

Testimony
NY City Council Finance Committee Hearing
June 6, 2012
By Ralph Palladino
AFSCME DC 37 Local 1549 Clerical-Administrative Employees

Local 1549 represents 16,000 tax paying employees of the City of New York working in nearly every city agency, the NYPD and HHC. Our members are critical to the delivery of services to the public. In many cases their work is directly responsible for raising revenue for the city.

We want to commend the administration for listening to the concerns of advocates and the union by proposing to increase staffing in the Human Resources Administration (HRA) for the Food Stamp Program (SNAP). This staffing will help to alleviate the wait times for clients. This will help make it easier for people to apply for and receive food stamps. It will also make it easier for staff to make sure applicants are not using fraudulent documents or claims.

Our concerns about the proposed City Administrative Budget are as follows:

1) NYPD Civilianization saves tax dollars and enhances public safety.

We commend City Council Speaker Quinn, Finance Chair Recchia, Councilman Vallone and the entire City Council for making Civilianization of the NYPD a budgetary priority this year. It is good public policy.

The city lost three arbitration cases in the last decade because of assigning uniformed employees routine clerical tasks (Police Officers, Traffic Enforcement Agents and School Safety Agents). Yet the NYPD not instituted a meaningful program to civilianize. Instead the NYPD has eliminated 360 PAA/SPAA Clerical-Administrative positions from January of 2007 to November of 2011.

Civilianization of 500 positions this coming year (as the Council has proposed) would save the city \$45 million every year thereafter. Additional savings will occur by lowering overtime costs since police officers working overtime performing clerical duties cost much more than clerical-administrative employees. This savings in overtime can help pay for the first year of the program. Hiring more clericals and using officers assigned to desk duty to back fill retired uniformed personnel will mean more savings, as the City Council has already pointed out. It makes not budgetary sense for the NYPD to backfill clerical positions with police officers as Commissioner Kelly said he planned to do.

Higher paid police officers performing clerical duties full time is a waste of tax dollars. Traffic Enforcement Agents performing full time clerical duties cannot be out collecting revenue and monitoring traffic safety. School Safety Agents performing full time clerical duties cannot keep our children safe at schools. Putting these employees back to jobs that they are being paid for and hiring 500 clerical employees will mean, saving tax dollars, and creating jobs for New Yorkers that will help increase tax revenues. It also means more uniformed officers can be placed in high crime areas to do community policing.

Civilianization – A Record of Success

Recently the City of San Jose, California released a study on its civilianization program. The results showed that crime decreased and it also helped city finances.

Suffolk County, New York embarked on an ambitious civilianization program seven years ago that resulted in a 9% annual drop in crime. The sooner that civilianization is fully implemented then the sooner that the public will be safer from crime.

Recently the City of Chicago initiated a civilianization program. Mayor Emanuel is spearheading it.

New York City is one of the only big cities that still is wasting tax payers' dollars by having uniformed personnel mainly performing clerical duties.

It will be easier for the Federal government to help fund new police officer positions if they knew that the new recruits were not going to be filling desk jobs. The same is true if the city claims to need more officers for security while having so many sitting behind desks.

Civilianization will save the tax payers money (some estimates by former Comptrollers are as high as \$127 million annually-IBO says \$16 million) in the long run while making the city streets safer. It is a program that will enhance patrol officers' safety.

Please see the attached Fact Sheet on this issue.

2) NYPD 911 System-Reduce Overtime and hire more staff. Despite the increased call volume the NYPD eliminated 165 PCT and SPCTs since Mayor Bloomberg came into office. Currently there are 40 unfilled budget lines for PCTs. The staff is overworked and they are forced into overtime leading to increased illness and burn out. The NYPD can hire more PCT/SPCT staff for the 911 system at no extra cost. This can be accomplished by eliminating the amount of tax dollars spent on overtime due to staffing shortage. More savings can occur because

increasing the staffing levels will help lower the amount of sick leave used by the staff due to overwork forced on them by involuntary overtime.

The city can pay for the increased staff that will cut down on wait times for servicing and mistakes thanks to eliminating the overtime and save tax dollars by cutting down on sick leave use.

Please see the attached Fact Sheet on this issue

3) Agency for Children's Services (ACS) clerical reductions has added more work on to Social Workers. The city reduced the clerical support staff by 90 clerical employees last year on top of 50 such positions in 2010. These employees answered inquiries, store files and assisted other professionals in completing their work. *Now the professional staff must take time from their regular duties directly assisting clients since they have to perform these routine and yet necessary clerical functions. City funds are wasted since higher paid professionals must spend so much time performing clerical tasks.*

4) Cutting Childcare is wrong. How are parents with children especially single parents supposed to go to their jobs if their childcare is eliminated? Businesses and the city lose productivity time due to parents not having childcare. It is important for our children's education, and wellbeing that childcare not be cut. *Childcare is good for children, families and productivity.*

5) DOITT-311 System not getting it done. There is a documented backlog of calls and increased waiting times for servicing at 311. Despite an annual increase in calls to the system (10% last year over 2010) the administrative has eliminated close to 100 Call Center Representatives. Instead they have been diverting calls to the private contractor and recently hired up to 300 college student "trainees" on a part time basis. The private contract is more costly than the costs per Call Center Representatives working in the public center. In addition the college students are not trained and often give out wrong information. It is not known how much city tax dollars is spent on this student staffing.

It makes sense to end the King Teleservices private contract since it is more costly and incorporate the staff into the public center. It also makes sense to drastically reduce the number of students performing Call Center Representative duties and replenish the depleted full time staff. The public will receive better servicing and tax dollars can be saved.

Please see the copy of the Comparative Costs Analysis directly taken from the contract and also the NY Post article on the 311 backlog.

City Budget Unfair

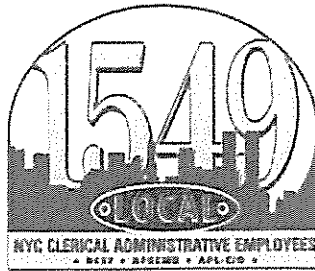
Revenues to save programs for budget cuts and others that will enhance revenue the city should be raising taxes on those who caused the present economic crisis. The 40+ billionaires living in the city worth roughly \$225 billion are paying a 1% lower tax rate than they did when Governor Pataki was in office; the corporate tax rate is rated number 32 by and the percent of tax income received by the city from businesses has dropped roughly 10% the past 10-15 years. The City Time scandal recovery means higher revenue.

There is no evidence that companies and individuals move from the city because of taxes. Two Princeton studies show no indication that rich individuals and families move because of higher taxes. Our tax rates are close to that of New Jersey and Connecticut is raising the income tax levels.

Has anyone calculated the lost tax revenue to the city thanks to the reduction of staffing in city jobs? Lost jobs equal lost services and equals lost city tax revenue. This is no way to build the local economy.

Thank You

EDDIE RODRIGUEZ, *PRESIDENT*
ALMA ROPER, *EXECUTIVE V.P.*
RALPH PALLADINO, *2ND V.P.*
ALVIN WILLIAMS, *3RD V.P.*
CARMEN FLORES, *RECORDING
SECRETARY*
GERALD JOHNSON, *SECRETARY-
TREASURER*



Sergeant-At-Arms
EFRAIN PEREZ DERRICK DAVIS
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LINDA A. BULLOCK NATASHA ISMA
JANICE HALEY GENE JOHNSON
LISA JOHNSON

NYC Clerical-Administrative Employees Local 1549, District Council 37, AFSCME, AFL-CIO

Local 1549 Fact Sheet:
Civilianization in the New York City Police Department: FY 2013
Budget Request
April 2012

Local 1549 defines civilianization, a term first developed by the US Department of Justice, as the staffing within a Police Department of essential clerical and administrative duties with civilians thereby releasing full-duty Police Officers from clerical and administrative duties, so that the Police Officers can go on patrol to fight crime in our communities.

FY 2013 Budget Request: Hire 500 Police Administrative Aides (PAA) to save \$44,924,400. Cost Difference: PAA: Total Compensation \$42,534 and 5-Year Police Officer Total Compensation \$132,382 cost difference equals \$89,848 x 500 PAA Positions = \$44,924,400.

For many criminal justice experts, the level of civilianization in a Police Department is an important indicator for police professionalism. A critical factor in this public policy debate is that NYPD's patrol strength has gone down for many years and recently crime rates are increasing to unacceptable levels. Local 1549 also has a fiduciary duty to push the three Arbitration Awards the Local has won regarding civilianization:

1. Arbitrator Maurice C. Benewitz's Award of September 2, 2004: NYC Office of Collective Bargaining, Board of Collective Bargaining: In the Matter of the Arbitration between District Council 37, AFSCME, AFL-CIO (Police Administrative Aides, Senior Police Administrative Aides) and City of New York (Police Department), OCB Case Number A-6683-97; The Award ordered: 'The police Commissioner shall immediately cease and desist from assigning the duties at issue (clerical/administrative) to police personnel of various ranks'.

2. The Carlin Meyer Award, dated October 12, 2007 mandates that the NYPD cease and desist from assigning TEA's to special assignment performing clerical functions specified in the arbitration award.

3. The Carlin Meyer Award, dated June 25, 2008, mandates that the NYPD cease and desist from assigning School Safety Officers to positions specified in the Award.

Background FY2011 and FY 2012

| Head Count Analysis | Jan 2011 | Jan 2012 | Difference |
|------------------------------------|------------|------------|-------------|
| Police Administrative Aides | 1,792 | 1,577 | - 215 |
| Senior Police Administrative Aides | <u>862</u> | <u>840</u> | <u>- 22</u> |
| | 2,654 | 2,417 | -237 |

FY 2011 Budget OMB Established a NYPD Civilianization Program

"The civilian authorized headcount has been increased by 400 positions as part of OMB's civilianization program to replace 400 uniformed members in administrative and support functions. The number of authorized civilian positions will increase to 14,521 in FY'11 and thereafter. The new positions will partially offset the loss of 1,401 positions implemented in prior year financial plans....The Civilianization Program is estimated at save \$1.3 million in Fiscal Year 2011, \$2.8 million in Fiscal Year 2012 and \$13.4 in Fiscal Year 2013 and thereafter." Source: Testimony given by Police Commissioner Raymond W. Kelly before the New York City Council Public Safety Committee on the Preliminary Budget for Fiscal Year 2010, March 11, 2010 , page 6.

FY 2012 Budget OMB Ends the NYPD Civilianization Program:

New York City Council, Christine C. Quinn, Speaker; Finance Division, Preston Niblack, Director; Hearing on the Mayor's Fiscal Year 2012 Preliminary Budget and the Fiscal Year 2011 Preliminary Mayor's Management Report, Police Department, Committee on Public Safety, Hon. Peter F. Vallone, Jr., Chair, Report, March 15, 2011 , page 1. This report summarized the Major Budget Action as follows:

"The **Civilian Headcount Reduction:** The Department would eliminate 350 civilian positions through attrition beginning in Fiscal Year 2011 yielding a total savings of \$13.8 million in Fiscal 2011 and \$29.8 million in Fiscal 2012. The Fiscal 2011 Preliminary Budget proposed replacing 400 uniform positions in non-law enforcement functions with newly-hired civilians to free them for patrol and enforcement functions. **This action would eliminate most of the supplemental civilian positions and lead to reductions in both patrol and enforcement strength.**"

**Local 1549 FY 2013 Budget Request Hire 500
Police Administrative Aides to Move Cops
From Behind Desks and Moved on to the
Streets to Fight Crime:**

Local 1549 Fiscal Note: The FY 2013 savings can be calculated as follows:

PAA New Hires Salary: \$36,000 Incumbent Rate minus (-) (15% Hiring Rate Reduction = \$30,600 salary) plus (+) 39% PAA fringe factor: [\$30,600 + \$11,934 = \$42,534 approximate total cost per newly hired PAA].

versus

Approximate salary of uniformed NYPD Police Officer (PO) after 5 years: \$73,546; plus (+) benefit costs for 5-year PO [80% of salary = \$58,836]; 5-year PO salary plus benefit cost = [\$73,546 + \$58,836 = \$132,382.80 total compensation for 5-year police officer].

Cost Difference: PAA: \$42,534 and PO \$132,382 equals \$89,848 x 500¹ PAA Positions = \$44,924,400.

¹NYPD Quarterly Update of Patrol Commands, December 31, 2011.

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Local 1549 Fact Sheet

Analysis of NYPD Police Communications Technician and Supervising Police Communication Technician Overtime for the Period 2008-2012 and Converting the Overtime Cost into New (911) PCT Hiring for Fiscal Year 2013

In February 2012¹ Local 1549 represented the 1,070 Police Communication Technicians (PCT) and 126 Supervising Police Communication Technicians (SPCT) for a total Chapter membership of 1,196 members at NYPD 911.

Paid (911) Overtime

For the period 2008-2012 NYPD PCTs and SPCTs worked the following Paid Overtime at 911:

| | | |
|-----------------------------|-----------------------------|--|
| 2008: \$2,149,471.80 | 2010: \$3,234,452.90 | 2012: \$1,342,569.40 [Jan-Apr]. |
| 2009: \$1,866,669.60 | 2011: \$3,377,256.20 | |

NYPD Police Communication Technician (911) Hiring Rate²

Local 1549 Fiscal Note: The FY 2013 costing on Total Compensation for the Police Communication Technician Hiring rate²: \$33,162.00 + \$500³= \$33,662.00 (+) 39% fringe factor [healthcare, pension, payroll tax, unemployment insurance, payment to supplemental welfare funds, workers' compensation= \$13, 128.18]. [Approximate Total Cost for newly hiring of a PCT= \$33,662.00 hiring rate + \$13,128.18 fringe factor = \$46,790.18.]

Converting Paid NYPD PCT /SPCT (911) Overtime into New PCT Hires

2008: \$2,149,471.80 ÷ \$46,790 equals **50 Newly hired PCTs (Based on 2008 salary)**
2009: \$1,866,669.60 ÷ \$46,790 equals **40 Newly hired PCTs (Based on 2009 salary)**
2010: \$3,234,452.90 ÷ \$46,790 equals **70 Newly hired PCTs (Based on 2009 salary)**
2011: \$3,377, 256.20 ÷ \$46,790 equals **72 Newly hired PCTs (Based on 2009 salary)**

Local 1549 Recommendation Convert Overtime into New Hires

NYPD's PCTs and SPCTs perform a 24 hours/7 day a week /365 days a year life saving service for the citizens of New York City. They are the "first of the first responders⁴." Local 1549 contends that 911 overtime is problematic from a productivity point of view. It indicates a chronic staff shortage that results in operator fatigue which drastically increases the potential for creating human error. Additionally, increased fatigue results in a higher sick rate that results in an increase in overtime assignments. Local 1549 recommends that the New York City Council explore the conversion of paid NYPD PCT overtime into new PCT (911) hires in the FY 2013 Budget at no additional costs.

Sources: ¹ Latest number reported per SP112 DC 37 Membership Department, ² Clerical Unit Agreement between NYC and DC 37 March 3, 2008-to March 2, 2010. Article III, Section b. p.12; ³ Arbitrator's Award, DC 37, 4 OCB2d

3-1-1 Call-in Centers

Comparative Cost Analysis #6

King Teleservices Inc.

1549 Call-in Centers Reps

Savings

\$9 million dollar contract (one year)

Lowest Number of hours under the contract
Minimum number of logged hours (16,500)

| Logged Hrs. | Rate/Hr | Monthly Cost | Yearly Cost | Positions | CCR's | Yearly Salary | Fringe | Yearly Cost |
|------------------------|----------------|---------------------|---------------------|-------------------------|-------|---------------|-----------|---------------------|
| 16,500 | \$ 31.19 | \$ 514,635 | \$ 6,175,620 | | | \$ 31,500 | \$ 11,970 | \$ 43,470 |
| Dedicated Seats | Monthly | Monthly Cost | Yearly Cost | No. of Positions | | | | |
| 110 | \$ 1,475 | \$ 162,250 | \$ 1,947,000 | 110 | | | | |
| | | | \$ 8,122,620 | | | | | \$ 4,781,700 |

Highest Number of hours under the contract
Maximum number of logged hours (21,500)

| Logged Hrs. | Rate/Hr | Monthly Cost | Yearly Cost | Positions | CCR's | Yearly Salary | Fringe | Yearly Cost |
|------------------------|----------------|---------------------|---------------------|-------------------------|-------|---------------|-----------|---------------------|
| 21,500 | \$ 31.19 | \$ 670,585 | \$ 8,047,020 | | | \$ 31,500 | \$ 11,970 | \$ 43,470 |
| Dedicated Seats | Monthly | Monthly Cost | Yearly Cost | No. of Positions | | | | |
| 110 | \$ 1,475 | \$ 162,250 | \$ 1,947,000 | 110 | | | | |
| | | | \$ 9,994,020 | | | | | \$ 4,781,700 |

Additional Costs

King Teleservices Inc.

1549 Call-in Centers Reps

| Cost of Training* | Hour | #dedicated seats | Total | Cost of Training | Hour | #dedicated seats | Total |
|-------------------|------|------------------|------------|--------------------|------|------------------|------------|
| Initial Training | \$15 | 110 | \$ 231,000 | **Initial Training | \$15 | 110 | \$ 231,000 |
| On-going Training | \$25 | 110 | \$ 38,500 | On-going Training | \$25 | 110 | \$ 38,500 |

Insurance

City Pays premium of \$5 million policy

| Premium max | New Equipment and Installation*** |
|-------------|--------------------------------------|
| \$ 269,500 | 110 Computer Terminals @ \$1000 each |
| | \$110,000 |

Total \$ 539,000

Total Savings \$ 379,500

Contract does not specify # of training hours -City employees receive 20 days of initial training and 2 days of On-going training.

*Initial training not needed after first year.

**DoITT updates King Teleservices Computer

Total Savings between \$3.5 and \$5.4 million



Updated: Wed., Apr. 4, 2012, 4:03 AM

Endless 311 call-waiting

By DAVID SEIFMAN

Last Updated: 4:03 AM, April 4, 2012

Posted: 2:02 AM, April 4, 2012

The jewel in the crown of city government could use a little polishing.

It's taking callers to the wildly successful 311 system longer to reach an operator because its staff has been trimmed by about 23 percent as a result of citywide budget cuts, officials said yesterday.

Records show that the average wait time for the first seven months of the 2012 fiscal year reached 65 seconds for most calls, compared to 30 seconds for the same period in 2011.

The number of calls picked up within 30 seconds — the city's target — fell from 80 to 61 percent.

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