

METRO-DISPATCH BOARD MINUTES

SPECIAL MEETING MINUTES

DATE: September 18, 2023

Meeting called to Order at 10:37 AM

BOARD MEMBERS PRESENT: Chairman Tony Tanner (County); GPD Chief Erin Toadlena-Pablo (City); Fire Chief Jon Pairett Gallup Fire (City); Capt. Lauren Milligan (NMSP)

Joined meeting at 10:57 AM Sheriff Maiorano (County)

MCMDA STAFF/GUESTS PRESENT: Director, Georgene Dimas; Training Coordinator, Sarah Rodriguez; TAC Carol Begay; McKinley County HR Deputy Director, Jody Sowers; OEM Manager, Adam Berry.

Approval of Minutes

A motion to approve reviewed minutes from January 12, 2023, and the agenda for Special Metro Board Meeting, September 18, 2023 made by Gallup Fire Chief Jon Pairett, seconded by Gallup Police Chief Toadlena-Pablo.

All in favor.

No Directors Report.

Special Meeting called by Metro Board Chair Tanner.

Agenda prepared by Metro Board Chair Tanner.

Report on Financial reserves held for Metro Dispatch

GD- Financial reserves held are in tab 1. I have current performance report to date. I have to request cash balances from the Finance Director, I have emails stating they will get back to me in reference to these requests (one email is included). This email refers to 448,000 presented in a resolution on BOC meeting on July 18, 2023 which I specifically had questions about. My question was in reference to salaries not pulled from 2023 and possibly 2022 from the Metro budget. Finance Director advised me those were being paid by CARES and ARPA but that the money could not be used because the County was coming back for that funding. I wanted to know what that amount was per the resolution that money was reverted somewhere. It is not in the Metro budget of 207. I believe it is in 214. After that I have added the agenda for the

BOC meeting. There is also attachments which include the budget performance report for Metro for FY23 which is July 1 2022 through June 30, 2023 which is FY23. Which leads me to question funding also. The salaries are budgeted at for 1.1 full time salaries and wages, there is an amendment for \$675,000 then amended budget for \$427,000 which equals the 1.1, which does not match the 448. Was 675,000 paid by CARES/ARPA? If so, why was only 448 reverted? This may or may not be the case but I can't get an answer. I for this reason started asking repeatedly for budget balances and still don't have any answers. I am not a financial analyst but have attachments to show why I have questions and why I started looking. Attached also is from TRD the GRT reports for McKinley Emergency and Medical Services for March, April and May of 2023. Average is \$315,000 per month X 12 equals \$3,780,000. 66% of \$3,780,000 is \$2,494,800.00. If I budget 2.1 to 2.3, where is that funding?

That is what I have to be discussed. I see something and think it is imperative we balance this budget and know what those reserves are.

Tanner- I have received a text from the Sheriff that he's running late.

1046- Board agrees to wait for Sheriff Maiorano RECESS.

Sheriff Maiorano arrives meeting is reconvened 1057

Tanner – pick up on item 1

Report on Financial reserves held for Metro Dispatch

- Information on report for financial reserves
- GD reports she does not have a report of reserves after several request over several past months
- tab 1 is current budget performance report
- mem attached reference the reversion of personnel funding that was paid by CARES and ARPA
- Board of Commission agenda where the resolution to revert these funds was made in the amount of \$448,211
- FY23 Budget Performance report attached.
- GD questions, budgeted for 1.1 full time salaries and wages, there is an amendment for \$675,000 then amended budget for \$427,000 which equals the 1.1, which does not match the 448. I thought I would present to you where my questions are coming
- from TRD are GRT reports for McKinley Emergency and Medical Services for March, April and May of 2023. Average is \$315,000 per month X 12 equals \$3,780,000. 66% of \$3,780,000 is \$2,494,800.00. Metro is budging 2.1 -2.2 so this shows why I have questions and to let the Board know I cannot get a cash balance from McKinley Finance. I only receive emails that say they will be in contact in future weeks. GD stands for questions:

Tanner- As Board members we are responsible for the numbers to report to the City and the County. Does the board have any questions?

Chief Pairett- so between the two budgets, you have on the first one Metro Retention Budgets for \$150,000 and then on the 2nd budget there is no Metro retention. So?

GD- the second report you're looking at is FY23 which is the previous year. Retention budgets did not come to be until August of 2023 which is FY24. I was not privy to the conversation about what the retention amounts would be or what I thought. That was all done by County. That should have been brought to the Board.

Chief Pairett- how is the retention being paid out right now?

GD- \$12,00 per person paid on a monthly basis. It is paid a month prior to work being done so if someone resigns, they stop receiving the stipend.

Chief Pairett- and this is for all employees?

GD- It is for all certified telecommunicators. Myself and GIS Coordinator do not receive. New hires are receiving the retention in addition to current employees.

Captain- How many dispatch slots are you slated for?

GD- So, if you can turn to the green tab. We have 25 FTE. 18 is what I need for the dispatch floor. 10 days and 8 at night. I do have other PST that are certified that are assisting as they can including the Training Coordinator, the Terminal Agency Coordinator, and NCIC Tech. I currently have including a resignation from a tenured employee this morning and a new hire that resigned yesterday. Revolving door. Not new. We keep going. We have 3 new hires coming on Oct. 10, 2023. Currently have 4 trained dispatchers for days to cover 7 days a week, and 3 at night. Not per shift. That's not all the employees that we have but because we have new employees they are all at different levels of training and can only perform some tasks. 25% is the retention. This is not new.

Tanner- It is consistent with where we have been in the past?

GD- It is. What hurt Metro and why I had to bring it to the attention of City and County management is because we had a huge drop of tenured employees all at once for a slue of different reasons. I do have all of the resignations from January through July stating the reasons. We are hiring. The applications are there but we have a serious of how to hold on the people that are working 72-84 hours a week without a break.

Tanner- I appreciate that. I'd like to revert back into the financial aspects at this point. Back into the report on the financial reserves.. I know this was also a question of some of the Board members to get clarification for respective municipalities where it is, what it is. Any further input from the board?

Chief Pairett- I do have a couple more questions. Where did the \$150,000 for retention come from?

GD- It is my understanding from seeing the resolution that they came from unused salaries.

Chief Pairett- follow-up questing, if we ask if there was any roll over or unused funds from the past, do we have those numbers?

GD- I don't. I have asked for them repeatedly. And I also have concerns about the resolution of salary funds and where it is because I cannot view it because I don't have permissions to view those funds. I get emails here and there about some numbers but I don't have the financial savvy to figure out, nor do I have permissions to view where revenue comes into.

Tanner- I don't know that the Director has the purview for that. The Board and the JPA is specifically charged specifically with that as the Board as far as knowing the financials of Metro for the County and the City.

Chief Pairett- We need to figure out, request what the numbers are for the last 2-3 fiscal years. What the rollover has been and where those funds are and what they are being used for.

GD- At budget season, there is a budget meeting and the Finance Director and Manager go to the Commission with what is agreed upon at that meeting. So what they tell me is the projected revenue for the upcoming year. I work within those boundaries trusting that it is what they say it is.

Chief Toadlena Pablo- I am new to the board. I'm understanding its our to understand where those unspent salaries are. I have an idea of the budget but we don't have that for the past 3 years. How long have we not had that?

GD- The history is, I present the budget to the board every three months as its given to me, but the revenues are controlled by finance. Sheriff can help with why this is. When I came in 9 years ago the revenues for the year are not put into the budget up front because of discrepancies with the former Director. I am not sure what was going on with that. I never see a whole budget picture. I trust that what finance tells me is true and up until 2019, those numbers were being given to the board. For instance, when we did the simulcast system, that was brought to the board and it was above the normal operating budget of 2.1 million and the board approved it. But since then from 2020-2023 I haven't been able to obtain a cash balance from finance. Not one that I thought was true. I have received some emails which lead me to print budgets of FY23, CARES and ARPA, personnel, revenue from TRD coming in which has lead me to question and ask the board to get a balance or call for an audit because I am at my witts end about what the balance is.

Tanner- questions?

Sheriff- I don't think I have any.

Jon- No more questions at this time.

Tanner- two things I want to point out, one on the Metro retention, the resolution, I signed acknowledgement of a resolution, I did not give authority by this board for payment out of this boards funds for resolution. The resolution came by the county and the commissioners. Which they have the right to do. If they want to make pay adjustments they can make pay

adjustments. So my board knows I signed a resolution after the fact. The second thing is I want to ask JM, can I ask you some questions on the reserves?

DeYoung- I don't have the county reserve but I can answer in general.

Tanner- Are you in conversation with the County for the establishment for the reserve number and are you comfortable with where you're at?

DeYoung- No. No I haven't seen that number.

Tanner- have you ever questioned it?

DeYoung- I am not sure. I haven't personally requested it. I've asked the Chief's if they've asked for it.

Tanner- ok. And that's fine. We're trying to operate within the framework we are charged with and I appreciate my Board members pointing some of this out. For review of the JPA I think everybody has it and has read it 15 times or so in the past month. Duties and obligations of the Board, in the JPA, I'm going to read a couple excerpts, 14. This is duties and obligations of the Board. On page 5 under 14 e. Assure for proper management and control of the finances and property of Metro Dispatch. Turn to page 6 under item I. be strictly accountable and responsible for receipts and the proper expenditure of all public funds coming into its possession. I believe coming into its possession are the GRT's coming into Metro as a whole. So we should know what's where and what's not where. Part of it goes to Metro, part of it goes to emergency services for the County. Part is left over in a balance reserve. I believe there was a time when the previous Mayor had requested an accountability of funds and at the time they took a drawdown of 500 for the County and 500 for the City. Going back to my memory. It's all public record. In looking at that it seems to be just a balance sheet exercise to see what the reserves were at that time what the GRT's have been, what the budgets have been, and the difference thereof. I'm like George, I'm not an accounting guy but I am good with numbers a little bit and I don't know of a lot of other factors that would come into play, probably a few but I think if there is some type of accountability for the Board and the City and the County at this level it might settle where the questions come into play. What do you think JM?

DeYoung- yeah, Chairman if I may, if Georgene as the executive director is having a hard time getting that information you know, I don't know where else you get it from.

Tanner- The County provides because they are the fiscal agent and like I say, we've had request from Board members because they are questioned from their superiors. At this point, we may do a request from the Board to the County for just a basic accounting of the reserve fund. I am open for suggestions. I am just trying to get it where everybody is comfortable with here is where we were, here's the GRT's here is where we are and I don't think that's a huge process or too much to ask from a Board standpoint. When a Board is questioned by their municipality they should be able to say they are right here. This came up when the previous Mayor was in office. A decision was made, do we let these funds sit, do we utilize the funds respectively and

they agree to split and utilize the funds in their budgets opposed to leaving it in reserve. That's the purview of the city and the county. All the Board does is let them know what is available. That's our responsibility. We don't determine whether or not they are going to take the funds. I'd like to borrow Jeremy Gay for the record, if he could come over here and sit down in some of our meetings and help us out but just from what I've experienced in the past and where we are today, so if that seems amiable to the Board for the County. What do you think Jon.

Chief- I think we the Board should request financial documentation of what the reserves are for the last 3 fiscal years.

Tanner- okay.

GD- The budget I report to you is under 207.0510 but be mindful of where the GRT is, via the JPA it states that Metro's operations are funded off of ¼ of 1% of the GRT which you can clearly see in the sheets I gave to you are broken down for you and we get 66% of that and EMS gets the other 1/3. I think the revenues are being put into a different fund and that's probably where the funding from the salaries went to. So it's important to track where the revenue goes in before it's broken down to Metro.

Tanner- I think it's arbitrary where the funds go accounting wise, its accountability of the funds that are due. It's the quarter percent of the GRT that goes to this, whatever account it goes into prior to Metro or EMS. That's why I look at the total of the GRT's and that's my number. Wherever it's accounted for to me is irrelevant. What I'm looking for is a baseline number and that's from an accountability standpoint. I put the agenda together so I failed on discussion and action items a bit. But on #1 I should have put an action item together. So I am going to entertain a motion for item #1 if a Board member has a motion.

Chief Pairett- I make a motion to send a request to the county to a financial, official financial update and financial reserves for the last 3 fiscal years.

Tanner- amendments or second?

Chief Toadlena Pablo- I second that.

Tanner- I'll call the vote. Those in favor state I. I see none opposed.

Motion carries unanimously.

Tanner- I'll work with..., somebody to put together a request for the County for the Metro Board on this.

Update on Current Status of Metro staffing and plans

•Green Tab • Org Chart • there are some changes, there is now 10 vacancies as a whole due to resignations received today including a Deputy Director and Administrative Assistant positions that I requested be posted, applications were taken, for best consideration date was Aug. 12, 2023, I have presented a non-renewal notice for my contract but I cannot do succession planning because they are being held at the Human Resource office for reason unbeknownst to me so I am unable to proceed with succession. I do not have a second in command, I do not have an administrative assistant. I've requested also for the supervisors position, I have seen an email with HR instruction someone to put that forward. The only thing I am allowed to hire for is Telecommunicator vacancies which is par for the course. We have to do have to do back ground check that take time and we interview and hire on a monthly basis. So we have hired 5 since July and of those we have 3 remaining. We lost one tenured yesterday in addition there were interviews conducted last Thursday, 3 were selected. The hiring is good, the momentum is good, its par for the course, it's a difficult situation. Going back to the org chart I can answer any questions. The agenda item is Metro staffing and plans so starting at the top.. Metro has 25 FTE's when there are no vacancies. 18 of the 25 are operational dispatch floor employees. Currently, 7 which does not include trainees who are doing practical training on the floor are doing the work of 18 with little help.

Tanner- question, what has been our average? I don't believe 18 is our average.

GD- It's not. 18 is full staffing. We've only been full 1 time for 2 days in 9 years.

Tanner- What do we typically roll with?

GD- We typically hold 60 %. Not the last 3 months but typically were running 12-15.

Tanner- I know we've struggled with this for a long time. Since I've been here were always trying to get fully staffed. Chief is new and I am just trying to get her to understand where we typically operate.

GD- We can operate with 3 per shift. I would like to have 5 on days, which is two shifts, that's 10 and 4 on two-night shifts which is 8. That is ideal. We can operate with 3 on a shift, you can clearly see I do not have that right now but we're functioning, they are resilient, it isn't sustainable, we are breaking people and it is what it is. I did 3 years ago ask that HR as fiscal agent and via the JPA which governs, they govern our HR processes but I was able to have an administrative assistant who was also a telecommunicator and was paid as such, the description was paid as such and she was able to back fill for people that were sick and that was working wonderfully and that was yanked by the County. Regardless, our training coordinator also fills in, I'll elude to that as we move on. Just stop me if you need to. Moving on we have hired 5 new employees since July 17, 2023. As of yesterday, 3 of 5 are remaining. In addition 3 more have been hired to begin August 10. One of 5 resigned on day 2 because they had another job an could not work out a schedule to maintain both. One of the 5 was filling a shift spot but was a no show and that happened today in the wee morning hours due to mental health. Two are on shifted, doing well and are going to the academy on October 15 however, in

light of the two resignations I will likely have to pull them back from this academy and send at a later date. There is one that was hired Aug. 28 who is brand new and is referred to as such where those a little further in the program are trainees. The new hire will go out to the floor this Sunday to begin practical training. The help we're receiving includes 4 county fire and rescue on shifting as they can. That average about 9 hours a week. We started with 6 and one came in one day and was completely overwhelmed, one was found to be not suitable and the other 4 are doing well enough to be of assistance to us. They can't take the place of a dispatcher, but they are helpful. We see don't see them sometimes for two weeks and we have help mostly at night for two weeks. It's just hit and miss. But it is helpful, and we are appreciative. That funding is also coming out of unfilled Metro positions. Our NCIC tech who is normally in an office M-F 8- 5 is on shifted to the floor for heavy traffic times which is 12 pm to 8 pm to assist with call taking in addition to regular duties as assigned which are completed while she is on the floor. The training coordinator fills in as much as possible but is primarily utilized to orient as we hire. She conducts the entire hiring process from intake to selection to orientation. Sometimes she has to take trainees to the floor with her. We utilize her as much as possible, she has been on shifted for as long as 3 weeks at a time for 72-84 hours a week in a row. The desired outcome to be adequately staffed is to have 4 shifts. Two-day shifts of 5- and two-night shifts of 4. Our current status is 2 shifts, one day and one night and I am managing the schedule. The day shift of 4 which is now 3 plus a new hire who cannot work on her own- and one-night shift of now currently 3 with 2 trainees who are very useful and can almost work alone. One did work alone last night. The trainees are slated to go to academy, they have applied, done background been accepted but like I said, I think I am going to have to pull them back to the February academy. If all hires are retained including the 3 from October 10 upon academy graduation which is Nov. 3 we will be short 5 out of 18 which would put us at a normal rate. Can we retain them? Probably not because the status quo says that we won't. If we do, I don't want to put a positive light on that but I have to stay positive, we keep hiring, we keep hiring, we put it out there and that's how we fix it. In addition.

Chief Toadlena- Pablo- I'm sorry, I know with dispatchers there is a certain amount of time like us to get them certified?

GD- yes, it's one year.

Chief Toadlena-Pablo- thank you.

Captain Milligan- So it's like in one year they put in their application....

GD- We have to have the application in within 30 days. We have to get their medical, background and other requirements for application, law enforcement understands that portion of it, and between acceptance of application, they have to be certified within one year.

Captain Milligan- okay.

GD- It's a three-week academy for dispatchers.

Sheriff- So, McKinley fire has got 4 but it's not consistent?

GD- It's not consistent, they only work when they can, and they don't take the place of a dispatcher.

Sheriff- When you say 9 hours a week, that's between the 4 of them?

GD- yes, I just averaged it. In July I had somebody for 12 hours for two weeks in a row but then the first two weeks of September I had no one at all. So I did an average. Some weeks it's great, like last night for instance. They are good on fire radio.

Chief Pairett- What is the timeframe for that? How long is MCFR going to be doing that?

GD- So we did a MOU for six months I think.

Sheriff- what happened with Zuni?

GD- with Zuni and Cibola because they were included with this, I drafted MOU's because there was interest to help from Zuni Manager and Cibola Director. They had people that were interested in helping but they had to take it to their administration, managers, attorneys etc. and both agencies said it was a no go because mostly the liability situation and they did not want to do a reimbursement type agreement which tied back also to the liability which is how I came up with the PRN position, part-time that we are going to talk about next. There are people interested and I was just with 31 of the 44 directors in Ruidoso and they said, if you open that we have people that may be on vacation or whatever that would like to make an extra house or car payment. So I'm going to talk about that and the plan. But they did reject the MOU in its entirety because they did not want a reimbursable situation nor were they willing to take the liability at any cost. It also would mess up their benefits. They said it would be better if you had a part time position they could apply to and I thought that would be a good idea too. Maybe we could pick up someone from Santa Fe or an ex-employee. That's what happened with Zuni and Cibola. Based on what their feedback was to me I have been working with HR on a part time position moving forward.

Sheriff- ok, so new hires, you have 3?

GD- Since when, we hire every month? Since July we had 5 new hires. 2 quit. So I have 3, yes. 2 are two months in, one is 3 weeks in.

Sheriff- and next hire is when?

GD- We have already hired, we have 3 more coming October 10. And then you'll see here next interview date is October 12 and the next hire date is November 6. So we interview and hire every month.

Tanner- is there any way to increase the frequency of hiring? You're hiring October 10 and interviewing again when?

GD- the 12th. And then they'll come in November 6. Yes, if I had enough people the frequency could increase but by hiring faster than that, if we did every two weeks for instance, I don't have anyone to orient them. They would just sit. Which we've tried before. We've tried a lot of different training styles, to let them sit and let somebody else train them. What were doing now is let Sarah orient them for two weeks and kick them to a shift and then it starts all over again. That gives her the ability to fill slots on the floor. To be able to work and just give them a breath for a minute.

Tanner- I am not questioning your process, just trying to understand your process better. Thank you.

Captain Milligan- is there anyway to do the 3 weeks telecommunicator training any place closer to Gallup than to go to Santa Fe?

GD- Santa Fe is the closest. There are a few satellite academies. CNM does one but it costs and I truly feel like Santa Fe is the best.

Captain Milligan- Is there a way to do like a Teams meeting thing?

GD- No. It's pretty straightforward.

Captain Milligan- Is that a problem to hire them and then they have to go there for 3 weeks? Is that part of the problem with retentions?

GD- it hasn't been. I hate that I have to pull two back to the February academy but traditionally there is 5 a year, so as long as we get them sent within that 1 year's time. We had 4 going. 1 quit, ones gotta go because his year is coming up and the two are being held back. We just do what we have to do. No, I don't think that's a problem.

Captain Milligan- So historically compared to now what do you think people quit for? Is it stressful, is it money, what is it? Is it something we can work on?

GD- I think it's all over the place to be real. We had a closed session in April, this board and I did and that subject had a lot, not everything to do with the huge number of people that resigned. I think were building back from that. It's kind of throw something at the wall and whatever sticks, I think were there, we're stuck.

Captain Milligan- I think we all experienced that. A lot of people quit and now they people are like, now it's time to go back to work.

GD- The pandemic was huge, we had people that had babies, we had people with sick parents, we had mental health issues, it's a super stressful job. I am still working at the State level for the mental health wellness and possibility of getting the app. We talked about that in Ruidoso this past week. So it's a little bit of everything.

Captain Milligan- ok. So it sounds like before Covid things were predictable.

GD- yes.

Captain Milliagan- you could staff what you need to with out a lot of burnout, covid hit just kind of changed the world and we're slowly getting back to something responsible.

GD- yes. The Covid employment change in addition to the regular just added up and when you only have 13 and you take half, that's a big impact. Right? If you have 40 and they take 20, which is what Santa Fe went through, Santa Fe County is in the same position we are just a bigger numbers. I was able to discuss at the conference how other directors have handled these issues.

Chief Pairett- I have a couple of question. What is the minimum number of telecommunicators you have per shift right now. What is the absolute minimal.

GD- That I need to have or that I have?

Chief Pairett- that you need to have?

GD- I need 3.

Chief Pairett- how many times have been down to 2?

GD- yesterday.

Chief Pairett- ok.

GD- Litterally ever in 9 years.

Chief Pairett- and that's because somebody walked off?

GD- no call no show.

Chief Pairett- is this impacting the accredited status for Metro?

GD- It will absolutely. It has not yet but this year, I don't know that I can meet the standards. In fact I know that I cant.

Chief Pairett- another follow up is if this impacts your accreditation this also affects the ISO rating for fire departments. So the GFD is going to be going through the ISO rating in 2025, so this is a big concern. Because dispatch is 10 % of our score, so if that impacts the ISO of the Gallup Fire department, we will actually loose funding. And it's possible that it will cause insurance rates for citizens in the City of Gallup to go up. This is a big concern.

GD- statistically on paper were still ok performance wise. I just don't know at what point it drops off because were just right there. I think we got it. All I can do is stay positive an keep moving forward.

Tanner- at your telecommunicator conference, what was your discussion around AI and are there some programs available that we might be able to take advantage of in relation to that.

GD- there wasn't a lot of discussion about AI except that the NG911 did get kicked off last month and they do see that in 3-5 years AI could become a part of that but right now we need

to get NextGen off the ground and use an auto attendant. Metro is one of the few that does not use an auto attendant. I do have a call into Jeff Tucker at Motorola to get a proposal. Dispatch centers are getting creative about who you can push off your plate and how emergent your emergency is. AI is going to become a part of NG but it will be. We should be testing Next Gen this time next year. Metro Dispatch will be NG capable.

Captain Milligan- Albuquerque has been using an AI type thing for quite some time. If you have a 44 thing you just get sent to an automated voice.

GD- yes, that's the auto attendant. I don't know how they do it. Erica wasn't there at the conference last week. She is the director in Albuquerque. It's coming, I just don't have anyone to reach out to yet.

Tanner- I think Caps got a good idea. I think us reaching out to APD and to Jon's point he's got stuff in 2025 that we need to be addressing now. Three to five years we hope to be around but our issue is relevant today so we can look down the road but we need solution based ideas for today.

GD- I'll reach out to Director Wilson and report in October meeting.

Tanner- I'll let you keep going down. I appreciate the discussion about what's coming but especially for the people next door, what can we do right now.

GD- so the next bullet point in addition to keep hiring every month is to keep working to get a PRN position posted which is a part time. It means part time as needed. It would mean other telecommunicators from other agencies, ex-employees, retirees, PST's that are on leave to come work for Metro on an as needed basis. I am currently in week 4 or 5 of discussion with Human Resources, sorry Jody, I'm talking about you and you're right behind me, to discuss how to do this. We have a disagreement about how we think this should be put forward. I need a position posted that is part-time. That is the back and forth, I need HR assistance because how it will affect PERA because these could be people that are in that pool. That is not my forte. This position means that would not work more than 36 hours per week, what I've discussed also with HR is that we would not have more positions than there is vacancies so currently we have 10. I would not even do 10. It's like a substitute teacher, they can apply to the website, I can call to see what they can work. They say 17th, 24th and Nov. 3. I say great, see you then. They are certified by the academy, they are EMD certified. We cut them checks on payday withing the pay period that they have worked and the position is advertised as such but we can't seem to get to an agreement. I proposed this in writing. Jody was gracious enough to get me a meeting with her earlier than proposed, we discussed it, it was taken to the Deputy County Manager the finance director and risk management. I was not made aware of that meeting, the feedback was pushed to me via email from Jody and it's been email back and forth ever since. I'll keep trying. I think this is the way to get the gaps filled.

Chief Pairett- what is the current starting pay for a dispatcher?

GD- 17.92 then 18.61 after certification

HR Director Sowers- they actually start at 16.92 then they go to 18.91. Can I address some...

Tanner- yes, we'll finish up Jon's and then

HR Director Sowers- thank you

Tanner- \$16.92 and \$18.61?

HR Director- talk over, uncertified telecommunicator comes in at 16.92 and then once they are certified they do move up to the 18.

Captain Milligan- is there any possibility of moving that up? I know that's a broad question but I think the manager at McDonalds makes like \$20 an hour, right.

GD- I'd just like to let you know Captain, Lea County, I'm going to make the Sheriff mad right now, actually pays there dispatchers equal to their uncertified and certified equal to their law enforcement. That's the movement the 911 affiliate is going. I'm not saying that should or shouldn't be, I'm just saying that's what were working towards.

Sheriff- you're not going to hurt my feelings, look what these guys (NMSP) are getting paid.

GD- that is a fact (everyone laughing)

Chief Pairett- the reason I am asking what their compensation is is because under the JPA it says approve compensation plans for Metro dispatch personnel consistent with the County's compensation plan. So we technically have the right to approve them but it's still under the County's.

HR Director Sowers- it's subject to the McKinley County compensation plan.

Tanner- there was some discussion on the Zuni MOA's, MOU's and the PRN's. I've heard a little about it but now a whole lot. Jody I appreciate you coming today because you've got a lot of information and knowledge human resource wise that there's a lot of loop holes and we realize that and appreciate you being here today.

HR Director Sowers- thank you and thank you for giving me an opportunity to talk. I don't know if I got a lot of knowledge but I'd to address (inaudible)..... that Georgene made and I want to back up all the way to uh the Assistant Deputy Director for communications also the Administrative Assistant so the JPA is clear that un those are McKinley County employees and given the knowledge of Georgene's most recent voluntary non-renewal of her contract, and the state of where Metro is of course McKinley County's stance is going to be that um because those are our employees we would like to go ahead and make that decision. This position has not closed, no position does close, McKinley County keeps all of their positions open until filled with the for best consideration date, so under the JPA because these are our positions, we would like to go ahead with Georgene with Georgene's most impending and because that position has to have continuity with the new Director, the new Director should be able to um

and would probably want to select their Deputy Director of Communications as well as their administrative assistant, so, McKinley County is continuing to accept applications for both of those positions and once the transition is made we will move forward. So the second thing, on these PRN positions, um at the very onset when the idea was presented the human resources came back with a recommendation of the best vehicle to achieve this for her in an expeditious manner. That vehicle was it looks like it's operating much like a temporary seasonal positions. So there are different types of E classes, employment classes that human resources looks at, this is an employment class that we would look at um it's a temporary seasonal meaning they come in and out of the system, we have already our BOE election workers they come in for a specific set of time and then they go back out. We also have emergency hires who come in to fill an emergency. What we were suggesting and why we met with our risk manager is because we wanted to access the risk for the County. We met with the Finance Director because we wanted to access the budget and we also met with our Deputy County Manger because he is charged with overseeing um and directing the Communications Director under the JPA. So at that point and time we pretty much suspected because of the inconsistency and a part time person is defined under FLSA that they will let the employer, FLSA is the Fair Labor Standards Act, they will let the employer define what a part time person is under McKinley County policies a part time is defined as anybody who works over 32 FTE. Over 32 hours a week. Anybody who is considered full time, anybody who works less than 32 hours a work is considered part time in nature. Here's the caveat. Part time person who is hired by McKinley County on a consistent basis. Clearly not the vehicle that Georgene needs because she just identified, you'll work this day, you'll work that day, you'll work this day. Fine, then we'll come in. Not the best vehicle to use, however at that point and time the best vehicle to use was put forth to Georgene which is a vendor status much like we work our one day poll workers. Gives her the flexibility to schedule these individuals as she needs to schedule these individuals. They are not ran through HR, they are ran through our finance department set up purely as vendor. This removes any type of risk they would have with PERA because most of these individuals it sounds like would come from a PERA agency full time employed with other counties which causes it to be messy when were asking them to come in and work a vacation with us because then at that point and time if they're employed they are becoming full time employed in two agencies under PERA which is considered double dipping. At that point with their PERA so... those options were put forth. We would like to run these people as vendors. She can start working them, recruiting them immediately she would have to vet them out, make sure they meet the minimum qualifications of the position um, we would ask them to fill out a W-9 at that point and time and we also extended that the amount that she, that would be considered on paying these individuals be determined and also include travel for them as well. At that point and time, I think Georgene said she would take those under consideration but she would still like to hire a part time person. I told her we could hire a part time person but that's what it would be. A person who would have to work with us on a consistent basis at least under 32 hours a week for a duration of time. Not giving her the flexibility that she needs to bring these individuals in

and out of the system the way she needs to bring them in and out of the system. Not the best vehicle to achieve the type of hire she would like. So again, were ready to move on the vendor status as soon as she is done with her consideration.

Chief Pairett- I have a couple of follow up questions. When are you proposing to announce the position for the Director at Metro Dispatch?

HR Director Sowers- I think that is up to the Board because that position reports to the Board and is under the oversight and operation of our Deputy County Manager. Under the JPA. So the board would have to.

Tanner- It was in the previous employment contract.

HR Director Sowers- and historically that position from what I have done research on, history the hire of that position has always been under the purview of McKinley County. Meaning that we kind of put it under our hiring process and we put it out so if the board deems it appropriate, we can put it out as soon as we can modify some of the job descriptions.

Tanner- I think we, the County, has advertised and Board has reviewed applicants. So Jon, that would be up to the Board as far as what we were looking at and then we ask the county to run those. They take the applications, and we bring them in. That office right there is the last time we did one with Georgene. The Board member is able to get in, view applications do call backs, do interviews, so that.. the County helps us.

HR Director Sowers- And since the hiring of Communications Director Georgene the McKinley County has adopted a very sophisticated hiring process right now and that has been in place for the last 6 years which is meant to be defensible and highly justifiable and gives everybody ownership within the process. So it would look a little bit different by that it's a little more phased in but we can definitely if the Board is directing us to we can definitely look at getting that position posted as well.

Chief Pairett- the other question is let's say Georgene does agree to continue the non-renewal on her contract, so then there would be an appointment or somebody put in as an acting for the Metro Director's position for that time, correct?

HR Director Sowers- we would definitely look at all options to, in order, cause I think the goal here is to, and it says it at the very front part of the JPA, is to sustain these vital services within the community so I think McKinley County would be open to yes, we would definitely look at all avenues and venues of insuring leadership at Metro.

Chief Pairett- the reason I ask those questions is when you loose a director and you don't have a deputy director those are the two leadership positions in an organization. We already know of the struggles that they're having now but now both of those positions are gone? If you appoint someone as an acting director you're actually taking someone else away from their position because this is a full time job. You're probably working 80 hours a week because they

call you day and night. Its just very difficult to have the top two positions in an organization not be filled at one time and I don't know how much... this is probably going to be a global search, a wide spread search and there's no telling how long it will take to fill that position and on top of that the deputy director position. Those are my concerns. If Georgene agrees to not renew her contract, there's no telling how long it's going to be until the leadership is in place to start moving forward. Right now we have plans but if Georgene does leave, those plans basically stop and somebody else comes in, this could go on. This could go good or it could go really bad. Just depending on how long it takes for someone to get into that position. So those are my concerns.

Tanner- I appreciate everybody expressing their concerns. Chief have you got something or any thoughts?

Chief Toadlena-Pablo- I just want to express from the Gallup Police Department you know the Metro Dispatch is a vital part of our operation and communications of the manpower and trying to find solutions for that, I am worried as where it's going to go knowing that Georgene may not renew her contract. And yeah, I just know that the October meeting was a little too far out because I think that was the time the contract was going to be ending. We need to get things moving in that process in looking at who. Because when my officers come to me, I don't know what to tell them. As a Metro Board to have some solutions, some answers to give to them, I think that would be helpful. Not only our officers but our public that come here and services there. I think it is vital that we start moving this and I can understand how long it's taken to get a director in that position. For instance, I applied in November and barely got put in in May. The process of that, the Chief's position, the months it takes to get put into that. I hope were not dealing with that a year later, a half a year later and were trying fill a position. I really feel like we need to get moving on it right away.

Tanner- if it adds any comfort the Board at it's discretion can move fairly quickly with the previous there wasn't a whole lot of feet dragging.

Sheriff- it was fast, it moved very quickly.

Tanner- it can move the Board just needs to come together.

Chief Toadlena-Pablo- okay.

Tanner- If I can move back just a little bit, it seems like there would be between temp seasonal and PRN as far as instituting. What are the detriments of instituting the temp seasonal verses the PRN. I understand the hesitancy on the PRN and the temp from the County standpoint as far as temp seasonal verses PRN. They're not subject to PERA?

HR Director Sowers- No. So your temporary, seasonal are non-benefit eligible. Employees not subject to so they would be excluded.

Tanner- the benefits are excluded?

HR Director Sowers- But we're even suggesting still, the best vehicle to use be she, Georgene from what I am understanding, she needs flexibility and she needs to be able to engage with these and say, hey, you can work today, okay, you've got a W-9, we'll set you up as a vendor, and go ahead and get you paid and not even act with HR on this. It would put the responsibility of her vetting these individuals out to make sure that they meet the minimum qualifications, the position, she would also have to go seek them out as well because she would need these individuals to come in and she would also have to be charged with orientating them as well.

Tanner- and that is on a temp seasonal?

HR Director Sowers- that is with just um, wanting them to be a vendor status, not a temp seasonal, so what we are suggesting as McKinley County is not have them be an employee of McKinley County at all in any type of capacity but to become a vendor of McKinley County and we would contract them under professional services. So there would need to be a PSA, doesn't even really need to be a PSA, we would just be saying you are a certified telecommunicator and you are filling out a W-9 and you are going to get this amount including travel for services rendered. For your professional services rendered and then our finance department would go ahead and cut them a check.

Chief Pairett- how would liability work with that?

HR Director Sowers- So that is why we brought in our risk manager. We would not bare much liability because those vendors would have to have their liability insurance so I think workmen's comp would be included, we can cover them while they're here because they would be on our site working with us but our liability factor would be less than brining them in and out of the system as an employee. We would bare more liability with them.

Tanner- in taking a look, if I understand this correctly, I am a telecommunicator from Zuni and I want to work part time in McKinley County, I've got to retain liability insurance to go work...

HR Director Sowers- no, not at all. So if you are you are, you want to, you are a certified telecommunicator and you want to come on the weekend to work because you want to make some extra dough, fill out your W-9, we will give you a vendor number, the amount to be paid needs to be determined, if it's going to be an hourly amount or a flat fee including travel expenses, that would be the amount we would pay you for the day or the two days. Wouldn't even collide with human resources. That is something we do for our poll workers because they come in for one day or voluntarily fire fighters also are set up on this type of system because it is too hard and cumbersome to gage when they are coming into work and not coming into work. So they are paid for services rendered and they are paid for their professional services.

Tanner- and liability's covered, I mean everything is covered?

HR Director Sowers- um hm. And McKinley County wouldn't bare as much risk if we were trying to bring them out. It would be extremely difficult. 1. They wouldn't meet the definition of a part time employee anyway under our personnel policy and procedures. They just wouldn't

meet that definition, or it would be cumbersome for us to try and meet that. And how are we going to post up on a consistent basis for people to apply in and out um so how many part time positions are we actually going to have to have to sustain this. So if there's one already in and one comes in are we going to have to set up 10 part time positions, are we, in order to accommodate the in and out, it's just easier if we hold them as a vendor and pay them for their professional services.

Tanner- ok and I appreciate you helping walk me through that. I was misunderstanding some of the insurance and some of the other.

Sheriff – we do this with our K-9 handlers, there is some downfalls, the downfalls are that it is difficult to educate these individuals that they're going to receive a 1099 at the end of the year and that they need to be withholding taxes so that they don't get dinged. We had two of our k-9 handlers that were new to that particular thing. The County mails out the 1099, the individual realizes they owe \$2000 in taxes at the end of the year and were making monthly payments to the IRS. So...

HR Director Sowers- and that is something that was already articulated to Georgene on the onset that if they do work in excess of \$600 per year they will be responsible for those taxes.

Tanner- yeah.

GD- I'm not wanting to move in the direction of seasonal or vendor unless otherwise directed because those two options require me to identify individuals and a PRN position as I know it from the medical field does not work that way. As you said, I'm working like you said, quite a few hours day and night. I don't have the time to invest in that. I don't want to identify people, I want people to be able to come in and out of the system even though it is cumbersome on a part time. So lets say we have 3, I have 3 people I can call and say what days can you work. So I'm leaning to that unless directed, I don't want to identify people. I want people to be able to go to the McKinley County website and apply to the position which is already there, which is telecommunicator, however there would have to be another one that would have to say telecommunicator PRN. And anybody could apply, so, if they resign from the PRN and there is 3 open, then we have someone else that can fill that slot and we can say, hey, are you still interested because their application is sitting within that but.

HR Director Sowers- so there is the delay. The delay is that we are waiting for Georgene to consider that, is what McKinley County has put forth. We are ready to go, we can bring some people in, um but she is under consideration in that vehicle that we have put forth for her to achieve this in expeditious manner.

GD- agreed.

Sheriff- so if they're already in PERA they can't work here.

GD- right, but if they're not.

Sheriff- do you have a big pool of people that are non PERA

GD- I don't know, that's why it needs to be advertised. I think that some of the people that worked here in the last six months might want to work a couple shifts. Two..., great. I'll take one. I'll take a half a shift.

Sheriff- okay.

GD- or somebody that is retired right? that might let someone that wants to retire do so,

Sheriff- they can't

GD- there is double dipping but so in that respect is where I need to work with HR but it doesn't look the other two ideas are.. but I appreciate them putting them forward. Two different ways to do that. What's stopping me is I don't want to go identify people. People are going to come in and out of that just like they do telecommunicators. I need to have a constant opening that they can apply to and have a pool of applicants to select from whomever that might be.

Captain- do you have anybody from PERA, that is retired from PERA recently in the last few years?

GD- no.

Captain- okay

GD- but I have some that are getting ready to retire and quite frankly, at the rate were working them...

Sheriff- but even if they're retired the only way they could come back is as a contractor.

GD- right, because it would be a double dip. I am really looking at people that have left. No one is going to want to come back full time to work 72 hours and leave their babies at home, or that have parents that they are taking care of, but some of those might come back and say hey, I'll work every Saturday because my husband's off. There's an economic struggle out there too, so we might be able to. It's all a work in progress, I just don't feel like the two vehicles they are giving me to choose from works. I'll continue to work on it. I did propose a dollar amount, um, it would be all inclusive, I mean really, let's make no bones about it, my daughter is a nurse and she did a PRN position and they do it for flexibility and that's what these younger generations want, the flexibility. They don't care if they have healthcare insurance, they don't need it till they're 26, no jokes, um they don't care if they have to drive. My daughter was driving to Las Cruces 3 times a week and back, she was making bigger money, could work when she wanted, pick up a shift whatever day of the week. We gotta change with the time. The traditional thing isn't working. So this is new. It's ok that HR, the Managers office, myself and risk management aren't looking at it. I'm not giving up; I'm going to continue to converse with them so long as I'm here and I don't know what else to say. I have a vision. I'm going to try to make it work. Maybe it will. Maybe it won't.

Captain Milligan- so what are some of the options you learned about at the Telecommunicator's conference. What are viable options?

GD- Santa Fe gave me the name of a national traveling dispatch. I did reach out to a local one, nobody wanted to come to Gallup. I don't know where they would stay besides a hotel. Anyways, they went national, it was different, it was difficult. They didn't know the lay of the land our mapping and they get paid an outrageous amount of money. Then you have that. Why wouldn't these people go work for them, so I've got to balance that, I mean I would. I would say I'm going to work for them. Just keep doing what we're doing was the biggest advice. Santa Fe has worked they're way.. they need 40 they have 20 and crawled back from 8. They need 40 and had 8, I don't feel near as bad. We've got the applications. It's part of the stress we carry to get this place staffed.

Captain Milligan- are 911 calls going up or are they.. just kind of remain consistent for the last 5 years?

GD- I bring them to the Board quarterly, they seem consistent but if not they are going down a little quite honestly.

Captain Millian- okay. Just so everybody knows, were going through the same problems, State Police and other agencies. The exact same problems, so I agree the way were doing it, it's worked for years, we just gotta figure out someway to do it differently.

GD- So, my visions are daily, I'll just keep plugging at it and try to stay positive, keep everybody safe, help the people that call and we just keep going.

Tanner- I appreciate the ongoing conversation with HR and Metro to try to come up with a short-term solution because I think that's the best right now viable solution is if we can get somebody in from another agency close by or who is working full time and wants to come in part time.

Captain Milligan- that PRN does work pretty good if you can make it work.

GD- Well continue.

Tanner- I know everyone keeps continuing to work on that. Do you have anything else? Chief?

Chief Pairett- I don't have anything else right now.

Tanner- Chief?

Chief Toadlena Pablo- No.

Tanner- Jody, we good? I know we lost JM. I appreciate everyone's patients, I know its kind of dragging on but we knew this was going to be a .. (inaudible)

GD- Make motion.

Sheriff- so before we do that do we need to do something for posting the Director's position so were..., start doing the search while were waiting?

GD- Well, I don't know if the Board is going to entertain it but I've talked you guys and I will not sign another contract with McKinley County but I am open to signing a contract with the City of Gallup if they are willing to take Metro Dispatch as a fiscal agent. I know that is not my decision but that is the osbus I would like and be privileged to stay at Metro and if not, I will not be renewing my contract.

Tanner- and I think some of that could be vetted a little bit in personnel matters as far as contractual obligations or hiring uh, were allowed that privilege.

Sheriff- So we need a motion to go into closed session.

Tanner- we do.

Closed Session limited personnel matters • to discuss items under NMSA 1978 10-15-1 (H2) of the open meetings act to discuss personnel matters.

Action in open meeting on items discussed if needed.

A motion to go into closed session by Sheriff Maiorano. Second by Captain Milligan @ 1221.

All in favor.

Tanner- Roll call vote please.

GD- Sheriff Maiorano? Yes. Captain Milligan? Yes. Tony Tanner? Yes. Chief Pablo? Yes. Chief Pairett? Yes.

Open meeting reconvened. The only item discussed in the closed session was personnel matter.

Action: Chairman Tanner instructs McKinley County Management to advertise the Metro Director's position

Motion to advertise the Metro Director's position by Sheriff Mairano, second by

All in favor.

Public Comment No comments

Announcements None.

Next Meeting Next regular meeting, October 12, 2023 at 0900 hours.

Motion to Adjourn at 1:11 PM made by Chief Toadlena-Pablo, seconded by Sheriff Maiorano.
All in favor.