

CITY AUDITOR

# Long Beach Police and Fire Dispatcher Overtime Audit Garneres Prestigious Award for City Auditor

by STEPHANIE RIVERA  on APRIL 05 2016 13:54 in NEWS Like

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Last May's [audit report](#) revealing understaffed and overworked police and fire dispatchers has garnered the Long Beach City Auditor's Office a prestigious national award, the office announced Tuesday.

Judges with the Association of Local Government Auditors chose the auditor's office as a recipient of the 2015 Distinguished Knighton Award—seen as one of the most highly regarded honors—for identifying “the potential for significant impacts including budgetary, safety, and operational efficiencies,” a release stated.

This is the fourth time Auditor Laura Doud has received the ALGA Knighton Audit Award, which recognizes the best performance audit reports issued by its 300 local government audit organization members, according to the release.

“Our office is committed to improve government efficiency and effectiveness, and my staff and I appreciate ALGA's recognition of our work on behalf of the citizens of Long Beach,” said Doud in a statement.

The *Police & Fire Public Safety Dispatcher Overtime Audit* found that despite answering emergency calls above industry standards, the emergency call centers were understaffed and overtime was distributed disproportionately among the dispatcher workforce.

Though the \$1.3 million in overtime hours in 2014 saved the police and fire departments money by not having to hire full-time employees with benefits, the practice was found to potentially lead to employee burnout and low morale, the audit stated.

The audit called for a review of staffing levels and schedules, the disproportionate distribution of overtime among dispatchers and recruitment efforts, which city officials have taken into consideration.

“I am pleased that the City has undertaken our recommendations which have the potential to improve the adequacy and efficiency of the Dispatch Centers’ staffing levels and, thereby, reduce the need for overtime,” stated Doud. “One dispatcher personally thanked us for identifying the overtime issues. Having 9-1-1 dispatchers who are not overworked increases public safety by enhancing dispatcher performance, safety and morale.”


Doud will be presented with the award at the ALGA’s annual National Conference in Austin, Texas on May 23.


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 **John B. Greet** · 6 days ago  
Well done, once again, Ms. Doud. Mandatory overtime has been the norm in the police communications center for many years. While it saves costs in benefits, it is truly draining on these excellent employees, many of whom would much prefer to be home with their families than working well above and beyond 40 hours per week.  
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 **PolyLb** → John B. Greet · 5 days ago  
True  
^ | v · Reply · Share >

 **RWCrum** · 5 days ago  
Doud is very good at her job, not accountable to any Long Beach official. People keep crying about eliminate this waste, get rid of that fluff, etc. If it was truly there, Doud would have found it by now.  
1 ^ | v · Reply · Share >

 **TCB** → RWCrum · 5 days ago  
She finds it every time she audits a department, unfortunately she can only in engage in so many audits due at a time and per year.  
1 ^ | v · Reply · Share >

 **John B. Greet** → RWCrum · 5 days ago  
Unfortunately, for all of her office’s excellent auditing, all she can do is report findings and recommend changes. She has no authority to enact policy. All she can do is lead the other elected and appointed to public policy responsibility...but she can’t make them “drink” it  
^ | v · Reply · Share >

 **PolyLb** → RWCrum · 5 days ago  
I agree with you she is doing an awesome job!  
^ | v · Reply · Share >