



Livingston County

911 Central Dispatch



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Kecia S. Williams
Director

Amy D. Pasienza
Deputy Director

To: Livingston County Board of Commissioners

Fr: Kecia S. Williams, Director of 911

Date: April 24, 2023

Re: Resolution Authorizing Reclassifying the Quality Improvement Specialist Position from Salary to Hourly

911 Central Dispatch has one (1) vacant full-time quality improvement specialist position to oversee the quality assurance and improvement process for the dispatch staff, to ensure call intake and radio dispatch actions are delivered at the highest possible standard.

The quality improvement specialist position is directly related to the utilization of various databases and information sources within 911 Central Dispatch. The position monitors protocol compliance and customer service provided by the center's employees.

The quality improvement specialist position is scheduled to work 8-hour shifts and while the wage scale for this position is a bit higher than that of a dispatcher, the inability to be compensated for work beyond the regularly scheduled 40 hours reduces the interest level of some highly qualified employees to advance into this position away from the dispatch floor.

Because the quality improvement specialist already has a full schedule and no ability for additional compensation, it limits our ability to use their experience for other opportunities like assisting in training new hires and backfilling openings in the dispatch schedule.

The quality improvement specialist position derives from that of a dispatcher, who is frontline based and therefore would be best suited to be an hourly position as opposed to salary.

This request will create some additional expense for the department, as this position will undoubtedly work dispatch overtime as the need arises. I am comfortable absorbing that cost

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moving forward and do not expect the need to amend the current budget to accommodate this move.

I am always available should you have any questions or comments.

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