

# Dispatcher Survey Findings

September 2021

26 responses

- **Median population size of responding cities: 40,500**
- **Most respondents indicated that they use county dispatch services in their community**

<b>How does your city provide 9-1-1 dispatch services?</b>		
Answer Choices	Share	Count
City employees perform this service	26.92%	7
We rely on the county for this service	61.54%	16
We use a combination of city employees and county service	3.85%	1
Other (please specify)	7.69%	2

Comments: part of DCC; we contract with another city

- **Among the cities who indicated they provide their own dispatch services, most rely on staff for whom their fulltime duties are dispatch**

	<b>How many employees does the city have in each of the following categories:</b>		
<i>Response</i>	<i>Number of dispatch employees who are full time dispatchers</i>	<i>Number of dispatch employees who are part time dispatchers and have no other duties for city</i>	<i>Number of employees who perform dispatch work but also have other duties</i>
1	8	5	0
2	22	0	2
3	69	0	0
4	10	1	0
5	0	0	0
6	0	0	0
7	14	0	0
8	11	0	1

- **Cities with dispatch staff reported only a handful of WC claims**

<b>Please estimate how many workers' compensation claims employees with either part-time or full-time dispatch duties have filed in the last 5 years:</b>
0
5
2
N/A
2-3
0

- **A handful of cities did share difficulties in recruiting and retention:**

<b>Is your city experiencing difficulty recruiting and/or retaining dispatch employees?</b>		
Answer Choices	Share	Count
No	33.33%	2
Yes.	66.67%	4

Comments:

Shift work, responsibilities of the position, time to learn the function.
The increased stress over the past couple of years with civil disturbance has strained the emotional wellbeing making it more difficult to retain employees and appeal to incoming recruits.
Retention, especially with inexperienced or unfamiliar with what the job entails
high turnover; difficult to get qualified candidates in the door

- **Only 1 city indicated problems with early retirements among dispatchers**

Comments:

While we do have some people reaching retirement age we have a variety of age groups working in dispatch. That being said, some aspects of dispatch becomes more difficult to do in later years when hearing and vision change and reaction is slower.
--