

**Testimony provided by:**

**State Police Trooper Raymond Albert (retired)**

**Respectfully submitted to:**

**Pennsylvania State Senate  
Law and Justice Committee  
Hon. John C. Rafferty, Jr., Chairman  
Hon. Sean F. Logan, Democratic Chairman**

**October 17, 2005**

Good morning. My name is Raymond Albert and I recently retired from the Pennsylvania State Police after proudly serving our state for more than 37 years.

During my time as a trooper, among my many duties, I served as a hostage negotiator, handled juvenile investigations and directed the State Police Camp Cadet for two decades. But near the end of my service, I was being asked to answer phone calls that normally would be handled by a front desk greeter. Since fewer greeters are now available in our department, highly-trained troopers all over the state are having their expensive training and experience go to waste.

To put it into perspective: It has become commonplace and accepted practice in our department for troopers making \$31 an hour to handle clerical duties that normally pay a civilian \$11 an hour. I don't have to tell this committee that this practice is clearly a waste of taxpayer dollars. Pennsylvania's citizens expect us to be handling duties that they paid to train us for – not answer phones or other clerical duties.

Simply put, it makes no sense from a business, professional or financial standpoint to ask someone like me, a trooper with more than 37 years of service, to answer phones. Clearly, this is a problem that must be addressed. The civilianization plan pressed by the administration doesn't do that. Making sure each station has enough civilian administrative support is paramount to making our department operate efficiently and effectively.

Thank you.