THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
400 Golden Shore
Long Beach, California 90802-4275
(562) 985-2676

Date: December 16, 1997

Code: TECHNICAL LETTER
HR/PCOS
97-02

To: Human Resources Directors

From: Cathy Robinson
Senior Director
Human Resources Administration

Subject: PUBLIC SAFETY SUPPORT CLASSIFICATION STUDY

Human Resources intends to conduct a classification study of the Unit 7 public safety related classifications listed below:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Number of Incumbents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Safety Dispatcher</td>
<td>108</td>
</tr>
<tr>
<td>Campus Guard</td>
<td>35</td>
</tr>
<tr>
<td>Supervising Parking Officer</td>
<td>12</td>
</tr>
<tr>
<td>Parking Officer</td>
<td>89</td>
</tr>
<tr>
<td>Parking Garage Supervisor</td>
<td>0</td>
</tr>
<tr>
<td>Campus Fire Apparatus Engineer</td>
<td>1</td>
</tr>
</tbody>
</table>

CSEA has been notified of our intent to study these classifications.

STUDY OVERVIEW

We will work with the Police Chiefs and the Human Resources/Compensation Advisory Committee throughout the study, particularly the design and development phases, to ensure that the recommended classification changes meet campus needs. Our study will incorporate the following phases:

1. Data Collection
2. Design and Development
3. Executive Approval
4. Impact Negotiations
5. Implementation

-Over-

Distribution: (All Without Attachments)

Presidents
Interim Senior Director, Human Resources
Vice Presidents, Administration
Vice Presidents, Academic Affairs
Vice Presidents, Student Affairs
Police Chiefs
Employee Relations Designees
**TECHNICAL LETTER**
**HR/PCOS**
**97-02**
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**Data Collection - Public Safety Dispatchers**
In November, we had a preliminary conference call with Police Chiefs from eight campuses to discuss the Chiefs' proposal for the Public Safety Dispatcher classification submitted to Human Resources Administration in 1996. We are now sending a questionnaire to all Police Chiefs to gather additional information and determine the potential impact of the proposal they have provided. A copy of the cover memo and questionnaire is attached. The proposal for updating the dispatcher classification focuses on the new Police Office Standards and Training (P.O.S.T.) certification for dispatchers. The certification process includes 120 hours of additional training which is reimbursable through the Department of Justice.

**Data Collection - Other Classifications**
For public safety related classifications included in this study other than dispatcher, we need your assistance in gathering specific job content information and identifying needs that should be addressed in the classification study. To assist us in this process, please provide the following information:

1. Identify the department to which the campus guard and parking functions report on your campus and send us an organization chart for these departments.
2. Ask managers who head up guard and parking functions to identify changes or additions they would like to see in these public safety classifications and send us their comments. Also, send us your own thoughts and recommendations.
3. Send us copies of current position descriptions for all classifications listed on the previous page.
4. Identify any "in-lieu" classifications your campus is using for dispatcher, campus guard or parking functions. If your campuses uses "in-lieu" classifications, please provide us with an explanation.

Thank you in advance for your valuable assistance in this process. We would appreciate receiving your information by **FRIDAY, JANUARY 30, 1998**. If you have any questions, please call Ron Hull (562/985-2653) or me.

CR/rh
Attachments
Memorandum

To: Police Chiefs

From: Ron Hull
Director, Personnel and Compensation Programs
Human Resources Administration

Date: December 16, 1997

Subject: PUBLIC SAFETY SUPPORT CLASSIFICATION STUDY

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CSEA has been notified of our intent to study these classifications.

STUDY OVERVIEW

Classification studies include the following phases:

1. Data Collection
2. Design & Development
3. Executive Approval
4. Impact Negotiations
5. Implementation

We will work with the Police Chiefs and the Human Resources/Compensation Advisory Committee throughout the study to ensure that the recommended classification changes meet campus needs.
Data Collection Phase

In November, we had a preliminary discussion with several Police Chiefs to discuss a proposal we received from the Chiefs’ for revising the Public Safety Dispatcher classification. A critical part of our data collection process is the gathering of data directly from Police Chiefs. We now need additional information. Attached is a questionnaire targeted at obtaining this information. **We need to know what work is being done and what problems are being experienced in terms of recruitment and retention.** Please complete the questionnaire and return it to me by **FRIDAY, JANUARY 30, 1998.** This data will enable us to review various proposals and begin work on the design and development phase of the study.

The questionnaire also includes a few questions related to the classifications other than dispatcher included in the public safety related study. We are asking for your input and have also asked human resources to solicit additional input if these functions report to a department other than public safety on your campus.

Thank you for your assistance in this process. We look forward to hearing from you. If you have any questions, please contact me.

RH/rh

cc:  Human Resources Directors
    Senior Director, Human Resources Administration
PUBLIC SAFETY SUPPORT CLASSIFICATION STUDY

INITIAL DATA COLLECTION QUESTIONNAIRE

As part of this classification study we need your assistance in answering the following questions and returning them by FRIDAY, JANUARY 30, 1998. If you would like to send your responses by e-mail, please send them to: Ronald_Hull@calstate.edu.

1. How many dispatchers do you have as employees on your campus? Please indicate whether they are full-time or part-time.

2. Do you contract for dispatcher coverage? If yes, why?

3. Do you have dispatchers in a classification other than Public Safety Dispatcher? If yes, what are these classifications and why are you using them?

4. Are all your dispatchers P.O.S.T. certified? If no, are you planning on sending them to the P.O.S.T. training? Is coverage during the training period a problem in completing the training?

5. How many dispatchers have left your campus in the last three years? If you know why they left, please indicate the reason.

6. How many dispatchers have you hired in the last three years? Have you had recruiting difficulties?

7. Do your dispatchers perform any other work functions that are not covered in the current dispatcher classification description? If yes, what are those functions and have you used another classification to recognize this work?

8. Do you have individual(s) assigned as lead dispatchers? How do you recognize this work?

9. What changes or additions would your campus like to see included in an updated Public Safety Dispatcher classification standard? What additional skills and abilities should be included in an updated dispatcher classification standard?

10. Does parking report to public safety on your campus? If yes, what classification needs do you have in this area?

11. Does your campus use campus guards? If yes, what changes would you like made to this classification standard?