

Marshall County Communications Commission
Technical Oversight Board
Tuesday, February 13, 2018, 6:00 pm
Marshall County Sheriff's Office, Marshalltown

MEETING MINUTES

Sign-in: Alicia Hunter, TOB Secretary, Mike Tupper, TOB, Tiffany Eibs, 911, Dan McCready, 911, Mike Ball, Melbourne PD, Jeff Bunn, State Center PD, Joel Phillips, MCSO, Adam Soddors, TR, Kim Elder, EMA, Jeff Hutton, TR, Teresa Lang, 911, Stacy Roads, 911, Jill Petermeier, City of Marshalltown HR, Jessica Kinser, City of Marshalltown, Rick Lang, MPD, Heather Grobe, Unity Point Health Marshalltown, David Rierson, Marshalltown Fire, Phil Summers, Marshall County EMS Association.

Agenda item #1: Meeting called to order at 18:05 hrs.

Agenda item #2: Approve January 29, 2018, meeting minutes. All members have reviewed the minutes and find them to be accurate. Tupper made a motion to approve the minutes from the January 29, 2018, meeting. Bunn seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motion carries to approve minutes.

Agenda item #3: unfinished business that was tabled at the January 29th meeting. Recommendation on organizational structure: TOB members reviewed the organizational structure with names removed. For the record the structure reflects the Marshall County Communications Commission with 17 voting members as Mayor Albion, Mayor Clemons, Mayor Ferguson, Mayor Gilman, Mayor Haverhill, Mayor Laurel, Mayor LeGrand, Mayor Liscomb, Mayor Marshalltown, Mayor Melbourne, Mayor Rhodes, Mayor St. Anthony, Mayor State Center, Marion Township Trustee, Marshall County Board of Supervisors Chairman, Marshall County Sheriff, Emergency Management Coordinator. Following by the Technical Oversight Board with eight members as Police Chief Marshalltown, Fire Chief Marshalltown, Police Chief Melbourne, Police Chief State Center, Marshall County Chief Deputy, Unity Point Marshalltown representative, Marshall County Fire Association representative, and Marshall County EMS Association Representative. Followed by the Marshall County Communications Center personnel as Communications Manager, Lead Communications Operator, and 11 Communications Operators. The floor was opened for discussion on organizational structure.

Bunn advised the commission agreed at their last meeting to issue Teresa a letter of resignation and a letter of rehire as the Public Safety Communications Supervisor / Interim Communications Manager, keeping everything status quo. Teresa advised this was not completed yet as they are working on the language. Teresa understood the commission would issue the letter with her remaining the Public Safety Communications Supervisor and also the Interim Communications Manager.

Phillips reached out to a couple of organizations who are stand-alone entities to include Tama County and Johnson County. Tama County has a different in structure. Johnson County is comparable with 12 dispatchers, Assistant Communications Manager, Communications Manager, and the Chairman of the TOB board as oversight of them. Clinton County and Sioux City are also their own entity; however, they did not respond back how their structure is set up.

Bunn asked Elder if the commission already decided on the organizational structure. Elder advised the commission wants to keep status quo for staffing levels. The 28E agreement is what governs the levy. Teresa has been reporting to the chair Bill Patten and the vice chair Joel Greer.

Tupper reminded the group they are only making recommendations to the commission on these matters. The budget has been set. Tupper has had the opportunity to work with the communications center for the last 6.5 years. He questions if there is enough staffing, do they need more operators, or a day and night supervisor. Should we establish an interim organizational structure and take the next year to evaluate what the overall personnel needs are. Phillips noted Johnson County has requested four additional operators. Teresa has routinely made strong arguments for more staff, but they have been limited by budget. Rierson agrees the budget is set and nothing will be changed, therefore he would make a motion to accept the organizational structure as it is set up and have the commission review it after one year. Bunn seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motion carries.

Agenda item #3b: recommendation on adoption of personnel policies. All members had time to review them. Tupper noted all policies were the same policies the operators have operated under historically, only language adjustments were made. The core of the policies is the same and has worked for the organization. Bunn asked Teresa if any of the dispatchers live outside of the residency restriction. Jill Petermeier advised the residency restriction has never applied to dispatchers. Tupper advised it has never been an issue and is a recruitment advantage. Bunn made the motion to accept the adoption of the personnel policies as written. Rierson seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motion carries.

Agenda item #3c: recommendation on the Communications Manager. Phillips confirmed all TOB members received a letter from Teresa Lang about going into closed session under Iowa Code 21.5, Subsection (1) Paragraph (I). The letter reads, "I respectfully request a closed session if needed during the Marshall County Communications Commission Technical Oversight Board Meeting on February 13th. I reserve this right pursuant to section 21.5 Subsection (1) Paragraph (i) OF THE CODE OF IOWA to evaluate my professional competency and to prevent needless and irreparable injury to my reputation." Teresa confirmed that is the letter she sent, and she still wished to go into closed session.

Tupper advised this issue is similar to organization structure, that staff that we have is what it is. Teresa has been the supervisor for many years and is familiar with the staff, operations, and equipment. He believes it is appropriate to have an interim phase where the commission has the opportunity to evaluate the structure and the personnel and go from there. He didn't believe there was anyone else in a position to supervise or manager the communications center other than Teresa Lang. Bunn advised the commission had a similar discussion and it seemed to him the commission already made that decision. Tupper stated anytime you have a new organization there has to be a process of review and evaluation and now is probably not the right time to make any drastic changes. Even if the board felt they should bring in a communications manager we don't have the budget to do that anyway. It seems overall the commission needs the opportunity to evaluate operations. We currently have great 911 operators, and Teresa and Stacy are perfectly capable to continue supervising until the commission has an opportunity to advise how the structure should look long term.

Phillips advised at this point they will go into closed. Tupper made the motion to go into closed session. Grobe seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes;

Mommer absent. Teresa requested some people stay in the room; Phillips advised it was a closed session. Motion carried to go into closed session at 18:27 hours.

Open session 18:57 – the public is now allowed to enter the meeting room.

Agenda item #3c continued - Recommendation on Communication Manager. Bunn made a motion that Teresa remains in the position as Communications Manager of the communication center and that she have the opportunity, just like anyone else going into a new entity, to show her capabilities in what she can do with the new organization and be evaluated at six months. After the six month evaluation they would determine if any further changes or suggestions need to be made. She would be in this position with a clean slate and given the full opportunity to do her job. Grobe seconded the motion. Phillips clarified this would be an interim position. Bunn amended his motion to make this an interim position to be evaluated in six months. Grobe seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motion carries.

Agenda item #4: New business. Bunn would like to address performance evaluations for Teresa's personnel. Lead Operator Stacy Roads has an evaluation that needs to be done. Bunn motioned to have those evaluations done as Teresa sees fit for the communication center staff so step raises can be completed. Summers seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motions carries.

Phillips advised prior to the 28E agreement taking effect; he was on the dispatch applicant interview panel. He asked Teresa where are we at in the hiring process. Chairman Patten and Vice Chair Greer approved a conditional offer to one applicant. Chief Bunn is working on background investigations on other candidates. Phillips wanted to confirm Teresa had everything she needed for this process. There is currently one opening and a pending resignation.

Rierson made a motion to accept job descriptions at the 1/29 meeting, and after further review, a correction needs to be made. There is an associate's degree requirement for the Lead Operator but not the Communications Manager. He would make a motion to add the same language from the Lead Operator description to the Communications Manager description under Acceptable Experience and Training. Bunn seconded the motion. Tupper did not want to make the change if it made Teresa ineligible. She confirmed she has a bachelor's degree. Motion made to mirror the language in each description under Acceptable Experience and Training "Graduation from college or university with an Associate's Degree in communications, psychology, or a closely related field; and/or". Motion seconded by Bunn. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motion carried.

Bunn requested a copy of the communication center standard operating procedures. Teresa will email to TOB tomorrow.

Agenda item #5: Next meeting date, time and location. The 911 Commission will meet on February 27th. Phillips feels we should step up our date so we can approve the minutes and adequately present our recommendations to the commission. Ball made a motion to set the next meeting for February 22nd, 6 pm, at the Marshall County Sheriff's Office. Rierson will not be present but will send an alternate. Tupper seconded the motion. Roll call vote: Tupper, Rierson, Ball, Bunn, Phillips, Grobe, Summers, all ayes; Mommer absent. Motion carried.

Meeting adjourned 19:15 hrs.

Meeting sign-in sheet attached.

Minutes prepared by: Alicia Hunter

**MARSHALL COUNTY COMMUNICATIONS COMMISSION
 TECHNICAL OVERSIGHT BOARD MEETING
 FEBRUARY 13, 2018, 6:00 PM**

SIGN-IN

NAME	ENTITY
Alicia Hunter	MPD
Mike Tupper	TOD
Tiffany Eikos	911
Dan McCready	911
Mike Ball	Melbourne PD
Jeff Bunn	STATE CENTER PD
Jon Phillips	MCSO
Adam Sadders	T-R
Kim Elder	EMA
Jeff Hutton	T-R
Teresa Lang	911
Stacy Roads	911
Jill Petermeier	HR-City
Jessica Kinsler	City of Marshalltown
Rick LANG	M'town
Heather Grobe	UPH-Marshalltown
DAVID REATH	MFD
[Signature]	EFD