

DAVID Y. IGE
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DIRECTOR

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STATE OF HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
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December 29, 2021

The Honorable Ronald D. Kouchi, President
and Members of the Senate
Thirtieth State Legislature
State Capitol Room 409
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki, Speaker
and members of the House
Thirtieth State Legislature
State Capitol Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Saiki and Members of the Legislature,

For your information and consideration, I am transmitting herewith the 2021 Report on Emergency Workers to the Thirty-First State Legislature 2022 Regular Session submitted December 2021.

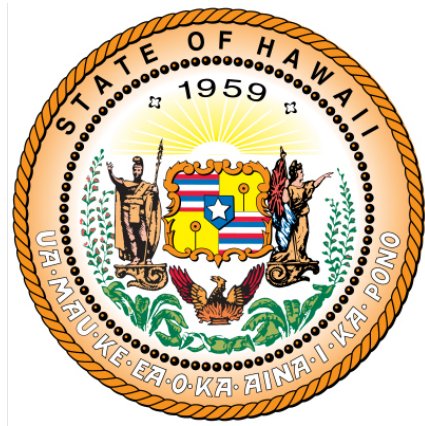
In accordance with Section 93-16, Hawaii Revised Statutes, a copy of the report is also transmitted to the Legislative Reference Bureau Library, and the report may be viewed electronically at <http://dhrd.hawaii.gov/reports/workforce-reports/>.

Sincerely,

Andrew T. Garrett
Acting Director

Attachment

State of Hawaii
Executive Branch
Act 63, SLH 2021 Legislative Report



David Y. Ige
Governor
State of Hawaii

Department of Human Resources Development
Ryker Wada, Director

Introduction

Act 63 SLH 2021, requires the Department of Human Resources Development (DHRD) to review the classification and compensation schedules for telephone and emergency dispatchers and employees who perform similar functions and submit a report to the legislature recommending modifications to those classification and compensation schedules. Act 63 describes positions that perform telephone and emergency dispatcher type of work as follows:

1. Telecommunications dispatchers, including police, fire, or emergency medical dispatchers, any Hawaii state hospital telephone operators or call takers, and any persons who perform any combination of these functions;
2. Emergency dispatchers; and
3. Any other telecommunications dispatch personnel who, while operating a 911 automated terminal, uses multiple robust lifesaving procedures and technologies to obtain critical information from the caller, analyzes the information given and, from specialized mapping systems, sends the appropriate and closest available emergency unit, and communicates the best course of action for the caller to take before the arrival of that unit.

HRS §89-9 states that the employer and the exclusive representative shall meet to negotiate in good faith with respect to wages, hours, and other terms and conditions of employment which are subject to collective bargaining. Wages are determined through this collective bargaining process and mutually agreed between the employer and union. When an agreement cannot be reached, the impasse is sent to an arbitration panel who issues an arbitration decision.

Pursuant to HRS §76-13.5, each director shall establish, implement, and maintain one or more classification systems covering all civil service positions, not otherwise exempted by rules. The classification systems shall be constructed with the objectives of achieving equal pay for equal work as provided in HRS §76-1. The classification systems in each jurisdiction, in accordance with HRS §89-6 (c), differentiate blue collar from white collar employees, professional from institutional, health and correctional workers, supervisory from nonsupervisory employees, teachers from education officers, and faculty from nonfaculty.

In accordance with HRS §76-1, equal pay for equal work shall apply between classes in the same bargaining unit among jurisdictions for those classes determined to be equal through systematic classification of positions based on objective criteria and adequate job evaluation, unless it has been agreed in accordance with HRS §89 to conduct negotiations as necessary.

Each jurisdiction, as defined in HRS §76-11, maintains its own classification system(s), thus DHRD reached out to the City and County of Honolulu, County of Kauai, County of Maui, and the County of Hawaii for information and classes of work from their classification systems that meet the definitions mentioned in Act 63.

DHRD would like to thank the classification and compensation professionals in the Counties of Hawaii, Kauai, Maui and the City and County of Honolulu for their collaboration and contributions to this report. Without their review and assistance, this report would not have been possible.

All jurisdictions have reviewed this report and agree with the findings.

Classification Review

The County of Hawaii utilizes the Police Radio Dispatcher and Fire Radio Dispatcher series of classes, responsible for operating a 911 automated work station to obtain vital information from a caller and dispatch and coordinate appropriate personnel for emergency response. The Police Radio Dispatchers in the Hawaii Police Department are required to dispatch and coordinate the response of police personnel relative to complaints, emergencies, and other requests for police assistance. The Fire Radio Dispatchers in the Hawaii Fire Department dispatch and coordinate the response of fire, rescue, and emergency medical personnel to emergencies. The County of Hawaii utilizes Clerk-Dispatcher classes in the Department of Water Supply to dispatch personnel for water service emergencies. However, the Clerk-Dispatcher is not comparable to the level and scope of work performed by their Fire Radio Dispatchers and Police Radio Dispatchers.

The County of Kauai is equipped with Clerk Dispatcher positions which provide dispatching services to the Department of Water, Operations Division to dispatch personnel for water service emergencies. Other Clerk Dispatcher positions are used at the Transportation Agency to dispatch buses. However, the county has indicated the work performed by these Clerk Dispatcher positions are not comparable to that of the Emergency Services Dispatcher positions.

The County of Maui also uses Clerk Dispatcher positions that align with the category 1 definition, which provide dispatching services in the Department of Water Supply, Field Operations Division. However, the type of work performed by the Clerk Dispatcher positions differ from the county's Emergency Services Dispatcher positions, in that Clerk Dispatcher positions dispatch personnel for water service emergencies.

The City and County of Honolulu utilizes Clerk Dispatcher and Water Service Clerk Dispatcher positions which provide water service complaint and radio-telephone dispatching services in the Department of Facility and Maintenance and Board of Water Supply. The work provided by the Clerk Dispatcher and Water Service Clerk positions are not comparable to their other classes, such as the Police Communications Officer.

Through shared discussion, the County of Kauai, County of Maui, and City and County of Honolulu have expressed that their classes are classified properly and assigned to the appropriate salary range. The County of Hawaii is reviewing its Fire Radio Dispatcher and Police Radio Dispatcher series.

Within the State Executive Branch, DHRD surveyed the Department of Transportation, Department of Public Safety, and the Department of Land and Natural Resources to determine whether they have classes of work and/or positions that align with one of the categories specified in Act 63. These departments were selected as they use classes of work that meet the definition of "emergency workers" as prescribed in section 707-700 (1) and (2), Hawaii Revised Statutes, such as Deputy Sheriff, Harbor Enforcement Officer, Conservation and Resources Enforcement Officer, and Airport Firefighter. The Department of Health was surveyed as the Hawaii State Hospital telephone operators were specifically identified in Act 63.

The Department of Transportation uses Airport Operations Controller and Harbor Traffic Controller positions that align with the category 1 definition in the Harbor and Airport Divisions. The duties of these Airport Operations Controller and Harbor Traffic Controller include dispatching personnel for harbor and airport operations related emergencies. The Department of Public Safety and the Department of Land and

Natural Resources use Clerk Dispatcher positions that meet the category 1 definition in the Sheriff Division and Division of Conservation and Resources Enforcement Division.

Lastly, the Department of Health is equipped with Telephone Operator positions that meet the category 1 definition in the Adult Mental Health Division. The duties of these Telephone Operator positions include providing telecommunication services to the Hawaii State Hospital.

DHRD will continue to work with the departments on the review of their positions to determine if changes to the classification is warranted.

Compensation Review

The majority of public sector employees, including emergency dispatchers, are hired from the local labor market. When an organization predominantly hires from the local workforce, a major factor besides ability to pay, that influences wages are salaries paid in the local labor market. The competitiveness of public sector wages is determined by comparing public sector wages to the local labor market in Hawaii.

In this case, there are no comparable jobs in the private sector in Hawaii that match the emergency dispatcher descriptions found in Act 63. While it is not prudent to set salaries based on wages outside of Hawaii, a salary analysis was completed with data from the “National Compensation Association of State Governments (NCASG) 2021 Salary Survey” to determine how the emergency dispatchers in Hawaii compare to similar jobs nationally. The Law Enforcement Dispatcher job in the survey was used to make this comparison. The Law Enforcement Dispatcher is the journey-worker level that dispatches law enforcement and emergency services to specific locations using maps and guides and manages the flow of incident related information to and from field units. Errors, dissemination of misinformation, or lack of response may result in loss of life. The job requires a state dispatcher certification.

The following chart lists police/fire/emergency journey-level dispatcher classes that are comparable to the description for Law Enforcement Dispatcher.

Class Titles	BU 3	Min	% Diff Min	Max	% Diff Max
Police/Fire Radio Dispatcher II (Hawaii)	SR 17	46,272	27%	68,484	20%
Emergency Services Dispatcher II (Maui, Kauai); Police Communications Officer II (C&C Honolulu)	SR 19	50,016	37%	74,064	29%
Law Enforcement Dispatcher (NCASG)		36,501		57,219	

The county emergency dispatcher salary ranges are well above the national salary range average minimum (by 27% and 37%) and salary range average maximum (by 20% and 29%) rates¹. The average emergency dispatcher salary is \$56,627, which is 25% more than the NCASG national average salary of \$45,217¹. Based on this external comparison, the emergency dispatcher salaries are competitive.

Conclusion

It was found that emergency dispatcher classes in the Counties of Kauai, Maui and the City and County of Honolulu are properly classified and assigned to the appropriate salary ranges in their bargaining unit. The County of Hawaii's Classification and Compensation team, at the time the jurisdictions discussed the report requirements, was already independently reviewing its Fire Radio Dispatcher and Police Radio Dispatcher series to assure equal pay for equal work as provided in HRS §76-1. The State will continue to work with its departments to review their classes of work.

¹ The cost of living or consumer price index (CPI) is not included in the calculation because it reflects the changes in the price of goods and services in a specific geographic area and should not be used to calculate salaries paid in different labor markets. The Bureau of Labor Statistics specifically states that cost-of-living data should not be compared among different locations and does not show whether prices or living costs are higher or lower in one area relative to another area or the United States as a whole.

Appendices

Appendix A: County Jurisdictions Classes of Work

Table A1: City and County of Honolulu (C&C)

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
2	01F – Office Machine & Equipment Operating Classes	911 Emergency Response Operator I, II, and III	Honolulu Police Department / Communications Division	010370	03	SR-08	14
2	01F – Office Machine & Equipment Operating Classes	911 Emergency Response Operator II	Honolulu Police Department / Communications Division	010372	03	SR-10	2
2	01F – Office Machine & Equipment Operating Classes	911 Emergency Response Operator III	Honolulu Police Department / Communications Division	010374	04	SR-12	1
1	01J – Misc.	Police Communications Officer I	Honolulu Police Department / Communications Division	010870	03	SR-17	67
1	01J – Misc.	Police Communications Officer II	Honolulu Police Department / Communications Division	010871	03	SR-19	79
1	01J – Misc.	Police Communications Officer III	Honolulu Police Department / Communications Division	010872	03	SR-21	35
1	01J – Misc.	Police Communications Officer IV	Honolulu Police Department / Communications Division	010873	04	SR-24	12
1	07A – Fire Protection Classes	Fire Fighter II	Honolulu Fire Department / Planning & Development	070005	11	SR-19	16
1	07A – Fire Protection Classes	Fire Fighter III	Honolulu Fire Department / Planning & Development	070010	11	SR-21	4
1	06F – Misc.	Emergency Medical Technician III	Honolulu Emergency Services Department / Emergency Medical Services Division	060560	10	AM-05	20
1	06F – Misc.	Emergency Medical Services Technician	Honolulu Emergency Services Department / Emergency Medical Services Division	060510	10	AM-07	4

2	07C – Water Safety Classes	Water Safety Officer II	Honolulu Emergency Services Department / Ocean Safety & Lifeguard Services Division	070225	15	SR-17	7
2	07C – Water Safety Classes	Water Safety Officer III	Honolulu Emergency Services Department / Ocean Safety & Lifeguard Services Division	070227	15	SR-19	2
2	07C – Water Safety Classes	Water Safety Officer IV	Honolulu Emergency Services Department / Ocean Safety & Lifeguard Services Division	070230	15	SR-21	1
2	01J – Misc.	Clerk-Dispatcher	Department of Facility Maintenance / Roads Maintenance Division	010860	3	SR-12	10
2	01J – Misc.	Water Service Clerk Dispatcher	Board of Water Supply / Field Operations Division	010866	3	SR-15	1
2	01J – Misc.	Clerk Dispatcher	Board of Water Supply / Field Operations Division	010860	3	SR-12	2

Table A2: County of Hawaii

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
3	CLERICAL AND ALLIED	Fire Radio Dispatcher I	Hawaii Fire Department / Support Services Division / Communications Section	1.627	03	SR-14	0
3	CLERICAL AND ALLIED	Fire Radio Dispatcher II	Hawaii Fire Department / Support Services Division / Communications Section	1.628	03	SR-17	12
3	CLERICAL AND ALLIED	Fire Radio Dispatcher III	Hawaii Fire Department / Support Services Division / Communications Section	1.629	03	SR-19	3
3	CLERICAL AND ALLIED	Fire Communications Supervisor	Hawaii Fire Department / Support Services Division / Communications Section	1.626	04	SR-21	1
1	CLERICAL AND ALLIED	Police Radio Dispatcher I	Hawaii Police Department / Administrative Bureau / Technical Services Division / Communications Dispatch Section	1.630	03	SR-14	0
1	CLERICAL AND ALLIED	Police Radio Dispatcher II	Hawaii Police Department / Administrative Bureau / Technical Services Division / Communications Dispatch Section	1.632	03	SR-17	39

1	CLERICAL AND ALLIED	Police Radio Dispatcher III	Hawaii Police Department / Administrative Bureau / Technical Services Division / Communications Dispatch Section	1.634	03	SR-19	6
1	CLERICAL AND ALLIED	Supervising Police Radio Dispatcher	Hawaii Police Department / Administrative Bureau / Technical Services Division / Communications Dispatch Section	1.636	04	SR-21	5
*	CLERICAL AND ALLIED	Clerk Dispatcher I	Department of Water Supply / Operations Division / Clerical and Customer Services Section	1.639	03	SR-12	1
*	CLERICAL AND ALLIED	Clerk Dispatcher II	Department of Water Supply / Operations Division / Clerical and Customer Services Section	1.641	03	SR-14	1
*	This class provides dispatch for water service emergencies. Not the same level scope of responsibility as our FRD and PRD classes.						

Table A3: County of Kauai

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
3	CLERICAL AND ALLIED	Emergency Services Dispatcher I	Kauai Police Department / Patrol Services Bureau	1.432	03	SR-16	5
3	CLERICAL AND ALLIED	Emergency Services Dispatcher II	Kauai Police Department / Patrol Services Bureau	1.433	03	SR-19	12
3	CLERICAL AND ALLIED	Emergency Services Dispatcher III	Kauai Police Department / Patrol Services Bureau	1.434	03	SR-21	3
3	CLERICAL AND ALLIED	Supervising Emergency Service Dispatcher	Kauai Police Department / Patrol Services Bureau	1.435	04	SR-23	0
*	CLERICAL AND ALLIED	Clerk Dispatcher I	TRANS	1.420	03	SR-12	7
*	CLERICAL AND ALLIED	Clerk Dispatcher II	TRANS & DOW	1.422	03	SR-14	4
* This class provides dispatch for buses and water service emergencies. Not the same level scope of responsibility as our Emergency Services Dispatcher classes.							

Table A4: County of Maui

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
2	CLERICAL AND ALLIED	Clerk Dispatcher I	Water Supply / Field Operations	1H.020	03	SR-09	0
2	CLERICAL AND ALLIED	Clerk Dispatcher II	Water Supply / Field Operations	1H.025	03	SR-12	2
2	CLERICAL AND ALLIED	Clerk Dispatcher III	Water Supply / Field Operations	1H.026	03	SR-14	0
2	CLERICAL AND ALLIED	Water Service Clerk Dispatcher	Water Supply / Field Operations	1H.027	03	SR-15	1
3	CLERICAL AND ALLIED	Emergency Services Dispatcher I	Police / Wailuku Police Station	1H.042	03	SR-16	31
3	CLERICAL AND ALLIED	Emergency Services Dispatcher II	Police / Wailuku Police Station	1H.044	03	SR-19	15
3	CLERICAL AND ALLIED	Emergency Services Dispatcher III	Police / Wailuku Police Station	1H.046	03	SR-21	0
3	CLERICAL AND ALLIED	Supervising Emergency Services Dispatcher	Police / Wailuku Police Station	1H.048	04	SR-23	7
3	CLERICAL AND ALLIED	Emergency Services Dispatch Coordinator	Police / Wailuku Police Station	1H.049	04	SR-24	1

Appendix B: State of Hawaii, Executive Branch Classes of Work

Table B1: Department of Transportation

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
1	REGULATORY, ENFORCEMENT AND PUBLIC SAFETY	Airport Operations Controller I	Department of Transportation / Airports Division	8.682	03	SR-12	2
1	REGULATORY, ENFORCEMENT AND PUBLIC SAFETY	Airport Operations Controller II	Department of Transportation / Airports Division	8.683	03	SR-14	36
1	REGULATORY, ENFORCEMENT AND PUBLIC SAFETY	Airport Operations Controller III	Department of Transportation / Airports Division	8.684	03	SR-16	8
1	REGULATORY, ENFORCEMENT AND PUBLIC SAFETY	Harbor Traffic Controller I	Department of Transportation / Harbors Division	8.676	04	SR-13	6
1	REGULATORY, ENFORCEMENT AND PUBLIC SAFETY	Harbor Traffic Controller II	Department of Transportation / Harbors Division	8.677	03	SR-15	1

Table B2: Department of Public Safety

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
1	CLERICAL AND ALLIED	Clerk Dispatcher I	Department of Public Safety / Sheriffs Division	1.320	03	SR-09	1
1	CLERICAL AND ALLIED	Clerk Dispatcher II	Department of Public Safety / Sheriffs Division	1.321	03	SR-12	7
1	CLERICAL AND ALLIED	Clerk Dispatcher III	Department of Public Safety / Sheriffs Division	1.322	03	SR-14	1

Table B3: Department of Land and Natural Resources

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
1	CLERICAL AND ALLIED	Clerk Dispatcher II	Department of Land and Natural Resources / Division of Conservation and Resources Enforcement (DOCARE)	1.321	03	SR-12	3

Table B4: Department of Health

Category (1, 2, or 3)	Occupational Group	Class Title	Location in Organization	Job Code	BU	SR	# of positions
1	CLERICAL AND ALLIED	Telephone Operator I	Department of Health / Adult Mental Health Division	1.311	03	SR-05	0
1	CLERICAL AND ALLIED	Telephone Operator II	Department of Health / Adult Mental Health Division	1.312	03	SR-07	5
1	CLERICAL AND ALLIED	Telephone Operator III	Department of Health / Adult Mental Health Division	1.313	03	SR-09	1