannot see themselves working in this environment until they are 62/65/67 years old. They love the work, but there was not a lot of promotion opportunities, so they chose to leave. Being a supervisor, there are not a ton of 911 dispatchers that "retire" from dispatching (at least that I've seen in the metro). This is because of my previous sentence, but also because I have had to have conversations with senior dispatchers about their speed and decision making. Sadly, to be blunt,*

they needed to improve their performance or risk being fired over mistakes (mistakes that could cost lives). They then resign after 25-30 years. The amount of work has increased over the years (calls), the technology has changed and expectations from the public have also increased. The mental requirement for dispatching is very stressful. Society expects zero error from dispatchers while in their most stressful time of the callers life, yet requiring the 911 dispatcher to use their past experience to help them make the right decision.

- Think it is the best option
- This industry takes a mental toll on you. Working to full retirement age is nearly impossible. We are considered first responders but are not treated as such. Working to age 55 is much more feasible.
- This is a demanding and stressful job that has to be staffed 24/7. We deserve to be treated as first responders and not clerical staff. We work long hours, nights, weekends and holidays and sacrifice time with our families and friends. Plus, I could retire earlier and who doesn't want that?
- This is a difficult job to do, and an earlier retirement would make up for the years of stress.
- This is a high stress and high burnout job with constant changes and evolution, and is in an environment that encourages earlier retirement from this line of work
- This is a high stress career which affects you mentally and physically. In my experience it is more difficult to do the older you are. I also think that being slowly vested at the 10 year mark may encourage employees to stay. It is a career that has a large learning curve and is not for everyone. We need a reason to keep people in this career. The amount of mental and emotional stress this career puts on you cannot be compared to other clerical jobs
- This is a highly stressful job with a high burn out rate and I feel dispatchers have always been overlooked and neglected in their job classification and their pay. Like police and fire we end up living shorter lives
- This is a job that you are not able to WELL when you get older. It would be safety issues to keep some people when they are older just to get the retirement
- This is a profession for younger people. I have seen firsthand great dispatch decline steadily as they are unable to keep up the technology updates. In general, as you age your hearing and your eye sights goes, these are two very important functions that you need to have to properly function as a 911 dispatcher. I strongly believe that 911 dispatchers for should be able to retire at the age of 55.
- This is my career and I plan to retire from it. With that the Correctional Plan is the one that would benefit me the best after all my years of service.
- This job has taken it's toll on me mentally and physically because of the nature of our job and the calls we handle, so I feel we should be better compensated upon our retirement
- This job is extremely stressful and the ability to retire 11 years earlier is a huge advantage.
- This job is extremely stressful. No employee in Public Safety should be required to work until 66 or 67 yo. That is a death sentence.
- This job is high stress and takes a toll on you physically and mentally. It's not a job you can forget about when you go home. There is substantial training, certifying and recertifying to maintain this position. The job gets harder, and harder as time goes on and population increases. Unfortunately, we slow down as the job continually increases in pace, and it becomes more of a challenge to keep up. This can create a chasm between Dispatch & keeping responders, and the public safe. Although this is not always the case, it would be a lovely option for those people who have put years in at this job, and recognize that they are no longer in a position to keep up with the rigors of sitting in this chair.
- This job is stressful and we suffer many emotional traumas. We are the true first responder. The first one to have contact on an emergency call. Many years we were not even considered essential. It would be nice to be compensated for everything our job entails. After the many years of service it would be nice to be able to retire at 55yrs of age and not suffer further burnout.
- This job is too hard to do into old age.. It is very traumatic and somewhat thankless. The correctional plan goes a long way in redressing these factors.
- This job is too mentally and physically taxing to not be able to retire early.
- This job is very stressful and to retire at 55 would be much better for me.
- This job is way more aligned with correctional officers than secretarial. Although what and who we are exposed to is not in-person like a C/O, we deal with just as much heavy stuff mentally than a secretary. There is no way anyone should do this job past 50 even. The older you get the more you slow down, mentally and physically and in

a job that you need to be razor sharp, it isn't a good thing to see decline in the older workers. I've witnessed many former retirees that stayed way past their prime.

- *This job wears on the soul. I would like to be able to retire at 55 instead of trying to eke out 10 more years after that. In fact, I don't think I could deal with the emotional toll for that much longer.*
- *This plan allows for earlier retirement and better increases.*
- *This plan has better options and allows for earlier retirement*
- *This plan is a better choice mainly due to mental health. In this profession we deal with a lot that people do not realize. It would be very beneficial to be able to retire at 55 vs 66.*
- *This plan seems more beneficial. Working in this field is very demanding and stressful . This will Leo make it more rewarding.*
- *This skill is perishable, my multi tasking is diminishing with age and as I get older, my mental faculties are slowing down to the point that at 65 I would probably be dangerous at this fast paced job.*
- *This would allow me the opportunity to retire at an earlier age. An age that I could go out on my own terms, not forced by not being able to do the job.*
- *This would give us the opportunity to retire at an appropriate age, in a job where stress is a daily exposure. I believe with this classification change, turnover and burnout would decrease amongst 911 dispatch centers nationally. Thank you.*
- *This would work for myself only if the funds from the Coordinated Plan are moved to the Correctional Plan. I like that I would be able to retire in 6 years vs 16 years*
- *To be able to retire at the age of 55 versus age of 66 is huge. That's the biggest reason. The amount being vested is also higher in the Correctional Plan. I already am invested because of my years of service.*
- *To be able to retire earlier with a higher pension.*
- *To retire at 55 with pension*
- *To retire earlier to enjoy more time with family*
- *Too much to type here.*
- *Very much like LEO and Corrections personnel, 911 dispatch is a very stressful job. Unlike LEO and Corrections, we have a sedentary job and work long hours sitting at a computer screen. We don't have opportunity to release any stress via physical activity. A large number of dispatchers who work into their 60's die at a younger age. This is not a job meant for older workers. The Correctional Plan offers the ability to retire, fully vested, at an earlier age.*
- *Vested in 5 years, retirement age of 55yrs old.*
- *Want to be able to retire at an earlier age. Is there a way that there can be a combination of both. To be 100% vested earlier that the 10 years.*
- *we are able to retire sooner and get assistance in metal coverage and better rates of income. after so many years with a headset on your hearing gets really bad!*
- *We are front line helpers as well. I was in corrections for 8 years prior to dispatch and fell in just as important as I was in corrections for law enforcement. It is a stressful job and not sure someone should have to do this when their mind isn't as good at an older age.*
- *We are introduced to many types of trauma throughout our day. Our responsibilities are demanding and work at a continuous pace, making snap decisions for the safety of the community and all responders. All of this takes a toll on a body running at a constant high level of stress. At age 55 now, knowing I have at least 10 years to go is daunting. Knowing I have 10 more years of suicides, death, tragic accidents and explaining to a loved that they did everything they could to save their significant other. I feel for the young people just starting their careers knowing they have 40+ years of this day in and day out. For my co-workers this needs to change for their own mental health and personal health.*
- *We are more than just talk on a phone and answer the radio. We deal with multiple calls from the public a day compounded by crisis calls. Some of these calls haunt us. I know exactly what it sounds like when a parent finds their baby/child unresponsive, what it is like to hear a wife cry out because she just found her husband dead, what it sounds like when a mother finds her 10 yr old hanging unresponsive from a bunk bed, the pain a child goes through when they find a parent that has overdosed or committed suicide, I've talked to people that have done the most horrible damaging things to children and treat them like any other person, I've spoken to abusers, hard core criminals, people with warrants and treat them like I would any other person shoving my person knowledge and feelings aside, I have spoken to a person that was on the phone with their significant other who was out jogging*

the last thing he heard was a scream and was unable to get a hold of her all the while knowing that the previous call I took was of someone striking and killing a jogger just blocks from where she lived and the person who hit her was the son of someone I knew. I've been in public and overhear people talking about a call I recently took. I have sent help to hundreds of people I know and relatives. I took the call of family members in a crash where one passed away anxiously awaiting which of the three it was, I've taken the call of my own grandfathers death and called the coroner for him, I was taught to be tough but I am only human. I cannot unhear what I have heard or unsee the images created in my mind. Physically I sit for 12 hours, I have worked 11 yrs on overnights, 6 yrs on days and 2 years on midshift. I have gained and lost the same 30-50lbs. I do not get scheduled breaks, we take them when we can, I have warmed the same bowl of soup up 5 times before finishing it and now I just eat my food cold, I cannot always control when I get a chance to use the restroom sometimes holding it for hours until I know its safe to leave my partner alone, I have to know and remember everything from parade start times and how to cook a pot pie to how to deal with multi car accidents to airplane crashes and everything in between. I've cried, I've laughed, I've prayed I am what every people need of me or want me to be. This job has taken control of me like an abusive relationship, I know it's killing me but I am too far into it, I can't leave, I may not even be able to function at another job. Maybe I am too hardened by what this job has put me through, maybe I am a little too much for other normal people to be around, maybe I'm too honest and people actually don't like to hear the truth. My body is tired, my mind is tired, my memory is bad I am convinced that I will develop dementia. My attention span is nonexistent unless I am working. I hate parking lots. I avoid large crowds. I remember every single accident I have taken on my drive home, ALL of them. I am sometimes overly scared to drive in bad weather, because I know just how many people got into accidents on my shift.

- *We currently assist with shifts inside the jail facility and have inmate contact. Also the correctional plan has an earlier retirement plan option.*
- *We deserve to retire at an earlier age as we endure the same amount of stress as the officers do.*
- *We should be able to retire at 55 with a full pension.*
- *We should be treated as Law Enforcement staff. We work the same length of shifts. We work holidays and must show up to work no matter what the weather is like.*
- *We should not be considered regular office staff when we work 12 hour shifts, holidays and weekends*
- *We should not be grouped in with teachers and front desk staff. We are first responders and have an extremely hard and exhausting job*
- *We sit for 8-16 hours a day under incredible stress on and off and work nights and weekends. Our mortality rate is as bad as the officers.*
- *We work 24 hours a day, nights, weekends, holidays and deal serious calls that involve high stress and trauma. Our job is an important role in getting all the correct information to safely assist our officers and can be very demanding.*
- *Well, given the fact this line of work takes a heavy toll emotionally, mentally and fast pace environment on our bodies and minds. Not to mention the physical effects of working shift work and long hours on a daily basis sometimes working 16 hour shifts. The added applications in this line of work also changes frequently. The screams for help over a phone line in updating the other first responders heading to the scene. The infant that's not breathing and is turning blue. The family member that was found deceased from suffering from mental health issues. The Officer involved shooting. The vehicle pursuit. The riots and looting. The officer yelling for help on the radio because he/she was shot. The winter snowstorm that's created chaos with multiple crashes. The firefighter yelling Mayday on the radio. The citizen calling 9-1-1 to have someone to speak with before they commit suicide because they have no other options in their mind. The severe weather that brought tornado damage and lightning strikes with millions of dollars worth of damage in the County. The bank robbery that just occurred and suspects are at large with weapons. The hostage 9-1-1 call that the dispatcher is dealing with in trying to negotiate safety for everyone involved. I could go on and on, but how are the 9-1-1 Dispatchers NOT qualified and respected enough for the same retirement plan as a peace officer? Given you NEVER know what your going to answer to. It takes a special person to do this line of work and a lot of personnel and family sacrifices are made through one career as a 9-1-1 Dispatcher.*
- *While I prefer to be fully vested after 5 years, I don't believe this is going to be a position that I safe to do until 66 years old.*
- *With the stress of the job retiring at 65 or 66 is not an option for me. My health, mental and physical, would suffer to the point I would not be able to do the job to the level of performance the job requires.*

- *With the stress of this job, for dispatch to have to wait to be fully vested until the age of 65 is mentally, not possible*
- *With the stress, long hours, PTSD, etc that comes with this job - the retirement age being 55 is very important.*
- *Working as a 911 dispatcher we are subjected to traumatic phone calls, critical incidents involving police and citizens. We work long hours, overtime, Holidays and night shifts. We wear headsets which can cause hearing damage, sit for over 10 hours which is hard on the body and stare at 5 computer screens for extended amounts of time. This is all physically and mentally exhausting. One big example of the how we are "first responders" is that we give CPR instructions. Most know the faster that CPR is started the better. At age 66, our scenes are not as great as they are when we are younger. I believe it is in everyone's best interest to have the retirement age be 55 for 911 dispatchers.*
- *Working night shifts as a person gets older is detrimental to physical health. Therefore, the option for people to retire in their later 50s would create less of a burden on the healthcare system and work comp system.*
- *Working this highly stressful job until 65 years old is not realistic. It is difficult to keep up with technology changes, long hour shift work.*
- *Would be able to retire at an earlier age. Stress of job is wearing.*
- *Would like the option to retire at an earlier age due to health conditions that might limit my work performance in the future.*
- *You get more pay, cost of living raises are more & retirement age is 55*
- *You have to stick around a bit longer to become fully vested and are eligible for retirement at a much more reasonable age, considering the stress of the job as the first first responders.*
- *Younger retirement age*
- *Younger retirement age for a stressful job.*
- *Younger retirement age.*

Q11. Enter your OTHER option for the ranking question.

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- *4- longer maternity leaves*
- *911 staff being recognized as public safety not secretarial.*
- *A more respectful and appropriate retirement plan. We handle way more than administrative assistants and secretaries would EVER do. We have to hear and deal with things that most people would be very troubled with...*
- *A provision for medical to bridge the gap between retirement at 55 and Medicare kicking in at 65 so that deferred comp and/or pensions aren't eaten up paying premiums.*
- *Ability to be paid out for any unused sick time rather than it being transferred to VEBA account*
- *Ability to force administration to bargain fairly with essential employees instead of following what AFSCME non essential units receive.*
- *Acknowledgement of the jobs that we actually do. We are not clerical. We may type and answer phones but it is completely different. Without us people would not receive the officer, fire truck or ambulance that they need. Not to mention pre-arrival instructions.*
- *All these things are equally important.*
- *ALL unused sick time to be rolled over into health savings account at retirement.*
- *All years worked in MSRS and PERA Coordinated as a dispatcher count in the Corrections Plan, not just the last years worked*
- *Allow for grants for equipment update (better equipment)*
- *Allow Part Timers to use PTO*
- *Allowing dispatchers to use sick time for mental health issues*
- *Any additional benefits to us moving to the other plan, I do not know what those might be.*
- *Attention to ergonomic furniture in the facility*
- *Be considered an essential employee & be considered under FLSA as such with no limit on hours we can work in a year & get overtime for anything over 80 hours in a two week work period*
- *Because emergency communications technology continues to become more complex, and mental health issues are beyond epidemic levels in society (i.e., suicide and/or severe mental illness), it would be appropriate to establish*

minimum continuing education/training for emergency communications professionals in areas of mental health crisis (and mental health in general) along with training related to critical incidents, stress management, etc.

- *Being able to leave before I drown in stress.*
- *Being able to pay back the PERA money I had taken out in my 20s, without having to pay either the lump sum, or nothing.*
- *Being first responders*
- *Being Re Classified for our job title and recognized as a first responder to ease some of the legalities of this*
- *Being recognized as a professional and dispatching as a career. Setting standards for training in the State.*
- *Being taken seriously as a first responder with real ptsd from the calls we take, instead of just "clerical staff", would be a tremendous step toward mental health of dispatch, and overall ability to keep employees on board.*
- *Benefits to improve physical activity*
- *Better and more affordable insurance plans*
- *Better benefits and recognition after our death, we should have some of the same burial benefits as law enforcement.*
- *Better certified training and education.*
- *better equipment for physical needs (i.e. chairs, mats, etc.)*
- *Better equipment that actually stays working*
- *Better health plan after retirement*
- *Better Retirement Medical Coverage*
- *Better schedule*
- *Better schedules for dispatchers. more options for a career path.*
- *Better ways to handle bullying and toxic work environment*
- *Better working centers as far as space and functionality for the amount of time being spent at the 911 center.*
- *Certification of 911 Telecommunicators and continuing education.*
- *Change in classification to first responder*
- *Classification to protected class "first responders "*
- *Classified as essential*
- *Communication Officers / 911 Dispatchers etc Classified as First Responders*
- *Continue medical coverage into retirement*
- *Continuing education for 911 dispatchers to keep up with new technology and policies.*
- *Convert ALL unused sick leave into Health Savings Account not just a percentage.*
- *Create certification requirements for 911 telecommunicators in Minnesota.*
- *Don't like working nights*
- *Employee contribution should be the same or more than the coordinated plan.*
- *Employees who work the midnight shift should get paid more money.*
- *Essential employee*
- *Explore possibility of moving to Police and Fire Plan*
- *Faster technology, ability to track 911 calls in progress, up to date technology in all aspects of our duties.*
- *First responder designation/essential designation for ALL staff working in PSAPs in the State of Minnesota.*
- *First Responder recognition*
- *Flexibility with scheduling*
- *Flexible retirement with ability to retire at 50 to 55, more options to fill a post retirement healthcare saving account.*
- *Free health care for life.*
- *Get rid of the Fair labor Standards Act of 1938 sec 207(b) Sub 2 Description of 2080 hrs/yr, 56/wk, 12 hrs/day before we get paid our overtime worked. I have worked several pay periods of over 80 hours and only gotten paid my overtime at the end of the year. People are not willing to work it they are not getting paid leaving us short staffed!!!!*
- *Health Membership Allowance (Fitness Centers, etc for sitting in a chair for the majority of dispatching career)*
- *Higher pay*

- Higher pay for years of service. Bottom line keeps rising but once you are here, it doesn't go up like the bottom does.
- Higher pension rate (1.9%) and full COLA increase
- Higher wages, more needed recovery time off, more staffing, better training, more positive work atmosphere, advancement opportunities, to have an administration that actually cares about our dispatchers as individuals and overall holistically. As dispatchers we get overrun constantly with high priority calls and events and just expected to handle the situations and move on. Those situations can range from a barking dog complaint to shootings, stabbings, multiple injury car accidents, suicides where parents find their kids hanging for example and are expected to handle those situations calmly and as quick as possible while hearing the family members screaming for help. Try doing this job day in and day out and then to have the public and government consider us non essential or "just dispatchers" nothing more then secretary class for federal retirement. Even in retirement we are disregarded
- I don't want to be forced to retire at a significantly less pension if we are in the General plan
- I feel everything listed above should be rated as a one. They are ALL very important. Very difficult to rate them.
- I marked "Other" as most important to me because we should not be classified as Secretary's. WE ARE 911 DISPATCHERS, which means that we multi task. We do ten things at once and do them all equally well. We have to have nerves of steel for an officer yelling for backup or a mother screaming for her child to live after cutting him down after finding him hanging. We need to switch emotions and gears so much that we don't know if we are coming or going most days. Have empathy for the 90 year old female that has had chest pain for 4 days and didn't want to bother anyone, and the next second hear an officer saying "foot pursuit"....We sacrifice precious family time due to shift work, mandated overtime, working holidays and the like. Its a disgrace to be labeled as a "secretary"...We are first on scene. Yes we are first responders. We save lives and should be classified as such!
- I would like to see the position reclassified, currently I can start a higher wage within the county selling a vehicle tags/driver's license renewals. It is clear they do not understand the training, confidentiality and stress involved within the position.
- I'd like to see 911 Dispatch Supervisors included with 911 Telecommunicators in the ability to migrate to the Corrections Pension Plan
- Improve professionalism and increase training.
- Include supervisors in the plan. Even though they are considered management, they still do the job itself and suffer the same long term effects mentally, physically and emotionally.
- Increase in pay was chosen 2nd from be because you can make almost the same to start as we do flipping burgers at Culver's.
- increased employer contribution
- Increased pay for trainers and shift differential
- Increased training
- Increased training for 911 dispatchers
- Insurance benefits cheaper through COBRA
- Legislative approval of additional funds for training for Communications Officers. Local funds are often limited and not uniform throughout the state.
- Legislative involvement for greater government benefits such as public safety tax breaks
- Legislative involvement for standardized qualifications
- Legislative involvement in standardized training and standards for 911 dispatchers.
- Legislative involvement to be listed as first responders
- Legislative involvement to mandate quality training. Legislative support to mandate supervisory and quality assurance positions outside of minimum operational staffing.
- Legislative Involvement to reclassify 911 Telecommunicators statewide as either First Responders, Protective Services, or both.
- Legislative involvement to reclassify dispatchers as first responders
- Legislative involvement to reclassify Telecommunicators as First Responders for the work they do and situations they have to deal with.
- Legislative involvement to recognize and reclassify 911 Dispatchers as First Responders.
- Legislative involvement to recognize essential public safety responder status and set minimum training standards.

- *Legislative involvement to seek certification and recognition for 911 Telecommunicators.*
- *Legislative involvement to seek consistent minimum training for the telecommunicator*
- *Legislative to help communications be recognized as first responders.*
- *Liability issues*
- *Licensure of Telecommunicators*
- *Longer break times.*
- *Make sure they are counted and get the same benefits listed as essential.*
- *Medical benefits after retirement*
- *Medical coverage after retirement including mental health benefits*
- *Medical insurance bridge from age 55 to whatever the Medicare age is/or whatever it will be.*
- *more funding for proper equipment and systems*
- *More funding for training or legislative involvement in having educational programs for becoming a dispatcher*
- *More opportunity for growth and promotion*
- *More options for training, or required training.*
- *More say in what our working schedule is.*
- *More training*
- *More training for critical incident response - mass casualty, shooting, civil unrest.*
- *Night and Weekend Differential*
- *None that I can think of at this time.*
- *Ongoing support for retirees / mental health, post career employment options*
- *Opportunity for training*
- *Option to get off 40 hour work weeks so have a more flexible schedule with the amount of people we have employed. Would be nice to be on a schedule that would allow more weekends off to accommodate families with children.*
- *Options for medical care (health care savings plan) after retirement*
- *Options to transfer outside of dispatch to another public service if dispatchers have had a negative effect on mental health.*
- *Paid Maternity/family leave.*
- *Paid medical benefits after retirement*
- *Physically and mentally performing the job day in and day out is not comparable to regular "customer service jobs" Hearing things we hear are not easily dismissed and do have long term effects on mental health. From a personal point of view, my ability to process, grieve, and carry different emotions has changed and continues to change based off experiences through calls and dispatching. The long-term effects of call handling and dispatching is draining, physically mentally and emotionally. As you have more exposure to different calls or different incidents your ability to feel, grieve or have emotion towards other things in life diminishes and it's just an added weight to your shoulders until you can take a step away to process and deal with the emotions of the job.*
- *Physically and mentally performing the job day in and day out is not comparable to regular "customer service jobs" Hearing things we hear are not easily dismissed and do have long term affects on mental health. From a personal point of view, my ability to process, grieve, and carry different emotions has changed and continues to change based off experiences through calls and dispatching. The long term affects of call handling and dispatching is draining, physically mentally and emotionally. As you have more exposure to different calls or different incidents your ability to feel, grieve or have emotion towards other things in life diminishes and its just an added weight to your shoulders until you can actually take a step away to process and deal with the emotions of the job.*
- *Programs to train dispatchers*
- *Provide State Health Insurance benefits*
- *Receive better health insurance benefits... before or after retirement*
- *Reclassification of telecommunicators to first responders.*
- *Reclassification to first responder and not secretary*
- *Reclassify job title to be a protective service class*
- *Recognition as a career IE: a recognized 911 Dispatcher certification class or training opportunities*
- *Recognition as a First Responder*
- *Recognition as first responders and NOT as secretaries.*

- *Recognition as first responders.*
- *Recognition that we are not just a secretarial position*
- *Recognize Dispatchers and Call Takers as first responders!!!!*
- *Recruitment and Retention tool, most recently we've seen far fewer applicants and have trouble retaining employees.*
- *Retirement benefits*
- *Retirement, pension and benefits are the top priority*
- *Schedule flexibility*
- *Should get same amount of pension as police officers*
- *Some of the training we have to take on-line is done while we are also working, which often times can time-out the class and start over. More staffing hopefully could alleviate this for proper training off the floor.*
- *Some type of health care option to cover until Medicare kicks in*
- *Staffing*
- *Student Load forgiveness for public service and opportunities to grown and advance in the field.*
- *Taking Legislative action to move Communications Officers/Dispatchers/911 Operators into the category of First Responders*
- *Telecommunication pension.*
- *These are all important issues.*
- *To actually be recognized as first responders seeing as how we are the first contact for emergency services and not everybody can do this job nor handle the stress and trauma.*
- *To be classified as First Responders in the eyes of the state.*
- *To be considered a part of law enforcement not secretaries*
- *To include dispatchers in the law enforcement spectrum, not treated as office staff. The toll this job takes on mental and physical health needs to be addressed.*
- *We need to be seen as a required emergency response unit. We are as important as all Law Enforcement.*
- *We should get same benefits as deputies/officers as we are responsible for lives like they are plus we for theirs*
- *Why is this an OR - it should be an AND -for all of these things. Full staffing is something that is very rarely achieved due to burnout and demands of the job - compensation should reflect that.*
- *Work 80 hours in a pay period vs 40 hours in a week.*
- *Would like to see 911 dispatchers deemed "First Responders" and receive like benefits. We are the very first people to deal with calls and the government NEEDS to acknowledge us as that. We deserve the recognition!!!*
- *Would like to see dispatchers be recognized as first responders*

Q17. What type of schedule do you currently work?

("Other" responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- *1/2 staff works 10 hour shifts, the other 1/2 work 12 hour shifts, some rotate, some don't*
- *10 hours - one day off on a Monday thru Friday schedule*
- *10 hours, 4 on 4 off for 3 weeks, then 5 on 3 off for four weeks (works out to 40hrs per week)*
- *10 hr days rotating days and nights*
- *10hr shifts working 4 on 4 off for a month and then a month of 10hr shifts working 5 shifts and off 3*
- *11 & 12 hours alternating weeks*
- *11 AND 12 ROTATING PATTERN*
- *11.5 2 on 2 Off every other wknd*
- *11.5 hours*
- *11.5 hours fixed pattern*
- *11.5 hours fixed pattern*
- *11.5 hrs fixed pattern*
- *11.5 rotating days*
- *11.5 rotating days on a 2 week schedule*
- *11.5hr nights Pitman schedule*

- 12 10 and 8 hr shifts always changes
- 12 and 8 hours fixed pattern
- 12 hour and 8 hour mixed
- 12 hour schedule but only work 11.5 hrs daily
- 12 hour shifts and one 8 in a 2 week pay period because we are required 80 hours a pay period
- 12 hour shifts, no regularity, different pattern, published every 2 weeks
- 12 hours (Fixed pattern) but one day a pay period we have to work an 8 hour shift. One week of the pay period is 36, the second week is 48 if we work all 12's. The county will not justify 8 hours of OT every pay check, so we have to work one day as an 8 when staffing allows.
- 12 hours and one 8 hour shift per 2 week period (fixed pattern)
- 12 hours fixed except 1 - 8 hour mixed in for a total of an 80 hr / 2 weeks
- 12 hrs every other weekend, 8 hour weekdays, 3 week rotation of days/mids/nights
- 12' and 8's
- 12HRS FIXED WITH ONE SHORT DAY OF 8HRS
- 2 12hr and 2 8hr per week
- 2- 8 hour shifts, 2 -12 hour shifts per week
- 2 on,2 off,3 on,2 off,2 on,3 off...12 hr shifts with an 8 hr every 2 weeks
- 2-8 hr days and 2-12 hr days
- 3 - 12 hours, 1 - 4 hour with days off rotating
- 4 10 hour shifts with voluntary or mandated overtime as needed
- 5 on 3 off 8.75 hours
- 5-2, 4-2 8's
- 6 12s and 1 8
- 6hr, 8hr, 10hr, 12hr mix
- 8 10 or 12 hr rotating shifts that are days mids or overnights
- 8 hour - 7 days on - 3 days off - 7 days on - 4 days off - repeat
- 8 hour days / 12 hour day. (7 weeks nights, 7 weekdays)
- 8 hour days M-F
- 8 hour fixed but fill in with 12 hour fixed
- 8 hour shifts - 7 days on, 3 days off, 7 days on, 4 days off rotation
- 8 hour week 12 hour weekend rotating shift between days evenings and nights
- 8 hours - 7 days on (3 off and 4 off rotating)
- 8 hours (7 days on, 3 days off, 7 days on, 4 days off)
- 8 hours rotating, 7 days on, 4 off, 7 days on, 3 off plus overtime for understaffed
- 8 hours, 7 on 3 off, 7 on 4 off rotation
- 8 hours: 7 on 3 off, 7 on 4 off rotating
- 8 hrs 7 on 3 off 7 on 4 off
- 8 to 5, 5 days a week
- 8.5 hour shift with 6 days on and 3 days off
- 8.5 hours (6 on 3 off)
- 8.5 hours (fixed 6-3 pattern)
- 8.5 hours (fixed 6-3 pattern)
- 8.75 hour shift. 5 on 3 off.
- 8.75 hours, 5 days on and 3 days off
- 8.75 rotating 5on and 3 off
- 8.75, 5 days on 3 days off
- 9 hour days, M-Th, and however many hours on Friday to get done what I need to get done for the week.
- currently Work a casual schedule (as needed)
- Floating 10 hour shift 4 days a week. Schedule made every month and adjusted if needed.
- Floating 10 hour shift covering gaps in the schedule
- Floating with 10 hour shifts

- Generally 8 hour days M-F but flex the start times to work on all shifts at my discretion
- I am exempt and generally work 8-10 hrs per day
- I am part-time and work various hours/days/shifts based on coverage needs
- I am salary-5 days a week 8 hour days.....if I am lucky to leave at 8-its usually more
- I as supervisor work M-F 8-4 Except for filling in when dispatch needs
- In a 2 week period, we work 6 12hr days and one 8hr day
- Mix of 10 and 12 hour days (rotating between days, evenings, overnights)
- Mix of 10 and 12 hour rotating shifts
- Mix of 10 and 12 hours rotating days/nights
- Mix of 10 and 12 rotating pattern
- Mix of 10 hour and 12 hour
- MIX of 11 and 12 hour shifts rotating.
- Mix of 12 & 8 hour shifts. 2 on 2 off 3 on 3 off mostly 12 hours with 2 8 hour shifts per month (but we usually get forced for overtime on our 8 hour shifts to work 12s)
- Mix of 12 & 8 hours, fixed pattern
- Mix of 12 and 8 hour shifts
- Mix of 12 and 8 hour shifts (2 12's, 2 8's, 3 days off)
- mix of 12 hours and 1 8 hour shift to balance out 40hrs in 2 weeks
- Mix of 12 hours and 11 hours fixed pattern
- mix of 12 hours and 8 hours - 4 days per week fixed
- Mix of 12 hours and 8 hours (fixed days)
- Mix of 8 & 12 hours (fixed days)
- mix of 8 and 12
- Mix of 8 hours 10 hours and 12 hours (Day shift flex as needed)
- Mix of 8 hours and 12 hours (rotating days)
- Mix of 8hrs, 8 & 12 hrs.
- Mix of 8's and 12's
- Mix of 8's and 12's
- Mix of 8s, 10s and 12s.
- mixture of 8, 10 and 12 hour shifts; 8 on, 6 off; working Wednesday to Wednesday
- My hours vary depending on needs of Communications Center
- My schedule is mainly 10-12 hr shifts rotating and random to address shortages
- No pattern for me. Being a lead I fill in when and where necessary.
- on 7 days off 3 on 7 days off 4 - 8 hour shifts - plus forced overtime
- on-call part-time
- Part time 7 hour shifts rotating 3 days a week along with filling in all over the schedule when needed
- Part time, on call
- Rotating mix of 12 and 8 hours
- Scheduled 40 hrs and work whatever hours (mostly 0730-2000 hrs) until task list is complete. Any hours over 40 in a week are paid at straight time.
- Six 12 hour shifts, one 8 hour shift (fixed)
- Supervisory but also cover time off requests at console
- Three 12 hour days, three days off/three 12 hour days, one 8 hour day/four days off
- three 12 hour shift, four 11 hour shifts
- Tues Wed Sat 19-07/Sun Mon 19-06...then the following week Thu Fri 19-06
- Unfortunately I'm only Part Time, Monday-Thursday 8:00 a.m. - 1:00p.m.
- unknown pattern that constantly changes due to short staff
- We're working 10 rotating, Now forced to go to 12 hours rotating with built in 4 hrs of o.t. per week

Q19. Why do you like your current schedule?

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- 1/2 of the month off
- 10 hour (scheduled) shifts are a lot better than the previous 12 hours shifts we have worked. 12 hours are too long. 8 hours are too short. I enjoy rotating weekends and not being on a fixed schedule with set days off (so that low people on the seniority list are working EVERY Thursday and Friday as we are going to come 2022)
- 10 hour days//4 day weeks
- 10 hour work days allows an extra day off per week
- 12 hour days with less working days. Every other weekend off
- 12 hour shifts do get long, but the benefit of having more nights at home with my Children when I am on my night rotation makes it worth it.
- 12 hour shifts, only work half of the month. Every other weekend off.
- 12 hour shifts; longer shifts - less days
- 12 hours shifts every other weekend off
- 12 hr shifts equals more days off each month
- 14 Days off in a 28 day schedule , This includes 2 5 day weekends
- 1500 to 2300 works for my life the best and I have been with the same crew for my whole career
- 2 week rotation of schedule with stability at home life.
- 3 day weekend every other weekend. Fewer days worked in exchange for longer hours
- 3 day weekends
- 3 days off
- 3 days off
- 3 days off a week
- 3 days off in a row
- 3 days off instead of just 2 is a great perk. Also the rotating schedule gives us days off during the week to get in doctors appointments and other things during the week. We have a variety of shift options also which is nice
- 3 days off per week
- 3 or 4 days off in a row unless overtime is picked up
- 4 10's
- 4 day work weeks
- 4 days 10 hours each and you do have some weekends off
- 5 days off
- 5 days off but the 5 days on is tough
- 5 days off every other week. I hate working nights and would prefer all day shifts but it's a trade.
- 5 days on 3 days off, then 4 days on then 4 days off.
- 8 hour days
- 8 on 6 days off
- 8hrs versus 12hrs, able to get things done yet after work, weekends off
- A few more hours per day is better for more days off.
- A good chunk of days off in a row every month, and I like weekdays off
- A set pattern of work days assists in work life balance.
- Able to do things when other can't and may have to take comp or sick or vac time
- Actually haven't started it. We are down 5.5 staff members. Was forced to do 12 hrs to maintain coverage. No back up on weekends. We had an input for this schedule. Waiting to see how it goes. 7 a.m. to 7 p.m. 3 weeks on same shift with 8 hour Fridays. Both teams working. It's a short term fix that seems to be a long term problem. We are not getting the quality or quantity applicants this position needs.
- Affords me more days off.
- After 20 years I have weekends and holidays off.
- After 20+ years I finally got on day shift
- After 27 years, I am used to it.
- After working four days, I'm ready for days off. After three days off, I'm usually ready to get back to work.

- All dispatchers get every other weekend off and do not work more than three days in a row unless they are working overtime.
- Allows a long stretch of days off; feels like you can get away from work without having to take vacation days.
- Allows for more days off
- Allows for more days off and can take 24 hours of vacation and have an entire week off
- Allows for more days off, more of a mental break, release stress
- Allows for more days off.
- Allows me to be home during the week with my kids/family
- Allows me weekends off for family time. I like the longer shifts since I drive a distance to get to work. It gives me the extra day at home to recoup.
- Although the shifts are longer, I like that we have more days off, and have every other weekend off.
- Although the shifts get long it reduces the amount of commuting that I need to do. It allows me more time to be home and help with childcare.
- Amount of days off
- As a 911 dispatcher, there is a strong mental demand to perform the job. Working longer days to allow days off to decompress and preserve mental health is vital. By working longer shifts, dispatchers get more days off to decompress and make sure they can sustain a career for multiple decades.
- As a part-timer I can change my availability for shifts
- As a salaried employee, it is somewhat flexible to fill the variable needs in our center.
- As a Supervisor I have some flexibility to change my hours as needed. This is not possible for front line dispatchers.
- As Administration I have some schedule flexibility
- As the supervisor, I find being available more days per week to answer questions works better for everyone.
- Balances the difficulty of the job with the need for multiple days intervening to wind down
- Because I know my schedule days off a year and a half in advance
- Because I know when I switch to days and when I switch to nights.
- Because I only work half a year not including my vacation and comp time off
- Because I'm physically at work less and we get a rotating 3 day weekend.
- Because it works for my family at this time
- Because of the time you get off for working the 12s
- Because the other options here are worse. If I didn't have this 12 hour schedule, I would have to work every single weekend. Working 12s gives me every other weekend off. I would prefer a 10 or even 8 rotating so that I could work less in a day but still have some weekends off.
- Because when we are staffed we get a 3 day weekend every other weekend and days off during the week to go to appointments
- Because you can anticipate when your shift is and be able to work around it if necessary as you already know when you're working
- Being able to have 3 days off every week is crucial to prepare for the next week. Also, 10 hours is the perfect shift for me, not too long, can still have time with family after, but still able to get that third day off.
- being able to have more time off with 12 vs 8 hours
- Being busy it helps to only work 2 days and then have 2 off to regroup.
- Being the training supervisor I have the flexibility of choosing my schedule. That is basically unheard of in this line of work.
- Can choose own office hours
- Consistency
- Consistency
- Consistency and longer stretches off (5 on/5 off/2 on/2 off)
- Consistency, easier to plan outside life. Better balance to work/personal
- Consistency, planning, knowing the schedule for months ahead of time
- Consistency.
- Consistency; I also enjoy working longer hours as it presents the ability for more days off during the week.
- Consistent days off
- Consistent schedule working 12 hour shifts allows for more days off and easier ability to schedule for family.

- *Currently fits most of my needs*
- *Day shift/Weekends off traditional schedule*
- *Days and nights*
- *Days off*
- *Days off*
- *Days off*
- *Days off during the week*
- *Days off during the week*
- *Days off during the week and every other weekend*
- *Days off during the week to get things accomplished*
- *Days off during the week, 3 day weekends*
- *Days Off during the week. Every other weekend is a 3 day weekend off.*
- *days off during week and every other weekend off*
- *Days off more frequently gives more flexibility to schedule appointments and family time*
- *Days only and plenty of day off*
- *Different days off, offering flexibility*
- *Doing this job for more than 4 days a week doesn't seem healthy for anyone. Having at least 3 days off each week is a HUGE benefit to this job; it allows for semi adequate recuperation and can relatively make up for the fact that with this job we miss holidays, birthdays, important life events.*
- *Due to my supervisory position, I like 10 hr days because they afford me flexibility to cover my responsibilities. I also think the three days off a week is important for maintaining healthy mental faculties.*
- *Easier to plan, more days off, you can take 2 days off and have an entire week off*
- *Easy to plan for vacations*
- *Enjoy having fixed days off and needing to be at work for fewer days due to the longer shift.*
- *Every other 3 day weekend*
- *Every other 3 day weekend off*
- *Every other weekend 3 days off*
- *Every other weekend I have five days off. To get nine days off I only need to burn 24 hours of vacation.*
- *Every other weekend is a 5 day weekend*
- *Every other weekend is a three day weekend off Friday, Saturday, Sunday*
- *Every other weekend off*
- *Every other weekend off*
- *Every other weekend off*
- *Every other weekend off*
- *Every other weekend off*
- *Every other weekend off*
- *Every other weekend off - three days is the longest stretch we work*
- *Every other weekend off and days off in the week*
- *Every other weekend off and some days off in the week to get things done.*
- *Every other weekend off have 1 5 day weekend every 4 weeks*
- *every other weekend off, set days for the year and teams!*
- *Every other weekend off, 12 hr days one week and only 2 gays the next*
- *Every other weekend off, 1 five day weekend per month*
- *Every other weekend off, and less total days per year by working 11's/12's*
- *Every other weekend off, days off during the week*
- *Every other weekend off, easy to manage our 4 teams / CoVid-19 separation*
- *Every other weekend off, more days off, easier to get a week vacation*
- *every other weekend off, same days off/on every other week, no more floating shifts. We used to be on 8.5 hour shifts with one weekend a month off. Nice to have more weekends off now with my family and kids.*
- *Every other weekend off, set schedule easy to figure out*

- *Every other weekend off.*
- *Every other weekend off. Longer days are hard, but it's easier knowing I only have to get through 2-3 days in a row (as long as there isn't overtime to fill).*
- *Every other weekend off. Not forced on days we work 12 hours*
- *Every other wknd off, 7 days on every 2 weeks, days off during the week*
- *Every week I know what I will be working*
- *Extra day off per pay period*
- *Extra days off since I work longer 10 hour days*
- *Fewer days worked per week*
- *fewer work days*
- *Fewer work days on the road; longer weekends allow for nice breaks between shifts.*
- *Five 12 hour shifts and two 10 hours shifts a pay period gives me more days off a month to try to recover and regain some sort of balance.....but it also means lots of 12 hour overtime shifts to fill.....I like our schedule but feel guilty taking days off and have over 430HOURS of vacation built up that is very difficult to use, we can only keep 480.....WE NEED MORE PEOPLE so we can get a break!*
- *Five days off in a row*
- *Fixed days*
- *Fixed days - 10 hour shifts - fixed days off*
- *Fixed days and fixed hours.*
- *Fixed days Monday-Wednesday and every other weekend off*
- *fixed days of the week + fewer days going in to work*
- *Fixed days off*
- *Fixed days off for a month, 3 days off in a row, 10 hour days.*
- *Fixed days off.*
- *Fixed schedule with more days off and built in overtime*
- *fixed schedule. don't have to be there as many days per week.*
- *Flexibility*
- *Flexibility*
- *Flexibility*
- *Flexibility*
- *Flexibility*
- *Flexibility and accessibility to staff.*
- *Flexibility to fit in with my life*
- *Flexible*
- *Flexible as I am part time*
- *For me I am administrative currently. This provides the best coverage for my duties and gives me the chance to see each shift.*
- *For PSAP administrative work, you coordinate with others that work similar hours. In addition, the amount of work that comes in on a day that I would not work, it takes more time to address it the following day than if I do it on the day it came in.*
- *Get 3 days off every other weekend.*
- *Gives longer stretches of days off*
- *Gives me every other weekend off.*
- *Gives me extra days off that rotate.*
- *gives me plenty of time with my children and I still get a full 80 hrs*
- *Gives more days off in a week working 12 hour shifts*
- *Gives us many more days off than a 8 yr rotation*
- *Gives you more quality time for work but gives you days to recover*
- *Good flexibility*
- *Good for family life. Mon thru Fri days with weekends and most holidays off.*
- *Good work/home life balance*

- *Half the month off*
- *Has a pattern that easy to schedule items on day off as it is consistent 2 week rotation with only 2 work schedule, either night or days. I have previously worked 8 hours shift work schedule that rotated every week to a 10 hour work schedule that 5 different work shifts.*
- *Have 7 days off in a row*
- *Have a few days off a week*
- *have fixed days off, able to plan my family life in the extended future. being able to have a 3 day weekend every other weekend.*
- *Having 3 or 4 days off in a row. And only 4 days on in a row max.*
- *Having 5 days off to re generate also only work half the month less PTO having to be taken when planning personal events*
- *Having a day off during the week*
- *Having a fixed schedule makes it easier to plan my life outside of work and 12's gives us more days off. I do wish we had every other weekend off. I think we would hire more people with that schedule.*
- *Having consistent days off*
- *Having every other weekend off, 12 hour shifts, and days off in between sets is nice.*
- *Having five day off in a row.*
- *Having more days off*
- *Having more days off for myself and having a fixed schedule allows for planning throughout the year.*
- *Having set days off makes work/life balance so much easier and less stressful it is also wonderful knowing the core group of people you are working with daily.*
- *Having set nights (remember we're a 24/7 mandated and required public service) so I can have some kind of life outside of work. Also having a chance to decompress is vital.*
- *I am a single mother with a co parenting schedule. My fix 12 hour schedule allows me to work and provide for my children while also being available for them with more days off*
- *I am a supervisor, my schedule is different*
- *I am able to be home with the family and off at night for events, school activities, etc*
- *I am able to have a work/life balance and more time for family, while still working a FT position. All while having financial stability*
- *I am exhausted after 8 hours at work.*
- *I am salaried and work 4 - 10 hours days. I work many hours outside of that as needed.*
- *I am salary/admin-so I can go and come as I please.*
- *I am used to it after many years*
- *I can easily plan around my schedule throughout the year and like having a week off to get away and de-stress from the job, drama, and environment*
- *I can't get forced overtime on my 12 hour days, and I have 3 days off. I had the option of a 5-day 8-hr workday schedule, but I would have forced overtime every day with only 2 days off a week.*
- *I do, it would be better if we could find a way to make 10hr days work so that we could get more sleep. As it is currently if I get off at 5pm and get home about 6 pm I have to be in bed by at least 9. Depending on when I fall asleep that could give me a little over 5hrs of sleep before I have to be up and back to work on time. But I would rather stay longer but less days, so I have more time to decompress for the stress of the job.*
- *I don't have to work overnights, my body can't take that*
- *I don't like fixed days but I like 10 hour shifts as opposed to 8 hours*
- *I don't have to rotate between nights and days. going back and forth like that increases stress not only at work but at home.*
- *I don't have to rotate shifts from days to nights or nights to days.*
- *I don't mind working 8.5 and I enjoy having 3 days off*
- *I don't work more than 3 days in a row, I get every other weekend off and I'm only in the office a few hours with administration (I work 3pm-3am) and if I want 7 days in a row off I only need to take one shift off using vacation.*
- *I don't work nights, holidays or weekends. I can help cover shifts in dispatch, but I am salaried and I don't receive any overtime for extra time. I am paid for 40 hours a week.*
- *I don't work too many days in a row and don't have to be at work any more days.*

- *I enjoy a longer weekend*
- *I enjoy the more days off. At first working ten hours was very hard on me. I am a diabetic and suffered low sugars due to change in longer work hours, but have managed to get that under control.*
- *I enjoy the rotating days off with 3-4 days in a row off*
- *I enjoy working 12 hour shifts to have more days off.*
- *I enjoy working longer days with more days off*
- *I get a week off between shifts*
- *I get every other weekend off*
- *I get every other weekend off, able to leave early on my Fridays that are also my long weekend, Have 3-4 days off a week.*
- *I get every other weekend off.*
- *I get half of the days a year off to be with my kids*
- *I get to have more days off in a row, and I only end up working half of the year not including time off for vacation.*
- *I get to Spend more time at home with my family.*
- *I have a long commute, so working longer hours and fewer days is a huge \$ saver, also we now have every other weekend off, which is great for planning family events. I do wish we could get rid of our random 8 hour shift though, and just work an extra 12 every few weeks.*
- *I have a lot of days off and never work more than 3 days in a row.*
- *I have a management schedule - M-F with flexible working hours.*
- *I have a week on then a full week off, I have 2 jobs so this schedule is good for me*
- *I have every other weekend off and being a fixed pattern its easy to track which days I work.*
- *I have every other weekend off and consistent days off*
- *I have every other weekend off and I know I am working 12 hours no more. I know my schedule for the entire year and can plan my life accordingly.*
- *I have flexibility to move around if I need to work on projects*
- *I have more days off in a cluster*
- *I have more days off in a row, makes it easier to handle stress*
- *I have more time at home. It saves travel time and gas.*
- *I have weekends off for my family*
- *I have worked 10 hour days, in my younger years, but I prefer the 8s. It give you more family time if you need that. Working 12 hour days continually is physically draining.*
- *I have worked this schedule/rotation for about 20yrs, it is simple, it's easy it works for me to have some weekends off, some week days off and that makes it easy for me to schedule doctor/dentist other appt. but I am open to other schedules*
- *I know my schedule for the entire year. But then I also end up covering a lot of sick call.*
- *I know my schedule for the entire year. Mix of week days and weekends off*
- *I know the days I work and have every other weekend off, easy to plan things*
- *I know when I'll be working, when I'm off, and work no more than three days at a time*
- *I like 12hr shifts.*
- *I like being able to go to night shifts to get a break from the absolute crazy busy do it all by yourself without a partner way our small agency does it. Even though I'm still alone in nights, it's a slower pace and not having to deal with office hours type of work or court is helpful. Mandatory 2 people on shift at once would make me like the schedule much more*
- *I like being able to have 3 days off a week, instead of just two. I feel much more refreshed going back to work with the extra day off.*
- *I like being able to work a dayshift.*
- *I like being her less days throughout the year. Every other full weekend off a month. If there are 3 people on during my shift I can take a break and go for a walk or to the gym.*
- *I like every other weekend off for 3 days, and when working day shift, it is a great schedule because I don't have to sleep away a day off each week.*
- *I like getting the days off, would like to not switch to days and nights as often*
- *I like having 3 and 4 days off in a row.*

- *I like having 3 days in a row off, but wouldn't mind switching to 10 hour shifts to have 4 in a row off.*
- *I like having 3 days off and don't mind 10 hour shifts. I'd also be open to 12 hours shifts as well.*
- *I like having 3 to 4 days off in a row*
- *I like having 3-4 days off and knowing which days I'll be off not rotating.*
- *I like having 5 days off in a row for my mental health*
- *I like having a rotating schedule that is consistent. Working longer hours but less days gives me more time at home with my family.*
- *I like having a set schedule and having every other weekend off.*
- *I like having a set schedule with longer hours worked. It makes it easier to plan things as well as trade days if need be.*
- *I like having at least 3 days off*
- *I like having at least 3 days off in between work weeks, as I feel as though our job requires more than the standard 2 day weekend to recover and recuperate from the previous work-week. Shorter days would be ideal (we currently work 12 hour days), however if it's a choice between shorter days or more days off in between, I feel as though more days off in between is more beneficial.*
- *I like having days off during the week.*
- *I like having every other weekend off and having days off during the week for appointments and such.*
- *I like having every other weekend off and working fewer days a week.*
- *I like having every other weekend off.*
- *I like having longer shifts so I have more time off for my family. I like knowing my schedule for the entire year so I can plan my family life.*
- *I like having more days off a week. Plus with a fixed schedule I can have the kids in daycare only 2 days a week which costs a lot less.*
- *I like having more days off and working longer shifts. We are also fixed schedule that allows us to know our schedule for the entire year.*
- *I like having more days off by working longer shifts*
- *I like having more days off during the week*
- *I like having more days off per week.*
- *I like having set days off*
- *I like having set days off, especially with some of them during the week. I work 4 10 hours days in a week, allowing me to have more time with my family.*
- *I like having set days off, I like 10 hour shifts. This survey didn't allow to say we were forced to work 12s without choice for much of the last 2 years due to COVID*
- *I like having set days that I work and set days that I am off. It makes for easier planning of things on off days etc. I like it as well because it works well for my family and gives me more time at home.*
- *I like having the ability to have every other weekend off as well as days off during the middle of the week.*
- *I like it because it is consistent. I don't like it because sometimes only having 2 days off is not enough time to be away from the stress of the job to clear your head and be ready to do it all again.*
- *I like it because we get as many days off as worked*
- *I like knowing what I am working 6 months at a time and I know that for every weekend I work I get that many off in return.*
- *I like more days away from work.*
- *I like my 5 days off in a row.*
- *I like my current schedule because I work seven 12 hour shifts per two week pay period. I enjoy having seven days off per two week pay period.*
- *I like my current schedule because it allows for me to have a consistent routine and plan my days off for the entire year.*
- *I like my current schedule because it allows me to have every other weekend off and it equals out to having half the month off.*
- *I like my current schedule for the simple fact that I get every other weekend off. I do not care that it is the weekend but that I get 3 days off in a row.*
- *I like my set days off. I enjoy having 4 day weekends with a 10 hr shift vs only 3 with a 12 hour shift.*

- *I like rotating days off and with the addition of H days there are a good amount of 4 day weekends*
- *I like that I get every other weekend off along with getting "short" weeks where I only work 2 shifts. Granted the week where you work 2 days on, 2 days off, 3 days on gets long, but its a nice refresher to only work 2 days the next week.*
- *I like that I have a lot of time off. I always have three to four days off a week and I get every other weekend off.*
- *I like that I have fixed days and fewer days to work so that I have fewer days that I need to get childcare, and I can keep my children on a schedule.*
- *I like that my current schedule allows me flexibility. I am able to plan family time and vacations easily. I also like that my current schedule allows me to have time off from work without having to use up a lot of my vacation hours, comp time, or sick time.*
- *I like that my week is shorter and I know which days I work every week for the year*
- *I like that our dispatchers work 12 hours shifts. Out of a 14 day pay period they are only working 7 shifts. I think that they prefer more days off to working a shorter shift.*
- *I like that we only work 2 or 3 days in a row*
- *I like the 10 hour days, but would also like 12 hour days with more days off in between*
- *I like the 10 hour days. 12 is too long*
- *I like the 12 hour shifts as there is less days we work, meaning more days off. I also like that it rotates every other week so there is more of a variety of when we work.*
- *I like the 12 hour shifts which allows for more days off, and a fixed schedule helps you know your working days without having to check the schedule.*
- *I like the 12hr shift with a fixed schedule*
- *I like the 4 10 hour days so if you opt to take overtime on one day off you still have two days to yourself.*
- *I like the 4 and 5 days off in a row. 2 weekends off a month.*
- *I like the consistency of having a permanent schedule. I know when I'm working, and for the most part, who I'm working with.*
- *I like the consistent rotation. of 3 on 3 off 2 on 2 off. I would prefer a 5 on 5 off 2 on 2 off schedule but the one we have is still better than before.*
- *I like the current schedule of 12 hour dayshift. More time off is good for this job.*
- *I like the days off. we have 3 and 4 days off and I like the rotation. I would call in sick a lot more if I had different schedule*
- *I like the fact that I have the ability to see what my schedule is a year in advance and schedule events accordingly. I like the fact that I only work a set number of days in a pay period, which allows me to be home with my family more. Also, with limited staffing, I don't feel as guilty taking two days off, since our agency already has issues retaining employees, causing us to be overworked without factoring in OT or having to work 5 days in a row.*
- *I like the fixed days and the early in early out hours.*
- *I like the flexibility I have over my hours in the supervisory role. I am not, however, eligible for overtime.*
- *I like the option with more days off in a row and the optional flex time on the long days if needed*
- *I like the rotation of working every shift.*
- *I like to have more days off to decompress from work stresses.*
- *I like to have more time off. It is also easier to plan events, vacations without disturbing the schedule too much.*
- *I like working 12 hour shifts*
- *I like working 12 hours shifts with more days off. However, I do not like swapping from nights to days and back again.*
- *I like working 8 hour shifts because on my workdays I have time after my shift to complete errands which means I don't have to cram everything into my days off.*
- *I like working days, have more days off in two week schedule by working 12 hours shifts (work 7 days out of 14)*
- *I like working longer days with more days off. and that it's a fixed schedule for a year so I am able to plan out my life.*
- *I like working longer shifts and less days per week. I like having days off during the week.*
- *I like working M-F, 7am-3pm. Have weekends off.*
- *I like working teams and having a set work week. 12 Hour shifts work best for me because I enjoy the extra day off a week. Plus I live further away and save time driving back and forth.*

- *I like working the twelve hours shifts, having more days off, having days off during the week, and the ability to know exactly what your schedule is a full year in advance. The ability to form a trust and bond with your partners and a work pattern with them. This job is hard on your mental health in the first place. Having to work 8-hr shifts having to come in five days a week would not allow for a mental health break from the environment. We are battled for hours with every caller that we take, who is having the most traumatic event ever in their life's. After we process that call without down time we move on to the next call. We do this day in and day out and very seldom does anyone think that it affects us mentally.*
- *I like working with the same team and knowing when my days off are all the time. I like having longer weekends because when I have to work on one or two of my days off I still get a "weekend".*
- *I liked the fixed days off.*
- *I live a half hour away and I'd rather work my hours in fewer days. I also like having every other weekend off.*
- *I love being able to have 5 days off every two weeks. This allows me to have every other weekend off and some time to spend with family*
- *I love having set days off, it makes it easier to schedule my life around my work schedule, that said, there should be an alternative for employees who cannot work 12 hours without significant burden on their family*
- *I love my schedule because on days I work I'm off by 6pm and have every other Friday, Saturday Sunday off. Plus with the 12 hour work day I'm scheduled over the contracted hours for the year so I get an "extra" day off every 6 weeks meaning I'm only scheduled to work 1 day and if I take it off I have a whole week off every 6 weeks.*
- *I love the 3-2-3 schedule because we get every other weekend off and we work 12s so we work fewer days per week*
- *I love working 12 hour shifts so I can get my hours in more in a solid block, giving me more time off with my family, rather than spreading out my work hours through the days, giving me less time with my family.*
- *I make my own schedule as the lead dispatcher*
- *I only work 7 out of 14 days and have a 3 day weekend every other weekend*
- *I prefer fewer working days per year, though I would prefer four 10 hour shifts and then 4 days off.*
- *I prefer longer shifts and fewer commutes in.*
- *I prefer to have set days off so I can know my schedule ahead of time.*
- *I prefer working longer hours and working less day in the week*
- *I see my family more and can attend family events or my child's sporting events*
- *I used to work 12's. Which gave me more time off. to spend with my family.*
- *I work 12 hour shifts and usually have every other weekend off.*
- *I work 6a-2pm. Evening with family and weekends off with family.*
- *I work 7 days at 12 hours a day overnights. I like it because I work one week and get one week off. I also like that I get to be on nights for one week and days the next without changing my routine every 2 days or so.*
- *I work 7 days of a 14 day rotation, thus giving me half the days off in a year not including vacation or holiday time we get.*
- *I work a total of 7 days out of 14. Always have 2 days on and then 2 days off and a long weekend*
- *I work administrative mostly. I need to be here on days.*
- *I work every other weekend*
- *I would rather have more days off. It is much easier for me mentally.*
- *I would rather work less days at higher hours in order to get more days off - I think this is beneficial for mental health in fields such as this.*
- *I'm the supervisor for records and dispatch so I work Monday- Friday 8-4 unless I'm needed to fill in for dispatch.*
- *I'd rather drive there less days.*
- *If we weren't forced to work so much overtime, coming in on days off I like having more days off*
- *I'm a supervisor now so I can kind of make my own schedule based on staffing needs in our center.*
- *I'm part time I pick my hours*
- *I'm part time so it allows me to be able to spend the time with my son*
- *I'm the supervisor, no alternative available.*
- *In a profession such as this, you need to have a clear mental state in order to perform your job duties. Having more days off is essential to reset and take a mental break from the stress of the job. Thus working shorter shifts (with less days off) wouldn't do the mind any favors and would cause more stress*

- *It affords me 4 day weekends every other and allows time for my family.*
- *It allows for 3-4days off to relieve mental stress and semi recharge*
- *It allows for a lot of time off which helps my work/life balance*
- *It allows for different days off per week and isn't long shifts. It's easier to cover time off as well.*
- *It allows for more days off a month*
- *It allows for more days off and a set schedule makes it easier to work around child care and school*
- *It allows for more days off during the year.*
- *It allows for more time off, therefore reducing the amount of sick calls and unexpected absence from work.*
- *IT allows me maximum time away from work*
- *It allows me time during some off days during the week*
- *It allows me to get my 40 HRS, in a minimum work days rather than five 8 HR days, or four 12 HR days, it also breaks up the monotony of the work week*
- *It allows me to have every other weekend off. I enjoy working longer shifts and having more days off.*
- *It allows more days off during the week.*
- *It breaks work up more over the week. I'm not overwhelmed with the stressors multiple days in a row.*
- *It gives me half a year off, I wish there was an in between button. I don't love the shift but don't hate it. We are short staffed so vacation atm is extremely limited. With a 12 hr 7 day rotation, it does allow us enough down time to get things done. But it is a difficult shift to do short staffed.*
- *It gives me some days off during the week along with every other weekend off, including every Sunday off.*
- *It gives me the opportunity to have more days off during each week.*
- *It gives staff every other weekend off and we only work 7 days in a two week period.*
- *It gives the ability to only work half the year.*
- *It gives us a good balance of being at work and days off.*
- *It is a 4 day week (don't like the Sat/Sun part)*
- *It is a fixed schedule*
- *It is a workable routine.*
- *It is better than what we have had in the past.*
- *It is consistent*
- *It is day shift*
- *It is new, and a massive improvement from my previous schedule I have worked for almost 4 years. I previously worked every single Friday and Saturday night for 4 years. Now we moved to 12 hour shifts and I therefore work less days overall.*
- *It is regular and fixed so I know what days I work months in advance*
- *It is set, longer days but longer weekends*
- *It makes it easier to plan vacations and time off*
- *It offers more flexibility and options for time off.*
- *It provides me with more time off.*
- *It provides predictability and stability for my family in knowing what days I work for the remainder of the year. It makes it easy to make plans for weekends off and I don't have to wait 2-4 months for another weekend day off, like our prior schedule (rotating 10s). I know I'm working S-M-Tu and I can plan out my schedule accordingly knowing I'm always off set days, I don't have to look at a calendar or count out my rotation to figure out when I can schedule an appointment or plan for other life/family events.*
- *It suits me*
- *It works*
- *It works best for my life*
- *It works for our agency and employees*
- *It works for supervision. I'm here more often to see more of the employees than if I did a 12 hour shift with the rest of the dispatchers.*
- *It works well for our agency*
- *It's fair and we'll thought out.*
- *It's a set schedule and I have the ability to change/move it around*

- *It's easy to schedule days around my work because I have more full days off*
- *It's fixed, longer days, more days off.*
- *It's fixed, with set, consistent days off (although I'd rather not work overnights).*
- *It's flexible, wish it was full-time.*
- *It's Monday-Friday. Holidays and weekends off.*
- *It's nice having more days off.*
- *It's OK. It's nice to have weekdays off but 11.5 hour shifts get very long and tiring.*
- *Keeps me open to help with dispatch when they need.*
- *Known days off allow for planning vacations bids 6 months out*
- *Less days at work*
- *Less days at work. More time with my family*
- *Less days but the same amount of hours*
- *Less days here at work*
- *Less days I have to be here*
- *Less days in the office with longer shifts gives us more days off a year which helps with mental well-being.*
- *Less days travelling to/from work. More time with family. Less cost for gas and wear and tear on vehicle. More frequent breaks between work rotation reduces weekly exhaustion and burnout.*
- *Less days working/more days off*
- *Less days.*
- *Less time driving and more days off*
- *Less work days per year*
- *Less working days, predictable shift*
- *Like 12 hour shifts*
- *Like days off during the week to spend with my family. I would prefer more weekends off even if that meant more days during the week*
- *Like having three days off in a row*
- *Like rotating days off and shift is not too long.*
- *Long hours mean more days off with my family.*
- *Long shifts with more days off*
- *Long weekends, fewer working days*
- *Longer days and nights actually means fewer working days, and rotating to nights every 2 weeks helps me attend my kids after school activities and sports without using too much vacation hours.*
- *Longer days off*
- *Longer hours - more days off*
- *Longer hours and less work days plus more coverage to help co-workers*
- *Longer hours but fewer days. We NEED time away from this job.*
- *Longer hours give more days off*
- *Longer shift means an extra day at home. Would possibly prefer a rotating shift, to have some weekends off.*
- *Longer shifts = more days off. Rotating shifts is hard on my sleep schedule*
- *Longer shifts more days off*
- *Longer weekends for thorough rest and regulation*
- *Longer weekends to spend with my family*
- *Longer work days but more days off.*
- *Love having 5 days off in a row.*
- *Love nights, hate days*
- *M-F position*
- *Monday - Friday*
- *Monthly rotation of 5 days on with 3 off and the following month 4 days on with 4 days off*
- *More consecutive days at work, and off and a 5 day stretch off makes easier to take vacations without using PTO*
- *More days away allows me to recover as well as enjoy short vacations since time off is extremely limited due to staffing shortages.*

- *More days in a row off and longer period of time to keep up with the amount of work*
- *More days off*
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- *More days off*
- *More days off - enjoy night work*
- *More days off a month*
- *More days off a month. No rotating days and nights.*
- *More days off a week*
- *More days off and a rotation thru day and night shifts*
- *More days off and days off more often*
- *More days off and every other week is the same. Much more consistency so ability to plan activities outside of work.*
- *More days off and guaranteed overtime paid - 8 hours every pay period*
- *More days off during the week*
- *More days off in a row, option to work overtime on off days if I prefer. I like having weekdays off at times, makes it easier for doctors appointments, attending my children's activities, etc*
- *more days off in a row.. although 12 hours can get really long with only 3 fifteen min breaks... and then 4 hour mandates on top of that and needing to come back 8 hours later.*
- *More days off in the week and every other weekend off*
- *More days off lowers amount of driving to and from work*
- *More days off per pay period/ a mix of weekdays and weekends/ weekends are split evenly between all employees*
- *More days off per year and every other weekend off*
- *More days off per year, fixed days*
- *More days off then any other schedule*
- *More days off to be with family*
- *More days off to de-stress*
- *More days off to do my part time job*

- *More days off to recover and every other weekend off.*
- *More days off with my family*
- *More days off working 12s*
- *More days off, 3 day weekend every other*
- *More days off, every other weekend off*
- *More days off, every other weekend off, don't get burned out working 2 days on 2 days off days on 3 days off.*
- *More days off.*
- *More days off.*
- *More days off.*
- *More days off. This job has become more and more stressful over the last 21 years. So much more violent and difficult. Especially while continually short staffed.*
- *More time with family when off.*
- *More weekends off*
- *More weekends off than I used to have.*
- *Most weekends off*
- *My boss gives me the flexibility to complete my responsibilities without micromanaging my time.*
- *My current schedule this year has worked well with activities I'm involved in outside of work. Unlike previous shifts, I have not needed to take partial time off to be able to participate in those activities.*
- *My hours are adjusted to start later, otherwise, it's a standard workweek.*
- *My husband also works a rotating shift , so it helps with the kids and our days lining up*
- *My job requires a Monday-Friday presence, allowing me weekends off*
- *My part time schedule has allowed me to be home with my family most of the time.*
- *My schedule allows more time to decompress, relieve stress and burdens from my profession.*
- *My schedule works perfectly for 50/50 custody of my daughter, and allows me to spend time with her between school and when I go to work overnights. I get 3-4 days off per week depending on which week it is.*
- *My schedule works well with my daily routine. I am able to stay on a regular sleep schedule on my days off.*
- *Never work more than 3 days in a row so not so fatigued*
- *Never work more than 3 days in a row, Every 2-3 days, get 2-3 days off*
- *No longer than 3 days in a row working*
- *No longer working Nights*
- *No more than three days in a row unless you pick up overtime, which in turn allows for days off without using vacation*
- *No weekends*
- *Normalcy*
- *Number of days off; easy to understand and schedule future plans*
- *On 2 off 2 on 2 off 3// off every other weekend / when days off are not being taken away to keep center staffed*
- *Only having to work 2-3 days in a row with 2-3 days off in between has created less stress for me.*
- *Only work 180ish days per year allows for better home/family life and time to destress from difficult shifts. Schedule trading also allows for mini vacations without using benefit time which creates better opportunities for me to recenter myself and come to work fresh.*
- *Only work 50% of Days, every other weekend off*
- *Only work 7/14 and have set days off. I can look to the end of every year after shift bid the year prior to know exactly what days I will be working and when to schedule vacations.*
- *Our current schedule is perfect. We work 12 hour shifts giving dispatchers more days off. When you work a high stress level job such as ours, it is important to have time AWAY from work to better suit your mental state, but shortening our shift hours and making us work more days that forces us to have LESS DAYS AWAY from the job, this wouldn't be good for mental health. Another reason would be the fact this is a 24 hour facility (we have people working all different types of hours and days) and therefore we need more time (days) away from the job to reset our sleep schedules and live NORMAL hours of everyday people...having only one or two days off per week (with shorter work shifts) won't allow for that.*
- *Our rotating shifts change every 28 days and I like the variety each shift has to offer*
- *Our schedules are fairly consistent and there is at least 4-6 weeks between changing days/hours.*

- *Predictability, fewer days working per week than 8 hour shifts, even split between night and day shifts.*
- *Predictable*
- *Prefer longer shift with the 12 hrs since you get more days off. No matter if I work 8 or 12s I need the same amount of sleep after/before a shift. I prefer a rotating shift so I can get some days off with my significant other who works evenings when I work my night shift. We also only work every 3rd weekend with the 12 hour rotations.*
- *Provides a long weekend every other weekend.*
- *Regular times and days*
- *Rotating days but I would prefer to work 12 hr shifts with less days per schedule*
- *Rotating shifts are hard on the body's system, but I don't know if I can handle doing a long string of nights in a row.*
- *Rotating weekends off are nice.*
- *Schedule is consistent, longer shifts with more days off.*
- *Set*
- *Set days // every other weekend off // no 6 day stretches //*
- *Set days of the week that I work....team environmentalways working with the same group of people then you know what to expect*
- *Set days off*
- *Set days off, never working more than 3 days in a row*
- *Set days off. would like a more concrete schedule for longer periods of time.*
- *Set schedule*
- *Set schedule and more days off*
- *Set schedule, same partners.*
- *Set schedule. Know days off in advance.*
- *Set work week makes planning my personal life much easier. 12 hour shifts are long, but more time off is certainly appreciated.*
- *shorter shifts. However do like the 4- ten hour schedule as well.*
- *Shorter work day*
- *Shorter work rotation, every other weekend off*
- *Since being supervisor, I am working Monday thru Friday, 7a to 3p, this gives me the opportunity to handle any issues that would come up with the center. I am here another day in the week to be there for my staff. We have been short staffed for a year and a half and I have been working 10, 12 hours shifts to help out and also have been working weekends. Can't wait to be full staffed.*
- *Somewhat flexible with start and end times*
- *Stability*
- *stays the same and you can plan things*
- *Straight day shifts, no rotating.*
- *Straight days*
- *Supervision hours are flexible. But I am content with the shift I have*
- *Technically didn't say I liked the current schedule.*
- *The 8 hour shift is better for my age. Also if there is overtime I only have to work 12 hours*
- *The ability to have every other weekend off is wonderful. Our old schedule we would only get 2 weekends off every 5-7 weeks.*
- *The ability to have the occasional weekend off as well as weekdays to take care of personal matters.*
- *The amount of days off compared to working days.*
- *The days off*
- *The days off are great. Current works schedule for office staffed with 7 full time and 1 part time. Day's 0530 to 1530, Evening 1130 to 2130, Power 1530 to 0130, Nights 2130 to 0730. Schedule goes 4 on 4 off (3 weeks) and then 5 on 3 off (4 weeks) to keep a rotation of having 40hrs per weeks as required by law. The 5th day of that rotation is considered a Power shift or Cover shift (for someone calling in, mainly gets bumped to Night shifts) This is difficult on the dispatchers that work the day shift, as the Power shift messes with sleep cycles and even worse when an overnight shift calls in and the Power shift is changed to cover the night shift. Right now due to coworkers out with Covid or being quarantined, the shifts are now 12hrs to keep double coverage towards afternoon and evening hours. Vacations cancelled due to low staffing.*

- *The days off in between shifts*
- *The flexibility*
- *The flexibility of the non fixed days off*
- *The flexibility.*
- *The hours are long but I like the fixed schedule for planning life outside of work purposes.*
- *The longer shifts allow for more days off and more time for employees to decompress from the stress of the job.*
- *The schedule alternates every other week with the same days. I like getting every other weekend off.*
- *The schedule provides a decent rotation of day and night shifts with a regularly scheduled stretch of days off*
- *there is flexibility and able to plan my life better*
- *There's no other option in our small agency. It gives days off during the week to be able to schedule necessary appointments without taking PTO*
- *This current schedule gives us more days off to recoup from the stressful days. It gives us more of a chance to recharge and start fresh.*
- *This schedule allows for more days off in between weeks if there is no mandatory overtime*
- *Time off is more, but the non stop overtime is getting out of hand*
- *Time with family*
- *to be able to have 3 day weekends*
- *Used to it, like number of days off*
- *Variety of days and nights, work more hours with more days off*
- *We do 1 month days next month nights and honestly it's easier to plan your life, the 12 hours shifts allow us to have more days off in a row which is nice. Also if you need a few days off normally that gives you a week off!*
- *We finally get every other weekend off.*
- *We get every other 3 day weekend off. Friday, Saturday, Sunday*
- *We get every other weekend off and able to be home with family more*
- *We get every other weekend off. if we are not forced in on days off due to short staff*
- *We have every other weekend off and with working 10 hour days we have more days off over the course of the year.*
- *We have every other weekend off, and more days off which allows your mental health to recover. Also working all night it allows more days to recover for sleep.*
- *We have set work days. We work with the same people every rotation. We work 12s so we work less days a week.*
- *We love only working 2 days a week and working a 3 day rotation every other pay period, and having every other weekend off. Our pay period starts on Saturday. One week I work Monday/Tuesday and Friday (36 hours) , the second week I work Saturday, Sunday, Wednesday, and Thursday. (48). The heavy week (48 hours) we have to work 1 8 hour day to meet the County's 40 hours a week schedule. The only reason they allow us to work this schedule (we get 4 hours of OT every pay period for "free") is because this was the emergency schedule we changed to during COVID , and now our staffing levels are too low to work the old schedule.*
- *We were being mandated daily on our old schedule to work 12 hour days. Set schedule so I can plan my time for kid drop off/pick up at school / activities . The mental /emotional / physical time away from this job is a must. Without the time off we currently have our bodies don't have enough time to reset and recover for the next shifts. The stress of this job is overbearing and literally causes migraines, elevated heart rates on high priority calls that sometimes last for hours, aches, pains chronic pain.....most of us take anxiety meds and other meds for various diagnosed PTSD, anxiety, depression and others. Per my therapist we have one of the most stress related jobs in the world and working under the conditions and expectations we have and experience all day every day our lives and life expectancy is severely affected and shortened. There are 3 things employers should never constantly mess around with / an employee's ability to make a living / their family and their lives in general . This job and its administration before we started on 12 hour shifts constantly mandated people to cover for sick /vac that was being used by overworked employees that caused a shift back and forth of sick time / mandating that literally we unescapable. People need time off from the stress and we are not getting nearly enough of it. I personally have not had more then 1 day off this entire year. I was not awarded any of my prime time requests this year.....so I go with the bare minimum of the days off that I am scheduled and have to alter those plans to pick up overtime for employees that got time awarded and sick calls.....sick, twisted merry go round of stress.*
- *We work 10 hour shifts but get every other weekend off*

- *We work 5 on 2 of 5 off 2 on - I love having every other weekend off to spend time with my family that have only weekends off. I also do not mind working 12 hour shifts in this rotation. However I believe our shifts should be 11.5 without a mandatory 30 minute break because we are expected to clock out for 30 minutes lunches even though we do not get to leave our station.*
- *We work longer shifts but have more full days off. I also like having a set schedule and knowing what days I work consistently*
- *We work more hours so an employee is allowed more time/days away from the office. I have worked 8 hours shifts in the beginning of my 28 years of service. I like the more days away than the shorter days.*
- *Weekday day shifts are nice after working many years of days/nights/weekends/holidays rotating*
- *Weekends off*
- *When not overwhelmed with overtime, our days off are very nice with the rotation schedule. It is nice to be able to take two work days off and get a whole week off.*
- *While the longer hours can be mentally taxing, it allows for 3-4 days to mentally recharge and decompress*
- *With 8 hour days it allows me to do things before & after work.*
- *Work and Family balance*
- *Work fewer days with every other weekend off*
- *Work fewer days. Every other weekend off.*
- *Work more hours a shift, less days a week allowing for an additional day off.*
- *Working 12 hours shifts, only work half the year with every other weekend off*
- *Working days is best for my lifestyle*
- *Working four 10-hr days allows me to have more 3-day weekends.*
- *Working less days a week.*
- *Working long 12 hour shifts, its healthy to have two days on and two off and every other wknd.*
- *Working longer hours allows for less commute days to work which saves money.*
- *Working only 2 days in a row works well because I am mentally exhausted by the end of my shifts. It's nice to have more frequent breaks between work days.*
- *Working the 10 hour day schedule gives me a 4 day work week allowing me more days off or the ability to work overtime on one of the days off to augment my income.*
- *Working the same days each week makes for easier childcare planning.*
- *Works best for me*
- *Works for me*
- *Works for me. But I'm open to switching too.*
- *Works good for home life and activities*
- *Would rather have more days off to de-stress*
- *Yes I rather work 12 hour shifts and get more days off.*
- *You get an even amount of days & nights so you don't get burned out on either rotation. I get more days off one wk than the other.*
- *You work less days in a row and have every other weekend off*
- *Your days off alternate every week and you're off for 3 days every other weekend. I like not having the same days off every week*

Q20. Why don't you like your current schedule?

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- *12 hour days are extremely long for me. We do 2 days a month where we only work an 8 hour day. This makes it an 80 hour work week.*
- *12 hour days are long and taxing. However, admin sells it as the best way to "get time off"*
- *12 hour days are long. We are frequently mandated, causing us to work 16 hour days which leaves an 8 hour turnaround to get home, sleep and get back to work.*
- *12 hour days are too long*

- 12 hour days don't provide enough rest time in between shifts, especially when you get mandated for 16 hours. 10 hour shifts with more days off are better than 8 hours shifts with only 2 days off. The midnight shift seems to get the short end of the stick for days off, trainings, etc.,.
- 12 hour days take the whole day away
- 12 HOUR SHIFTS ARE TOO LONG AND PROVEN DETRIMENTAL TO PERFORMANCE AND MENTAL HEALTH
- 12 hour shifts are too long for mental health reasons.
- 12 hour shifts are too long for the mental stress put on all of us. No time to decompress between shifts - no time to exercise or see family if expecting to get 8 hours of sleep. And if mandated - shifts are 16 hours which doesn't even leave an option to sleep for 8 hours when you factor in commutes, personal hygiene, etc.
- 12 hour shifts are too long. If you need to cover open hours it could be a 16 hour shift.
- 12 hour shifts are too long. If you figure in getting ready for work and driving to and from work, for me its at least a 15 hour day.
- 12 hour shifts is long when you don't get a lunch break and only get three 15 minute breaks IF it is not busy and get called back to the floor, multiple that by 3-4 consecutive days, then add any kind of overtime into the mix cause there is always overtime. It gets to be extremely long and you're unable to do anything on your working days and have to save any errands to places with banker's hours until your days off. It's also nearly impossible to find any daycares that are open for the hours you need.
- 12 hour shifts too long exposure to high demand and stress.
- 12 hour shifts would allow for more weekends off on a rotating schedule
- 12 hours are too long to be sitting at a console. There is no time for activities outside of work on work days. Even working 10 hour shifts allows for a few more hours with family/friends each day.
- 12 hours gets long would like to see 8-10 hour shifts with added staff to make it work
- 12 hours is a very long day! Brings up safety concerns and making mistakes from being too tired
- 12 hours is long. Long to keep the level of involvement up with the stress and anxiety that comes with it
- 12 hours is too long and then add mandatory overtime on that it is UNSAFE!
- 12 hours is too long too stressful no breaks very exhausting
- 12 hours per day is too long to stay focused and functional and greatly reduces my ability to have activities outside of work. They are unhealthy.
- 12 hours shifts are tough and just personal preference of not wanting to be on the overnight shift
- 12 hr days leave little time for exercise or family. No work life balance. Then if there is overtime, the first day off is all recovery.
- 12 hr shifts let you get nothing done at home before or after work. at our comm center we have such high call volume, you get burned out come day 4.
- 12 hr shifts make it impossible to get my child to & from school on work days.
- 12-hour days are long, especially dispatching. My commute also factors into it, but that is my decision to live where I live. Working 3-12s gets to be long when you include a 45-minute commute. It is a struggle to cover when people call in sick, and sometimes a 12-hour day can turn into 18. My day starts at 4:30 AM and I don't get home until 7:15. I would prefer 4 ten-hour shifts, but currently we don't have enough staffing for that to work.
- 12hrs is too long. I like the more days off it provides, but the long shift is hard. I also didn't like previous schedule where we worked 8 1/2hrs for six days straight. That was too many days in a row. Possibly a ten might work better?
- 16 hour shifts are unhealthy both mentally and physically. The job is mentally stressful and a brain doesn't function sprily after 10 hours. A human also needs adequate sleep for physical health and only having 8 total hours between shifts does not allow for this.
- 2 day weekends and rare weekend days off (Friday, Saturday, Sunday)
- 2 days off - even without overtime is not enough time away from work in this type of job.
- 24 does not divide easily with 10 hour shifts..... 12 hour shifts would be more efficient
- 4 12 hour days + OT is just too much time at work. I don't really have a personal life outside my job right now. I get 3 days a week off (not counting OT on off-days), but I'm exhausted after 3 or 4 12's in a row, and one of my days off is spent caring for an elderly parent - taking shopping, to doctor, etc. So I have 2 days to recover before going back to my work week, which averages 50 hours a week.
- 5 days a week

- 7 days on is TOO MANY ON if you're doing any sort of OT on top of that. That's how you burn out dispatchers very quickly. I came from a 12 hours fixed day schedule that was perfect.
- 7 weeks of nights is a long time.
- A straight 12 hour shift is not bad. The added 4 hour mandate on top of a 12 hour shift is unfathomable
- Amount of days in a row while also working more than 8 hours is exhausting
- As a parent I would prefer to work four 10s and be able to have a week day off for appointments/family needs
- Because I am old and get tired. but cant retire because of the benefits
- Because it is long hours and a lot of days, I prefer shorter hours if working a lot of days. I'm also working both dispatch and supervisor hours. We are extremely short staffed.
- Because we can be forced over or in 2 hours on either side of the schedule - also constant forces
- Because we have to have 40 hours per week in a 2 week rotation which means we cannot have long stretches on and off.
- Can work up to 6 or 7 days in a row
- Causes me to miss important family time, especially with a 1 year old child at home.
- Concurrent weekends and lack of partner change
- Consistently working with only with the same dispatch partner.
- Day is too long
- Does not allow enough time off away from work.
- Does not provide for enough flexible weekends off
- Don't like working nights
- End times and if have to work overtime it creates too long of a shift.
- Erratic hours.
- Far less flexibility, running short staffed and a lot less overtime
- Forced overtime on one week and long shifts.
- Forced to work 40 hour work week because we are "secretaries"
- Forced to work every weekend with no ability to take vacation days because I am low in seniority and no flexibility from management with constantly changing vacation and PTO rules.
- Forever changing and getting in the way of family/friends
- Frequent changes nights and days
- Hard to work with family schedule.
- I am forced to work every Thursday, Friday, and Saturday. I never get weekends off. This year Christmas Thanksgiving, and New Year's fall on the days I work so I will have to work all of these holidays
- I do not feel like I am a well rounded dispatcher anymore that I am working mainly days. I preferred when we all worked the same rotating schedule so we all had the same number of days, nights and weekends off. Also when it comes to clearing snow it would be easier to get it done before or after an 8 hour shift vs a 10 hour shift and still get 8 hours of sleep. With a 10 hour shift you do get more days off but when someone takes it off if a part-timer can't cover it, we end up working 10 or 12 hours on a day off.
- I do not have days off during the week to get anything done without taking a day off of work. When I worked four 10s I was able to have a day off to designate to getting certain things done that cannot be done on weekends.
- I do not like the current schedule. I am still getting mandated to work long hours due to staff shortage and now instead of 3 days off, there are only two. Since weekends, holidays and overtime are required of this job, along with the constant mental pressures presented every-day, it would be nice to have a minimum of 3 days off to spend decompressing mentally. Furthermore, it would be preferred to have more than two days off to tend to family matters, (in my case) small children.
- I don't like my schedule because management, in an effort to appease the county board gods took away the 4 hours of built in overtime to our schedules. Creating an asinine schedule of one shift that is supposed to be 8 hours in every rotation. Everyone is being mandated anyway, some far more frequently than others. If all that mattered was adjusting which funds certain hours were being paid out of, all management had to do was say the last 4 hours in a shift is considered a mandate for everyone across the board. Everyone keeps the same schedule they've been working for years, there aren't massive holes in the schedule every day, and people may not be too pissed off to actually pick up overtime for other holes due to the actual staffing shortage.
- I don't like rotating between days and nights.

- *I don't like rotating days to nights.*
- *I don't like working 12 hour shifts*
- *I have been thrown all over hour wise, and have worked primarily all weekends. There is no consistency in my schedule at all and it is difficult to raise 2 small children with the schedule I have.*
- *I have no predictability or planning to give a work-life balance; I'm unable to give a reliable answer for any family events, plan events with my husband family or kids aside from the week before. This is higher stress than any other portion of the job.*
- *I like my shift length and rotation. There are others on a fixed 10 hour shift which makes trades much more difficult. Wish there was something for overnights for more shifts in a row to allow more days off in a row.*
- *I miss having days off during the week and having more days off during month*
- *I never get to experience working with my other coworkers, I also live alone with 2 dogs - being forced onto 12 hour shifts with that kind of responsibility and no warning was a hard adjustment*
- *I never see my family or anyone anymore due to opposite schedules*
- *I prefer a schedule where you always work the same number of hours. Schedules that are a combination of 8's and 10's are difficult for many reasons. The main reason would be routine. Routine for yourself, your family, your children, daycare. Makes it more difficult to be consistent in other areas of your life*
- *I prefer to work days and not nights. We have no shift differential for nights or working weekends. I do not like working full month of weekends, would prefer working every other weekend.*
- *I preferred when we were 10 hour shifts, with more days off. Compared to 7 days in a row which is too many*
- *I want to work a fixed 5 on 2 off, 2 on 5 off. The reason we cannot do that is because or admin says that dispatchers aren't allowed to work over 40 hours in one week and less than 40 hours the next week without OT.*
- *I wish there was more consistency from week to week, or even bi-weekly.*
- *I work overnights and only having 2 days off doesn't seem like enough time off. We also have forced overtime (Usually a minimum of 8 to 14 hours a month) not including being held over or called in early for staff shortages. We simply can't hire or retain staff to fill all of our work hours*
- *I would like shift bidding*
- *I would like to work less hours more days a week.*
- *I would like to work longer shifts and have more consecutive days off in a row. Considering with sick calls we are required to work extended shifts, I would rather work the extended shift normally and have more days off.*
- *I would like to work more days in a row to have more days off in a row (work 3 off 3 and work every other Saturday [or other given day off]).*
- *I would much prefer to be on 10s or 12s instead of 8s, but each time we have put it to a vote in our center, it has failed*
- *I would much rather work 10 or 12 hour shifts to have more consecutive days off*
- *I would prefer 10's or 12's to have more time with my family*
- *I would prefer 12 hours shifts*
- *I would prefer a permanent day shift position. it's terrible for the body and mental health to be doing constant shift work.*
- *I would prefer longer days with less days on*
- *I would prefer longer shifts, fewer days per week.*
- *I would prefer to work longer stretches of night shifts in a row compared to how our current schedule rotates.*
- *I would rather work a schedule that provides for more weekends off like a 2-2-3 schedule (2 on, 2 off, 3 on, 2 off, 2 on, 3 off) which provides for a 3 day weekend every other week. And set staffing groups.*
- *I'd prefer 12 hour shifts with an 80 hour pay period vs a 40 hour week*
- *I'm not home enough to be with family for important events or get togethers. I have missed numerous anniversaries, birthdays and weddings because of my schedule and not being able to find someone to work for me.*
- *In my opinion, 2 days off is not enough due to the stressors of this career. In addition, since I am on the rotating mid shift and my husband works M-F 8-4, I feel that I have less time at home with him.*
- *Inconsistency and it weighs on my mental health due to inconsistent sleep patterns*
- *It changes every 6 mos. Rules don't allow for compressed workweek schedules. Staffing problems.*
- *It doesn't allow for enough days off in a row.*
- *It's not predictable, I am needed to flex my hours to cover minimum staffing levels which can change daily.*

- *It's too much*
- *Length of days too long and stressful*
- *Little flexibility with getting time off or trading shifts.*
- *Long days*
- *Long shifts, mandatory overtime paid at normal pay*
- *Long shifts, rotating days*
- *More days off are beneficial for mental health.*
- *most shifts entail overtime there can be many weeks that we may work 7 12 hrs shifts in a row*
- *Multiple forced overtime for the 8 hour shift days on everyone's schedule (not just yours) both on regular work days and days off - makes it difficult to function mentally and physically in home and work life/health affected as well*
- *Need a better schedule for Days*
- *Need longer weekends*
- *Never having a normal life and always tired.*
- *Night shift on a 2-2-3-3 would prefer to work more days consecutively and have more consecutive days off in a row*
- *Night shifts*
- *No consistency and limited time off on nights and weekends to spend time with family.*
- *No consistency. Would like longer shifts and less working days.*
- *Not a good work/family balance.*
- *Not able to take short notice leave or vacation if something comes up that isn't known about during vacation pick time.*
- *Not concisely*
- *Not enough coverage in current schedule configuration. Agency is stuck to FMLA restrictions and won't work with us on a different schedule*
- *not enough days off . working 6 day rotations*
- *Not enough days off for mental health recovery. Upon returning to work on this current schedule I don't feel rested or ready to return already - too short of a turn around. Due to the stress and heavy call load and Critical Incidents as of late AND short staffing and mandated hours of overtime on normally scheduled days of work I feel we should be permitted more days off to get a break from the stress and work place.*
- *Not enough days off in a row - 2 days off is NOT enough time away from the workplace when your work days are filled with Critical Incidents - irate callers - the stress of being short staffed and taking on more responsibilities because of it - training in new hires if a CTO - and mandated overtime*
- *Not enough time off, rotate shift every two weeks going from afternoons, to morning to nights.*
- *Not enough time to spend with family.*
- *Not understanding the consistency to it and the switching of hours during rotation*
- *Only 1 day off in-between two 3 day sets and over coverage on a day we don't need it but doesn't work out to any other day to do so. would rather stay days or nights not switching and having at least 2 days off in a row!*
- *Only having 2 days off is tough.*
- *ONLY two days off between shifts and I work overnights - switching back and forth from a day/night schedule with so few days off is not healthy for work/life balance*
- *Our schedule doesn't naturally meet minimums causing OT daily.*
- *Overnights*
- *Overnights and unable to sleep during the day*
- *Overtime is mandated on days off making it so we have less time to ourselves. If we had adequate staffing it would be a lot more manageable and tolerable but that will never happen.*
- *Poorly setup only allowing one of the 4 schedules a true full weekend off every other week. Every other schedule option always has to work at least one weekend day. When other locations have used working schedules that rotate full weekends off every other weekend.*
- *Prefer shorter work days*
- *Rather be able to work 7 12 hour shifts a pay period and get an extra day off every couple of weeks, and prefer additional power shift options*

- *Rather work longer hours with more consecutive days off, plus picking up overtime on my days off means I could potentially work up to 16 days in a row*
- *Rotating between nights and days*
- *Rotating from days to nights every other pay period is hard on my body and adds a lot of stress to an already stressful job*
- *Rotation is too soon. We rotate the shift every 2 weeks.*
- *Shifts are too long, I never feel rested even after 3 or 4 days off. I am always tired and stressed.*
- *Shifts too long - I liked our old schedule w/10 hour days*
- *Since I am in management, working Monday- Friday, I feel that 2 days off is not enough time to decompress and get other responsibilities completed.*
- *Six days in a row is a long stretch. Add in some overtime hours and it's a 60 plus work week. That is too much.*
- *So many things - the days are too long! Feeling of being cooped up in a basically windowless room. Not healthy being inside with no sunlight for so many hours at a time. Mandatory overtime forces us to be here for 16 HOURS, which is completely insane. And then we're expected to be back 8 hours later?! It's just not a healthy situation*
- *Switch from days to nights to frequently*
- *Terrible work/life balance between overtime, never having weekends off and the sporadic days*
- *The constant flexing and inconsistency, it is physically & mentally draining*
- *The constant stress of being forced to work a 16 hour day due to short staffing is equal to cruel and unusual punishment. The fact that our agency does nothing to try to retain people and had 8 people quit within a 2 week period shows they are so very out of touch with the toll a long 12 hour day take on the employees. There are several other agencies who limit their staff to no more than a 12 hour day while we are continually being forced to work 16 hour days multiple times a week. When other schedules have been presented the management team refuses to look at them based on the betterment of what it would do to the staff. They think of us as just a butt in a chair and don't actually care when we have lost employees due to having a heart attack after working an 18 hour day and another employee to suicide*
- *The current schedule that I have is 4 weeks of 5-10 hr shifts with 3 days off, then it rotates into 3 weeks of 4-10hr shifts with 4 days off, then back to the 4 weeks of 5-10hr shifts etc.. while the 4 on and 4 off is great, it only allows us to have about 3 weekends off every other month*
- *The hours are difficult with home life and it would be ideal to be able to have more weekends off with family. The forced overtime is very difficult with my schedule.*
- *There is too much rotation in the days that it makes it hard to have a work life balance or hobbies.*
- *They took away our 4 hours of build in OT or comp time*
- *Too little off time*
- *Too long per shift.*
- *Too long. You don't have any extra time to do anything but eat and go to sleep. Mandates are for 16 hours which is a really long time to keep your concentration.*
- *Too many days in a row with no weekends for 5 rotations. Our new schedule next year will be better with every other weekend off to spend more time outside of work and with family and friends and wont miss as many important events.*
- *Too many hours in one day and we get mandated a lot*
- *Too many mandates*
- *Too much overlap with staff, less days off per pay period.*
- *too physically taxing*
- *Twelve hours is too long to have to sit in front of 6 computer monitors. No scheduled breaks. I am not able to spend afternoons and evenings doing family things. Harder to get time off*
- *Two days off in a row is not enough of a mental break.*
- *We are able to be mandated for up to 16 hours a day, sometimes multiple times a week, and the turn around is killer*
- *We are being forced to work a set schedule with set days off. I like having different days off so you aren't stuck working with the same people every day. I prefer to work nights and when you only have 2 days off your first day off is wasted sleeping.*
- *We are bound by a 40 hr work week by FLSA. Coverage is not very good*

- *We are constantly understaffed, which creates 16 hour shifts and mandatory overtime on our days off. This is not healthy. If the center could manage staffing it could be an acceptable schedule.*
- *We are currently short-staffed so we are doing a lot of 12 hour shifts verses our regular 10 hour rotating shifts.*
- *We are on a schedule where you have to work every other Saturday, I would prefer a rotating schedule where it could be possible to have more than one Saturday off in a row.*
- *We are so short staffed that we are consistently mandated to work OT. Our typical day is already 12 hours and with the mandates we are forced to work 16 hours and come back the next day for another 12 hour shift. this is not mentally or physically safe for our bodies*
- *We currently have a two week rotation, which is difficult to adjust to. Just when you get used to being on two weeks of day shifts, it switches to night shifts for two weeks.*
- *We currently work a mix of 8 and 12 hr shifts with a 40 hr work week. I would rather work all 12 hr shifts with an 80 hr pay period. Also, I would rather work days than nights.*
- *We do not have night or weekend differential. We are also down a part-time worker, so our schedule is prolonged as a night-time dispatcher. These added part-time hours on the nightshift cut into the first day of our weekend and the last day of our weekend to provide the extra coverage. It's nice going back to days when you get a FULL weekend again!*
- *We get bumped around too much never consistent hard to plan anything, hard to adjust to a good sleep pattern also*
- *We have a set shifts, so if you have a shift that works weekends, you are forced to work every single weekend and have to take vacation to get weekends off. This is unacceptable to me when we have other co-workers who get to work weekends and have every weekend off. This creates a divide in the staff and people with lower seniority are constantly looking for different jobs.*
- *We have to work 40 hours per week. Wish we are able to work 80 hours total in 2 weeks.*
- *We need more days for our emotional wealth being....I enjoy an 8 hour shift, however, 2 days off from this line of work is not enough and you feel like your right back at it. To get more days off, would be beneficial to work 10's. 12's would not be good for us as its too long of days to mentally be focused, then usually dispatch is short staffed and we would have to work 16's which isn't good for anyone*
- *We work 4 weekends in a row. We were forced on 10's after having 12's for a few years. We are short staffed and my OT is over 1,000 hours this year.*
- *We work a rotation of nights/ days/ weekends and our Sheriff will not let us bid shifts to stay on one rotation. We have 7 full time dispatchers so there is no reason to our schedule. We can work 2 day shifts and immediately work 2 night shifts.*
- *We work seven days in a row, and they are usually more than our regular 8 hour shift (typically 12 hours, sometimes 16 hours), due to forced OT, because of staffing shortages*
- *With the lack of employees, we have a lot of overtime. Between 46-47 dispatchers, we are splitting a couple hundred hours of overtime each month with a few that pick up little to no hours and a few that pick up the majority of the hours.*
- *With the mix of 12hr and 8hr shifts it make for very long 7day weeks. Plus rotating days to nights is tough weekly*
- *Work 8 days in a row*
- *Work every weekend; would rather rotate weekends*
- *Work more weekends than have weekends off*
- *Work overtime on scheduled days off.*
- *Working 36 hours on a weekend shift is quite draining and there is only a two-day break before starting another shift. The first day off is usually a recovery day of just resting. It would be better to at least have the rotation of three days off in a row directly after working the three days on rather than after a 20-hour two day schedule as it is now. Since we get three days off at some point in the schedule anyway, I don't see why we can't just work four 10-hour shifts altogether and have the three days off directly following. this would mandate having a set schedule with the same days on and off each week rather than a rotating schedule and could be bid on due to seniority as we do now.*
- *working 4 weekends in a row*
- *Working 4 weekends on is not ideal.*

- Working 5 days in a row and working every weekend for 4-5 weeks in a row is just not okay to me. Then we get 3 weekends off in a row but having to work every single weekend for a month makes it almost impossible to have a social life or to continue any relationships with friends family etc. Having a child with this type of schedule makes it very difficult to find childcare as well as limits my ability to actually be a father as well
- Working 7 days in a row gets long and makes it hard on trainees trying to learn the job. Being able to work longer hours with less days would be ideal.
- Working 8 hours M-F I work 10 out of 14 days. Dispatchers work 7 out of 14, getting an additional 3 days off per pay period.
- Working five 8s on overnights is not good for my health and I've been doing it for almost 9 years. Working less days but still getting the same hours gives the body and mind time to recover and the family and social lives time to recover also. We are the only county in southern MN still on 8 hour shifts.
- Working night shift is starting to take a toll on my health and my work/home life balance. It causes extra stress on me mentally, physically and in my relationships.
- Working nights takes me away from my family.
- Would like 10 hour shifts 4 on 3 off - Just not enough personal time with family on the weekend, still handle necessary work related items on the 2 days I am off
- Would like 4 10 hour shifts better to have a day off during the week.
- Would like to be able to pick your shift (days versus nights)
- Would like to work longer sets with more days off in a row
- Would prefer 10 hour shifts with every other weekend off. We currently get 1.5 weekends off per month with a schedule of 6 days on, 3 days off (8.5 hour shifts).
- Would prefer if it was 10s on a different fixed schedule
- Would prefer to work 7 or 8 shifts in a row of either 10 or 12hr shifts and then have more days off in a row. Plus current schedule constantly changes on very short notice
- Would rather do 4 days at 10 hours
- Would rather work more days in a row than 2 on 2 off 3 on, etc.

Q22. Please explain why you answered "YES" to this question (to Q21. Do you feel that your ability to perform your job effectively and efficiently has declined as you age?).

(Verbatim responses, edited only for spelling, to remove N/A responses, and to alphabetize)

- 64 years of my reaction time and hearing has diminished over the years.
- 911 Dispatchers have dealt with an increasing call load and additional technology. As you get older you don't move or think as fast as you did when you were younger. Couple that with ongoing work related stress and it takes a toll on a person's mind and body.
- A persons hearing changes as they age and being able to multitask lessens as well. The toll of the 911 telecommunicator job eventually catches up with an employee as well.
- Ability to keep up with the technology as I age, and the terms kids use now and what they use years to come as slang, the speed in my job, ability to stay awake on night shifts.
- Ability to multitask is slower
- Age
- Age deteriorates reflexes.
- Aging sucks
- Although I am only 29 years old, I still feel as if I can see a decline as I age through my progression. I've also noticed a number of coworkers of mine slow down into their 50's.
- Although I have been working for just 6 years and can do my job effectively now, I do feel like as more years pass I will definitely feel my ability start to decline as I age. The stress we all endure in this line of work is immense and in the long run causes our abilities to diminish.
- Although my experience has increased greatly, my stress level seems to be getting higher.
- Arthritis - vision and hearing changes

- *Arthritis in the hands.*
- *As you age you aren't able to pick up the technology as fast as well as retain new information as well*
- *As a person ages and rotating schedules is very exhausting.*
- *As I age it is harder to adapt to switching shifts and working overnights.*
- *As I age it seems like my brain can multi task the same way as when I younger*
- *As I age my brain ages. our body and minds slow down. it is just a fact of aging*
- *As I continue to age and the technology continues to advance, it is harder to keep up. It is hard to keep with the pace of the job in general. This is a job that requires you to be calm and collected, not flustered when you are unable to keep up or no longer able to handle the stress of calls or radio traffic.*
- *As I get older the odd and inconsistent hours have worn on my body and have affected my mental health and ability to think critically and quickly.*
- *As I get older, I can tell my ability to type quickly have decreased and my hearing has gone down from where I was when I first started.*
- *As I get older, it becomes more difficult to remember certain details.*
- *As I get older, the amount I sleep I get is less. Multitasking skills decrease. Speed decreases. The stress catches up faster. Working the long hours mentally drains me.*
- *As I have aged, my ability to concentrate at a high state of readiness has greatly diminished. My thought processes have altered by having issues with staying on tasks at home and at work. I am noticing memory deficiencies as I age and my job requirements to where I have problems recalling important landmarks and names (serious issue as a 911 Telecommunicator).*
- *As I have gotten older, it has been increasingly more difficult to switch from days, afternoons and overnights - both to accommodate my work schedule and see my family. Mentally, I feel broken and worn down.*
- *As I have gotten older, working nights and rotating has gotten harder. I think I still have the mental capacity to go a great job, but it wears on the body and the mental health.*
- *As I said earlier, after 5 years, I know that my hearing has taken a hit. My eyesight has also gotten worse from all the time in front of the screens.*
- *As I've promoted, I know I haven't been able to keep up the skills of the job as we have added more and more administrative and scheduling responsibilities. I feel I have to mentor and train new people constantly.*
- *As more and more duties are put upon us, the older you get, the more difficult it can be to perform effectively.*
- *As our eyes age, staring at a computer screen become more difficult since the ability for the eyes to focus wanes.*
- *As technology keeps evolving I find my pace gets slower. Harder for me to fill in late and overnight shifts.*
- *As we age our body and its abilities naturally slow. After years of hearing people screaming in our ears our hearing is adversely effected and our muscle speed slows as well.*
- *As we age our memory and how we handle stress changes. I think working in this profession too long would be dangerous.*
- *As we age we slow down. Our reactions and responses become slower.*
- *As we age we slow down. This is a safety concern for callers and officers.*
- *As we age, braincells die as well as other cells in the body. The body generally deteriorates with old age causing you to be less effective in all means of living life.*
- *As we age, we slow. This job is fast paced and requires you to keep up because lives are literally on the (phone) line.*
- *As we get older our hearing changes, with some of the calls and what we hear can affect how we hear and process them*
- *As you age you are not as quick with multi tasking as one used to be especially with more technology that is needed versus when I started the position.*
- *As you age you start to slow down, vision and hearing get worse*
- *As you get older you move slower which makes a fast paced job hard. Also gets harder to understand the technology that is ever changing in dispatch.*
- *As you get older, you aren't as fast. Hearing isn't as good...*
- *As you get older, your eyes, ears and mind does not work as well, especially working extra shifts, with less people because of a nationwide shortage.*

- *As you naturally age, you become slower at things. Dispatching would be no different, and in this line of work you need to make sure you are at the top of your game. There are lives at stake and it is a fast paced first responder environment, there are many things that make this job difficult, and age shouldn't be a factor in that.*
- *Because this position has become more technical and we have more applications to input and extract data from.*
- *Because we have fewer staff, more workload and I end up working the floor which means my management duties can be sidelined.*
- *because your eyes decrease as you age and sit in front of a computer 12 plus hours*
- *Being a correctional officer is a physical demanding profession*
- *Being able to function on 3 hours of sleep is not feasible for anyone. Work a 16 hour day and having to report back 8 hours later for another 12 or 16 hour day is taking a toll on mental capabilities to be able to perform critical skills that are the main focus of our job*
- *Being short staff decreases quality of life. As we age we don't get as much time with our families and we are forced to spend longer hours at work on days off that should be spent taking care of our mental health*
- *brain function seems to be less agile, less ability to multitask as we age. also need more sleep which is rarely achieved. medical issues are increasing due to age and lack of sleep. most of my doctors have attempted to put me on restrictions to not work 12 hours/day as it is deemed unhealthy.*
- *Burn-out and stress. I can absolutely still do the job, but I know that I struggle much more while on the phone with callers and that due to the staffing shortages and my own burn-out I am unfortunately becoming more brusque with callers.*
- *Busier or more stressful days take more of a toll the older i am getting - i don't feel i "bounce back" as quickly as i did 15 years ago.*
- *Call load / disp load/overtime*
- *Changing technology and society demands are added stress. Extra hours on days and extension of shifts off can also add to job performance. Lack of rest.*
- *Concentration and thought processes have diminished*
- *Continuous change of technology means constantly learning a new program and all of it's actions/shortcuts/meanings. Keeping track of more and more incidents/responders and feeling confident that you heard everything correctly is stressful. updates and changes to current programs in use, takes time to be confident in using. I have seen dispatchers that leave because they can no longer keep up or understand new technology that keeps coming.*
- *Decline in hearing, decline in typing speed, back and neck pain due to the hours spent sitting and poor ergonomics*
- *Dispatching is a mentally challenging job. Decisions must be made quickly. Age also affects the ability to change shifts as my body just can't handle rotating shifts like it used to, I've been fortunate to stay reasonably fixed for the last 4 years.*
- *Dispatching is a perishable skill. It is also dependent on hearing, manual dexterity and mental acuity. All of these have declined with age. Also, my hearing has been severely impacted by this position.*
- *Dispatching is an extremely fast paced and mentally taxing job at times. Our brains naturally age and the older I get the harder it gets to keep up sometimes. I'm almost 40. I can't imagine what it will be like at 60+ to dispatch.*
- *Dispatching is constantly evolving, and new technology is emerging. As I age I can feel my ability to learn new things quickly and efficiently decline. I am feeling the physical and mental signs of burn-out from years of working nights in a high stress environment*
- *Dispatching takes a toll - mentally and physically. Performing this job day after day, year after year, is extremely tough*
- *Do not process calls as quickly as in the past. The longer I work in this profession the less tolerant I am of people doing dumb things.*
- *Don't feel as sharp.*
- *Don't hear as well from wearing a headset for 25 yrs and the normal progression of aging. More difficult to keep up and multitask. but we still get it done.*
- *Don't pick up on new things as quickly*
- *Even though I am younger (relatively) I know my hearing is beginning to fade.*
- *Ever changing landscape. Updated policies and procedures. Having to keep up with a faster more intense situations not only on phones but dispatching can be difficult. Keeping up with changes in technology is another big part*

- *Everything is worse the older I get. That's life.*
- *Eyesight and technology*
- *Eyesight decreases as I age and increased sensitivity to computer monitors and lighting.*
- *Fatigue as started to affect me more on my days off as I've gotten older*
- *Feel like I have more days with memory issues*
- *Getting hard to change shifts - nights and days*
- *Getting older seems to make it harder to be as passionate as when younger thus not always a desire to go the extra mile so to speak*
- *Hard to explain. Aging, with most everyone, can affect a lot of things. Memory might not be as sharp as it once was, or at least as consistent. Working 12-hour shifts is not as easy now as it was when I was younger. The stresses have changed significantly in life, as in sending a child to college and planning for retirement. The demands of the job are also more mentally draining the older I get. I still perform my job at a very high level and really do not see much a decline currently. But as the years go on a retirement age of 55 as opposed to 65 would make a world of difference, especially in my outlook of the job until I retire.*
- *Harder to learn new things as you age, the effects of sleep deprivation from the job are harder on you cognitively, the wear and tear on you mentally and emotionally are harder on you as you age*
- *Harder to multitask, hearing diminishes, I think you lose focus quicker, eyesight also gets worse. Just general health declines. Working 24 x 7 schedules is also harder as you age*
- *Harder to remember constantly changing policy and procedure. Harder to work nights and long hours*
- *Harder to work long hours, when you get over-tired it takes longer to catch up again and feel rested. Sitting for long periods of time is more painful. I personally have arthritis issues in my hands and that gets worse as I get older. General reaction time and the ability to memorize and learn new things is more difficult. None of these things is impossible, and yes we do them, but they are increasingly difficult over time.*
- *harder to work nights*
- *Having been in the field for over 20 years and due to the amount and different types of calls I have taken over the years, I feel my brain is "fried" and my reaction times to different things is not as quick as someone who has less time in at the job*
- *Having some memory issues after having covid*
- *Health problems, slower in general*
- *Hearing and vision are declining faster than they would otherwise I assume*
- *Hearing and eyesight have worsened, but*
- *hearing and sight have diminished*
- *Hearing and vision decrease as you age*
- *Hearing declines, vision declines, stress on body (e.g., carpal tunnel etc..), sleeping is more difficult with changing hours, have the tendency to want to focus on one thing instead of many things at once, memory recall (seasoned dispatchers have had several changes to one protocol and have to remember the most current one out of several, where a young or newer dispatcher only has one or a couple of changes to the same protocol and can recall the correct change easier)*
- *Hearing has gotten bad. Injuries gotten outside of work requires meds that I can't take while at work because it makes it 10 times harder to concentrate and multitask.*
- *Hearing is diminished, stress, burnout, use 2 different pairs of glasses to work effectively*
- *Hearing is fading, harder to remember undocumented changes to procedures, takes longer to recover from long shifts, extended time sitting in one place, the long term effects of stress on the body compounds year after year.*
- *Hearing is starting to go due to callers screaming into our headsets. The long shifts are too long as you age and the last 4 hours you are not as good as the first 8 hours which could cause a safety issue.*
- *Hearing loss due to noise in headset. Not as quick thinking, more computer issues not in my dna*
- *I am 36 years old and I sometimes struggle to keep up with new technology now, and with the constant changes that come with the job. I don't think I could be as efficient at my job in 25-30 years as I am now.*
- *I am 54 now and definitely having harder time hearing things at times, typing may be slower and overall health not as good as when i was younger. Working nightshift on top of shift work I'm sure has added more stress and aged me more.*

- *I am 56 and my sight and hearing have declined. I also have arthritis in my hands which tends to bring pain by the end of the day. Naturally I am not as quick to respond as my younger coworkers*
- *I am fairly young still, however memory and learning retention are real concerns for everyone as they age. Not only that, hearing starts to fade along with eyesight as one grows older. More specifically dispatchers take calls daily of screaming parties/loud cars, etc.. and are constantly looking at computer screens for very long hours which will inevitably have an effect on hearing and sight. These senses/abilities are vital to job performance as a 911 dispatcher. There was recently a time at work where I thought I was having a heart attack. Thankfully it was not, rather anxiety. However, it is not ridiculous to think that dispatchers will experience various medical issues as they age in relation to the job.*
- *I am finding it hard to keep up with technology that is constantly changing, along with procedures. It's hard to remember what is most current when you have been through so many. My eyesight is deteriorating and I can't hear as well as my younger coworkers. It's obvious I can't do things as fast as I used to.*
- *I am losing the ability*
- *I am not able to recover from high call loads or difficult calls as quickly and my ability to multitask is declining. I make more (minor) mistakes because I feel more overwhelmed.*
- *I am not as quick on my feet as I was at a younger age and multitasking is much more difficult as I age*
- *I am not near as efficient as I was even a few years ago. Not as fast at handling calls etc.*
- *I am old and tired have slowed down*
- *I am relatively young, but I know I have gotten slower and more burned out as I age. I also witness dispatchers who used to be quite good decline rapidly as they age over 55 years, which is a combination of the psychological toll this job takes and the high demand for increased technical proficiency.*
- *I am slower and have trouble focusing both at work and in my personal life, I am always forgetting important things like birthdays and sometimes even holidays. My hearing has declined from having an earpiece on my ear for 12 hours a shift for 19 yrs. I had to have a hearing test before starting this job, I paid for my own at 10 yrs and will pay for another one at 20 yrs just to document it. My listening has worsened because I can not turn off background noise and am always, always listening to everything, my ears ring now.*
- *I am slower and the accumulated stress makes high priority calls more stressful*
- *I began this career at the age of 23, without any experience. I had a drive and work ethic that felt unmatched compared to others. I now realize, after 7 years, that it wasn't that my partners never had drive, but that they lost it through years of working in public safety and not being held in the same light as our counter parts. Years of being overworked, underpaid, understaffed, mentally exhausted, and the list goes on, has led to myself and many others to lose who they once were. We all have a passion for what we do, but after years of dealing with so many stress factors, I feel it is safe to say age is a factor in our performance.*
- *I believe age does affect my job. I am slower to process the activities I am handling and keeping it all straight on what is going on when it's really busy. My wrists, back, and neck are always sore due to all the sitting, typing and staring at computer screens that are a foot higher than my chair reaches so always looking up. The eye strain also is super hard to deal with. Staring at computers for 12-17 hours a day with no breaks is too much.*
- *I believe age does effect ability to perform effectively and efficiently in this line of work. The shift work, constant short staffing, overtime, burn out, PTSD, negative mental health effects, physical health impacts; such as hearing loss, sedentary nature creates bad eating habits and poor exercise routine, poor sleeping habits.*
- *I believe I'm still pretty young, but I've already noticed that my memory isn't the same as it used to be. In dispatch, you need to be decisive, quick and accurate. I've noticed that my thinking and ability is not as quick as I once was. Your brain undergoes changes as you age that may have minor effects on your memory or thinking skills. For example, healthy older adults might forget familiar names or words, or they may find it more difficult to multitask.*
- *I believe my hearing has been affected and with my age, it takes longer for my brain to process what is being said to me. EVERYONE talks so fast now!!! Seriously!!*
- *I believe that as dispatchers age, they start to have hearing problems and their reaction times get slower. The low staffing levels we deal with are managed by quick reaction times and the ability to stay alert for long periods of time. This declines with age and things start to get missed and multi-tasking gets harder.*
- *I believe that the older you get, you just naturally start slowing down. The ability to multitask slows down. Your attention to detail slows down. In a world where technology is always trying to find ways to do things faster combined with a mind that is naturally slowing down could be disastrous.*

- *I believe with age stress becomes a factor and this is a highly stressful position*
- *I can already notice short term memory issues. I can imagine after 55 this will be even worse. I do still fill in as a 911 dispatcher at times.*
- *I can only do 5 things at once instead of 6 like before*
- *I can perform management skills well enough as I age, yet being able to assist in operational dispatching skills has declined - harder to understand radio communication, harder to key in dispatching software at fast pace necessary to keep up, harder to remain resilient mentally and emotionally due to incident type exposure (suicide, murder, abuse, civil unrest).*
- *I can tell that I'm taking a little longer than I used to come to conclusions*
- *I cannot think as quickly as I used to which is hard when making life and death decisions. It takes me a bit longer to process information which is troublesome during call where time is critical. My memory isn't as great as it was. It's physically more taxing to recover from long shifts.*
- *I cannot work as fast as I used to. I still know what needs to be done on each call, but for the calls that require numerous steps in a very short period of time I am not as fast*
- *I can't concentrate like I used to. Not sleeping as well. Eating habits are horrible and drink more than I did when I first started.*
- *I can't pinpoint but I can feel a difference. I may not be as fast or maybe harder to work the odd hours. I don't know but I can feel something that's not the same. Maybe it's just me? I guess 28 years could get to anyone. I have started with officers that have already retired but I have to go at least another 10 years. We have a lot of stress too.*
- *I could work a lot of hours on little sleep when I was younger and be able to spring back after a long weekend of work. I feel my brain was faster and my ability to adapt to new technologies was easier when I was younger.*
- *I do not have the speed and multi-tasking ability I had 10 years ago. It is also becoming harder and harder to adapt to the constant changes in process & technology.*
- *I do not necessarily believe this is strictly related to age, but this job takes a toll on you mentally and physically. I have been here for going on 20 years and if I retire when I am 65, I have another 18 years to go. I don't know if that is something mentally I will be able to do.*
- *I don't absorb new things as quickly, the long hours and stress are affecting me much more*
- *I don't believe after age 60 anyone should be answering 911 phones*
- *I don't believe that I am as quick as I once was and I believe that I have lost hearing in my right ear due to wearing a headset all the time. I am beginning to develop wrist problems possibly carpal tunnel. It's not as easy to work overnights due to my age.*
- *I don't feel a ton of effects at the age of 35, but with the stress level of our job, I wouldn't want to be doing this after 55 at the latest.*
- *I don't feel as on pointed as I used to when I was younger. I also think the daily grind of callers And the way they treat you affects your mental health. It has gotten way worse over the years*
- *I don't feel it has currently, but I think it will decline as I get older approaching retirement age.*
- *I don't have the recall ability I used to have.*
- *I don't know that I have been affected yet, but I feel as though the older I get, I can understand how someone would lose some of their ability to type as fast, hear as well and ability to work long shifts with short turn arounds.*
- *I don't move as quickly as the youngsters do.*
- *I don't think it has declined yet because I'm not that old, but I have seen other people be forced into retirement by updated software systems and too many changes to keep up with.*
- *I feel after 21 years I have not declined in my work response, but I feel the ability to perform after 55 will decline.*
- *I feel as I age it is harder to work nights and all of the overtime. My hearing I have to have checked and it has diminished and I was told it will continue to do so the longer I work using a head set.*
- *I feel as I get older the long hours and overtime I work causes me to have less energy when I get home.*
- *I feel as we get older, and the overall stress load accumulates and impacts the ability to function at full mental capacity. Science also tells us that as we age, our overall brain function begins to decline, and we may not be as clear as we were. Which is a greater indication that having to work until age 67 is again, not only a risk to the public but also to the dispatchers mental health.*
- *I feel fine at work*

- *I feel like I am not giving it 100%*
- *I feel like it is harder to learn new things*
- *I feel more fatigue and run down than I did when younger*
- *I feel my multitasking ability has slowed*
- *I feel that despite being proficient and working smarter at many things the technology side is always becoming more demanding and complex.*
- *I feel that I use to be faster and more efficient. The job load has increase to such a high level and yet the staffing levels have barely gone up.*
- *I feel you get slower as you get older, that is why I like the corrections option to retire sooner. Keeps fresher dispatchers working*
- *I have absolutely seen a slowdown in my ability to do my job, and multitasking. We have to watch some of the older ones, they just miss things, forget simple stuff. I find myself now doing the same things. Thank God we have a good team that cares enough to have each other's back, but really, it is an issue*
- *I have been diagnosed with CPTSD and the compounding stressors of this job have taken a toll on my mental and physical health. Also, you just get slower with age.*
- *I have issues with my eyes and back and have arthritis in my neck. Adequate sleep is also a problem.*
- *I have measured hearing loss in my right ear from my headset. I find it hard at times to keep up with all of the multi-select speakers we must listen to and comprehend the radio traffic. I am slower at multi-tasking, I have to refer to notes more often to remember things. Staring at several computer monitors 10 hours each shift has made me have headaches daily.*
- *I have medical conditions that make it harder to type as fast as I have in the past. Additionally, the long shifts and mandatory overtime are difficult to handle as I get older.*
- *I have seen first hand that people over 55 have much more trouble keeping up with the multitasking and hearing radio traffic compared to people that are younger.*
- *I have slowed down and my fine motor skills are not what they were.*
- *I just don't feel like I'm on top of things or as fast as I used to be. I can definitely see it in some of my older co-workers. Also, hearing loss seems to be really bad amongst all of us due to wearing headsets.*
- *I know my hearing and speed have been effected through the years. My brain doesn't move as fast as it use to.*
- *I know that I am not as sharp as I was when I was younger and can feel my effectiveness declining as I get older.*
- *I personally have not seen the decline being as I am still young with short number of years dispatching, however, I have seen first hand how age has affected the memory, hearing, and seeing of others.*
- *I remember 23 years ago when I started I never forgot anything and as I age, it is harder to remember things.*
- *I think all motor skills, listening/hearing decline. Everything is fast paced and the workload is always increasing.*
- *I think as you get older the harder it is to be quick and retain information needed*
- *I think inherently you can slow down over time.*
- *I think it's harder to take the accumulated stress and long hours.*
- *I think that as you age your brain slows down a bit. I think that you can still perform the job, I just think that your reactions are slowed down a bit.*
- *I think you slow down as you age. Multi tasking, hearing, vision, etc.*
- *I was hired at 23 yo, I am not 57 yo - decline of mental abilities, multi-tasking, and similar, are simply a fact of life. Having employees past the age of 55 often becomes detrimental to the job.*
- *I'm only 36 now, I don't believe I've had a decline yet, but answered yes because I don't see how it's possible to be able to do this job until you're 66-67 years old. There's way to much technology today for someone that age and it will obviously significantly increase in the future.*
- *I've only been employed for 5 years but I'm 43 years old and I can see the difference in the learning curve between myself and other younger staff.*
- *I'm a bit slower, takes a bit longer for new things to become easier*
- *I'm faster at making decisions but not as efficient as I used to be with all the new technology that I am using. I started dispatching with 3-16inch monitors and now using 4-40 inch and 2-26 inch monitors to do the same when I started 23 years ago.*
- *I'm new to this job, but there is a steep learning curve and I can't imagine trying to keep up with the constant change and development in technology 30 years from now*

- *I'm not as fast as I used to be. My vision with multiple computer screens has decreased - it's essential that I wear prescription computer glasses. Working for 12 different agencies in my county that continue to grow - more police, fire, and medics are increasing but dispatch staff is not. Population is growing, phone calls/emergencies increase*
- *I'm not as quick to mentally process what I'm hearing and I don't hear or see as well as I did a decade+ ago.*
- *I'm not as sharp as I used to be. I don't have the same ability to retain information that is passed to me by officers/responders.*
- *I'm still one of the top performers but hearing has diminished, and coping skills aren't very healthy.*
- *I'm tired and have limited empathy & patience. Speed slows down also as you age*
- *In 30 years of dispatching, I am nothing like I was when I started this. Most everything changes. In the last 22 years, we have gotten a new cad system and new phone and new radio to learn. I have trained probably 20 people who leave after a few years because they want to be off weekends, holidays and with their kids when their sick or home at night when they go to sleep. Such a waste of precious time. Also things keep changing so you have to keep learning ...taking tests, quizzes all the time to keep up your training, you have to have so many EMD credits etc. This day and age, the calls have become much more involved. Mental illness calls are through the roof and its difficult and challenging at times to talk these people down. You could take a duck with a broken beak call to a suicidal subj that just left the house and wife states he is driving such and such vehicle to end up a few blocks away with gunshot wound to the head. The numerous calls to sympathize with people that just did cpr on their loved one who just died....it takes a toll!!! I don't hear very well anymore and have to ask officers to repeat...I'm not as fast as I was once....I can tell the difference. And as I'm writing this I am being hurried cause they need me to answer phones...its nonstop.*
- *In every job this is the case. As you age your physical and mental response times gets slower and slower. Our job is mentally draining and that will eventually catch up to you. I believe older age and high stress levels take a toll on the efficiency of the dispatcher.*
- *In general, with age most people tend to slow down and not react so quickly. In our field you need to be quick and ready to make and important decision in a second. Over the years there are many factors of stress that are included in our job that lead to people being "burnt out". I have experienced being overwhelmed and stressed out many times due to excess workload that has been placed on our dispatch team that is not related to our actual job description. Also, we experience staffing issues and have not been fully staffed in the three years I have been employed here. I personally have had my schedule changed at least 4 times this year alone due to not being fully staffed. The types of calls we experience takes a toll and over time makes it less enjoyable to be on the call taking end.*
- *In my case it isn't so much because of age. It is due to being a supervisor for 20 years and not doing call taking and dispatching on a daily basis. Much has changed over 31 years. Many new software platforms and technology have been adopted and while we all receive training, the key to proficiency and speed is daily use and repetition. Without having to use it daily my proficiency levels have been reduced. It would be good to lose the "old dogs" sooner to be replaced by young people who are more proficient due to a significantly greater amount of experience with our current technology and software than those who have been around as long as I have. Unfortunately, with the current pension, I can't afford to retire even though I would love to.*
- *In total I started dispatching in 1988 and have worked for various agencies since my early 20's. I've worked in Minnesota for the last 18 years. My concentration has declined, working memory, speed and accuracy have declined, I'm experiencing hearing loss due to damage (I have an audiologist diagnosis)*
- *increased need for multi tasking due to no substantial staffing increases in 20 plus years does not help*
- *It 100% affects you! The mental grind that your mind takes year after year wears so much on a person*
- *It becomes more difficult to multitask (especially multi-listen which is every important in dispatch) as we age*
- *It does for all of us. It's hard to adapt to new technology, and the job is more stressful with fewer people and more calls every year. It takes a toll.*
- *It has been well documented that as we age our ability to process information decreases in speed and accuracy.*
- *It is becoming harder to remember and implement new changes, we take on more and more responsibilities and have more jobs to do. Also as our agency grows so does the call volume, call type and interactions with officers. It can be difficult to keep your mind sharp and "ready for anything"*
- *It is hard to stay efficient the older I get for me to stay on mandatory overtime until 0230. Speed is slower on police dispatch. Normal hearing loss is evident the longer I work and older I get. New computer programs or*

constant policy changes are difficult as at this many years of service the automatic response is slower. The wear and tear of 25yrs of listening to people screaming and Minneapolis level traumatic events has a toll on the soul.

- *It is harder to hear. My ability to multi-task has decreased. My patience is SO MUCH LESS than it used to be.*
- *It is harder to keep up with technology, it's getting harder for me to hear both on the phone and on the air, and, at 53 years old, I get very tired by the end of my shift.*
- *It is not significant at this time but feel that as I continue to age my responses may be slower*
- *It is tougher to jump from one incident to the other as I get older. Didn't notice the change til I hit 60 yo*
- *It takes longer to "recover", sleeping isn't as good, irritability is worse, loss of friends/family support groups because "you're always working" and miss out on gathering/events gets worse and worse every year, lack of energy, worse physical condition, etc.*
- *It takes me longer to learn something new and if I don't do it every day I forget how to do it. With changing technology all the time it's hard for me to keep up with younger people.*
- *It was more so that last couple years with the ever changing policies and procedures due to COVID operating procedural changes.*
- *It's very difficult to sit or stand in 1 place for 12 hours. I have ongoing neck and back issues. I've had back surgery twice. I get sick if I work overnights. My body simply can't handle it anymore*
- *It's a combination of "burn out" and just the general effects of diminishing acuity as people age. Focus, thought processing, decision making speed, and more all tend to diminish as we age. ..all scientifically proven.*
- *It's a fast paced job, and you have to be sharp to keep up. That can slow down and decline as we age.*
- *It's becoming harder to stay awake and focused all night as the years progress.*
- *It's harder to manage staff as well as to fill in especially on night shifts.*
- *It's harder to work overnights, harder on the body. Don't sleep as well. Not as fast as I used to be. I can tell the overall stress is affecting my body even though I work hard to keep fit.*
- *It's harder to work such long hours without any breaks to get away from the station for a few minutes headset-free for several days on end than it was in my early 20s when I could have a social life and still perform efficiently at work on minimal sleep. I do think that sleep is a major factor in a lot of health issues.*
- *I've done this job for 19 years and some times I notice that my skills are not the same as they were 5-10-15 years ago. The understanding and skills are there just not as fast. Mentally, it wears on you and mental health starts factoring in.*
- *Just don't feel as sharp as I used to be*
- *Keeping up with technology is a challenge. I'm stuck in my "old school" ways. My brain is slower to respond to requests that are made. I type slower and less accurate, I fatigue easier, my body physically hurts; knees, back and shoulders (either from stress, sitting for long periods of time or poor chairs) and my reaction time is just slower than the 20 somethings I work along side. I have lost faith in myself that I can preform as well as those that are newer and younger. I used to LOVE fast -paced, high intensity calls, now I pray to God it doesn't happen on my shift!*
- *Lack of sleep*
- *Less empathy. Busier shifts. Hearing is less effective. Slower reaction time. Burned out.*
- *Less stamina to handle out of control inmates*
- *Like I previously mentioned, my hearing is failing. It is harder for me to hear the callers and I sometimes miss information that I wouldn't have earlier in my career.*
- *Longer hours when you get older make it hard on the body and mind*
- *Lots of death, bad stuff happening to good people. Due to the job, very negative environment. Nobody ever calls to thank a 911 Dispatcher!!!!!!!!!!!!!!*
- *Managing added technology is more challenging as we get older. Older dispatchers can get burnt out.*
- *Many aspects of the job are stressful and after time it reduces your ability to be productive.*
- *Many studies have shown that everyone shows some level of cognitive decline with age. As we get older, it takes more concentration to ensure mistakes aren't made and, coupled with life circumstances (raising kids, elder care etc.), they combine to an extra added level of stress*
- *Memory and speed seem to decline as I age. Learning and retaining more and more new things takes longer.*
- *Memory factor*
- *Memory issues, more simple mistakes.*

- *Mental acuity and acumen decline with age, ever evolving technology can be challenging to keep up with and understand, long term effects of this position point toward increased health issues*
- *Mental acuity declines, keeping up with technology becomes more difficult. Generational differences become noticeable when communicating with the public.*
- *Mental agility*
- *Mental Health contributing to level of concentration and memory*
- *Mental stress and strain quickly turn into physical ailments, especially when working consistently for 12 hour shifts. Exhaustion, mental health decline due to traumatic exposure, stiff and sore muscles and joints, among other items are a daily experience for many 911 dispatchers, including myself.*
- *Mentally not as quick/sharp - physically- weight gain - blood clots*
- *Mentally, I'm able to act quicker than someone half my age. But I'm not as fast as I used to be. Another issue is that I'm not as efficient with newer technologies younger generations are accustomed to using their entire lives. The job has changed so much over the last 20+ years that I have been involved in. Back when I started, I only had 3 -15inch monitors to cover all my information needs. Today, I have 2-42 inch monitors and 2-24 inch monitors for displaying information. Plus, having to fill all the other roles expected of us. Medic, Counselor, Crisis Negotiator, Parent and most importantly, someone who cares and wants to make a difference. Can I perform this job effectively and efficiently? yes, but not as well as I used to.*
- *Mind is not as sharp. Arthritis from typing, so typing has slowed.*
- *More stress, harder to concentrate for long hours under that stress, easier to be tired working late shifts*
- *More technology, changes in policies, changes in culture and increased workload with fewer staff to handle it.*
- *More tired and less energy to work odd hours.*
- *motor skills and the ability to think quickly and remember all of the new changes. More technology makes it harder to do the job. No added personnel, even though we have on boarded two larger cities that we dispatch for.*
- *Much harder to work night shifts more trouble concentrating more sleep issues physical effects of sitting for long periods*
- *Multitasking becomes more difficult, working more hours with less staff and more overtime all contribute to performing my job less effectively and efficiently, especially as I age.*
- *Multitasking has diminished which is very hard to take for me as I expect a lot from myself. I struggle comparing myself now to myself 10,15 or 20 years ago.*
- *My ability to multitask has declined. My recall of details from previous days or events has diminished. I have become desensitized to violence and death. My ability to empathize with others has dwindled as well.*
- *My ability to multitask is not at the same level it was when I started. My empathy towards others has lowered since starting.*
- *My ability to multitask is slowly decreasing. I can still do the job just feels like I am slower and not as focused as I was when I was younger.*
- *My ability to pay attention to multiple things at once and sift through the most important and prioritize quickly has diminished with age. I've also found it a tad harder to learn new tech and keep up with the latest tech with 911 as I've aged.*
- *My answer is based on how I will feel and be effected over time. I am aware of the natural decline of speed and effectiveness over time.*
- *My body and mind are slower than they used to be.*
- *My brain isn't as sharp.*
- *My hearing has changed yet I don't qualify through the city for a mandatory hearing test every year. This job is stressful and is draining on my body as I age.*
- *My hearing has declined, and I just feel less efficient generally even though I'm in good health*
- *My hearing is not as good in one ear. I lose a little speed as I continue to age. The hours and overtime is exhausting, I can't recoup like I used to*
- *My memory was better when I was younger"*
- *My mental reaction time is slower. My memory isn't what it once was. Things bother me more over the years of constant stress than they did when I was younger and newer to the job.*
- *My motor skills (typing/talking at the same time) have diminished/my ability to process information at the speed it is given and be able to relay it into incidents has slowed down. My reaction time has diminished, typing skills are*

still there, but I depend more on my years of experience rather than the core skills to pace with critical incidents that occur at a fast pace.

- *My recall isn't as sharp. I have 26 years' worth of dispatching information in my head - sooner or later, I will stop retaining new information. My eyesight isn't like it used to be, so I need larger font which means newer equipment.*
- *My reflexes are slowing down as well as my ability to multitask at speed. My hearing has diminished (a bit) as well as my eyesight has deteriorated ALOT. I'm finding it more difficult to keep up during high volume nights.*
- *My retention is failing. I have ra. My body reacts and "flairs" which is triggered by stress*
- *My sight isn't as good as it once was, switching shifts (day shift to night shift and vice versa) is harder the older I get, calls are more emotionally draining than they were when I first started.*
- *Naturally, this happens*
- *Neck, back, elbow, shoulder pain from consistent typing and prolonged sitting. My mind is not as sharp as it once was, making it difficult at times to keep up at the rapid pace of change. I know I can do the job until I'm 55, but it doesn't seem possible to continue to effectively do my job past that age. At 55, I will have 36 years of public safety service, it doesn't seem right to have that many dedicated years of service and not be able to retire.*
- *New technology is harder to learn more work load more stress*
- *New technology, redundancy of job, crime and activity out of control, no one does this job as a career, employee turnover, can't take vacation with short notice, burnout*
- *Not as fast as I used to be.*
- *Not as fast or sharp as I used to be. Takes longer to process information.*
- *Not as fast, can't keep up with the call load and officers transmissions not hearing as well/and the general aches and pains from sitting in a chair for 12 hours/trying to get 5 minute break to cook a microwave meal.*
- *Not as quick and a lot of new technology to stay on top of*
- *Not as quick and don't seem to retain information as quickly.*
- *Not as quick thinking as I once was. Harder to retain information especially on things that don't happen often i.e.: flight/airplane emergencies etc.*
- *Not only have my abilities changed (show me one person in the history of mankind that has not lost abilities due to age....), the expectations and requirements to perform this job effectively have increased exponentially.*
- *Not quick to act as I was ten years ago*
- *On my days off, I have noticed I've been sleeping more on my days off and on the days I do work, when at home, I sleep. Don't feel there is much of a personal life outside of work.*
- *One of the requirements of multiple agencies I've interviewed for prior to Ramsey has always been a minimum typing speed, while the number itself varies from 40-60 words per minute, it has always been significant. We also need to be up to date on technology and learn new systems quickly! Less than 6 months before I started at Ramsey they received a new CAD, a month into training at Ramsey we got a new phone system, and within the last 2 years we have received new computer screens and are now operating with only one mouse/keyboard. And finally, the ability to multitask is an absolute must especially during busy times. A great example is when a new dispatcher is in training, we have to instruct them to keep typing no matter what. If you stop typing, you'll get behind.*
- *Our mental capacity slows as we get older along with our diminished eyesight and hearing. It is also harder on our bodies to sit and type for up to 12 hours at a time putting strain on our backs, hips and joints leading to tendinitis and other issues. Also our work schedules make it hard for us to get enough proper rest.*
- *Over 30 years between cops, firefighters, and the public screaming in my ear, my hearing is absolutely shot. Had I stayed at my original PSAP and the out-of-control overtime they're forced to work, I would be crippled with carpal tunnel on top of that.*
- *Over time, the ability to feel for incidents or events that are taking place has decreased due to the nature of the job. The more exposure we have to some calls the more numb we are to react or feel sympathy for the calls. When this happens the ability to sound or have a comforting voice , a calming voice has also decreased. The weight of these calls rests on your shoulders until there is an opportunity for extended time away from work , trying to find a work/life balance while still carrying the weight of some of these calls , it sits with you. The speed and quality of work also changes as newer technologies are being introduced. Your vision changes the longer you sit staring at a computer, your body aches from sitting for long periods of times. You anxiety increases, awaiting the next incident.*

There are so many factors that affect your ability to do your job daily, that does overtime and in the long run have major effects.

- *Overall, as I have aged, I have become slower, and shift rotations have affected performance in the past and currently. Office equipment, software has made great leaps and improved productivity, but at a cost of more responsibilities, policies, procedures, mandates and the way we do business to protect the office from lawsuits. The stress of not making a mistake that may cost a dispatchers livelihood is in every phone call or radio dispatch we do. After so many years of bad or negative calls, it can become a "burnout" on a dispatchers mentality. Working 30 or 40+ years just to reach retirement at 66 is unrealistic in today's working environment. Dispatching has evolved into much more than an administrative or clerical class of employees. Dispatchers are being held to a higher standard and should be included in the First Responders classification.*
- *Physically and mentally exhausted. Harder to focus and maintain information.*
- *PTSD, Stress,*
- *Rapid change in technology*
- *Reaction time has decreased. Hearing and eyesight have declined. Thinking clarity has decreased. The ability to sit for long periods of time has become increasingly more difficult and painful.*
- *Reaction times toward adverse situations are slower, typing skills are slower, hand-eye coordination is slower, slower to learn new skills and retention of everything that has been learned or everything that is learned on a daily basis is slower.*
- *Reflexes becoming a little slower....also more issues w/ wrists and sitting at a desk for 10-12 hrs a day*
- *Reflexes slow as you age, and so does your short term memory. I will be forced to retire before 65 and I fear I will not receive full benefits for all my years of public service*
- *Regardless of age, stress wears a person down. With 27 years into my profession, I can see that in myself.*
- *Require more rest than when younger; body and mind are physically and emotionally less resilient to stress, poor nutrition and minimal activity level. This causes more illness and disease. Relationships suffer over long term with this workplace lifestyle.*
- *Research has shown that life expectancy for 2nd and 3rd shift workers actually ages you faster. Especially not having a normal schedule and inconstant sleep patterns resulting in a shorter life span. Therefore, with each passing year in this field your mental health is drained/aged making you less likely to perform effectively and efficiently in most cases, not all, that is*
- *Right now, in my 40's, I am feeling good. However, as I do get older (and see older coworkers' experiences), my speed will get slower, and hearing can be an issue. Also the very long hours and so much overtime really affects health...and it only gets tougher as we get older. This can end up being a safety issue for both our officers, responders, and callers. I will not be at the same level when I am 66 as I am now, that is a given. I don't know many people who would be able to handle to chaos.*
- *Rising crime and the stress is hard on an older person*
- *Rotating shift work becomes infinitely harder as we age*
- *Rotating shifts is more difficult as I'm getting older. I can't imagine what it would be like to do this job into my 60s if it were to come to that.*
- *Seemingly constant changes in technology can be very difficult to keep up with. I know there are old applicants that can handle the stress and sometimes, have better work ethic. But technology changes have made this field harder to stay proficient in.*
- *Seems like with age speed drops. Learning new skills becomes more difficult as well.*
- *Shift work has especially gotten way harder—adjusting from days to nights has really played a toll on me already. Also, the stress of the job cumulatively piles up.*
- *Shift work is harder on you as you age. More work is added all the time and I'm not getting any younger.*
- *Sleep schedule, and cumulative stress compounds frustration at work*
- *Slower*
- *Slower at multi tasking and larger work load due to criminal activity increasing*
- *Slowing down, difficulty in remembering newer training, recalling other previous trainings*
- *So far I have been able to keep up with technology but as the younger hires come on board I see that I may not be as fast as I once was. It is hard to pull the extra shifts, to work the overnight hours when needed, those things really do take a toll on an older body. I body is getting tired, but I hope to make it to 25 years of dispatching.*

- Somewhat, the grown potential has come a long way. We incorporate a lot more technology in our job now.
- Spring 2020, I had to call in sick for 3 days because I thought I was having a heart attack. I was having chest and back pains all night, and finally left 9 hours into my shift to drive myself to the hospital. My heart rate was elevated all night (Tachycardia) and the ER doctor thought it was stress related. I had to wear a heart monitor for 72 hours to make sure I didn't have any other underlying issues. The 3 days I had this year for stress were because I felt that chest tightness and back pain again, and I wanted my heart checked out again. I am a very healthy 40 yo, with no history of heart related issues, and in my 16 years I call in sick maybe once or twice a year. Mostly for my children getting sick than for myself. Now, a year and a half later, I feel its a constant struggle to counter the effects of stress on my days off so I am not back in the doctors office again with heart related concerns.
- Standards and technology continues to grow....learning gets harder
- Starting to have hearing loss issues because of always having to wear a headset and carpal tunnel because of the constant keyboard and mouse use
- Staying current with all of the technology and procedural changes.
- stress and lack of sleep- burn out
- Stress and lack of sleep over the years. don't have the energy like I used to when I started
- Stress and sitting long days effect my bones and mental health, then the covid hit me and I have slight memory issues.
- Stress from hard calls and understaffing - It's not my age that is affecting my ability it is the years of hard calls and understaffing
- Stress has definitely contributed to my love of the job
- Stress. Not enough time in the day to recoup
- Studies show as we age executive functions and cognitive abilities decrease. The job requires critical thinking skills, quick problem solving skills, multi-tasking in addition to having technical skills to work with CAD and other various computer programs.
- Super heavy workload has a longer lasting effect on me
- Switching back and forth from days/nights with so little time off between shifts to recover is much harder in my 40s then it was in my 20s/30s
- Takes longer to process things as you get older, multitasking gets more difficult
- Tech is constantly changing and speed and agility declines as a person ages.
- Technology and constant changing policies can be tougher for older employees
- Technology and workload increasing.
- Technology changes are difficulty to keep up with . Stress is effecting my health. PTSD is real and getting more difficult to deal with as we get older.
- Technology changes.
- Technology is advancing quickly and so much information is available so quickly. As you get older it is a little more difficult to easily pick up and keep up with all the changes
- Technology is constantly changing. My brain, patience and fingers do not always want to move as fast as required. Not as easy to learn and comprehend as it was earlier in the career.
- Technology is more challenging to learn the older I get. I feel that I'm not as fast as I used to be and that sometimes my hearing isn't as good as it was. I have been doing this job since the age of 21. I don't have a college education so if I have to leave this job before retirement age it will be very hard for me to get a job I qualify for that pays what this one does or more.
- Technology is the big thing. New programs and applications to use are added to the work load and it takes a period of adjustment. Listening the high priority 9-1-1 calls takes a toll and you never forget some of the serious calls, screams from callers or pleads for help. These types of calls will stay with you forever. Sitting in a chair for twelve hours a day takes a toll on the body also.
- The ability to act quickly and decisively while juggling multiple irons in the fire goes downhill the older one gets. Put that together with more and more technology being added every year and eventually one's job performance will begin to slip.
- The ability to deal with ever increasing technology and stress leads to unsafe mental ability to do the job
- The ability to do the job gets difficult with age because it takes such a huge toll on your body health wise. Doing such a stressful job long term creates health issues if one doesn't take care of themselves mentally or physically.

Also other things like, as I age my eyes are not as good as they use to be and I need reading glasses which means I may not be as quick reading through multiple warrants to certain ones out

- *The ability to focus, remember and multi-task diminishes with age.*
- *The ability to multi-task gets harder the older you get. A person still knows how to do the job, but juggling it all at the same time becomes more difficult.*
- *The hours that we are mandated over & above our regular hours are exhausting. Having less than 8 hours between 12-16 hour shifts is getting even harder the older I get*
- *The job involves high stress and quick decisions and actions. These factors are more and more difficult to negotiate in older age*
- *The job is becoming more technical every day computer programs, auto fire paging with computer voice, texting to 911, cell phone tracking and more we are told make the job easier, I feel it makes the job more difficult at times, causing frustration and stress*
- *The job of a dispatcher is simply unmatched. The amount of multi-tasking that we do and the number of different applications we use to be able to do our job well is an exhausting list and it just keeps growing. It does become more difficult as you get older to manage all of those tasks at one time. This job requires a high level of alertness and attention to detail. As you get older it becomes harder to grasp new applications and also to manage that many applications at one time. It becomes harder to work all the overtime because all centers are understaffed.*
- *The level of demand and amount of programs and technology we are using simultaneously has dramatically increased since I started 17 years ago, and only seems to be increasing. We have numerous certifications in different programs we are required to maintain. The ability to keep up has become more difficulty with age because the AMOUNT of what we are being asked to handle has dramatically increased as well.*
- *The long hours and the stress of the callers have become worse every year. Although I can still handle the hours now I do feel that overtime it has taken a bigger toll on my physical and mental health.*
- *The longer I am in the job and the older I get, it seems like the more and more less tolerant I become.*
- *The longer I have been at this job the more the stress weighs on me and effects my ability to be as sympathetic and empathetic in and out of work*
- *The longer I stay, the more dissatisfied I am with my organization and function.*
- *The longer shifts and working nights has become less desirable as I've gotten older.*
- *The longer you are in this profession the more the stress compounds - the longer you are in this profession the more technology changes and the harder it is to keep up with those changes and your younger partners. It seems like more and more responsibility and tasks get placed on dispatch and less and less on the professions we support*
- *The mind doesn't work as fast as when I was younger*
- *The more technical the centers get the harder it is to keep up know how to work some things or remember how.*
- *The more time spent in this seat as a person ages a decrease of hearing is bound to occur with the screams for help. This adding up to increased mental health issues with PTSD.*
- *The new technology that has come along makes it a more complicated job. You have to be so aware of so much that it gets overwhelming and leaves me second guessing if I missed something important.*
- *The older I get the more overwhelming the stress becom3es*
- *The older I get, the slower my brain seems to work when I'm on the dispatch floor and when I'm in my office.*
- *The older you get the more the senses start to fade, hearing and vision, the pace keeps picking up, and with technology advances, it will be harder to keep up.*
- *The physical demands of desk work have contributed to various repetitive stress related aches and pains. Public Safety technology continues to evolve, leading to the need to learn how to navigate new software and adding to the physical demands of working with 6 or more computer screens etc.. The on-going staffing shortages in the industry impact the ability to have adequate training time to adjust to the changes, all while being asked to do more work with less staff.*
- *The requirements of a telecommunicator continually increase, with limited benefit to the employee. As a person gets older, sometimes, it is harder to adapt.*
- *The sedentary nature of the job and verbal abuse by callers is becoming physically and mentally taxing. I am having back related medical issues from being stationary for 12-16 hours a day for 3-4 days a week*
- *The small font in CAD, hearing has diminished slightly*
- *The speed by which we need to operate as a dispatcher is increased with technology. My current position is fine.*

- *The stress level of the telecommunications area gets more and more stressful each day. Age does make coping with this harder.*
- *The stress levels of the 911 field can be two fold. You know your job well but the toll on mental health due to secondary trauma, schedules, personality differences compound stress and depletes confidence over time.*
- *The stress makes it harder, and working hours all over the place effects sleep*
- *The stress of the job increases the more years you have. We deal with a lot of different calls and I think as a new dispatcher it's fun and exciting in a way and the longer you do the job the more stressful it becomes and eventually your calls become worse and worse and never get easier*
- *The stress of the job mentally gets to you.*
- *The stress of this job, the constant change in shifts as I am a float, working evenings with kids at home, being short staffed and not wanting to work anymore overtime. The older I become the more prone I am for burn out and have noticed more of a lack of empathy and a lack of trust in a way toward people not in this profession.*
- *The stress on my body as I approach menopause. I don't sleep well and the shifts are long. I also developed weight related type 2 diabetes from many years of sitting long hours. I am vigorously working on my wellness to reverse it*
- *The stress takes it toll on a person, perhaps not due to age but do to longevity*
- *The stress, mental and physical, the changing technology, all of it builds up, and begins to wear you down.*
- *The technology-mind stress, phone calls-noises-sleepless nights, not eating healthy-sitting and not getting enough exercise.*
- *The work load has doubled. overtime has doubled. More stress the older I get.*
- *There is a lot of information to retain and the reality is that our brains age.... Additionally, the ability to be patient with people abusing the emergency system or verbally abusing calltakers does affect mental health.*
- *There is a number of positive qualities older workers bring to their jobs, such as experience, judgment, a strong work ethic, and commitment to quality. However, an aging workforce might also experience deterioration in the relevant skills if job requirements change over time or if people's skills decline.*
- *There is normal gradual decline as a person age and as a dispatcher that does not meet an acceptable standard is not acceptable as numerous people's live are on at stake. Always have to be efficiently responsive to the always changing environment.*
- *things get more difficult with age. it's common sense.*
- *Thinking isn't as quick, more contacts with trauma over time has caused more stress.*
- *This is an extremely stressful job. Thinking about doing it more than 25 years is scary.*
- *This job continually changes. More stress. Serious calls. Longer hours. Lack of help. You are in a constant state of transition. As this job continues to get busier it's harder to keep up at times. I think we are always the most critical of ourselves. Could we do it faster? Should I have done something different? You want to be perfect. I think as we age it is natural to slow down. It's hard to face that in this job because you want to be perfect.*
- *This job has constant technology and policy changes to keep up with. as I get older it is more and more difficult to keep up to date.*
- *This job is fast paced and quick decisions, as we age it is harder to keep up at times, also technology increases and older people didn't grow up with this technology so it takes longer to learn it*
- *This job is heavily based in technology, which is much harder to keep with up with as you age. The job also requires quick thinking and decision making which has been proven to decline with age as well.*
- *This job is very mentally and physically draining. Working overnights takes a toll on the body as well. As you get older you are not able to keep up the fast-paced dispatch skills that are required and also with all the changes that take place you aren't able to keep up.*
- *This job is very technical in nature and the technology is always changing/modifying in the dispatch center. It is challenging to keep up with that ongoing change which adds to your daily stress levels.*
- *This job requires a quick mind, it is difficult to learn as an older person, and the ever changing technology is a real challenge*
- *This job requires quick thinking, multi tasking good hearing and vision, as those things diminish as you get older*
- *This job takes a toll, physically and mentally. If you do not stay on top of these, a person can become very isolated and feel like no one else understand what their life is like working in a call center and this becomes harder as you age.*

- *Though I am still younger than many co-workers, the job has become more technological and fast paced. We are expected to review more information and data at a faster speed than before, while making no mistakes. The job gets faster and the employee gets slower.*
- *Though I haven't declined a lot, I've noticed that my speed isn't what it used to be. I have mainly noticed my co-workers as they have gotten older over the years decline and those that I have worked with over the age of 55 struggle with being able to do the daily function of the job because of the multitasking etc.*
- *Tired easily.....lack of empathy.....shorter attention span....lack of patience with people*
- *Total burn out after almost 26 years*
- *Trying to keep up with new technology is difficult. It seems to change every few months.*
- *Typing is slowing/can't think as fast/ not as much patience*
- *Vision and hearing decline as years go on with all the screens as well as callers and radio volume. Also, ability to work 24/7 strenuous shift at all hours with irregular sleep has taken a toll physically.*
- *vision changes, ability to work a lot of overtime*
- *We are humans who cognitively decline as we age - also the volume of the work has increased with no staffing level increases.*
- *We are not 2 tiered meaning we can be on a phone call and have to answer radio traffic at the same time. Radio traffic will play over a speaker and is difficult to hear.*
- *We are regularly asked to do more and more work that is not necessarily dispatch work, and are continually not compensated for it. When I started 15 years ago it was pretty basic - phones , CAD and radio - now it's 8 screens, plus camera monitoring, plus warrants and protection orders and more. We cannot continue to be excellent at our job when we are being spread so thin, not being compensated for it, and - as folks get even older, their ability to multitask naturally decreases - this is dangerous for everyone.*
- *We aren't able to keep up with all of the tech changes as we age*
- *We naturally change with age. Our ability to do this job is still high but I feel the multi-tasking skills will continue to become more of a challenge. The high stress and hours are also effecting performance as the years add up.*
- *While I don't believe it affects my current position in 911 much, I can guarantee that my call taking and dispatching skills have declined. My hearing is not as acute as it once was.*
- *While I have not experienced this yet, I do notice this in my coworkers who have been here 15 plus years. I have noticed that things they could remember or taught me when I was in training they have a hard time trying to recall. I could write a novel on this but I do think that age plays a part in how well you can do your job.*
- *Will do this job until I can't perform to standards*
- *With age comes natural body deterioration and in this field of communications and correction officers we sometimes have to deal with violent inmates who are often younger and just physically stronger. Also, working nights is way more difficult as the years progress and the stress as well as lack of sleep has helped lead to extensive health issues for me. I believe this is all directly related to my job.*
- *With age we lose our functionality in general, it is multiplied when multitasking, hearing etc.*
- *With age, our bodies get tired faster and stressful situations are just harder to recover from than when we were younger. This can be a very mentally stressful job at times and needs to be recognized as such. This is definitely not "just answering the phone."*
- *With age, the night shifts and rotations get harder on the body.*
- *With any degree of hearing loss, preforming dispatching duties becomes problematic. Dispatching is best suited for younger individuals.*
- *With everything that is done at the PSAPs and all of the technology changes it is harder to perform at the high level needed. The more time spent in the stressful environment taxes the mind and the body to extreme limits.*
- *With increased workloads and advancing technology it sometimes is hard to keep up. I have a few dispatchers on staff that are in their late 50s and I have seen them struggle at times because of long hours and nightshifts. an earlier retirement option would be beneficial to them. It all comes down to first responder safety.*
- *With only being given a total of 3 fifteen minute breaks during a 12hr shift - you are mentally, physically, emotionally and spiritually drained which alone causes a decrease in ability to fully perform your duties. Not to mention it causes damage to your eyes and hands due to looking at a screen continuously for 12-16hrs and nonstop typing.*

- *With the environment the way it has been the past couple of years, this isn't hasn't been the easiest and it's starting to take a toll.*
- *With the rotating shift I require more sleep to perform my job like I used to.*
- *Without a doubt, the older I get the slower my recall and retention is. Eyesight and hearing has also sadly declined more than I'd like to admit after hitting 42 years old.*
- *Working in a 24 hour, 7 day a week environment is much more difficult as we get older. Forced overtime and inability to take days off if unable to find coverage takes a toll.*
- *Working longer hours is more difficult as I get older, my speed and reflexes have slowed down, my mind is not always clear as it used to be, workload has made me anxious the past few years*
- *Working night shifts is difficult as you get older to work rotating shifts, going for nights to days or vice versa is hard on the body.*
- *Working nights was much easier when I was 25, now 20 years later everything is a little more difficult*
- *Working nights, switching sleep patterns, & the amount of calls & stress catch up to a person. the older you get & working night shift wears on you, your health, both physical & mental which effects all aspects of your being & work.*
- *Working overnights and the stress of the overall job*
- *Yes I feel ability declines as our brains are in constant use while working and we eventually feel burnout. Due to departments always being short staffed this burnout occurs more frequently. Most departments work with halfway decent equipment that also wears on our bodies.*
- *Your body can adjust to rotating to days & nights when you are young, Your body can't handle a non-normal sleep schedule/eating schedule. Your mental health depletes from the stress of 911 calls. It is hard to relax, your always tense.*
- *Your mind isn't as sharp as you age. Your body can't take the stress as you age either.*