



**POSTING IS REQUIRED**

**Classification Notice No. 1771**

**To:** Agency Heads and Employees  
**From:** Kathy Nesbitt, Executive Director of the Office of Human Resources  
**Date:** May 5, 2023  
**Subject:** Proposed Change to the Classification and Pay Plan

**The proposed change amends the Classification and Pay Plan by changing the pay grade of Airport Operations Representative, Airport Emergency Dispatchers, Airport Comm Center Specialist, and Airport Comm Center Supervisor.**

The Denver International Airport requested a pay grade change for its Communication Center classifications: Airport Operations Representative, Airport Emergency Dispatcher, Airport Communications Center Specialist, and Airport Communications Center Supervisor. This classification series has sustained significant market pressures due to the competitiveness of recruiting as well as the complexity of the duties. DEN’s Communications Center coordinates the response and dispatch of emergency personnel including Denver Fire, Denver Police, Denver Health Paramedics, Airport Operations, and contracted Security to incidents that happen anywhere on and/or near DEN property. In 2022 the team handled over 219,000 calls combined, just under 4.5 million radio transmissions, and 5.5 million transactions for security alarms, of which 60,000 of these required actions, such as dispatching Police, Fire, Medics, or Security. The Communications Center must remain staffed 24x7x365, however, the Communications Center current vacancy rate is 30%, with a staff strength efficiency of 47%. Because of a need to ensure appropriate staffing levels, it is recommended to raise the pay grades to re-align them with the Department of Safety’s classifications, whose pay grades were recently raised due to similar needs and circumstances.

**PAY GRADE AND RANGE CHANGES**

<b><u>Current Classification Title</u></b>	<b><u>Current Pay Grade &amp; Range</u></b>	<b><u>Proposed Pay Grade &amp; Range</u></b>
Airport Operations Representative	NE-13 (\$24.90-\$31.12-\$37.35)	NE-16 (\$29.07-\$37.06-\$45.06)
Airport Emergency Dispatchers	NE-13 (\$24.90-\$31.12-\$37.35)	NE-16 (\$29.07-\$37.06-\$45.06)
Airport Comm Center Specialist	NE-14 (\$25.87-\$32.99-\$40.10)	NE-17 (\$30.82-\$32.29-\$47.77)
Airport Comm Center Supervisor	EX-09 (\$63,801-\$84,536-\$105,272)	EX-11(\$74,417-\$98,603-\$122,788)

**Public Notice of Changes**

The scheduled time for the public hearing is **Thursday, May 18, 2023, at 9:00 AM** in the Webb Municipal Building, Career Service Hearings Office on the 1<sup>st</sup> floor, located at 201 West Colfax Avenue, Denver, CO 80202.

Please submit any questions or comments on this proposal in writing to [compensation@denvergov.org](mailto:compensation@denvergov.org) by 8:00 AM on **Thursday, May 18, 2023**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Cinthia Febres-Sutherlin at [Cinthia.Febres-sutherlin@denvergov.org](mailto:Cinthia.Febres-sutherlin@denvergov.org) at 720-337-6447 no later than noon on **Tuesday, May 16, 2023**.



Career Service Rule 7-37 Effective Dates, Section A: If it is determined that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor's veto. Provisional classifications resulting from changes to the classification and pay plan may be used upon approval by the OHR Executive Director or Board but use for longer than six months is contingent upon City Council approval.