

**MINUTES OF THE REGULAR MEETING  
OF THE HONORABLE TOWN COUNCIL OF THE  
TOWN OF PINETOP-LAKESIDE, ARIZONA, HELD ON  
THURSDAY, APRIL 19, 2018 IN THE TIMBER MESA FIRE/MEDICAL  
DISTRICT STATION #13 LOCATED AT 2922 W. WHITE MOUNTAIN  
BOULEVARD, LAKESIDE, AZ 85929**

**A. Call to Order**

Mayor Irwin called the meeting to order at 6:00 p.m.

➤ **Roll Call:**

The following Council Members were present:

Stephanie Irwin	Mayor
Jerry Smith	Vice Mayor
Carla Bowen	Council Member
Norris Dodd	Council Member
Cathy Penrod	Council Member
James Snitzer	Council Member

The following Council Member was excused:

Kathy Dahnk	Council Member
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Also Present:

Keith Johnson	Town Manager
Kevin Rodolph	Finance Director
Jill Akins	Deputy Town Clerk
Kendra Abel	Library Manager
Tony Alba	Community Services Manager
Malaina Spillman	Recreation Coordinator
Dan Barnes	Interim Police Chief

➤ **Pledge of Allegiance and Invocation:**

Mayor Irwin led the Pledge of Allegiance to the Flag.

Milton Jensen, Church of Jesus Christ of Latter Day Saints delivered the invocation.

**B. Call to the Public**

Mayor Irwin called for public comments.

Aaron Casey, Pinetop-Lakeside Chamber of Commerce Director, introduced himself to the Town Council and said he is looking forward to meeting with the Council and working together with the Town of Pinetop-Lakeside.

**C. Consent Agenda**

Mayor Irwin announced consideration of the Consent Agenda and explained that all items listed would be acted upon by a single vote of the Council, unless a member of the Council asked that specific items be removed from the Consent Agenda, discussed and voted upon separately.

Vice Mayor Smith moved for passage of the Consent Agenda. Council Member Bowen seconded the motion and was carried unanimously.

**C.1 Consider Approval of the Minutes of the Town Council  
Regular Meeting held on April 5, 2018**

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By a majority vote under the Consent Agenda, Town Council approved the minutes of the Town Council Regular meeting held on April 5, 2018.

**C.2 Special Event Liquor License for St. Paul A.M.E. Church Fundraising  
Event Scheduled for May 27, 2018, Located at Marcia's Massage  
Studio, 438 E. White Mountain Boulevard, Pinetop, AZ 85935**

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Town Clerk Miller recommended that Mayor and Town Council authorize the Town Clerk to forward local approval to the Arizona Department of Liquor Licenses & Control for issuance of Special Event Liquor License, as requested by the St. Paul A.M.E. Church. Their request is in conjunction with their Fundraising – The Night of Jazz & Blues, scheduled for May 27, 2018, from 6:00 p.m. to 12:00

a.m., located at Marcia’s Place, 442 E. White Mountain Boulevard, Pinetop, AZ 85935.

Town Clerk Miller reported that the Arizona Department of Liquor License and Control assumes little jurisdiction and holds no formal hearings on the issuance of Special Event Liquor Licenses. Almost exclusively the local governing body makes the decision regarding the issuance of such permits. This is the only type of liquor license, which will not be issued without the approval of the local governing board.

Per Resolution No. 06-823, a \$25.00 liquor fee is due to the Town of Pinetop-Lakeside. A \$25.00 per day license is charged by the State.

By a majority vote under the Consent Agenda, Town Council authorized the Town Clerk to forward a favorable recommendation to the Arizona Department of Liquor Licenses and Control for issuance of a Special Event Liquor License to the St. Paul A.M.E. Church’s Fundraising – The Night of Jazz & Blues on May 27, 2018, from 6:00 p.m. to 12:00 a.m. at Marcia’s Place, 442 E. White Mountain Boulevard, Pinetop, AZ 85935.

**C.3 Special Event Liquor License for Pinetop-Lakeside Chamber of Commerce 2018 Annual Awards Banquet Scheduled for May 18, 2018, Located at White Mountain Nature Center, 425 S. Woodland Road, Lakeside, AZ 85929**

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It is recommended that Council authorize the Town Clerk to forward local approval to the Arizona Department of Liquor Licenses & Control for issuance of Special Event Liquor License, as requested by the Pinetop-Lakeside Chamber of Commerce. Their request is in conjunction with 2018 Annual Awards Banquet, scheduled for May 18, 2018, from 6:00 p.m. to 10:30 p.m., located at the White Mountain Natures Center, 425 S. Woodland Road, Lakeside, AZ 85929.

The Arizona Department of Liquor License and Control assumes little jurisdiction and holds no formal hearings on the issuance of Special Event Liquor Licenses. Almost exclusively the local governing body makes the decision regarding the issuance of such permits. This is the only type of liquor license, which will not be issued without the approval of the local governing board.

Per Resolution No. 06-823, a \$25.00 liquor fee is due to the Town of Pinetop-Lakeside. A \$25.00 per day license is charged by the State.

By a majority vote under the Consent Agenda, Town Council authorized the Town Clerk to forward a favorable recommendation to the Arizona Department of Liquor Licenses and Control for issuance of a Special Event Liquor License to the Pinetop-Lakeside Chamber of Commerce 2018 Annual Awards Banquet on May 18, 2018, from 6:00 p.m. to 10:30 p.m. at the White Mountain Nature Center, 425 S. Woodland Road, Lakeside, AZ 85929.

**C.4 Consider a Liquor License Application Series #09 (09090026),  
Person and Location Transfer and Sampling Privileges to Peter H.  
Schelstraete, dba The Beverage House, located at  
857 E. White Mountain Boulevard, Pinetop AZ 85935.**

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Town Clerk Miller recommended that the Mayor and Council instruct the Town Clerk to forward a recommendation to the Arizona Department of Liquor Licenses & Control Board to approve a Liquor License Application, Series #09 (09090026), Person and Location Transfer and Sampling Privileges to Peter H. Schelstraete, dba The Beverage House, located at 857 E. White Mountain Boulevard, Pinetop AZ 85935

Town Clerk Miller reported that the application under consideration is for a Person and Location Transfer and Sampling Privileges, Series #09 (09090026). The applicant is Peter H. Schelstraete, dba The Beverage House, located at 857 E. White Mountain Boulevard, Pinetop AZ 85935. The type of license is for a Series #09 (Liquor Store License) is an off-sale retailer's license to sell all spirituous liquors.

As required by law, the Notice to the Public and a copy of the application were appropriately posted for 20 days. The twenty (20) days expired on April 4, 2018. The Town Clerk's Office did not receive any comments opposing or supporting the application.

The Police Department and the Building Official have submitted a favorable recommendation to approve the application.

The Town's Annual Business Transaction License is \$50.00 and per Resolution No. 06-823, a \$100.00 liquor license fee is due to the Town of Pinetop-Lakeside.

If the Council takes no action and fails to provide the State Liquor License Board with its order of approval or disapproval, as provided in A.R.S. 4-201, within 60



**2019 Ad & Pro Draft Budget Worksheet**

	2018 Budget	Proposed 2019 Budget	Change from 2018
<b>Tourism Advertising</b>			
Social Media	\$ 94,400	\$ 111,000	7.42%
Adjusted Ad Spending	\$ 8,000		
Trade Shows	\$ 5,000	\$ 5,500	10%
Regional Print Ads	\$ 6,000	\$ -	See Mktg Peri
Adjusted Regional Spending	\$ 2,500		
Tourism Listings	\$ 1,500	\$ 2,000	33.33%
Consulting and Services	\$ 30,000	\$ 20,000	0%
<b>TOTAL Tourism Advertising</b>	<b>\$ 147,400</b>	<b>\$ 147,500</b>	<b>0.07%</b>
<b>Town Website and Public Relations</b>			
Web Services, VisitP-L.com	\$ 3,500	\$ 6,500	86%
PR Local advertising for town	\$ 1,500	\$ 1,500	0.00%
<b>TOTAL Website &amp; Public Relations</b>	<b>\$ 5,000</b>	<b>\$ 8,000</b>	<b>60.00%</b>
<b>Event Sponsorships &amp; Promotion</b>			
Event Sponsorship	\$ 30,500	\$ 31,000	1.64%
<b>New Events</b>			
New Incl Christmas Event?	\$ 6,000	\$ 6,800	0%
Balloons in June	\$ 11,000	\$ 11,000	0%
<b>Old Events</b>			
Run to Pines	\$ 10,000	\$ 8,000	-20%
TofWt Mtns	\$ 5,000	\$ 3,000	0%
TofWt Mtns	\$ 5,000	\$ 5,000	0%
<b>Town Events</b>			
Winterfest	\$ 3,000	\$ 3,000	0%
Nature Center	\$ 500	\$ 1,000	100%
Pinetop Day?		\$ 2,000	New
<b>Event Promotion</b>	<b>\$ 1,500</b>	<b>\$ 6,500</b>	<b>333%</b>
Parks and Rec event promotion		\$ 1,500	New
Signage and Other Event promotion	\$ 1,500	\$ 3,000	100%
Local Partners, Chamber, Business for Visitors	\$ -	\$ 2,000	New
<b>TOTAL Event Sponsorships &amp; Promo</b>	<b>\$ 32,000</b>	<b>\$ 37,500</b>	<b>17%</b>
<b>Marketing Partnerships</b>			
<b>Advertising Coops</b>			
Discover Pinetop	\$ 3,500	\$ 7,500	0%
Other Regional Mktg Partners	\$ 500	\$ 20,000	New
<b>TOTAL Marketing Partnerships</b>	<b>\$ 4,000</b>	<b>\$ 27,500</b>	<b>450%</b>
<b>Community Image/Visitor Services</b>			
Contests, Give aways, ski passes	\$ 1,000	\$ 1,000	0%
Community Image	\$ 28,000	\$ 5,500	-80%
Holiday décor	\$ 2,000	\$ 2,000	0%
Misc (WF Card)	\$ 1,000	\$ 1,000	0%
Banners and Signage	\$ -	\$ 1,500	
Town misc, Marquee	\$ 25,000	\$ 1,000	
<b>Visitor Services</b>	<b>\$ 3,600</b>	<b>\$ 4,000</b>	<b>11.11%</b>
Promo Materials		\$ 1,500	
Postage, Admin Costs	\$ 5,600	\$ 1,500	-58.33%
<b>TOTAL Community Image and Visitor Services</b>	<b>\$ 32,600</b>	<b>\$ 10,500</b>	<b>-67.79%</b>
	<b>\$ 221,000</b>	<b>\$ 231,000</b>	<b>4.52%</b>
	Total 2018 Budget	Proposed 2019 Budget	% Change from 2018

The Town of Pinetop-Lakeside has a 3% hospitality tax established by Ordinance No. 01-195. The revenue from this tax will be used to fund the budget request.

## **PRESENTATION**

Jeanne Begovac, Chairman Advertising and Promotion Committee, presented on the following: Advertising and Promotion Committee 2019 Quarterly Report and Budget Proposal. She explained the Committee would be working closely with the Town and the Community Services Department. She highlighted the following recent events and projects; Inaugural White Mountain Balloon Festival, Hogs & Hot Rods Show and Shine, Pat Tillman Run, Cody Lundin Survival and the marquee for the new Town hall.

Ceci Byrne, Advertising and Promotion Committee Member, presented the FY 2018/2019 Advertising and Promotion Budget for July 1, 2018 through June 30, 2019 asking for \$231,000.00. This would be a 12% increase over the 2017/2018 budget. She explained the new budget would support the following: New Visit Pinetop-Lakeside Website, more regional ad spending mix and analytics, new events and more local event promotion.

## **DISCUSSION**

In response to Council Member Bowen, Ms. Begovac explained the formation of the strategic planning sub-committee will be designing surveys for the purpose of for post event information and analytics.

Council Member Penrod thanked the Committee for their hard work and expressed that she feels it is important to join the White Mountain Partnership.

Council Member Snitzer stated the three (3) percent hospitality tax was put in place for the purpose of funding promotion and said he is very happy to see the funds being used for this purpose.

D.2

**Ordinance No. 18-411**

**Repeal of Town Ordinance No. 11-345 and Establishing Procedures and Criteria for the Administration and Uses for the Lodging Privilege Tax Revenues Generated By Ordinance No. 01-195, which Provides that All Funds Exceeding \$180,000 shall be Utilized by the Town for Advertising and Promotion for Tourism and/or the Acquisition and Development of Community and Recreational Facilities**

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Town Manager Johnson and the Advertising and Promotion Committee recommended repealing Ordinance No. 11-345 and adopting this new ordinance which increases the possible budget allocation for the Advertising and Promotion Committee.

Manager Johnson reported that the Ordinance that governs the Advertising and Promotion Committee has some minor changes that need to be made. The Ordinance and the Guidelines need to dovetail. There were changes made in the past to the Guidelines but the Ordinance was not updated. This is an attempt to bring them both into sync.

Manager Johnson conveyed that in Section 2.A. of Ordinance No. 11-345 the amount available for advertising and promotional efforts was capped at \$180,000 and anything over that amount was to be used by the Town for the acquisition and development of community and recreational facilities. For the first time in current FY Budget 2017-2018 the amount generated by this additional tax exceeds the cap of \$180,000. Those additional revenues went into the General Fund.

The Town of Pinetop-Lakeside is a tourism based economy. Civic leaders 17 years ago were far-sighted enough to realize that in order for the town to succeed in its desire to grow its economy that additional revenues were needed to compete with larger communities in our state that are also reliant on tourism.

The changes that are being requested by the Advertising and Promotion Committee will allow them to present a budget to the Council that exceeds \$180,000. The Town Council will still have the authority to redirect those funds for the acquisition and development of community and recreational facilities.



The Advertising and Promotion Committee has become even more involved and engaged in finding new and additional opportunities to bring new events and advertising options to the table. This past winter our community faced a dry season but the Committee continued its advertising efforts. I believe that those efforts paid off because we only saw a slight drop in revenue compared to the same period last year.

Section 4 brings the Ordinance into sync with the Guidelines. The Advertising and Promotion Committee's updated Guidelines are attached for Council review.

### DISCUSSION

In response to Vice Mayor Smith, Town Manager Johnson explained the Advertising and Promotion budget will depend on how much actual revenue comes in; for example if \$230,000.00 is not collected adjustments will be made to their budget throughout the year.

Mayor Irwin added that the Council controls that through the budget process and if a downward trend in sales tax collection is seen then appropriate adjustments will be made ahead of time. She stated this Ordinance does not guarantee anything or lock the budget into \$180,000.00.

Council Member Snitzer moved for passage of Ordinance No. 18-411, establishing Procedures and Criteria for the Administration and Uses for the Lodging Privilege Tax Revenues generated by Ordinance No. 01-195, which provides that all funds exceeding \$180,000 shall be utilized by the Town for advertising and promotion for tourism and/or the acquisition and development of community and recreational facilities. Council Member Penrod seconded the motion as was carried unanimously.

Mayor Irwin then declared Ordinance No. 18-411 passed and adopted.

D.3

**Resolution No. 18-1448**  
**Intergovernmental Agreement Regarding Northeastern Arizona Law**  
**Enforcement Training Academy (NALETA), Made Pursuant to**  
**A.R.S. § 11-952 Among Navajo County Community College District**  
**and the Town of Pinetop-Lakeside, Acting by and through the**  
**Pinetop-Lakeside Police Department**

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Interim Police Chief Barnes recommended that Mayor and Council approve the Intergovernmental Agreement between the Pinetop-Lakeside Police Department and Northeastern Arizona Law Enforcement Training Academy (NALETA).

Chief Barnes reported that the Intergovernmental Agreement is made pursuant to ARS 11-952 among the Navajo County Community College District, and the Town of Pinetop-Lakeside Police Department. The purpose of this agreement is to provide Northeastern Arizona with a Police Academy, Northern Arizona Law Enforcement Training Academy (NALETA) that can provide certified Arizona Peace Officer Standards and Training (AZPOST) to students who meet AZPOST qualifications and are sponsored by a Law Enforcement Agency.

The Northeastern Law Enforcement Training Academy (NALETA) has provided quality police academy services to the Pinetop-Lakeside Police Department and region for a number of years. Three of the department's current full time officers have graduated from this academy. The close proximity of the academy is very beneficial for our needs. The department has also supported the academy by providing instructors and advisors.

Council Member Bowen moved for passage Resolution No. 18-1448, authorizing the Interim Chief of Police to enter into an Intergovernmental Agreement pursuant to A.R.S. § 11-952 among the Navajo County Community College District and the Town of Pinetop-Lakeside Police Department to provide Northeastern Arizona with a Police Academy, Northeastern Arizona Law Enforcement Training Academy (NALETA). Council Member Dodd seconded the motion and was carried unanimously.

Mayor Irwin then declared Resolution No. 18-1448 passed and adopted.

D.4

**Resolution No. 18-1449**

**Authorizing an Intergovernmental Agreement between the Town of Pinetop-Lakeside and City of Show Low for Dispatch Services**

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Interim Police Chief Barnes recommended that Mayor and Council approve Intergovernmental Dispatching Agreement with City of Show Low.

Chief Barnes reported that the Town of Pinetop-Lakeside has been participating in discussions with the Northeast Arizona Regional Dispatch Center Board for several years regarding county wide consolidation of dispatch centers. The main consolidation goals were to reduce miscommunication between centers and personnel working in the field, reduce the number of call transfers between centers and reduce response times on calls for service. In January 2016 the Town Council approved an intergovernmental agreement with several municipalities and Navajo county to establish the Northern Arizona Regional Dispatch Center (NARDC). In fact, the effort to create a regional dispatch system has been on and off for the past eight years. Those discussions slowed down last year due to the proposed budget being greater than what each entity is currently paying. The regional dispatch was also going to be located in two centers, one in North County and one in South County. Snowflake, Taylor and Winslow have their own dispatch centers and are not a party to the agreement. We are still working with the board to create a regional system but felt that it would be prudent in the meantime to explore becoming a part of Show Low's Dispatch Center since we would end up there any way. One of the challenges has been to fully staff the Town's Police and Fire Dispatch Center. It has rarely reached full staffing in the fifteen years I have been here and in the past several years, staffing has been at a critically low point. Our dispatchers have worked a lot of overtime and we appreciate all of their efforts. The other dispatch centers are faced with the same problem so by combining these two we should be able to have one fully staffed dispatch center here in South County.

Chief Barnes conveyed that the IGA with the City of Show Low will cost the Town \$217,740 per year paid in quarterly installments. This fee is based on calls for service for FY 2017 with a fee of \$36.29 per call. The annual payment starts on July 1, 2018 but will be pro-rated for the Town depending on when we complete the transfer of our 911 system to the City. Future fees shall be based on a three year rolling average of call volume of all parties to the agreement. A call for service is defined where a field unit is sent to the location of an incident or to assist

a citizen, or any time a field unit initiates activity that would, otherwise, have resulted in the dispatch of a unit.

The initial term of this agreement shall end June 30, 2019 and is automatically renewed for additional one-year terms unless terminated.

Dispatch Supervisor Rebecca Mauff will remain with the Pinetop-Lakeside Police Department as the Records Clerk. She will also provide other administrative duties and will interface with the public that come to the PD during the day.

Listed below is the financial analysis for this IGA:

\$366,460	Current Dispatch Budget
- 60,000	Rebecca's salary and benefits
- 40,660	Loss of revenue from Pinetop Fire Department
- 3,000	Utilities – this will be absorbed into the department's budget
- 12,000	CAD Maintenance
- 2,800	Lexipol Policy
<b>\$248,000</b>	<b>Total to be used to pay for Dispatch Services</b>
\$217,740	Dispatch fee to be paid to City of Show Low
<u>+ 33,222</u>	CAD/RMS (Dispatch/Records Management) payment for seven years
<b>\$250,962</b>	

There is also a onetime payment of \$35,000 for CAD data extraction from the current CAD/RMS vendor. This will most likely come from this year's budget.

Chief Barnes explained the alternative if the Intergovernmental Dispatching Agreement is not approved. He said the Pinetop Fire Department is exploring the option to move their dispatching services to the City of Show Low. If we do not approve this agreement and they move their dispatch services the town will lose \$40,660 in revenue that would have to be made up by the General Fund.

## DISCUSSION

Town Manager Johnson added that the Town Council approved to join the Northern Arizona Regional Dispatch Center (NARDC) in January of 2016 and said when he joined the staff one of his tasks has been to help put this together. He said there were concerns and that the budget was the sticking point and until the broadband issues are worked out the entire regional concept will not work. He said he and Chief Barnes have had conversations with Show Low Police Department to see if NARDC can be accomplished in the south county.

Vice Mayor Smith expressed his opinion that it makes sense for the Town citizens to be able to call 911 and know that there would be efficient and better service and said he feels it is a good idea.

In response to Vice Mayor Smith, Town Manager Johnson explained that the \$248,000.00 would be the actual revenue for the merged Regional Dispatch Center.

Council Member Snitzer expressed he did not have a particular position one way or another and said he was just trying to understand the issues and concerns expressed by citizens. He said it is really not much of a cost savings and is a wash from the standpoint of cost so the reason for doing this would be service. Further saying, he did not see a definition of current service and service that the Town would receive with the merge and he would like to see a better explanation of service and cost control. He said he also would like more information on the cost of renewal, if there is the need for a physical presence of a dispatcher at the Pinetop-Lakeside Police Department with regards to service to the community and the consideration of \$40,000.00 from the Pinetop Fire Department.

Chief Barnes explained he does not expect a disruption in service with moving to Show Low and said there will be an advisory board formed to address any issues, i.e. lack of service, making services more efficient and better for the Town of Pinetop-Lakeside.

Council Member Snitzer asked if this decision can be revisited at a later date, for example a year from now, and since it is basically a wash cost-wise and the service would be about the same, would the Town lose anything by waiting a year to make the switch. He explained his reasoning is because broadband is slightly more than a year away.

Town Manager Johnson said there would be some higher levels of technology and better services for the citizens that the Town has not been able to provide.

Council Member Bowen commented on the other duties of the dispatchers and said she believed there was not much time for them to do much of anything else because if they are focused on a 911 call they cannot stop to answer the door. She expressed her experiences when she had to call 911 her call was dropped three times, the dispatcher asked her three times where she was and what jurisdiction she was in. She asked if the Council could receive some input from the members of the Police Department in attendance because it would impact them and she would like to hear from them.

Mayor Irwin said when this conversation was started several years ago the whole purpose was to improve the safety of the Town citizens and protect the safety of the Officers. She said those are the things she wants everyone to keep first and foremost in their mind and said they are there for the health, safety and welfare of the Community of Pinetop-Lakeside.

Officer Jeff Overton expressed his only concern is inter-department and said when Pinetop Police Department is working two at night and they are working together on an arrest there is no one there to reach out for help if their dispatch is not there. He continued by saying he is for moving forward with centralized dispatch because of the advance in technology and accessing of the mobile data computers will help with the officers on the street with calls to service and being able to run people on their computers. Also, the centralized dispatch with Show Low would help the officers with the problem people on the mountain that are shared between jurisdictions and information can be shared back and forth between Show Low Police and Pinetop-Lakeside Police.

Chief Barnes explained the Police Department would plan on continuing with video monitoring from the station and Show Low Police Department would assist with monitoring the entire facility including the jail. The mobile data equipment is still current and would be utilized for many more years and has been updated by Sunstate Technologies.

In response to Mayor Irwin, Chief Barnes said the dispatcher equipment will remain at the Pinetop-Lakeside Police Department and does not believe the equipment would be compatible with Show Low Police Department equipment. He said the current dispatch consoles would have to be replaced if the dispatchers

remained and/or returned to Pinetop-Lakeside Police Department and said the rest of the equipment is up to date.

Chief Morgan, Pinetop Fire District, said he is the Chair of Northern Arizona Regional Dispatch Center (NARDC). He said in response to Council Member Snitzer regionalization question there does not have to be a “body” in the physical dispatch center to effectively provide the resources to the community. He explained a regional dispatch center does not only address the citizens that the community services but also all of law enforcement and fire departments. Further, he explained the community has seen some of the critical incidents occurring where as an individual dispatch center there have been failures, but collectively as regionalization moves forward service exceeds that of an individual center. He said the systems across the County have issues but collectively the issues can be addressed. He said the contract the Town has with Pinetop Fire District indicates there would be two dispatchers for fire incidents and that has not consistently happened.

Chief Shelley, Show Low Police Department, explained that their new building is set up for nine dispatchers in the future, but said they currently set up as a five person position and a sixth position will go on line by the end of the year. He said their current staffing model shows nine to ten dispatchers with two to three dispatchers coming from Pinetop-Lakeside Police Department, having at least two dispatchers on at a time and during the summer and on heavier shifts there would be four dispatchers and one supervisor. He said there would be cost savings as a group and funds will be put into equipment, yearly upgrades and bringing better service to the communities.

In response to Council Member Penrod, Chief Shelley stated that it would only be the two local Police Departments and that DPS and the Sheriff’s Department would not be included in the regional dispatch.

In response to Mayor Irwin, Council Member Snitzer replied that communications had been a problem with radio and telephone and with broadband the communication would take place over the broadband which would improve emergency service. He said improved broadband would improve emergency services. He stated he had been doing pluses and minuses regarding regional dispatch, and he said so far he is seeing a lot of plusses and relatively few minuses. He appreciates that this has been thought out so well and he absolutely understands the need to advance in technology and it is a lot easier to share the cost over a

broader base. He stated further that it does not save money on day one, but he said on day one thousand and two thousand that it would save a lot of money.

Chief Morgan said that finances had been one of the biggest issues that slowed NARDC down. He explained the extension of the fiber optic network that would run in front of every police department and fire department would dramatically increase the infrastructure cost that NARDC was going to have and he said they would know more in September of 2018 and would have a preliminary idea of costs savings to NARDC as a whole. He said the broadband extension would significantly reduce costs and that is when NARDC will really move forward, in about eighteen months, and we will start seeing some realized infrastructure improvements at all the police departments and fire departments.

Town Manager Johnson said as Chief Morgan stated it is in the agreement with Pinetop Fire to have two dispatchers on at a time and he said the Town is not able to afford to do that with what the Town receives from Timber Mesa Lakeside and Pinetop Fire. He said one of the things that improve with having two dispatchers on duty is being able to provide CPR protocols to the citizen on the line, and he said this would be a definite benefit. He said there is a concern for the Towns current employees to make sure wherever they go, whether it is through NARDC or transferring to Show Low, that they would be treated well, their benefits and wages would at least be on par with the Town of Pinetop-Lakeside and that they would have a great working environment. He said this has been discussed and ensured that our employees will be well taken care of.

Chief Morgan said he would like to reinforce what Town Manager Johnson stated and he said that emergency medical dispatch (EMD) for CPR if the dispatcher can be involved and get the instruction to a lay person that has no idea how to do CPR the survival rate goes up to fifty-one percent and he said that is not being experienced in the White Mountains. He said the City of Show Low is already doing some of the modeling on EMD and said they are using a different protocol for EMD.

Council Member Dodd said he had spent twenty-five years in law enforcement and feels he has a pretty good sense of how important dispatching services are and he said they are often the life blood for the officers and vital to the citizens. He said he had received a couple of letters and talked to several people and he said there are a lot of concerns and misperceptions regarding NARDC. He said he believes people are very passionate about this issue and said it could be the most important decision the Council makes. He said some of the perceptions are that NARDC has



come out of nowhere and he said he tried to explain that it had been worked off and on for eight years. He said another misconception is that the Town is losing out and not gaining anything and suggested these things could be better addressed by an assessment by doing a plusses and minuses or a balance sheet or pros and cons and lay it all out more methodically or why we are doing this and what do we hope to gain, look at the staffing issues and internal personnel issues. He said the bottom line is the public wants to know that the Council will make sure, most importantly, that the officer's safety is first and that the transfer would be seamless and not in any way jeopardize officer's safety and no loss to response in customer service. He said we need to assure the public that this would result in a better product and he said the minor issues of not having a dispatcher at the physical police department and that would need to be addressed. Further, he stated that these things need to be thought through a little bit more. He said he sees both sides of the issue and he understands the benefits of having a regional dispatch center that can better address the staffing needs. He suggested backing up a little bit and put a little effort into reporting back to the citizens that this is something we are moving forward on.

Council Member Penrod said she was a dispatcher for three years at the Navajo County sub-station in Pinetop and said she has some concerns. She said there would be people that would come into the office in the nighttime with nowhere else to go and it made a difference having someone there and a place for them to go. She shared she was a victim of domestic violence and what would she have done without her family and where would she have gone. She said this is a real passion for her and said the police department is a safe haven and she is very concerned about not having it staffed. She asked how does the person that needs help immediately and goes to the Police Department for help with no other place to go, how will that person get help if no one is there? She feels that there are a lot of things that need to be worked out and thought through. She feels dispatch is part of the Pinetop-Lakeside Police Department. She said the Town has been working and thinking really hard with and for the business owners and said the business owners have a right to think about this change and talk about this change and she is concerned how the business owners will feel about this. She stated she has two concerns with the contract, one on page four the term of the agreement runs one year at a time with renewal every year. She said this scares her. She said her second concern is on page five regarding insurance "the City or Town will each provide liability insurance" and she asked if this cost has been figured in? She said this cannot be an experiment and what if in two years things change, council members change and a new council wants their own dispatchers and said the Town would be starting from zero if that happens. She thinks that the Council needs to

step back a little bit and she said she has a lot to learn, this is the first time she has seen the contract even though she has heard the conversation for many years and there has always been issues and when it came up again about six months ago there was going to be a lot of conversation about it and take a couple of years to get it done. She said she feels like she has done a lot of research and has a pretty good handle on the subject, but she feels there is a long way to go. She does not think they are doing a service to the Town of Pinetop-Lakeside and it is the safety of our Town and she cannot imagine someone that is scared and going to the Police Department and cannot get in or get help and there is no one there.

Council Member Snitzer said a better story has been told tonight than is in the newspaper and also then people in Town know and he said it would be good to put down a simple list of pros and cons. He said access to technology is a big pro, but he said there are a couple of issues that need to be flushed out and addressed. He said the issue that Council Member Penrod just raised regarding personal service at the police department needs to be fleshed out and he said there is not an immediate need to move tonight, but he said there is a need to move relatively quickly but have time to have public input and let the community understand the issues better. He said right now he does not think the public understands the issues and said some of the people that called him are not at the meeting tonight and he said he would like to wait a little bit and make a presentation to the Town and then vote.

In response to Mayor Irwin, Town Manager Johnson said he does not see a one year agreement as a problem and said it has an automatic renewal. He said he is not sure what the concern would be and said the fees would be analyzed every year according to the agreement and adjusted accordingly.

Council Member Penrod stated that is her concern.

Town Manager Johnson stated that as he has gone through the NARDC budget and this process is that City of Show Low has always been fiscally minded.

Council Member Penrod said she believes a one year contract should be reviewed and renegotiated or some better clarification.

Council Member Snitzer asked if Show Low were to cancel the contract within twelve months could Pinetop-Lakeside reestablish service and if the answer is no, how long would it take to re-establish and recover from the cancellation of the contract. He stated he is asking this as a technical issue regarding the contract.

Council Member Bowen stated that once this decision is made there is no going back.

Chief Morgan said in government many time state statutes are one year contracts with one year automatic renewal unless either party decides to change their option to exercise the contract.

Town Manager Johnson said if the Council were to approve tonight the process would take three to four months giving time to work out the details and everything is in limbo right now until a decision is made.

Chief Barnes said he does not believe there will be a loss of personal service and he would hope the current employees would make the move to Show Low because they would be taking all of their experience from Pinetop-Lakeside to Show Low and sharing their experience with Show Low continuing personal service from that center. He said the concerns of not being able to contact anyone at the police department would be addressed with a phone system available to the public at the police department that someone can call the dispatch center directly from there to make contact with a dispatcher. He said the dispatcher can then dispatch out services as needed or help answer questions from the phone system. He said he is the Navajo and Apache County 911 administrator and he has worked at every center in Navajo and Apache County and has worked in several centers that are providing services for multiple police departments and has seen this work for other police agencies and the employees care for other agencies employees as they care for their own agency employees. He said public safety is a serious business and they will provide the services needed to our community.

Mayor Irwin asked what the Council wishes are and said she is hearing from three people requesting another meeting where the pros and cons could be outlined.

Council Member Snitzer added announcing that input from the community is requested at a public hearing and he said it is not an urgent need to make a decision tonight. He said some of the items known at this meeting the community is not aware of and they need to be made aware. He said the pros and cons need to be known to the community and there needs to be a chance to make a better case for this, listen to the public and then make a council decision.

Council Member Penrod said this meeting had a very short time frame and a lot of the citizens had plans and were not able to attend the meeting.

Mayor Irwin said she has no problem with a public input, but asked to set a date for a public hearing since it has been going for years.

Council Member Bowen said the police department and the fire department do not need to have the decision drug out for many additional months and she said decisions have to be made and said they need to be done quickly. She said she would make a motion tonight to approve NARDC because she has been involved in it for five years and she said the football just keeps getting kicked back and forth and at some point the decision has to be made to move forward. She said we do not have the funds as a municipality to purchase equipment and have the required people on staff and she said she does not want to see this go on and on and it is a disservice to the police officers and the community to not make a decision.

Council Member Penrod said Council Member Bowen had been involved in this for years but said she did not know it would come up again this quickly. She said the citizens of the Town of Pinetop-Lakeside are owed the opportunity to be informed of the pros and cons before a decision is made. She said a large portion of the business owners are on the Sheriff's Posse Ride and not able to attend tonight's meeting.

Mayor Irwin suggested tabling until the first meeting in June 2018, because there is only one meeting in May 2018.

Town Manager Johnson suggested putting this item on the May 3, 2018 agenda.

Mayor Irwin said she thought May 3<sup>rd</sup> would be too soon.

Council Member Bowen said June is too late and she does not want to wait that long.

Finance Director Rodolph stated he would need some direction in order to move forward with the budget, he said he would be budgeting salaries and other items and said the budget would be completely different depending on the Council decision regarding NARDC.

Mayor Irwin stated that is one of the reasons NARDC was being discussed tonight. She requested the NARDC included as an agenda item at the May 3, 2018 council meeting.

Town Manager Johnson said he would provide fact sheets at the May 3<sup>rd</sup> meeting and said he currently has ten pros and one con.

Mayor Irwin announced that no action would be taken on this item tonight and will revisit the item at the May 3, 2018 meeting. She thanked everyone for participating in this extremely important issue and said this is the safety of our citizens and our officers across the region and to remember we are in this together as a region.

#### D.5 Reports from Council Committee Liaison

Council Member Snitzer reported he had a fire on his property and said he was incredibly impressed with the response by the Fire Department and the Police Department and thanked the police officers in attendance. He said carp will be delivered to Rainbow Lake at 9:00 a.m. on Friday, April 20<sup>th</sup>. Council Member Snitzer said a Town Hall meeting would be held at the White Mountain Nature Center on July 28, 2018 and the subject will be Criminal Justice. He said TRACKS is working on the Billy Creek Trail and said he is now the President of TRACKS. He said the veteran's village is replacing water lines, the thrift shop is open and doing very well and there are six to eight people living onsite in transitional housing.

Council Member Bowen reported attending the Blue Ridge School Board meeting and the board voted not to arm teachers and they are working on active shooter simulations.

Vice Mayor Smith said he attended the Transit Advisory Committee meeting in Snowflake and said the passenger boardings for Pinetop-Lakeside were fifteen thousand for March 2018.

Council Member Dodd said the Forest Health and Fire Protection Code Revision meeting was cancelled due to the impact of the Rattlesnake fire. He said he attended telephonically the Nature Resources Working Group meeting. He announced the Third Annual Arizona Wildfire Summit would be held at Hon-Dah on April 27<sup>th</sup> and 28<sup>th</sup> and on May 5<sup>th</sup> the Wildfire Community Preparation Day would be held at Billy Creek at 9:00 a.m.

Council Member Penrod announced the Senior Center would be sponsoring the Chamber of Commerce Perk-up on Friday, April 27, 2018. She announced the Humane Society Happy Tails event would be held on August 25<sup>th</sup> at The Orchard benefiting the local humane society and said they are looking for volunteers for the event.

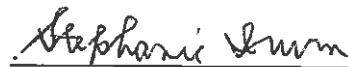
Mayor Irwin reported that MYAC met on April 19<sup>th</sup> and said they would be volunteering the morning of May 5<sup>th</sup> at the Wildfire Community Preparation Day at Billy Creek. She said on April 19<sup>th</sup> she attended the Apache and Navajo County Mayor and Council Member meeting and broadband was discussed. She announced the Blue Ridge Scholarship Fund Taste of the Mountain would be held on Saturday, April 28, 2018 at the White Mountain Country Club and on May 5, 2018 the annual Lupe Acevado Golf Tournament would be held at the White Mountain Country Club.

Town Manager Johnson reported that the Public Works and Parks Crew have worked very hard on the Justice Court and he said at the May 3, 2018 Town Council meeting he would be presenting the IGA with the County for the shared space.

Chief Barnes announced the Tip a Cop would be held at Darbi's from 4:00 p.m. to 8:00 p.m. on Friday, May 4, 2018 and Bag a Cop will be held on April 27, 2018 from 2:00 p.m. to 6:00 p.m. at Safeway and both events are raising funds to support the Special Olympics and the Torch Run event in May 2018.

#### E. **Adjournment**


There being no further business at this time, the meeting was adjourned at approximately 8:08 p.m.



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Stephanie Irwin  
Mayor

ATTEST:

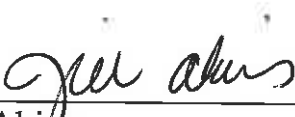
  
\_\_\_\_\_  
Jill Akins  
Deputy Town Clerk



**CERTIFICATION**

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Regular meeting of the Town Council of Town of Pinetop-Lakeside, Arizona, held on the 19<sup>th</sup> day of April, 2018. I further certify that the meeting was duly called and held and that a quorum was present.

Dated this 3<sup>rd</sup> day of May, 2018

  
\_\_\_\_\_  
Jill Akins  
Deputy Town Clerk

