



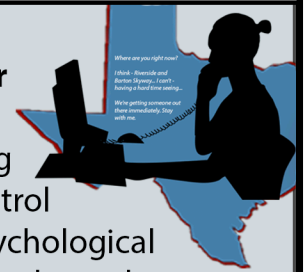
Communications Operators

DPS Communications Operators Deserve Greater Compensation for Meeting a Higher Standard of Service

The Texas Department of Public Safety (DPS) has 23 Communications facilities throughout the state, providing maximum radio and telecommunications coverage for State Troopers and law enforcement partners. Facilities are staffed with exceptionally qualified personnel tasked with using the latest, most effective technology to promote Texas' safety.

The Modern Day Communications Operator

- Many are bi-lingual
- High-level problem solving
- Patience and personal control
- Must pass medical and psychological screening in addition to a polygraph test to determine their integrity and truthfulness
- Must be TCOLE-certified, and undergo mandated training every two years
- Classified as **First Responders** by H.B. 1090, 86th Regular Session



The Legislative Request

... And Why it's Needed

Fund a 20% Salary Increase

| | | |
|--------------------------------|-----|-----------------|
| Police Communication Operators | 20% | \$8.925 million |
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|-----------------------------|-----|-----------------|
| Communication Area Managers | 20% | \$2.031 million |
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|---------------------------|-----|--------------|
| Communication Supervisors | 20% | \$754,522.56 |
|---------------------------|-----|--------------|

| | |
|--------------------------------------|--|
| Total: \$2.6 Million Annually | Total: \$5.2 Million Biennially |
|--------------------------------------|--|

Fund Shift Differential Pay

| | |
|---------------------------|-----------------------------|
| Total: \$400,000 Annually | Total: \$800,000 Biennially |
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Fund Stipend Pay*

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|---------------------------|-----------------------------|
| Total: \$300,000 Annually | Total: \$600,000 Biennially |
|---------------------------|-----------------------------|

* Amt. required to make stipend pay consistent with Schedule C positions.

* Est. based on education, certification, and second language.

Across the Board...

- 2013 - Legislature reclassified Operator positions **without funding the increase**.
- The agency has no options to **compete within the industry and marketplace**.
- The agency needs to have the ability to **recruit and retain** new employees as senior-level operators move towards retirement.

On the Job...

- Operator shifts must be staffed 24 hours a day, 7 days a week.
- Operators work in a **highly stressful, unpredictable, and fast-paced** environment.
- Operators' **technological knowledge continues to expand**—from monitoring news systems to incorporating the License Plate Reader system into daily operations.
- Operators are entrusted with decisions that could mean **life or death** for Texans.
- Operators make less than **\$3,000 a month – barely enough to cover the cost of living**.
- Operator positions offer a **higher calling**.



Texas should lead the nation and be the model state for increased Communications Operator pay.