



CITY OF HAYWARD

Hayward City Hall
777 B Street
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Cover Memo

File #: CONS 22-370, **Version:** 1

DATE: June 21, 2022

TO: Mayor and City Council

FROM: Chief of Police

SUBJECT

Adopt Resolutions Authorizing the City Manager to Establish a Communications Operator Lateral & Entry Level (COLE) Hiring Bonus Program in the Amount of \$10,000 per Qualified Candidate and Authorizing the Establishment of a Hiring Incentive Referral Program (HIRP) in the Amount of \$2,000 to Be Paid to Qualifying City of Hayward Employees Who Successfully Refer Communications Operator Candidates

RECOMMENDATION

That the Council adopts a resolution (Attachment II) authorizing the City Manager to establish a Communications Operator Lateral & Entry Level (COLE) Hiring Bonus Program and a resolution (Attachment III) authorizing the City Manager to establish a Communications Operator Hiring Incentive Referral Program (HIRP). The COLE Hiring Bonus Program will offer bonuses in the amount of \$10,000 per Qualified Candidate hired. The HIRP will offer current City of Hayward employees a \$2,000 incentive for referring qualified candidates who achieve full-time, permanent positions as Communications Operators.

SUMMARY

The City of Hayward Communications Operation Center has experienced a significantly diminished pool of well-qualified Communications Operator applicants. This is partially due to the competitive market, factors related to COVID, increasing flexibility to work remotely, and the heightened demands and expectations of those who work in public safety. To attract more qualified applicants, and to keep pace with industry standards, staff recommends the permanent establishment of the Communications Operator Lateral & Entry Level (COLE) Hiring Bonus Program in the amount of \$10,000 per qualified candidate. The bonus awards for the COLE Hiring Bonus Program would be distributed over a three to four-year period based on the candidate being hired as a Lateral or Entry-level Communications Operator. To further increase the recruitment of qualified candidates, staff also recommends that a Hiring Referral Incentive Program (HIRP) in the amount of \$2,000 be extended to City of Hayward Employees who successfully refer Communication Operator Candidates that achieve full-time employment.

ATTACHMENTS

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|---------------|-------------------------------|
| Attachment I | Staff Report |
| Attachment II | COLE Bonus Program Resolution |

Attachment III Communications Operator HIRP Resolution
Attachment IV COLE Bonus Program Agreement
Attachment V Communications Operator HIRP Referral Application