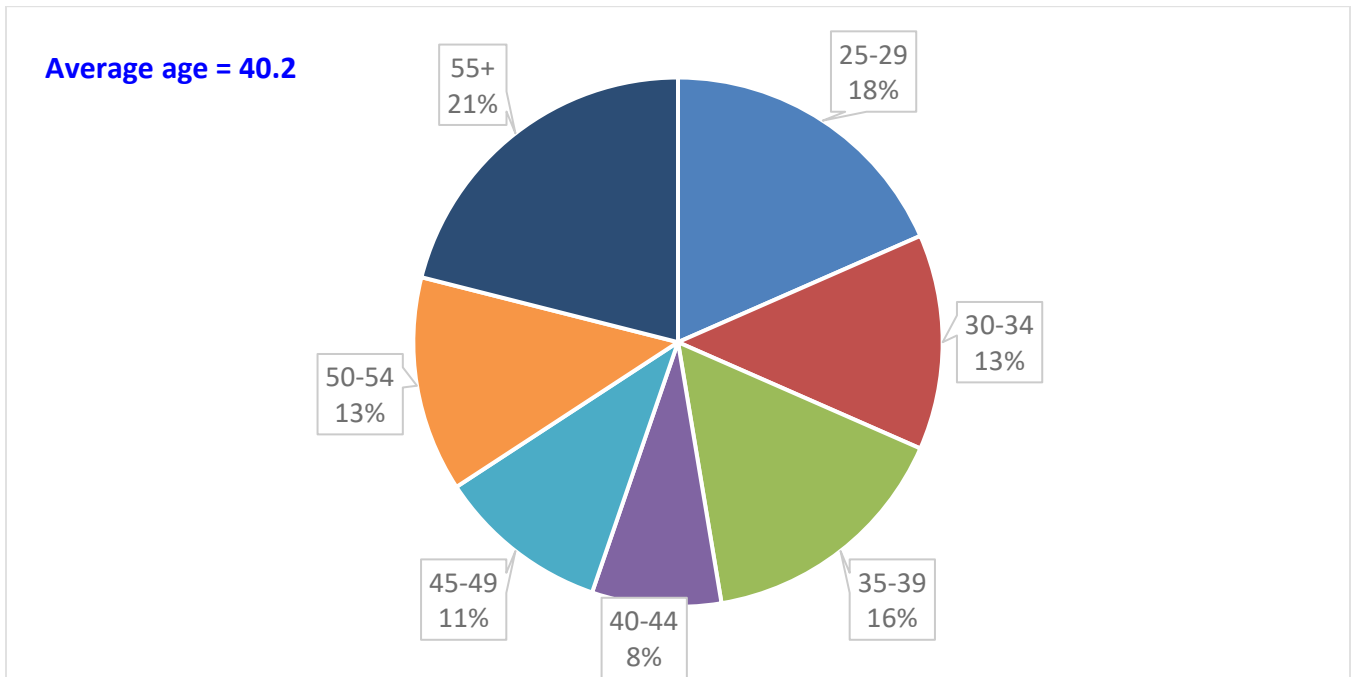
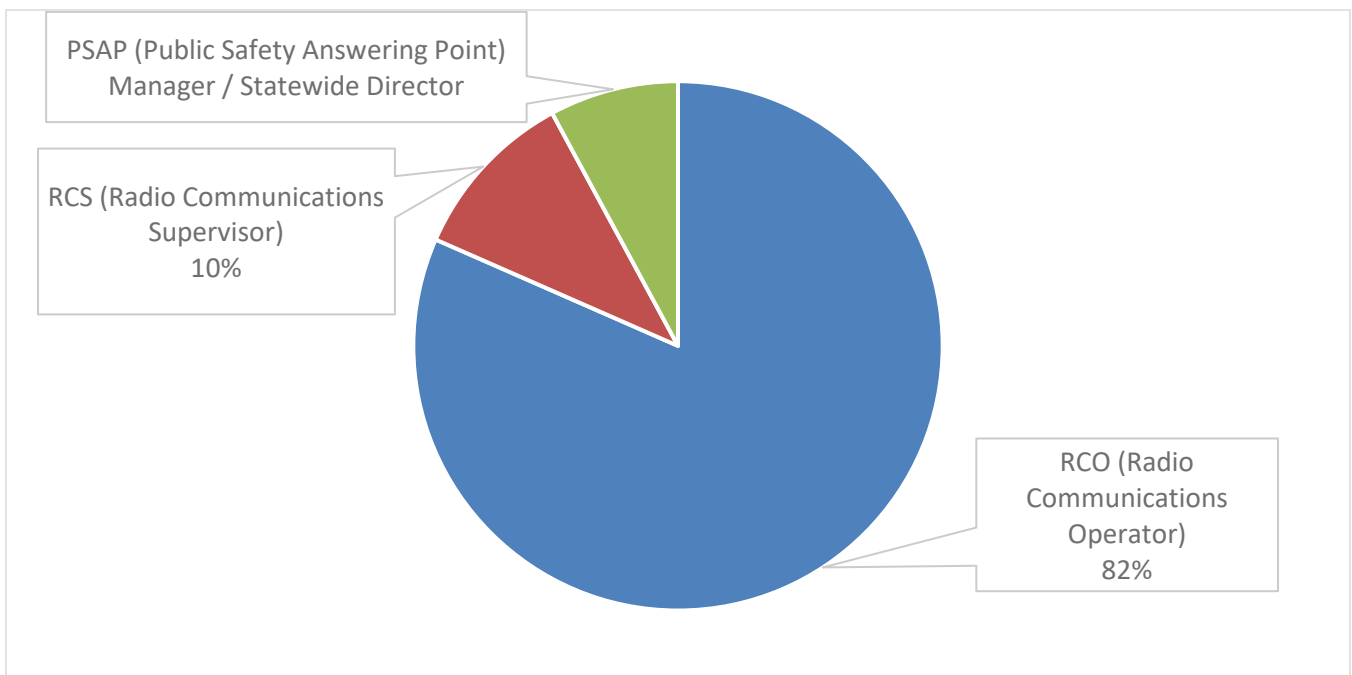


## Survey of 911 Telecommunicators Employed by the State Survey Results

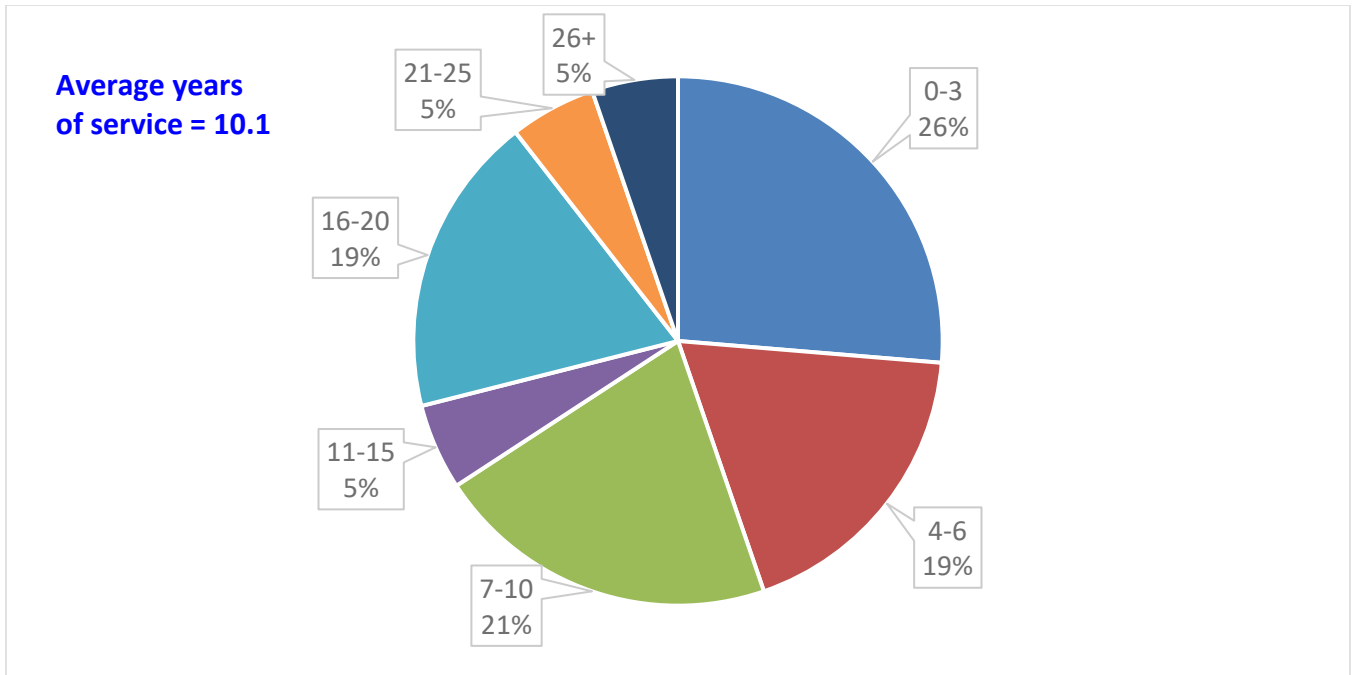
### Q1. What is your age?



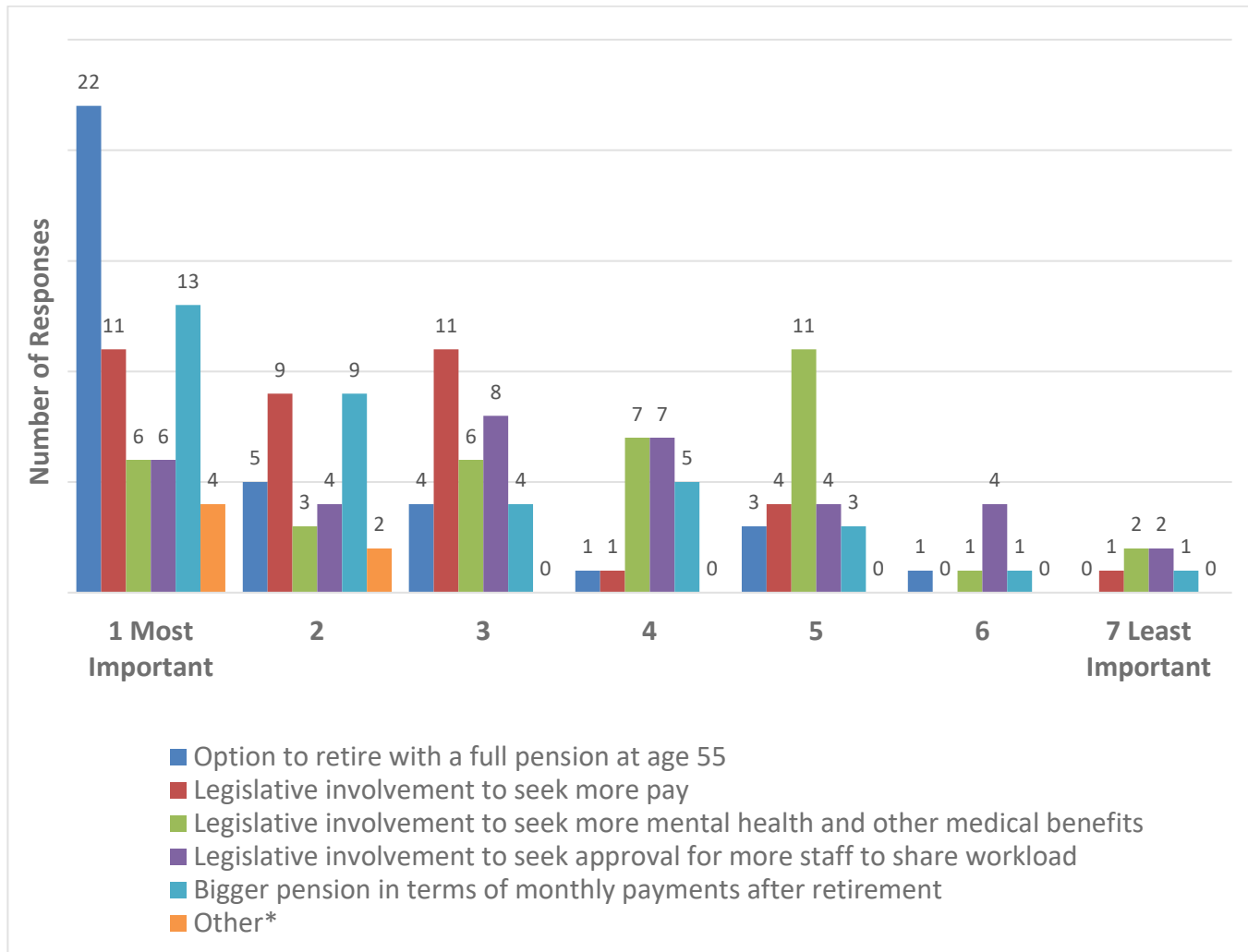
### Q2. What is your position?



**Q3. How many years of service?**



**Q4. Rank in order of importance to you, 1 = most important; 10 = not at all important.**



**Responses for Other\* (verbatim responses)**

From respondents who ranked "other" as 1 Most Important

- *Legislative involvement to reclassify as first responders for schedule flexibility*
- *Being classified as a first responder state and federally. Better incentives for those here working especially with staffing shortages (retention). (((I realize this is probably more of a union thing figured I'd list it anyways)))*
- *All unused sick time to be rolled over into health savings account*
- *Full health insurance benefits after retirement*

From respondents who ranked "other" as 2

- *Money for continuing education and training in new systems*
- *All unused sick leave roll into health savings account*

**Q5. Compare the features of the MSRS General Plan to the MSRS Correctional Plan and indicate which plan you prefer and indicate why on the last bullet.**



**Q6. Why I prefer the General Plan (no responses)**

**Q7. Why I prefer the Correctional Plan (verbatim responses)**

- *Earlier retirement with greater payout.*
- *Retirement age is earlier, better cost of living increase.*
- *Our job and schedules are highly stressful and it would mean a great deal if people who have served 30+ years would be able to retire to have a better chance of actually living during their retirement.*
- *"The Correctional Plan, or other new plan with similar structure, recognizes the importance of the 911 Dispatcher position and the accompanying stress and*
- *detrimental health effects the position causes. The physical danger that a dispatcher faces is the cumulative effect of being in a position that can go from sedentary to chaos in an instant. Dispatchers are faced with the stress of knowing that someone is in danger or injured, and often not knowing the conclusion of the event. State Patrol dispatchers see a lot of camera footage of the damage and trauma that occurs. From seeing a car burning and knowing someone is still inside, to watching a person, (and speaking with them on the phone), in their last moments of torment before they jump off a bridge, to hearing our Trooper partners/friends yelling for help-and not being able to reach through the phone to help them..... a dispatcher goes through physical and mental trauma. It will also help with recruitment AND retention in a field that is suffering at both.*
- *I prefer this type of plan, as for just a slightly higher contribution (investment), I would receive a higher benefit. The early retirement age offsets the detrimental health effects that would be likely.*
- *It is important to have current dispatchers grandfathered into the new plan, as it would increase retention. I would predict that any dispatcher that is vested in the MSRS general plan, that wasn't allowed to move to any new enhanced retirement plan, would leave in frustration over that issue."*

## Survey of 911 Telecommunicators Employed by the State

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- *We are not clerical staff, we have other things that happen.*
- *Earlier retirement with greater payout.*
- *This plan has an increase in everything that the General Plan does not offer. Emergency Communications is no longer an office job. There are many things that a person NEVER has closure to and over time that starts to affect not only mental health, but overall health in a negative way.*
- *Option to retire at 55 with full pension.*
- *The retirement age.*
- *Overall better option.*
- *"It takes better care of members, earlier retirement, better cost of living.*
- *percentage."*
- *Retirement age.*
- *Higher percentages and earlier retirement age.*
- *Earlier retirement & higher payout.*
- *The strain, stress, and deterioration on your mind and body from this job grows over time, similar to policing and corrections. Reducing the age of retirement will allow for the final, yet most "mentally weighing" years to be handled at a younger age, and have time to enjoy retirement before you have become too jaded. It does take more time to become fully vested, however, I believe that's fair since you will be retiring sooner, and again, it's the time spent at this job that causes it to weigh on someone; put in your time to receive the benefit of this career. You also are putting 50% more of your salary in per year, but I also feel that's completely fair. By having retirement 10-11 years earlier, there's 10-11 fewer years of salary to be added to the pot, and 10-11 more years being distributed.*
- *I would like to have my pension be as robust as possible when I reach my goal of retiring at 15 years of service.*
- *It encourages employees to stay longer and rewards employees with experience for staying in the job. It also recognizes the difficulties of the job by providing for earlier retirement age.*
- *Better payment during retirement and earlier so I can enjoy life more.*
- *"I prefer the Correctional Plan two fold. The average life span of humans (in 2021) is 79. On an average, if I retire at 66 (General Plan), that gives me a mere 13 years of retirement to live my life and enjoy my wife and kids (and future grandkids). If I am able to retire at 55, this gives me a 10/11 additional years to be able to enjoy the previous said relationships and life endeavors. If I need to work, I could go and do something part-time if I absolutely needed to. Secondly, (me personally) am on track on be debt free by the age 55. The additional income working after 55 would be nice, but not needed (again, if I need to do something part-time, I can).. but on my own accord (want) versus (need) to pay debt.*
- *Despite a higher employee contribution rate (correctional plan vs general plan) and taking longer to be vested, the bigger picture is much better with a 2.2%, lower retirement age requirement, would be more ideal. "*

## Survey of 911 Telecommunicators Employed by the State

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- *Retire at age 55.*
- *We work nights, weekends and holidays. Why are we still considered "clerical"?*
- *Incentive for longevity.*
- *Incentive for longevity.*
- *I plan on staying for the long haul.*
- *Better long term goals and benefits.*
- *After many years of service as an RCO, I believe the stresses involved with this position are deserving of the same retirement as the correctional officers plan.*
- *More pay, earlier retirement age, & incentivizes staying*
- *Overall more incentive to work for the State Patrol.*
- *Ability to fully retire at 55 - better work life balance, able to enjoy more of life after retirement with better finances. I am willing to contribute more to be able to retire sooner.*
- *Stressful job, poor hours, others in field retire at 55 with insurance.*
- *2.2%, 100% vested at 10 years, and full pension at 55*

### **Legislative Commission on Pensions and Retirement**

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