ECLEG AUG29'16 AM10:52

A RESOLUTION TO BE SUBMITTED BY LEGISLATOR DIXON, MILLS, LORIGO, RATH, HARDWICK, MORTON, MILLER-WILLIAMS AND GRANT

Re: Support for Erie County E-911 Operator Shift Changes

WHEREAS, this honorable body is in receipt of a letter signed by 20 county employees in the Department of Central Police Services (CPS) asking for our support and intervention in alleviating scheduling concerns they are having and feel are not being addressed by neither their union nor management; and

WHEREAS, these dispatchers and call takers serve as the first point of contact for our constituents when they dial 911 in order to get help during an emergency; and

WHEREAS, currently, most CPS call takers work a 21 day wheel schedule, consisting of 8 days on working an 8-hour shift; 2 days off; 7 days on working an 8-hour shift; and then 4 days off; and

WHEREAS, a smaller number of employees in the same division are afforded the opportunity to work a traditional 5 days on and 2 days off schedule, a privilege management has denied to others; and

WHEREAS, according to the letter received, the vast majority of call takers believe their current schedule has created personal stress for them, destroyed their work/life balance, and has negatively impacted the staff physically, emotionally, and mentally; and

WHERAS, this employee morale problem also has the potential to jeopardize the department's core mission of public safety as workers subject to high levels of stress tend to make more mistakes or be absent from work more often; and

WHEREAS, during the Legislature's annual mid-year budget hearings both the Commissioner of Personnel and the Deputy Commissioner of Emergency Services testified on the record that schedule changes implemented for call takers in the Medical Emergency Radio System (MERS) have both increased morale and delivered significant savings in overtime costs; and

WHEREAS, call takers in E-911 are seeking the same 12-hour shifts that have shown to be successful decreasing stress and raising morale and productivity in MERS, according to testimony from the administration; and

WHEREAS, if this honorable body has the opportunity to make a positive impact on the county budget and employee morale, while improving public safety, it should not delay in taking that action.

NOW, THEREFORE, BE IT

RESOLVED, that this honorable body goes on record supporting the request of the E-911 call takers to have a vote on their schedule; and, be it further

RESOLVED, that we express our support for the schedule that is chosen by the employees through a democratic voting process; and, be it further

RESOLVED, that should a change in schedule lead to a negative impact on the county budget, it should be re-visited by management; and, be it further

RESOLVED, that certified copies of this resolution be sent to the Commissioners of Labor Relations and Personnel and any parties deemed necessary and proper.

Fiscal Impact: Positive