

**OFFICE OF THE CITY MANAGER  
LITTLE ROCK, ARKANSAS**

---

**BOARD OF DIRECTORS COMMUNICATION  
AUGUST 20, 2024 AGENDA**

<b>Subject:</b>	<b>Action Required:</b>	<b>Approved By:</b>
<p>Resolution to implement a policy hiring incentive program for 911 Communication Operator.</p> <p><b>Submitted By:</b></p> <p>Human Resources</p>	<p style="text-align: center;">Ordinance √ <b>Resolution</b></p>	<p style="text-align: center;">Emily Cox Acting City Manager</p>
<b>SYNOPSIS</b>	<p>This resolution allows the City to provide a one (1) time incentive payment of \$2,500.00 to 911 Communication Operator applicants who successfully complete the 16-week training required by the Department of Emergency Communications.</p>	
<b>FISCAL IMPACT</b>	<p>The total cost for this service is dependent upon the number of 911 Communication Operator applicants who successfully complete the 16-week training. The incentive is \$2,500 per person. Funding for this will be paid from account 105301-50000.</p>	
<b>RECOMMENDATION</b>	<p>Approval of the resolution.</p>	
<b>BACKGROUND</b>	<p>The City wishes to recruit and retain 911 Communication Operators and would like to establish a \$2,500.00 911 Communication Operator Hiring Incentive Program that will provide a one (1) time incentive payment for 911 Communication Operator applicants who successfully complete the 16-week training required by the Department of Emergency Communications.</p>	

**BACKGROUND  
CONTINUED**

Employees who take advantage of the one (1) time opportunity must remain employed with the City for a minimum of two (2) years. If the Operator is separated from employment with the City for any reason prior to effective date, except as provided herein, or ceases to work for the City in the capacity of a 911 Communication Operator, he or she agrees to reimburse the City for the hiring incentive as follows:

- If the Operator ceases to be employed by the City in the capacity of a 911 Communication Operator for one (1) year after the effective date, he or she shall reimburse the City for one hundred percent (100%) of the hiring incentive in the amount the Operator received.
- If the Operator ceases to be employed by the City in the capacity of a 911 Communication Operator after he or she has served in that capacity for one (1) year after the effective date, but less than two (2) years after the Effective date, he or she shall reimburse the City for fifty percent (50%) of the hiring incentive in the amount the Operator received.

The only exception to this repayment shall be in the event a 911 Communication Operator who has received the Hiring Incentive but must resign for medical reasons, which resignation has been acknowledged by the City on that basis.