



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No: 1172
Date Issued: April 21, 1994
Date Revised: May 12, 1999

APPROVED: 
Board Chairperson

SUBJECT: BILINGUAL PAY DIFFERENTIAL

1. The Authority shall compensate dispatch employees holding the positions of Senior Public Safety Dispatcher (III), Public Safety Dispatcher (II), Trainee Public Safety Dispatcher (I) and/or Public Safety Dispatcher Assistant (DA) a bilingual pay differential as set forth within the Memorandum of Understanding in the event that such employee can demonstrate an ability to converse in a second language(s) and to read English and translate orally into the second language(s).

1.1 This differential applies only to regular and probationary full or part-time employees.

1.2 The Authority shall establish a method of testing an employee's competency in the second language(s).

1.2.1 Employees must pass the Authority's competency test on an annual basis in order to maintain bilingual pay differential.

1.2.2 The General Manager may waive the annual testing requirement for individuals when such action is in the best interest of the Authority.

1.3 A dispatch employee eligible to receive bilingual pay differential according to this policy shall earn the differential pay for all hours worked.