



**AGENDA
CITY OF HARRISONVILLE
FINANCE/PERSONNEL COMMITTEE
REGULAR MEETING
CITY HALL
DECEMBER 14, 2017
6:00 PM**

- I. Call to Order**
 - 1. Roll Call**
- II. Approve Minutes**
 - 1. Finance/Personnel Committee - Regular Meeting - Nov 21, 2017 6:30 PM**
- III. Agenda Items**
 - 1. Communications Officer Salary Discussion**
- IV. General Discussion**
- V. Adjournment**

Posted on City Hall Bulletin Board this 12th day of December 2017

Randall K. Jones, City Clerk

The Board of Aldermen meeting is an open meeting but is not a meeting of the public. There is a place on the agenda for comments of citizens under PUBLIC PARTICIPATION. Our rule is that comments by any individual or group shall not exceed (4) minutes. The Board of Aldermen request that concerns be initially addressed at the appropriate action level before coming to the Board of Alderman



DRAFT
MINUTES
CITY OF HARRISONVILLE
FINANCE/PERSONNEL COMMITTEE
REGULAR MEETING
CITY HALL
NOVEMBER 21, 2017
6:30 PM

I. Call to Order

The meeting was called to order at 7:00 PM by Chair Brian Hasek

Attendee Name	Organization	Title	Status	Arrived
David Dickerson	Harrisonville	Member	Present	
Brian Hasek	Harrisonville	Chair	Present	
Clint Long	Harrisonville	Member	Present	
Brad Bockelman	Harrisonville	Member	Present	
Judy Reece	Harrisonville	Member	Absent	

Others present were: City Administrator Happy Welch, Finance Director Marcella McCoy and City Clerk Randall Jones Recording.

II. Approve Minutes

1. Finance/Personnel Committee - Regular Meeting - Oct 24, 2017 6:00 PM

RESULT:	ACCEPTED [UNANIMOUS]
MOVER:	David Dickerson, Member
SECONDER:	Clint Long, Member
AYES:	David Dickerson, Brian Hasek, Clint Long, Brad Bockelman
ABSENT:	Judy Reece

III. Agenda Items

1. Annual Audit Firm Recommendation

Finance Director Marcella McCoy presented recommendation to Committee for annual audit proposal from Cochran Head Vick & Co., PC. Motion to accept recommendation by Alderman Dickerson with second by Alderman Long. Motion carried.

RESULT:	RECOMMENDED [UNANIMOUS]
MOVER:	David Dickerson, Member
SECONDER:	Clint Long, Member
AYES:	David Dickerson, Brian Hasek, Clint Long, Brad Bockelman

Minutes Acceptance: Minutes of Nov 21, 2017 6:30 PM (Approve Minutes)

ABSENT: Judy Reece

IV. General Discussion

Mayor Hasek spoke about a resident who had contacted him with concerns about a shut off he received.

V. Adjournment

Motion by Alderman Dickerson and second by Alderman Long to adjourn. Motion carried.
Adjourned at 7:15 p.m.

The meeting was closed at 7:15 PM

Brian Hasek, Mayor & Ex-Officio
Chairman of the Board of Aldermen

ATTEST:

Randall K. Jones, City Clerk

Minutes Acceptance: Minutes of Nov 21, 2017 6:30 PM (Approve Minutes)



STAFF REPORT

TO: Finance/Personnel Committee
FROM: John Hofer, Director
DATE: December 12, 2017
SUBJECT: Communications Officer Salary Discussion

Type of Item: Discussion

Recent I heard that one of our 911 emergency dispatchers was interested in leaving employment with the City of Harrisonville and applying for a similar position with the City of Raymore. When I spoke with this member of our team she explained that she was seeking a better schedule and increased compensation.

I then researched the City of Raymore dispatch position job announcement and found that their minimum salary for the same position is \$2.50 higher than what the City of Harrisonville offers. The Communications Officer (Dispatcher) is currently a level 3 in the City of Harrisonville compensation structure as shown below.

<i>Level 3</i>						
Accounts Receivable Clerk						
Administrative Secretary	\$31,166	\$38,958	\$46,750	\$14.98	\$18.73	\$22.48
Animal Control Officer I						
Communication Officer (Dispatcher)						
General Maintenance II (Skilled Worker)						
GIS Technician/Planner I						
Meter Reader (Water & Electric)						
Park Maintenance (Equipment Operators-Skilled Worker)						
Plant Operator (No License Held)						
Street Maintenance (Heavy Equipment Operator)						
Apprentice Tree Trimmer						
W/S Maintenance (Skilled Worker)						

Please keep in mind that these individuals are our first line response in almost every emergency situation. Dispatcher are the only one at the level 3 that are scheduled to work nights, weekends, and holidays. They dispatch for the following City of Harrisonville departments, Emergency Services (Fire and EMS), Electric, Streets, Parks, and Public Works. Each time there is a power outage within the City

these individuals are flooded with an influx of hundreds of calls, both emergency and non-emergency, per hour. They work diligently around the clock.

The Harrisonville Police department is one of five PSAP (Public Safety Answering Points) within Cass County. The others are the Cass County Sheriff’s Office, Belton Police Department, Raymore Police Department, and the Pleasant Hill Police Department. Checking the salary structure for the five PSAPs of Cass County the minimum salary for the Communications Officer position is as follows:

Raymore Police Department	\$17.48 hr.	\$36,358 annually
Belton Police Department	\$15.52 hr.	\$32,281 annually
Cass County Sheriff’s Office	\$15.39 hr.	\$32,011 annually
Pleasant Hill Police Department	\$15.15 hr.	\$31,512 annually
Harrisonville Police Department	\$14.98hr.	\$31,166 annually

The current staffing levels for these five PSAPs is as follows. The Cass County dispatch currently staffs two at all times and sometimes three. The Belton and Raymore dispatch centers always have two dispatchers on duty while we here at the HPD try to have two dispatchers on duty for twelve hours of the day but due to a recent shortage in full-time staffing and part time dispatch salary we are most of the time working with just one dispatcher. The Pleasant Hills dispatch center always has one dispatcher on duty.

The average monthly call load for each of the five PSAPS for 2016 and thus far in 2017 is as follows:

		<u>Administrative</u>	<u>911</u>	<u>Total</u>	<u>Per Staffing</u>
Raymore	2016	3318	869	4188	2094
	2017	3496	830	4326	2163
Belton	2016	8449	1429	9879	4939
	2017	7936	1473	9409	4704
CCSO	2016	5521	1141	6662	2664
	2017	5720	1217	6937	2774
Pleasant Hill	2016	1982	227	2210	2210
	2017	220	253	2455	2455
Harrisonville	2016	3087	513	3600	3600
	2017	2888	510	3398	2265

*These figures were provided by the Mid-America Regional Council

* Harrisonville staffing level in 2017 was calculated at 11.5 however the majority of the year it was just one.

Our staffing level in the 2017 and 2018 City of Harrisonville annual budget is six full-time dispatchers. We are currently at three full-time dispatchers. We lost one staff member to a similar job at the Cass County Sheriff's Office for better growth opportunity and a better schedule. The other two full-time dispatchers went to work in the private sector for a better schedule. We are currently working with three full-time time dispatchers and have one full-time dispatcher in training. She is at least two months from completing her training. If we were to lose another full-time dispatcher we would be faced with making some difficult decisions to include closing our PSAP. I don't believe that having someone else dispatch for us is good customer service certainly not what the citizens of City of Harrisonville have come to expect. We are currently averaging about 40 hours of overtime a week in dispatch.

As of last week we have posted our communications vacancy for the second time. It is too early to tell but if it is like the first posting we may struggle to find quality applicants. The Cities of Raymore and Belton both have dispatch openings posted at this time, so we are competing with them to fill our staffing needs.

We often try to fill our vacancy needs with part-time dispatchers but each of our part-time dispatchers work full-time elsewhere. In fact, most of them work full-time for other PSAPs within the county. Most of these PSAPs are short on staffing as well so they can work overtime at their respective full-time place of employment at a much higher rate than working part-time for us. To hire and train a part-time dispatcher would take over a year. It currently takes about four months to train a dispatcher on a full-time basis. Training part-time would be at least a year and the retention rate of the training would not be that good. Therefore, we don't hire non-communication's certified part-time employees.

In an effort to better recruit quality candidates I would like to see the communications officer (dispatcher) salary increased to a level four within the City of Harrisonville salary rate structure and to be more in-line with neighboring PSAPs. See the current Level 4 salary structure attached.

<i>Level 4</i>						
Accounting Clerk II	\$34,702	\$43,378	\$52,054	\$16.68	\$20.85	\$25.03
Accounting Specialist						
Accounts Payable Specialist						
Aquatics Supervisor						
Chief Animal Control Officer						
Codes Compliance Officer						
Firefighting EMT (Full time Rate adjusted for 2,756 regular hrs & 164 hrs OT)						
Plant Operator II (C & D License Holders)						
Tree Trimmer						

If we were to increase the communications officers to a level 4 it would mean an increase of approximately \$13,062 to the full-time salary line item. Four dispatchers would be effected, two of which we haven't hired yet, an needed to be brought up to the new minimum. The other two dispatchers have 30 and 19 years with the City of Harrisonville and are well above what would be the new minimum. It will however give them the opportunity to not top out in their respective salary level.

I have worked closely with the Human Resources Department and City Administrator for the past year in changing the dispatch schedule to a more favorable schedule similar to what the other PSAPs offer. I am happy to report the Harrisonville Police Communications division will begin a new, more favorable, schedule on January 1, 2018.

With that said, I know that we can not compete with the Cities of Belton and Raymore when it comes to taxes received. However, our dispatchers do the exact same job as their counterparts in neighboring PSAPs often for less money. Also, when we all have vacancies, such as now, and are competing for dispatchers it is extremely difficult to attract quality applicants with the lowest salary in the county.

Thank you for your consideration on moving the communications officer (dispatcher) to a level four of the City of Harrisonville salary structure. Please keep in mind, dispatchers work just like police officers. Dispatchers are here 24 hours a day, seven days a week for 365 days a year. They are at work in inclement weather when other are allowed to stay home. They get to work over-night, weekends, and all holidays.

1. Action Item (ID # 2732)

Communications Officer Salary Discussion