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An Administrative Order 2020 DEC 21 PM 5:50  
Office of The Mayor  
City of Atlanta

Administrative Order No. 2020- 61

**AN ADMINISTRATIVE ORDER DIRECTING THE COMMISSIONER OF HUMAN RESOURCES TO COORDINATE WITH THE ATLANTA POLICE DEPARTMENT TO CONDUCT A PAY AND CLASSIFICATION STUDY OF THE SALARY AND PAYMENT STRUCTURE OF 911 CALL CENTER EMPLOYEES AND MAKE RECOMMENDATIONS TO ENSURE ONGOING COMPETITIVE COMPENSATION BY JANUARY 4, 2020.**

**WHEREAS**, the Atlanta Police Department's 911 Call Center is a critical part of the City of Atlanta's ability to provide for the protection of life, health, property, safety and welfare of the general public by responding to and tracking emergency calls for service; and

**WHEREAS**, the 911 Call Center has experienced an increased number of vacancies in recent months; and

**WHEREAS**, compensation has been identified as one of the primary issues with recruiting and retaining 911 Call Center employees; and

**WHEREAS**, the City is committed to ensuring that salary and compensation levels of employees in the Atlanta Police Department's 911 Call Center are appropriate in keeping with their qualifications and levels of responsibility; and

**WHEREAS**, the Department of Human Resources is able to conduct pay and classification studies and make recommendations based upon the study to ensure ongoing competitive compensation for 911 Call Center employees; and

**WHEREAS**, it is the desire of the City of Atlanta to review and evaluate the salary and payment structure of the employees assigned to the Atlanta Police Department's 911 Call Center and provide recommendations by January 4, 2020 to support developing an implementation plan that will quickly improve recruiting and retention.

**NOW, THEREFORE, BY THE POWER VESTED IN ME AS MAYOR OF THE CITY OF ATLANTA**, pursuant to Section 3-104 of the City of Atlanta Charter and Section 2-182(4) of the City of Atlanta Code of Ordinances, it is hereby ordered that:

**Section 1:** The Commissioner of Human Resources coordinate with the Atlanta Police Department to conduct a pay and classification study of the salary and payment structure

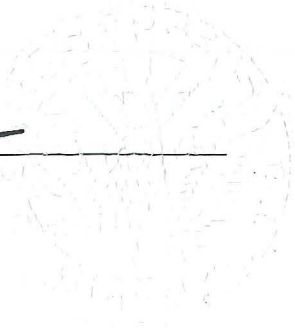
of 911 call center employees and make recommendations to ensure ongoing competitive compensation by January 4, 2020.

SO ORDERED this 18<sup>th</sup> day of December, 2020.



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Keisha Lance Bottoms  
Mayor



ATTESTED:



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Municipal Clerk

**Foris Webb, III**  
**Municipal Clerk**