

## Marshall County Communications Commission

December 12<sup>th</sup> 2024 – Location Marshall County Sheriff's Office

**Board Members in Attendance:** Steve Salasek, Evan Folk, Joel Greer, Kim Elder, Cynthia Mansager, Craig Pfantz, Jodi Abrahams, Dale Thompson, Madeleine Welton, and Joel Phillips **Guests:** Marie Thoms, Glenda Thompson, Rhonda Braudis, Tiffany Eibs, Caitlan Reineke, John Lauer, Jon Thomas

**Roll Call:** Laurel, Marshalltown, Melbourne, State Center, LeGrand, Ferguson, Haverhill, Sheriff's Office, Marshall County

**Call Meeting to Order:** Meeting called to order at 5:53pm

### Approval or Amendment of Agenda Items

#### 1. Approval of December 2024 Agenda

- i. Motion to approve by Elder, 2<sup>nd</sup> by Mansager. All ayes. Motion carries.

#### 2. Approval of November 2024 Meeting Minutes

- i. Motion to approve by Thompson, 2<sup>nd</sup> by Folk. All ayes. Motion carries.

### Discussion and Possible Action Items

#### 1. MCCC Salary and Benefits Budget

- a. Braudis provided the board with copies of Living wage calculator for Marshall, Story, Tama and raise history since 2016. Braudis previously requested a 5% increase, but is looking to the board for a recommended number. Braudis explained that overtime was reduced in the previous year by the additional position. Previous raises helped to compete with surrounding agencies. Braudis explained that she is still seeking an additional position and that this would be the last position added until consolidation in the next 5-10 years. Braudis advised that the difference in calls for service between January - November 2023 and January – November 2024 was an increase of almost over 17,000. Phillips asked if the calls for service numbers reflect extra duties (transferring phone lines, answering vestibule) and Braudis estimated 5,000 for answering vestibule and 2,000-3,000 for admin lines. Phillips asked if there were any comparisons based on qualifications. Braudis explained Tama County currently tops out at more, Story County starts with more, but Marshall County does more work. There were questions about what the levy increase will look like and possible waiting to make a decision until that is known. Welton made comments about being fiscally conservative while at the same time wanting to give people more, having the responsibility of being aware of where this money for increases is coming from. Braudis asked what the board would recommend what number should be modified to. Mansager praised Braudis for advocating for staff but cited the average in raises across the board in the area is 3%. Greer commented that there could be blow back between union and non-union employees if there is a significant difference in raises. Folk commented on consolidation and the issue of not being able to take on employees from other agencies, and commented that retention is important. Welton asked about what notice will be given if consolidation starts, Braudis has been preparing and having conversation with state to stay up to date. She will keep the board updated as new information becomes available. Braudis explained that part of the preparation has been the implementation of a new Quality Assurance program that is now reviewing 100% of phone calls as opposed to the previous 7%-10%. Braudis explained that the cost difference between 3% and 5% raises would be approx. \$43,000. Motion to modify raises to 3% by Pfantz, 2<sup>nd</sup> by Thompson. Roll call taken. All ayes. Motion carries.

#### 2. Extra Position

- a. Braudis requested approval for an additional telecommunicator position. She explained the cost would be approx. \$87,986.06 including benefits. Braudis cited the request for this additional position would getting enough people on each shift and be a step forward in preparing for eventual consolidation. Currently the center staffs 15 full time employees, and 1 part time employee, not including Braudis. Folk asked how many positions are in the center. There are 6 total with one being for call-taking only, one of

which obtained by a grant. Braudis explained that in comparison Story County staffs 15 employees, 2 of which are not on the floor full-time. They have about half of the calls for service as Marshall County. Braudis explained that there certain hours that staffing can go down, but wanted to make sure there is adequate coverage. Communications Lead Caitlan Reineke explained that currently there are 4 people on her shift and that having 4 has helped a lot with providing better customer service as they are able to stay on the phone longer and ask more questions. Communications Supervisor Tiffany Eibs then explained that there are 3 people on her shift and that her partners are very good and listening to each other. When it gets busier, they get off the phone if needed quickly to answer the next call. Welton praised Braudis for strongly advocating for her employees. Thompson said that he would like to hold off on the additional position for 12 months to reevaluate and to see how much the levy is going to cost. Motion to wait for 12 months and then reevaluate again by Thompson, 2<sup>nd</sup> by Welton. Roll call taken. All ayes. Motion carries.

### **3. Vice-Chair 2025 Nominations & Vote**

- a. Currently Vice-Chair is Salasek. Welton nominated Folk. Folk accepted. Motion to cease nominations by Thompson, 2<sup>nd</sup> by Mansager. All ayes. Motion carries. Folk elected to Vice-Chair.

### **Unfinished/Old Business**

No unfinished/old business.

### **New Business**

No new business.

### **Public Comments**

No public comments.

**Adjournment:** Motion to adjourn by Mansager, 2<sup>nd</sup> by Welton. All ayes. Motion carries. Meeting adjourned at 6:44pm.