2025



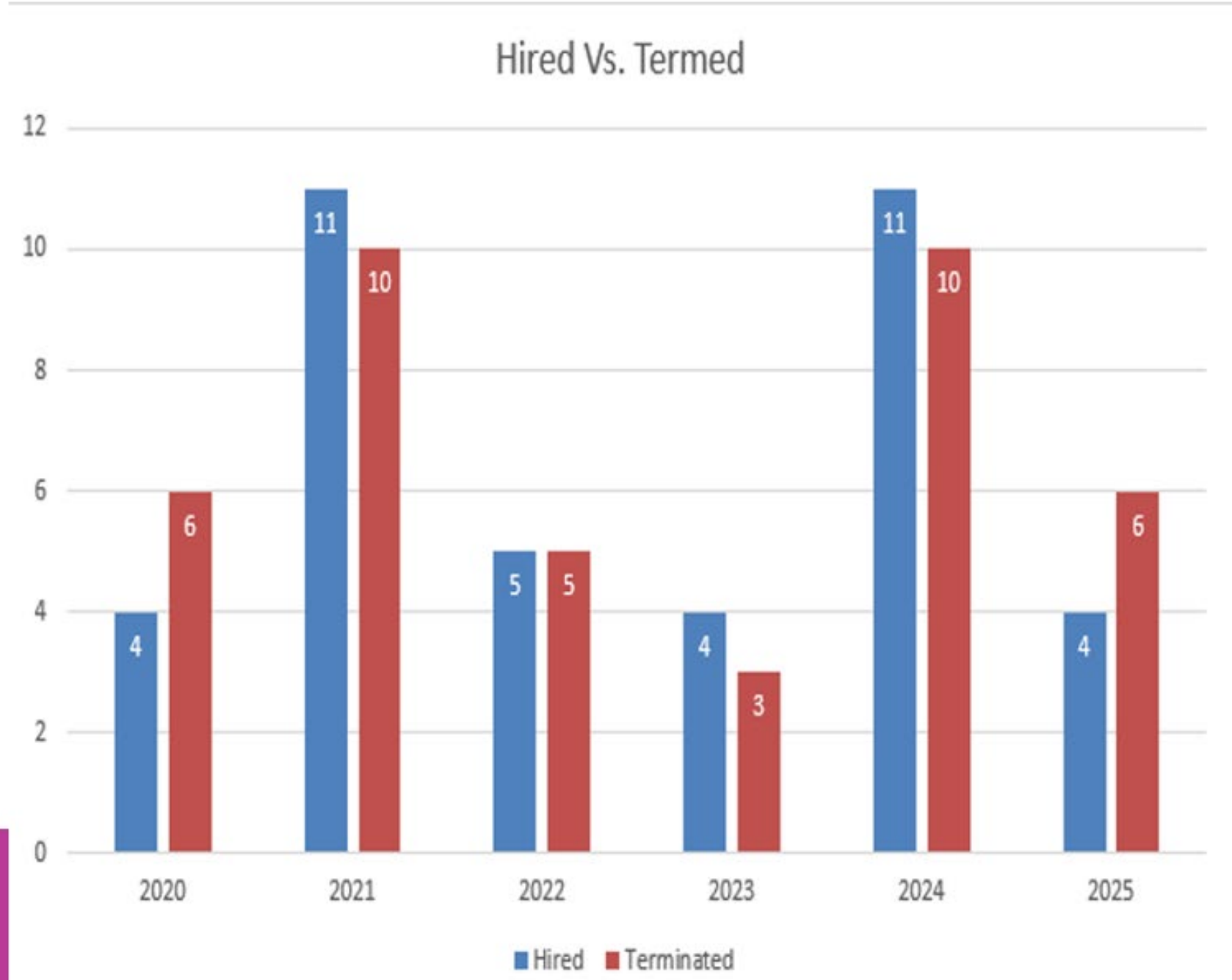
9-1-1 DISPATCH

Recruiting and Retention

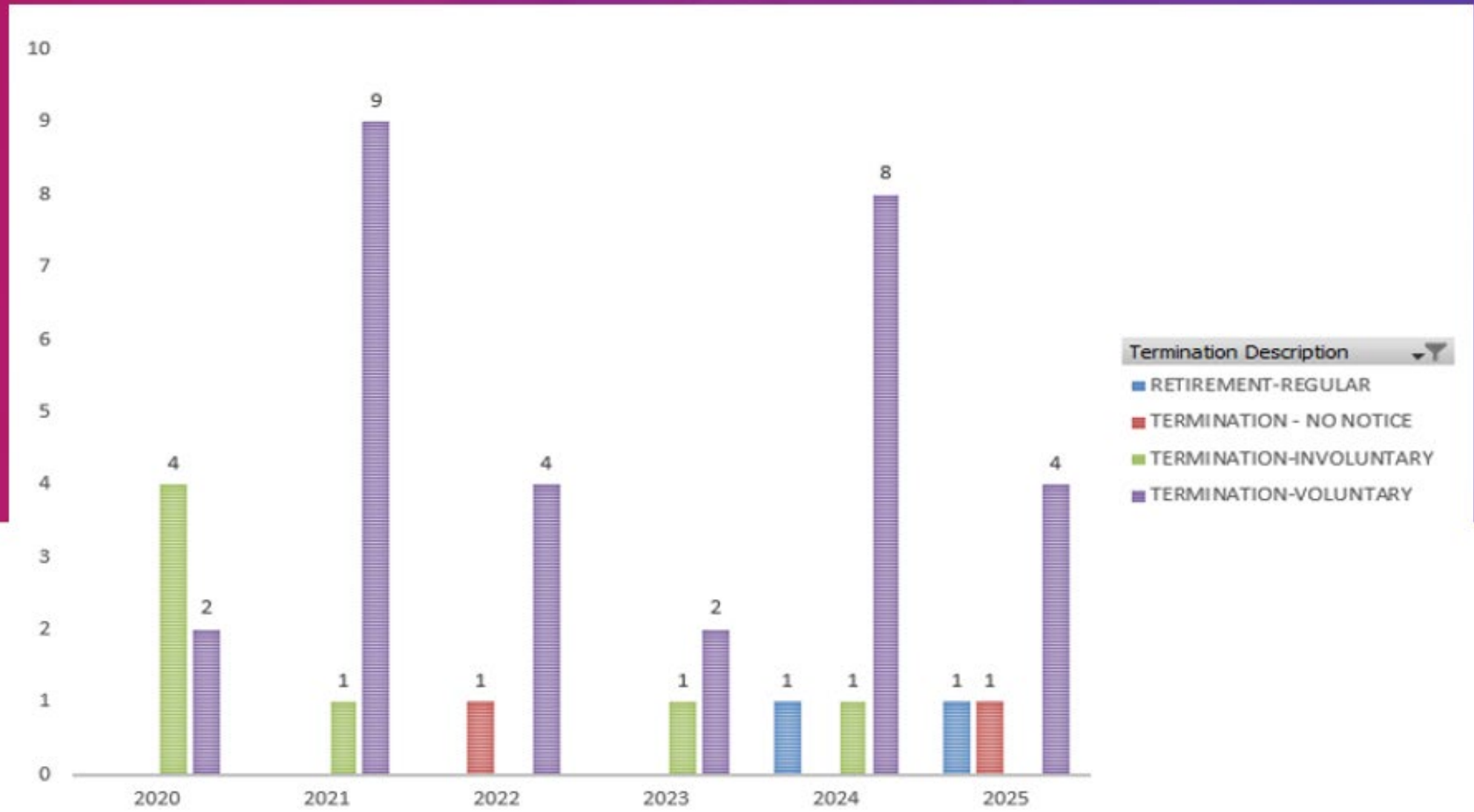
JOPLIN MISSOURI

HIRING/ TURNOVER

2020 - 2025



TERMINATION REASONS



NATIONAL 911 POLL – LEAVING THE PROFESSION

REASONS	RESPONDENTS (N)	YES N (%)
WORK HOURS/SCHEDULE	774	359 (46.4)
BETTER OPPORTUNITY	774	340 (43.9)
PAY	774	254 (32.8)
STRESS	774	235 (30.4)
FAMILY CHANGES	774	203 (26.2)
OVERTIME	774	152 (19.6)
LEADERSHIP/MANAGEMENT	774	99 (12.8)
CULTURE	774	78 (10.1)
TIME OFF	774	59 (7.6)
CHANGE IN POLICIES, PROCEDURES, OR PROTOCOLS	774	27 (3.5)
MULTIPLE SYSTEM TECHNOLOGY CHANGES	774	18 (2.3)

Table 1. Top reasons for 911 employees quitting their agencies.

Source: 2023 International Academies of Emergency Dispatch Report

Top Reasons for Vacancies

JOPLIN MISSOURI

1

SCHEDULING / WORKLOAD

(NO LIFE/WORK BALANCE)

2

COMPRESSION/ COMPENSATION

RETENTION / RECRUITING LATERALS W/ EXPERIENCE

3

TRAINING LIMITATIONS

SCHEDULING



CURRENT POSITIONS:

1 PSC Manager

4 PSC Supervisors (2 Vacant)

15 PSC Operators (5 Vacant)

Ideal Staffing Level

Staff 4 per shift

- Rotating 4-12 hr. shifts
- Every other weekend off
- 84 hours per pay period

Current Staffing Level

Staff 3 per shift

- 5 – 12 hr. shifts
- Little time off
- Over 100 hours per pay period

Minimum Staffing Level is 3 people

Service Calls 2025 (Jan-Aug)

- 911 Emergency: 24,336
- Non-Emergency: 59,532

DISPATCHERS WORKLOAD above 2080 hrs. annually

2023 - 2025

Sampling of Joplin Dispatcher Workloads over the past 2 years (2023-2024)

	2023	2024
Supervisor 1	2,604	3,038
Supervisor 2	2,993	2,439
Dispatcher 1	2,402	2,599
Dispatcher 2	3,102	3,150

PAY PERIOD 8/23/25 TO 9/5/25

134

AVG. HOURS WORKED

COMPENSATION / COMPRESSION



- Joplin vs. Benchmark Cities
- Addressing Compression
- Attracting Laterals

PROPOSED SOLUTIONS

2025

Add Call Taker Position

Address non-emergency calls

Part time work schedules

Fix Compression

Can also attract lateral hires at competitive wage

Explore Certificate Program

Dispatcher Assessment Testing

- Joplin High, Franklin &Carthage Tech
- Administer testing like ASVAB in high schools
- Apprenticeship Program through State of Missouri

Recruiting Outreach

- Physician Meetings at Hospitals
- Build my Future Career Expo
- Engage ER, EMT, Nurses, Police and Fire to dispatch
- Offer to PD/Fire Applicant Pool

Marketing/Ad Campaign

- Nonprofits
- Movie Theaters
- TV/Radio
- Social Media/Youtube/Roku

THANK YOU

JOPLIN
MISSOURI

