ADVISORY BOARD MEETING #2

Focus:

- Extrinsic Motivation
- Salary and Step Increases
- Intrinsic Motivation
- Training
- Optimal Employee Utilization
- Equipment

EXTRINSIC MOTIVATION

- Extrinsic Motivation occurs when we are motivated to perform a behavior or engage in an activity in order to earn a reward or avoid a punishment.
 - e.g.: Tempe PD offers a reward of one paid day off when an officer performs exceptionally well on a call or encounter, such as catching a robbery suspect.
 - This may not be possible due to current staffing levels, but a similar reward system should be looked into as a possibility.
- An employee's salary needs to be high enough that it is extrinsically motivating; especially when compared to peers in the same profession and region.
- If compensation for services provided is not extrinsically motivating, employees are far more likely to seek other employment opportunities.

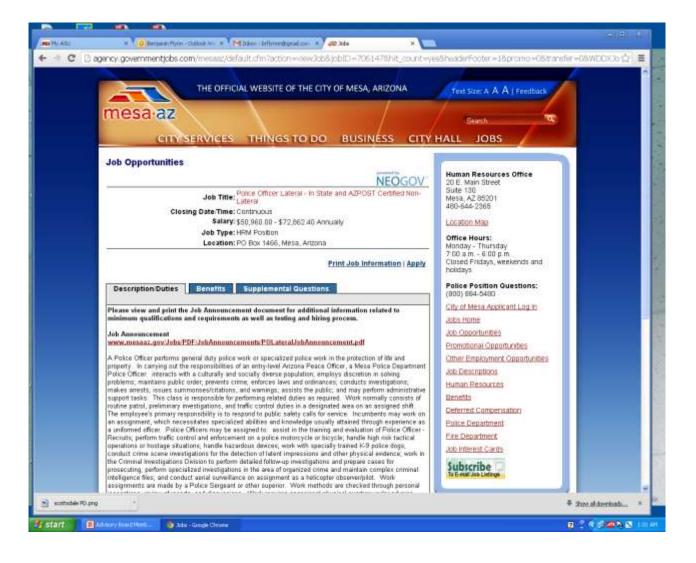
SALARY

- Although Officers, Sergeants, and Commanders recently received pay raises, ASU PD pays significantly less than surrounding agencies over time.
- ASU PD has a respectable starting salary, but there are no annual increases. We currently have new officers making the same as 10-year officers (or laterals with 20+ years experience). This makes employees question their future here, and look to other agencies who give annual increases.
- Dispatchers and Police Aides also make considerably less than their peers at other agencies.
- The tuition waiver is often touted as one of the reasons our employees make less. Surrounding agencies give tuition reimbursements; this is comparable to what ASU offers because those employees are free to attend any school they choose. They are also reimbursed for school supplies.

SALARY

- The next few slides are of relevant job postings from surrounding agencies that I have been collecting since late October of 2013.
- Many of these postings are still active.

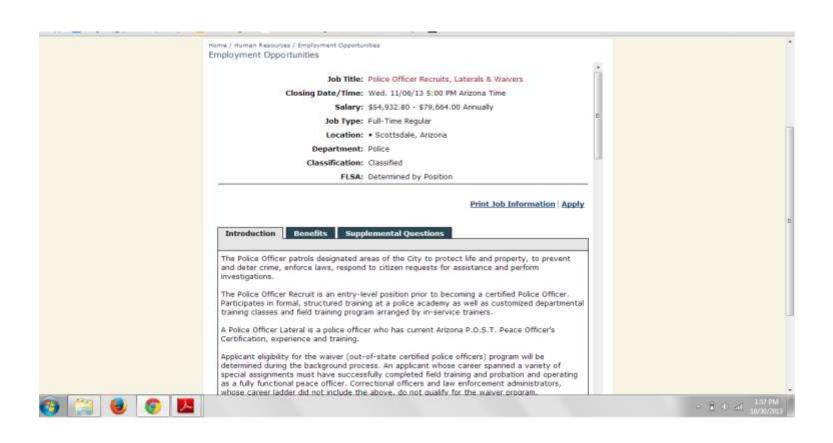
MESA PD OFFICER SALARY



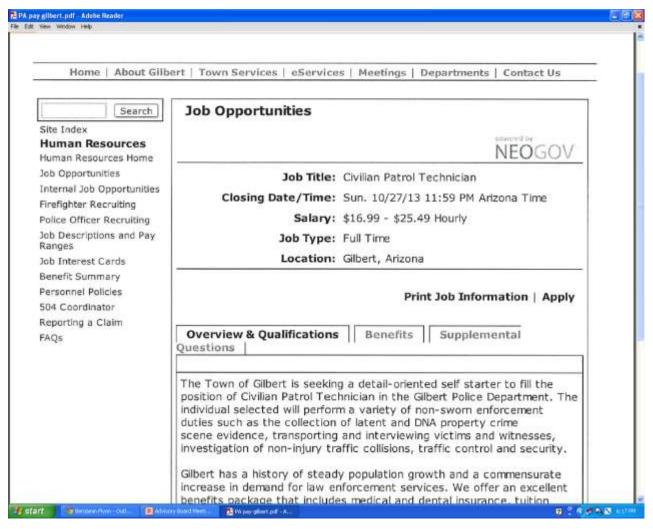
GLENDALE PD OFFICER SALARY



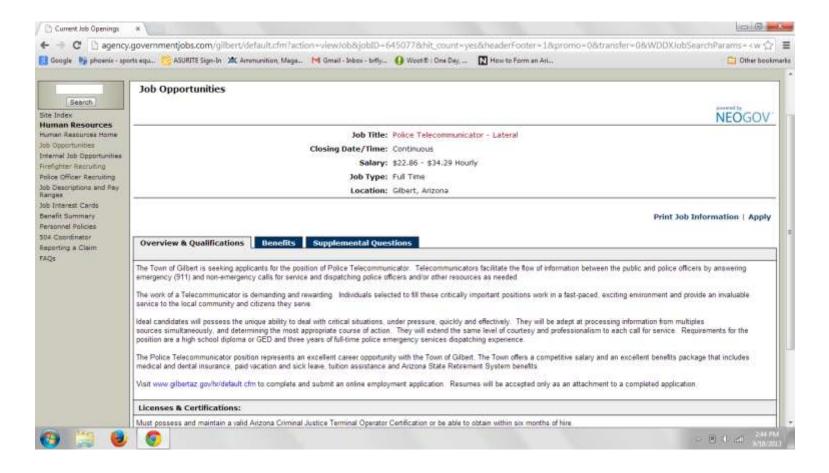
SCOTTSDALE PD OFFICER SALARY



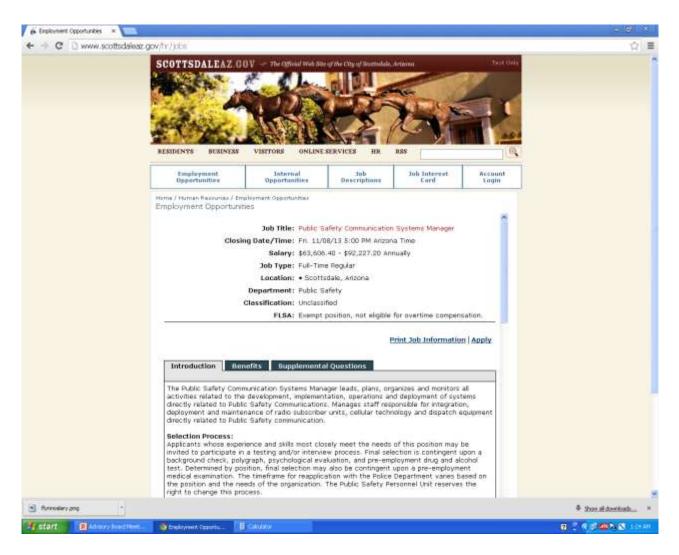
GILBERT POLICE AIDE SALARY



GILBERT DISPATCHER SALARY



SCOTTSDALE DISPATCH MANAGER SALARY



TUCSON DISPATCH MANAGER SALARY



STEP INCREASES

- The main problem with our current salary situation is that ASU PD employees are not guaranteed incremental salary increases. Other departments give salary step increases. To be competitive, ASU must do the same.
- Employment at ASU Police is treated as a "job" by most, rather than as a "career". By that, I mean many sworn and unsworn personnel use the Department as a stepping stone and are actively looking to leave once they get the AZPOST certification and some experience, a degree, or both.
- For maximum retention rates, ASU needs to change this image of the Department being only a job, and transform it into a career for our officers and civilians.

STEP INCREASES

- Step increases need to be initiated so that pay raises are incremental, measureable, and guaranteed.
- Step increases need to be included in an employment contract for all Police Department employees.
- Employees should "top out" after no longer than ten years with the Department. Some Departments top out as early as five years (Mesa PD and Ohio State University PD).
- The maximum pay for an officer according to the ASU Job Descriptions is \$70,715 with a starting salary of \$44,138. That is a \$26,577 difference.
- Based on this, an officer should receive a salary increase of at least \$2,657 per year for a "3" or above rating until he or she is "maxed out".
- Officers and civilians should be given salary "bumps" for educational achievements or past experience at other agencies.
 - This will show employees that the Department values education and self-improvement.

CURRENT ASU PD EMPLOYEE SALARY SCHEDULES

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	ARIZONA STATE UNIVERSITY		Low	Mid	High		,	ASU Hon	ne ASU A-Z	Index My ASU Colleges & School	ols Directory	Map	
170995	Police Aide	41	29643	38443	47243	CLS	HRY	И	190	Public Safety			^
170997	Police Aide Lead	42	32037	41668	51299	CLS	HRY	И	190	Public Safety			
170998	Police Aide Supervisor	43	34705	45270	55835	CLS	HRY	И	190	Public Safety			
171110	Police Corporal	63	52529	68220	83911	CLS	HRY	И	190	Public Safety			
171150	Police Dispatch Supervisor	52	40480	52719	64959	CLS	SAL	Е	190	Public Safety			
170990	Police Evidence/Property Tech	42	32037	41668	51299	CLS	HRY	И	190	Public Safety			
171130	Police Lieutenant	65	61838	80309	98780	CLS	SAL	Е	190	Public Safety			
171100	Police Officer	61	44123	57419	70715	CLS	HRY	И	190	Public Safety			
117943	Police Officer Events	32	26085	33106	40128	CLS	HRY	И	190	Public Safety			
171000	Police Officer Recruit	61	44123	57419	70715	CLS	HRY	И	190	Public Safety			
171140	Police Radio Dispatcher	43	34705	45270	55835	CLS	HRY	И	190	Public Safety			
171145	Police Radio Dispatcher Sr	51	37308	48628	59948	CLS	HRY	И	190	Public Safety			
171155	Police Records Clerk	33	28041	35551	43062	CLS	HRY	И	180	Clerical & Admin Support			
171156	Police Records Clerk Sr	41	29643	38443	47243	CLS	HRY	И	180	Clerical & Admin Support			
171120	Police Sergeant	64	57257	74360	91463	CLS	HRY	И	190	Public Safety			
190895	Police Supvr, Non-Traffic Even	-	0	0	0	CLS	SAL	Е	190	Public Safety			
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All Department employees should reach their top-end salary after no more than 10 years, reaching the midpoint after no more than five years. Increases should be given for educational achievements (associates, bachelors, and graduate degrees) and prior experience.

STEP INCREASES

- Giving employees a comparable wage with incremental increases is essential to slowing the loss of staffing that ASU Police is facing (increasing extrinsic motivation).
- By taking this step immediately, employees that are actively looking to leave may opt to stay; this will also make the agency more attractive to new hires.
- Pay is not the only incentive when it comes to a conducive, productive work environment. However, taking financial strain off of employees will improve retention.
- This step will also show employees that actions are being taken to better the workplace.

PAY ABOVE BASE

- The Pay Above Base (PAB) is a temporary bonus that supplements an employee's salary. It is not guaranteed on an annual basis.
- Civilians are not offered the Pay Above Base. This sends a non-intended message that civilians are not as valued/important as sworn personnel.
- There is a very small percentage of employees who are solely internally motivated. The rest *need* to be motivated extrinsically; otherwise they are likely to leave.

INTRINSIC MOTIVATION

- Intrinsic motivation involves engaging in a behavior because it is personally rewarding; essentially, performing an activity for its own sake rather than the desire for an external reward (salary/bonus).
- For a career to be intrinsically motivating, most individuals require dynamic roles throughout their employment.
- Training allows officers and civilians to become experts in areas that are interesting and rewarding to each individual.
 - It is the norm for some Command Personnel to deny training requests to *free* training courses when there is no negative impact to minimum staffing levels. This ideal must be changed.
- If employees have little or no intrinsic motivation in their current capacity, it is likely that they will seek more satisfying employment opportunities elsewhere.
- Researchers have found that offering positive praise and feedback when people do something better in comparison to others improves intrinsic motivation.
- Recognizing and acknowledging employee accomplishments is critical for building intrinsic motivation within an organization.

- Training is a critical aspect of employee retention.
- New hires deserve to have Field Training Officers who are certified, competent, and experienced instructors. This will ensure that the maximum number of new hires will pass Field Training which increases our staffing levels.
- Current employees need the opportunity to grow within their profession. Employee satisfaction often comes from mastering one skill set, and then having the ability to move to a new skill set (if desired).
- When training is not available or not approved by Command, employees become frustrated. This may eventually contribute reason to leave the agency for more intrinsically motivating career opportunities.
- The public expects our officers to be well trained and highly motivated. It is a disservice to our customers to have anything but.

- FTO All Field Training Officers should be General Instructors and FTO certified (NAFTO). This will help reduce the attrition of new hires and improve the overall training experience for the OIT.
- The FTO program needs to be revised as well. What we currently have is not working per comments received by current department members, and also by the number of officers who have failed Field Training.
- HGN Most of our calls for service stem from alcohol use.
 The nature of the environment we police makes it a necessity for all sworn employees to be HGN certified.
- DRE The above also goes for DRE; we should have a minimum of one Drug Recognition Expert per shift.
- Phlebotomy ASU Police should have at least one phlebotomist on staff per shift. This will make ASU PD far more self-reliant when processing DUI suspects.

- More training needs to be available to line officers and civilians.
- Many officers complain that their requests for free training offered by other departments are often denied.
- The Department should be making all training available to as many employees as possible.
- Motivated employees who show initiative and want training should not be denied their request unless absolutely necessary.
 - Even if it means putting out Department overtime to cover the training employees' shift.
 - *Investing* in employees this way makes them feel valued by the organization and also more confident in their skill set.
- More training equates to a more effective, safe, professional and satisfied staff.
 - This will likely lead to a reduction of external complaints.

- Every officer employed by ASU PD should be experts when it comes to active shooter scenarios. ASU PD should be the leading expert in Arizona and hosting training for other agencies.
- The fact is, ASU is the largest university in the country. The question is not *if* we will have an active shooter, but *when*. We must invest in training to prepare ourselves and prevent as much harm to our community as possible when tragedy strikes.
- All officers should all be rifle certified, and should also be issued sound suppressors; as it is likely that they will discharge their rifles inside of a building during the pursuit of an active shooter.
 - The possibility of severe, permanent injury to the officer is great if a high-powered rifle is fired indoors without proper sound suppression; as is the significant disorientation and pain commonly associated with perforated eardrums.

OPTIMAL EMPLOYEE UTILIZATION

- Currently we have many officers who have retired from other agencies.
 - Several of these officers have stated that they wish to do more within our organization.
- Experienced, well-trained officers like these are an invaluable resource. We need to fully utilize them in Training and Operations.
- Police Aides should be cross trained as Detention Officers, so that Police Officers can be made available more rapidly after an arrest. This will help alleviate staffing problems when arrests are made and reduce Officer administrative time on shift.

OPTIMAL EMPLOYEE UTILIZATION

- Police Aides should be trained in the following areas:
 - Respond to, and take traffic accident reports.
 - Issue civil citations.
 - Be given the opportunity to become Taser certified.
- The outlying campuses at this time often have only one officer on staff; having a Police Aide available for less lethal coverage would be an excellent asset during periods of low staffing.

EQUIPMENT

- Although it may appear aggressive to some, the duties that a Police Officer carries out on a daily basis require specific equipment. Officers should be able to utilize load-bearing outer vest carriers if they wish.
- It is important to equip rifles with sound suppressors. As stated before, a high powered rifle discharged indoors poses a hazard to the officers who are utilizing or are near the weapon.
- The current uniform requisition system is ineffective. All employees that were surveyed are very dissatisfied with the current system.
 - E.g., PA Flynn submitted 6 different requisitions over a period of 10 months before finally receiving a pair of replacement boots. Unintentionally, this can be viewed as unprofessional both internally and externally. Similar instances occur with many employees who submit clothing/uniform requisitions.
- This allowance can come in the form of a voucher to be redeemed at Universal Police Supply, or in cash.

SUPERVISORS AND LINE STAFF MUST ALL ASK THEMSELVES A QUESTION...

- Think about this question objectively, and answer honestly.
- What is the incentive for an employee to stay with the ASU Police Department?
- What are the influencing intrinsic and extrinsic motivators offered by ASU that will retain employees?
 - Pay?
 - Training opportunities?
 - Recognition?
 - Benefits?
 - Workplace environment?
 - Morale?