

Telecommunications Retirement

WASHINGTON CHAPTER OF APCO AND NENA TELECOMMUNICATIONS RETIREMENT SURVEY

The Washington State Chapter of APCO and NENA has a unique opportunity to influence the Washington State Committee on Pension Policy (SCPP) in respect to telecommunicator and telecommunications supervisory staff appropriate career length and retirement dates. The Chapter is requesting that one person in each Washington State 9-1-1 Center, preferably the Director, complete this relatively short survey (number of questions will depend on the answers given) in order to collect the needed data to present to the SCPP. The data collected will be presented in the aggregate and no individual center will be singled out as an example. That being said, we would appreciate contact information for the person answering the survey in the event that there are further questions or clarification.

For the purposes of this survey a telecommunicator is defined as a calltaker and/or dispatcher. A telecommunications supervisor is defined as a first line supervisor, lead telecommunicator, and shift supervisor. Further the word retired is used in terms of reaching the actual age of eligible PERS retirement with a minimum of 20 years' service. The definition of performance problems is the inability to perform the essential functions of the job (not behavioral issues).

The survey DEADLINE is May 10, 2012 as the first SCPP meeting is scheduled for May 15, 2012 in Olympia. Thank you all for your work on behalf of our industry!

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*** 1. Please provide the contact information of the individual completing the survey:**

Name:	<input type="text"/>
Agency:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
ZIP:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

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***2. What is the average age of your agency's Telecommunicator staff?**

***3. What is the average age of your agency's Telecommunicator Supervisor staff?**

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***4. How many Telecommunicators does your agency currently employ in the following age ranges:**

a) 18 – 25	<input type="text"/>
b) 26 – 30	<input type="text"/>
c) 31 – 35	<input type="text"/>
d) 36 - 39	<input type="text"/>
e) 40 – 45	<input type="text"/>
f) 46 – 50	<input type="text"/>
g) 51 – 55	<input type="text"/>
h) 56 – 60	<input type="text"/>
i) 61 – 65	<input type="text"/>
j) 66+	<input type="text"/>

***5. How many Telecommunicator Supervisors does your agency currently employ in the following age ranges:**

a) 18 – 25	<input type="text"/>
b) 26 – 30	<input type="text"/>
c) 31 – 35	<input type="text"/>
d) 36 - 39	<input type="text"/>
e) 40 – 45	<input type="text"/>
f) 46 – 50	<input type="text"/>
g) 51 – 55	<input type="text"/>
h) 56 – 60	<input type="text"/>
i) 61 – 65	<input type="text"/>
j) 66+	<input type="text"/>

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***6. How many Telecommunicator staff does your agency employ who have worked the following number of years as Telecommunicators?**

a) 5 – 10	<input type="text"/>
b) 11 – 15	<input type="text"/>
c) 16 – 20	<input type="text"/>
d) 21 – 25	<input type="text"/>
e) 26 – 30	<input type="text"/>
f) 31+	<input type="text"/>

***7. How many Telecommunicator Supervisors does your agency employ who have worked the following number of years as Supervisors?**

a) 5 – 10	<input type="text"/>
b) 11 – 15	<input type="text"/>
c) 16 – 20	<input type="text"/>
d) 21 – 25	<input type="text"/>
e) 26 – 30	<input type="text"/>
f) 31+	<input type="text"/>

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***8. Has your agency had Telecommunicators retire or leave service due to the stress of the job?**

- Yes
- No

***9. Has your agency had Telecommunicator Supervisors retire or leave service due to the stress of the job?**

- Yes
- No

***10. Has your agency had Telecommunicators retire, leave service, or be terminated because they were no longer able to perform the functions of the job?**

- Yes
- No

***11. Has your agency had Telecommunicator Supervisors retire, leave service, or be terminated because they were no longer able to do perform the functions of the job?**

- Yes
- No

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***12. How many Telecommunicators have retired from service from your communications center(s) in the past 10 years?**

***13. How many Telecommunicator Supervisors have retired from service from your communications center(s) in the past 10 years?**

***14. How many Telecommunicators have voluntarily left your communications center(s) in the past 10 years?**

***15. How many Telecommunicator Supervisors have voluntarily left your communications center(s) in the past 10 years?**

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***16. How many Telecommunicators have voluntarily left your communications center(s) in the past 10 years due to self-recognized performance problems?**

***17. How many Telecommunicator Supervisors have voluntarily left your communications center(s) in the past 10 years due to self-recognized performance problems?**

18. Has your agency released or terminated Telecommunicators in the past 10 years due to performance problems?

Yes

No

19. You answered yes to the last question. Please indicate:

i. How many?

ii. What is the average age
of those terminated

iii. What is the average
years of service of those
terminated

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***20. Has your agency released or terminated Telecommunicator Supervisors in the past 10 years due to performance problems?**

Yes

No

21. You answered yes to the last question. Please indicate the following:

i. How many?

ii. What is the average age of those terminated

iii. What is the average years of service of those terminated

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22. How many Telecommunicators have voluntarily left your communications center(s) in the past 10 years due to stress of the job?

23. How many Telecommunicator Supervisors have voluntarily left your communications center(s) in the past 10 years due to stress of the job?

24. In your agency how many Telecommunicators or Telecommunicator Supervisors have worked through the age of 55 in the past 10 years?

25. In your agency how many telecommunicators or supervisors have worked through the age of 62 in the past 10 years?

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26. In your agency how many administrative staff (directors, deputy directors, and support staff such as those who pull tape) have worked through the age of 62 in the past 10 years?

27. In your agency how many administrative staff (directors, deputy directors, and support staff such as those who pull tape) have left service in the past 10 years?

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The last two questions are considered subjective in nature and will not be included in the survey results. They are informational in nature only.

28. What do you estimate is the age range of a Telecommunicator's peak performance?

29. In your estimation at what age range does a Telecommunicator's performance begin to decline?