



BOARD OF SUPERVISORS
AGENDA LETTER

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:

Department Name: Human Resources

Department No.: 064

For Agenda Of: April 3, 2018

Placement: Administrative

Estimated Time: N/A

Continued Item: No

If Yes, date from:

Vote Required: Majority

TO: Board of Supervisors

FROM: Department Lori Gentles, Human Resources Director, 568-2816
Director(s)

Contact Info: Robert Clark, Employee Relations Manager, 568-2829

SUBJECT: Emergency Communications Center Call Taker Position

County Counsel Concurrence:

As to form: N/A

Other Concurrence:

As to form: N/A

Recommended Actions:

That the Board of Supervisors:

- A. Approve the side letter in Attachment A between the Santa Barbara County Deputy Sheriff's Association and the County of Santa Barbara regarding the terms and conditions applicable to the Emergency Communications Center Call Taker Position.
- B. Adopt the resolution in Attachment B to establish the classification of Emergency Communication Center Call Taker (Class #2420, Range #2420, \$22.302 to \$27.226 per hour), and
- C. Determine pursuant to California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines section 15378(b)(4) that the above action is a government fiscal activity which does not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment, and therefore is not a project subject to environmental review.

Summary Text:

The recommended action would establish the civilian (non-sworn) job classification of Emergency Communications Center Call Taker. The new classification will answer calls received in the Emergency Communication Center, determine the nature of the call, and route it to the appropriate communications dispatcher or provide the appropriate assistance.

In accordance with the Employer-Employee Relations Policy all unions were notified of our intent to assign his position to Bargaining Unit 14 (Non-Supervisory Law Enforcement), which is represented by the Deputy Sheriff's Association (DSA), and there were no objections. The County met and conferred with the DSA and agreed to the side letter in Attachment A which establishes the initial pay rate, which is approximately 16% below the pay rate of the Communication Dispatcher I classification. The call takers will also be eligible for the shift differential pay and emergency medical dispatch pay provisions that apply to communications dispatcher positions.

In 2016 the County of Santa Barbara contracted with Deltawrx Management Consultants to provide a report analyzing the current emergency and non-emergency dispatching environment in the County Public Safety Dispatch Center. One of the recommendations in report was to create a new civilian classification of "Call Taker" at a level below the Communications Dispatcher classifications. The report was reviewed by the Board of Supervisors at its July 25, 2017 meeting.

Fiscal and Facilities Impacts

Budgeted: No

There are no Call Taker positions in the current budget, and there are no additional costs associated with establishing the new job classification.

Attachment:

Attachment A: Side Letter between the Santa Barbara County Deputy Sheriff's Association and the County of Santa Barbara regarding the Emergency Communication Center Call Taker position.

Attachment B: Resolution to establish the classification of Emergency Communication Center Call Taker.

Attachment C: Emergency Communication Center Call Taker classification specification.

Authored by: Robert Clark, Employee Relations Manager, Human Resources

cc: Mona Miyasato, County Executive Officer
Matthew Pontes, Assistant County Executive Officer
Bernard Melekian, Undersheriff