

Zierott, Brandy

From: Sheila Daily <sdaily@cityofholdrege.org>
Sent: Tuesday, May 15, 2012 10:11 AM
To: Zierott, Brandy; Melton, Angela
Subject: FW: 911 Operator Information

Importance: High

Sent: Wednesday, May 09, 2012 1:16 PM
Subject: 911 Operator Information

The Commission is in the process of gathering information for hearings to be held on May 23, 2012 regarding the allowance of personnel costs as an eligible cost and further whether an adjustment to the cost model should be made to increase allocations taking this into consideration. We would appreciate it if the following questions could be answered as soon as possible:

1. What is the total number of 911 operators employed by your PSAP. Number of full-time? 5 part-time? 1
2. Are the 911 operators also dispatchers? yes
3. Are the 911 operators also jailers? no
4. What is the average percentage of time that the 911 operator spends taking 911 calls, including any time spent time spent with the caller on the line while dispatching. 1 %
5. What is the hourly wage paid to 911 operators? Scale \$12.67 to \$ 15.58

If you have any questions, please feel free to contact me.

Sheila Daily
Holdrege Police Department

