



CITY OF RICHMOND

Intracity Correspondence

DATE: November 22, 2022

TO: Emergency Communications Center Personnel
Department of Emergency Communications, Preparedness & Response

FROM: Stephen M. Willoughby, Director
Department of Emergency Communications, Preparedness & Response

SUBJECT: Emergency Communications Center Pay Increases

COVID, Civil Unrest, and “the great resignation” have been particularly impactful to those who have worked in critical public safety professions such as the 911/emergency communication center. These events added on top of an already tough job have taken a toll on our workforce. Some have chosen to leave the profession to escape these challenges. This has created an even higher burden upon those who remain committed to providing this critical public service.

Through conversations you have communicated to me that compensation and filling vacancies are a priority in making the 911/emergency communications center a workplace of choice.

Working with the Chief Administrative Officer, the Department of Budget & Strategic Planning, and the Department of Human Resources, the DECPR administrative and leadership team have presented the data and background to support providing mid-fiscal year pay increases to those assigned to the 911/emergency communications center.

Effective the pay period starting December 3rd, the following pay increases will occur for these respective job classes:

Emergency Communications Officer – 15%
Emergency Communications Assistant Supervisor – 10%
Emergency Communications Supervisor – 10%

Additional compensation studying and adjustments to the ECO Broadband Plan will need to occur in the coming months and into the new fiscal budget year, But the Chief Administrative Officer agreed with my recommendation that an immediate change in compensation needed to occur for these job classes.

It is my hope this increase better compensates our team for the professionalism, training, and commitment you bring to the City each day. In addition, I hope this will also assist with our efforts to recruit high-caliber individuals into our profession.