

NORTHEAST ARIZONA REGIONAL DISPATCH CENTER GOVERNING BOARD MINUTES
January 9, 2017, 2:00 p.m.

PRESENT: Paul Watson, Vice-Chairman; Ed Muder, Member; Keith Johnson, Member; and Pat Nichols, Member, were present in person. Jim Morgan, Chairman, was absent.

ALSO PRESENT: Nick Patton, NARDC Attorney; F. Morgan Brown, City of Show Low Attorney; Ken Dewitt, Navajo County IT Director; Jenny Hansen, NARDC Regional Dispatch Director; Dave Sargent, Pinetop-Lakeside Chief of Police; Dan Barnes, Pinetop-Lakeside Commander of Operations; Joe Shelley, Show Low Chief of Police; and Justin Johnson, Show Low Finance Director, were present.

Call to Order: At 2:07 p.m.

Call to the Public: There were no comments from the public.

Approval of Minutes: December 12, 2016: **Mr. Muder made a motion** to approve the December 12, 2016 minutes; motion seconded by **Mr. Johnson**. Vote unanimous approving the motion.

Discussion and possible action regarding proposed budget : **Vice-Chairman Watson** advised the NARDC Board that the Finance Committee met last week as a follow-up to the first meeting a week prior to that. He stated that their discussion partially centered around the idea of trying to reduce the overall budget and also to recognize the need on the personnel side. He spoke about the concept being if capital is reduced and/or an alternative financing source is found for capital, then some of those funds could be moved into personnel. He stated that the budget being presented today is probably not complete as there have been changes as recently as today. He indicated that the proposed budget reflects 22.5 FTE's, including five designated part-time, which is 25.5 actual personnel. **Mr. Johnson** indicated that there has been difficulty in the past filling part-time positions. Chief Sargent indicated that they have never been able to hold a part-time dispatcher. **Mr. Johnson** inquired whether there would be any difference in staffing going from two locations to one. Ms. Hansen indicated that there would be less employees for one dispatch center, and she could make 22.5 work, but 25 people would be the minimum. **Mr. Muder** inquired as to why a dispatcher in south county couldn't take a break with north county covering, if they're not busy. Ms. Hansen spoke about the different options. She stated that if the budget is approved, then she will have to go back to determine how do we operate and what would we give up. **Vice-Chairman Watson** stated that he believes 22.5 is functional. **Mr. Johnson** indicated that the Pinetop dispatchers are working 50 to 60 hours based on staff shortage. **Vice-Chairman Watson** stated that if the budget were changed to show 25 FTE's, he has been told that some agencies do not have the ability to fund that. He questioned how we are going from three centers to two centers and everybody is going up in cost. **Mr. Muder** indicated that Show Low is struggling with that, as well, and has to go back to City Council. **Mr. Johnson** spoke about his budget and stated that he can break even if the numbers are accurate in the proposed budget. Ms. Hansen stated that she will work with whatever we end up with. A discussion was held regarding staffing and the current inability for dispatchers to take breaks. **Mr. Nichols** asked about if other entities joined NARDC, would that increase the personnel needs proportionately and would that alleviate some of the problem. Ms. Hansen indicated that cost sharing would be helpful to everybody. Mr. Patton asked about the discrepancy

between the hours needed and what is in proposed budget. Ms. Hansen indicated that it includes leave time. **Mr. Muder** spoke about the rate for private ambulance companies and fire departments and questioned whether an increase of 5 percent every year is reasonable. Ms. Hansen stated that we can operate in phases with fire and hospital beginning. She spoke about the training needed and that once she has a budget, she can draft out a transition plan. Members spoke about the capital. Mr. Dewitt spoke about expectations of services and services provided and grant opportunities. **Mr. Johnson** inquired if it was a possibility to go to one dispatch center and keep Holbrook as is. **Vice-Chairman Watson** indicated that the County system is being upgraded through the CDBG grant. Chief Sargent stated that it takes quite a bit longer to dispatch a fire call than a police call and inquired why police departments are paying more than fire districts and that it seems as though agencies which have money are paying a smaller amount. **Vice-Chairman Watson** directed the members to the cost per call and indicated that fire is quite a bit higher than police, but police agencies have a lot more calls. Chief Sargent indicated that patient care has very little to do with law enforcement and that most calls for service to fire and ambulance are medical calls. **Vice-Chairman Watson** stated that he does not have a valid response at this time, other than taking what we currently have, noting that each one of the existing dispatch centers do not charge fire districts enough. **Mr. Muder** stated that he believes it's worthy of discussion with the fire districts. Chief Shelley spoke about workload in Show Low and indicated that fire has a higher cost per call, because they do a lot of extra things per call to offset workload cost. Ms. Hansen spoke about inbound telephone calls, both administrative and emergency. **Vice-Chairman Watson, Mr. Nichols, and Mr. Johnson** each indicated that the proposed budget works for their respective agencies. **Mr. Muder** stated that as it stands, the proposed budget does not work for Show Low. Mr. Patton stated that it was his understanding that the NARDC started with the goal of making things cheaper for everyone based on the economies of scale and that maybe the numbers should be proportional. **Vice-Chairman Watson** stated that the Finance Committee tried to make it work with nobody's cost going up. He stated that he still believes that by consolidating services, our citizens in the end gain, because we now have coordinated calls between various agencies. Ms. Hansen stated that both citizens and the subscribing agencies benefit. **Vice-Chairman Watson** stated that if that is still the end game and end goal, then we need to continue to find a way to make this work and that he believes that even if we only have 22.5 employees, we will improve service than where we're at today. **Mr. Muder** stated that he is in agreement, but as soon as we form, there will be a cry to have more employees. Ms. Hansen stated that the transition plan is going to be key. **Mr. Muder** discussed how much Show Low pays per call and spoke about doing an apples-to-apples comparison within two years. Ms. Hansen stated that we will know within a year, based on equipment and how we are able to capture data. **Vice-Chairman Watson** stated that Navajo County has already spent about \$69,000.00 in actual expenditures and that he does not believe the theory of everybody not paying until they come on board is going to work. **Mr. Muder** suggested that **Chairman Morgan** talk to the fire districts and ask if they're willing to pay more to make this work. **Mr. Johnson** stated that if he has to take the budget as it stands and explain a 5% increase over 10 years, he does not believe it will fly. He stated that he is on board with trying to get more money from the fire departments. **Vice-Chairman Watson** stated that he will go back and work with Paige Peterson on the numbers with regard to per call fees but still do per call and that the 5% increase has already been changed back to 4%. Mr. Brown asked whether it is feasible to get what is currently being paid. **Vice-Chairman Watson** requested that the police departments provide what they receive from various agencies, and the new budget will look at different costs per call related to fire and EMS, and they will work with the number of personnel. Ms. Hansen indicated there will be one page in the revised budget which will show operating and capital, so each agency will know what their real number is. **Mr.**

Nichols stated that he would like to see projections if other entities come on board. **Vice-Chairman Watson** stated that a decision needs to be made quickly as to whether we are moving forward.

Discussion and possible action regarding insurance policy: This item was tabled.

Monthly Report by NARDC Director: Ms. Hansen stated that there are three new hires with SO dispatch and one more is being hired to fill their total allocation. She stated that she started developing an academic program and had three dispatchers from SO and three from Snowflake/Taylor participate in the training, and the response was good. She stated that she believes the five-day program will turn into a ten-day program. She indicated that she has been asked by individuals from Snowflake/Taylor why they aren't regionalizing. She stated that Chief Scarber mentioned that two of the town council members want to meet with her. She indicated that three Show Low dispatchers will participate in Navajo County Leadership Academy. She indicated that a new memo went out where she lived indicating that residents should use 9-1-1 as opposed to the seven-digit number. She spoke about the homeland security grant program that she will be attending in Flagstaff on the 11th and that grants would offset costs for the agencies. She spoke about different grant sources and encouraged agencies to check them out. She spoke about specs for radio infrastructure and sustainable funding for radio infrastructure and upgrades. She spoke about a logo contest and will present the top three submissions to the Board at the next meeting to vote on a winner. She stated that she will need administrative assistance with regard to gathering demographics and will then come up with spread sheets. **Mr. Johnson** asked who dispatches for highway patrol, the Navajo Nation and the Apache tribe. Ms. Hansen stated that DPS dispatches for highway patrol, and Navajo Nation and the Apache tribe internally have their own dispatch.

Reports from Staff: Mr. Dewitt stated that he is taking the grant proposal to the Board of Supervisors tomorrow with an award to Durham Communications.

New Business: **Vice-Chairman Watson** scheduled another meeting on January 23rd, at 2:30 p.m., where the only agenda item will be the budget. He indicated that the revised budget will be distributed prior to the meeting. Mr. Patton directed that members do not reply to "ALL" when making comments regarding the budget. **Mr. Johnson** thanked the Finance Committee for their work on the budget.

Adjourn: At 3:58 p.m.

APPROVED:

DATED: February 13, 2017



Jim Morgan, Chairman
Northeast Arizona Regional Dispatch Center Governing Board

ATTEST:



Donna Hurstrom, Clerk
Northeast Arizona Regional Dispatch Center Governing Board