CITY COUNCIL INFORMAL MEETING
November 3, 2025
602 S. Main St.| 5th Floor Council Chambers | Joplin MO 64801
5:15 P.M.

AGENDA

1. MODOT PROJECT UPDATE

   Documents:

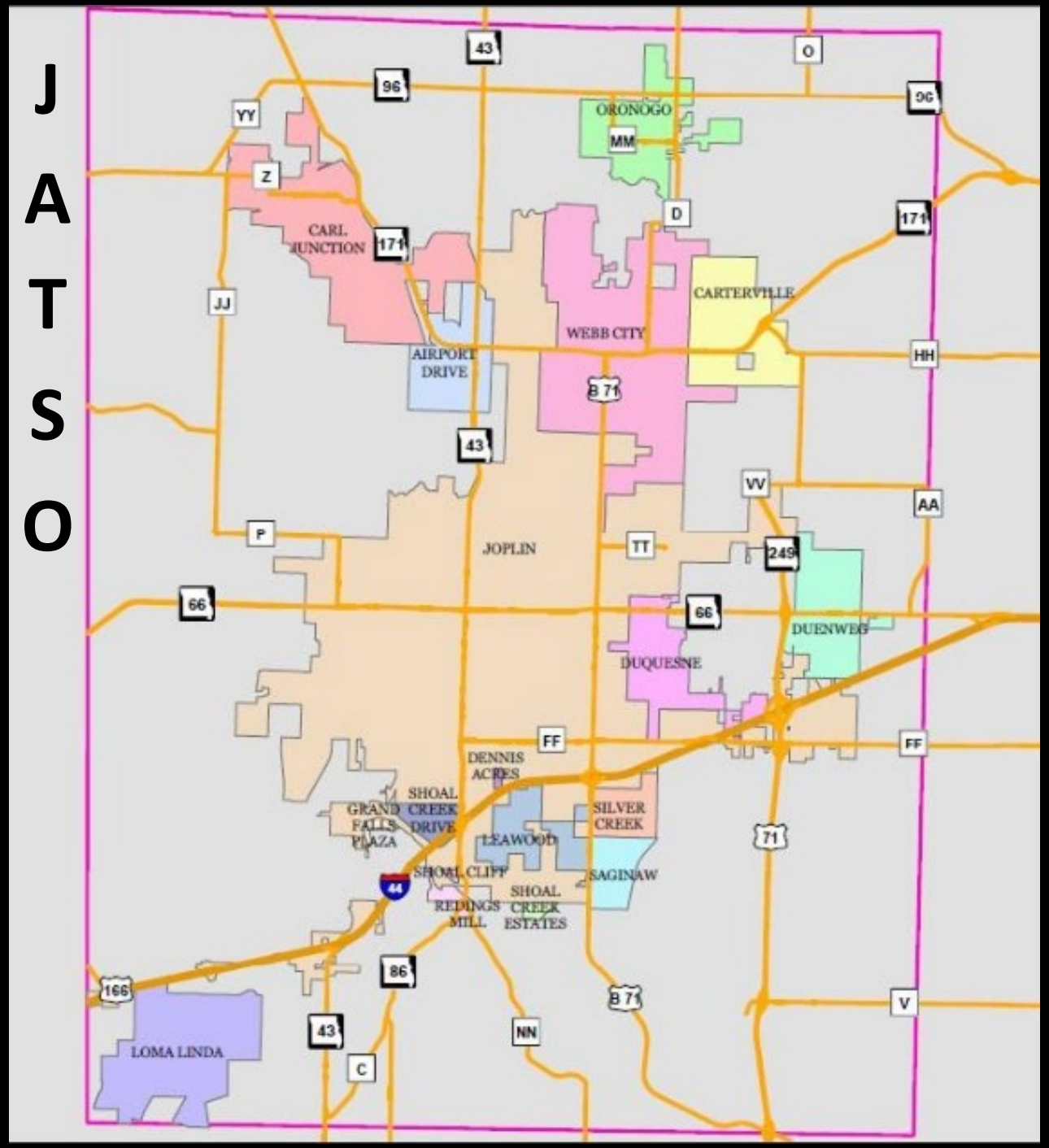
   MODOT-JOPLIN CITY COUNCIL PRESENTATION 2025-11-03.PDF

2. DISPATCH STAFFING IMPROVEMENTS

   Documents:

   DISPATCH STAFFING PROPOSAL 10-21-25.PDF
   PUBLIC SAFETY COMMUNICATIONS OPERATOR III - OCTOBER 2025.PDF

Notice posted at 12:00 p.m. on this the 30th day of October 2025. (RSMo 610.020)

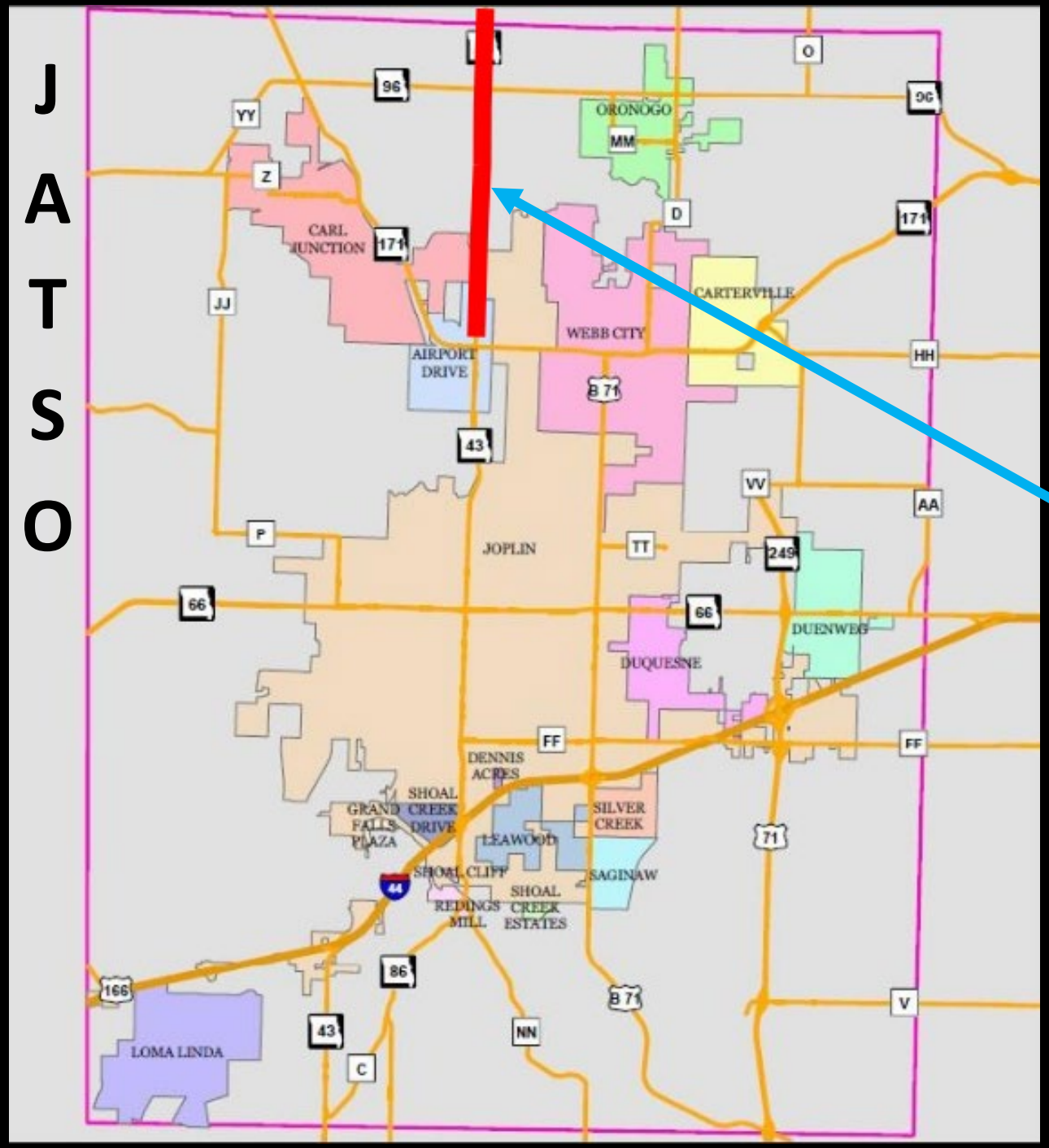


SOUTHWEST MoDOT

JATSO / MoDOT Projects Update
Joplin City Council Informal Meeting
November 3, 2025

Craig Switzer, P.E.
Transportation Project Manager
Missouri Department of Transportation
Southwest District

J
A
T
S
O



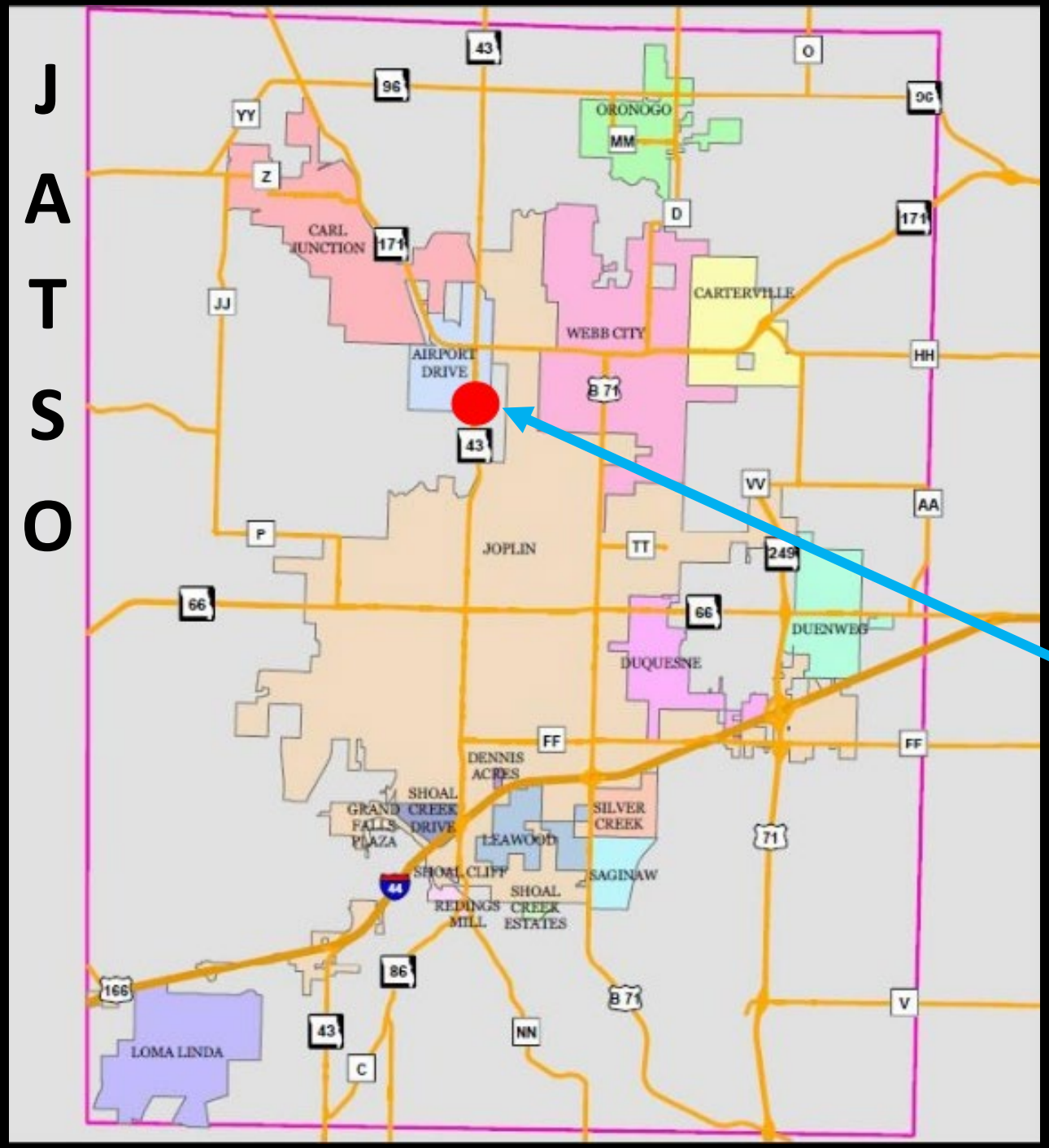
Completed Projects Years 2024-2025

Resurfacing of Route 43 from Route 160 in Barton County to north of Route 171 in Jasper County

Letting: November 17, 2023
Completed: Fall 2024

$3.5 million

Completed Projects Years 2024-2025

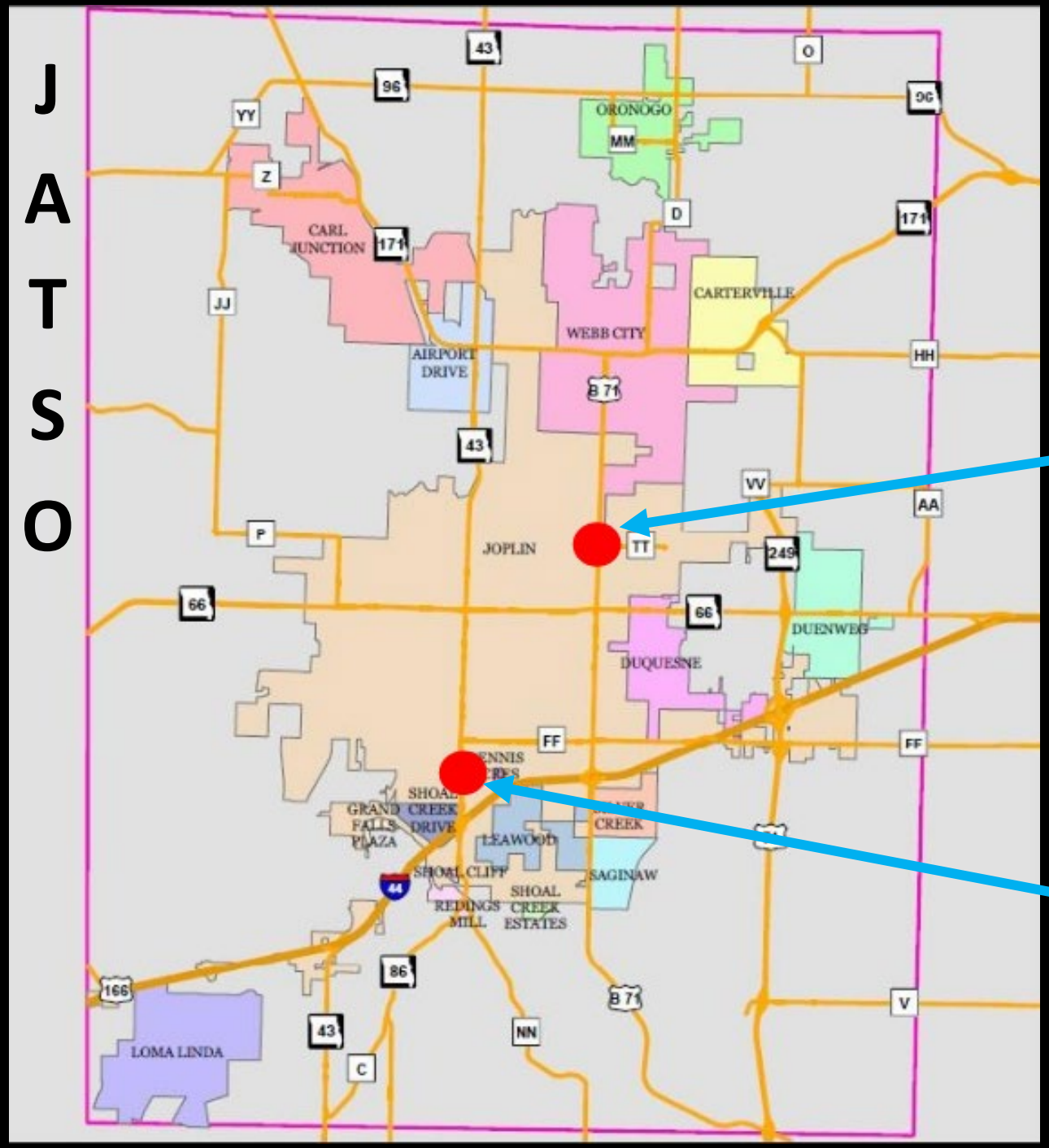


Replace traffic signal at the intersection of Route 43 (Main Street) and Fountain Road in Jasper County

Letting: May 17, 2024
Completed: Fall 2024

$330,000

JATSO



Completed Projects Years 2024-2025

Intersection improvements at Loop 49 (Range Line Road) and Route TT (Newman Road) in Jasper County

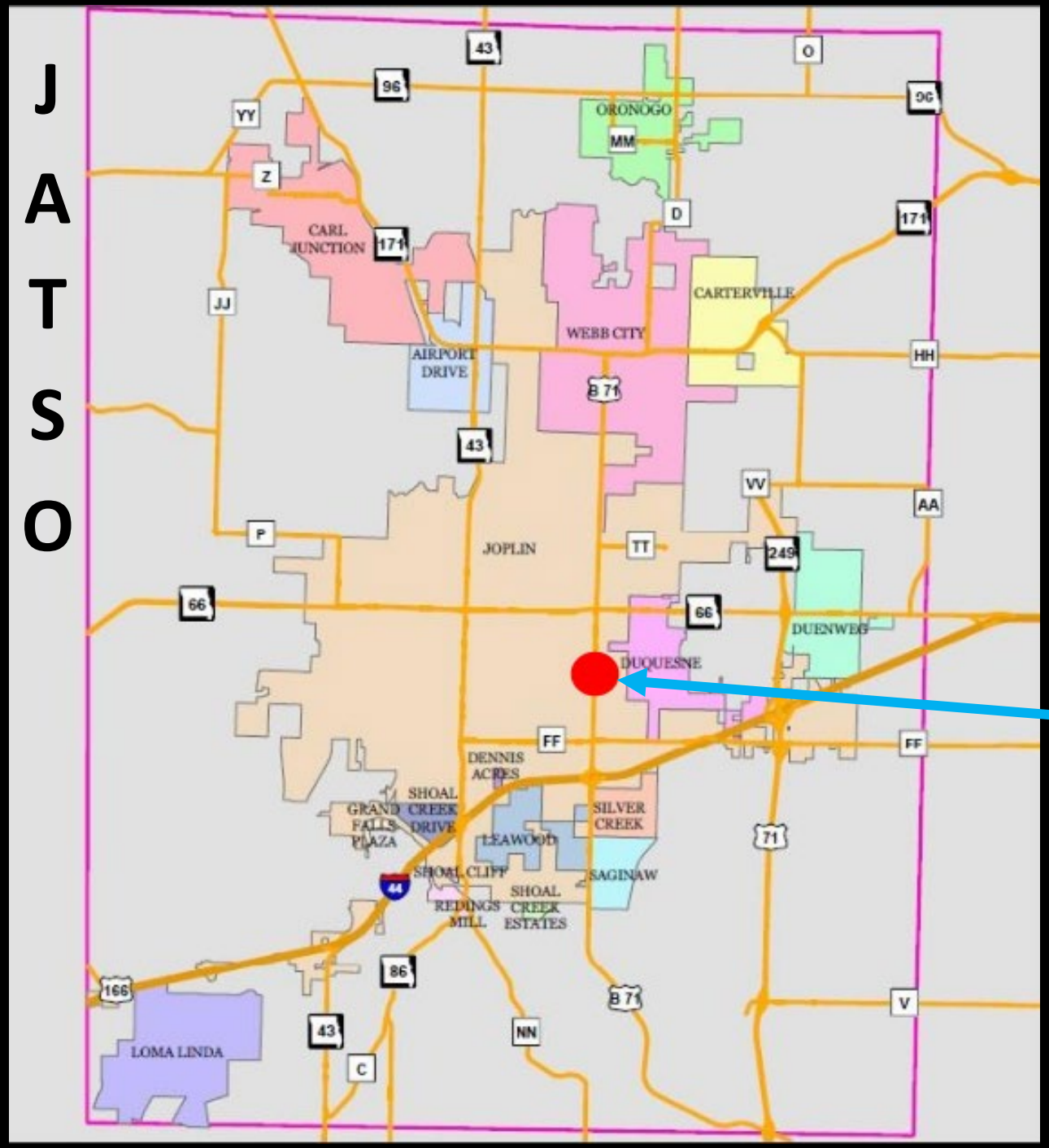
Letting: May 17, 2024
Completed: Fall 2024

$817,000

Intersection improvements at Route 43 (Main Street) and 34th Street in Newton County

Letting: May 17, 2024
Completed: Fall 2024

Completed Projects Years 2024-2025



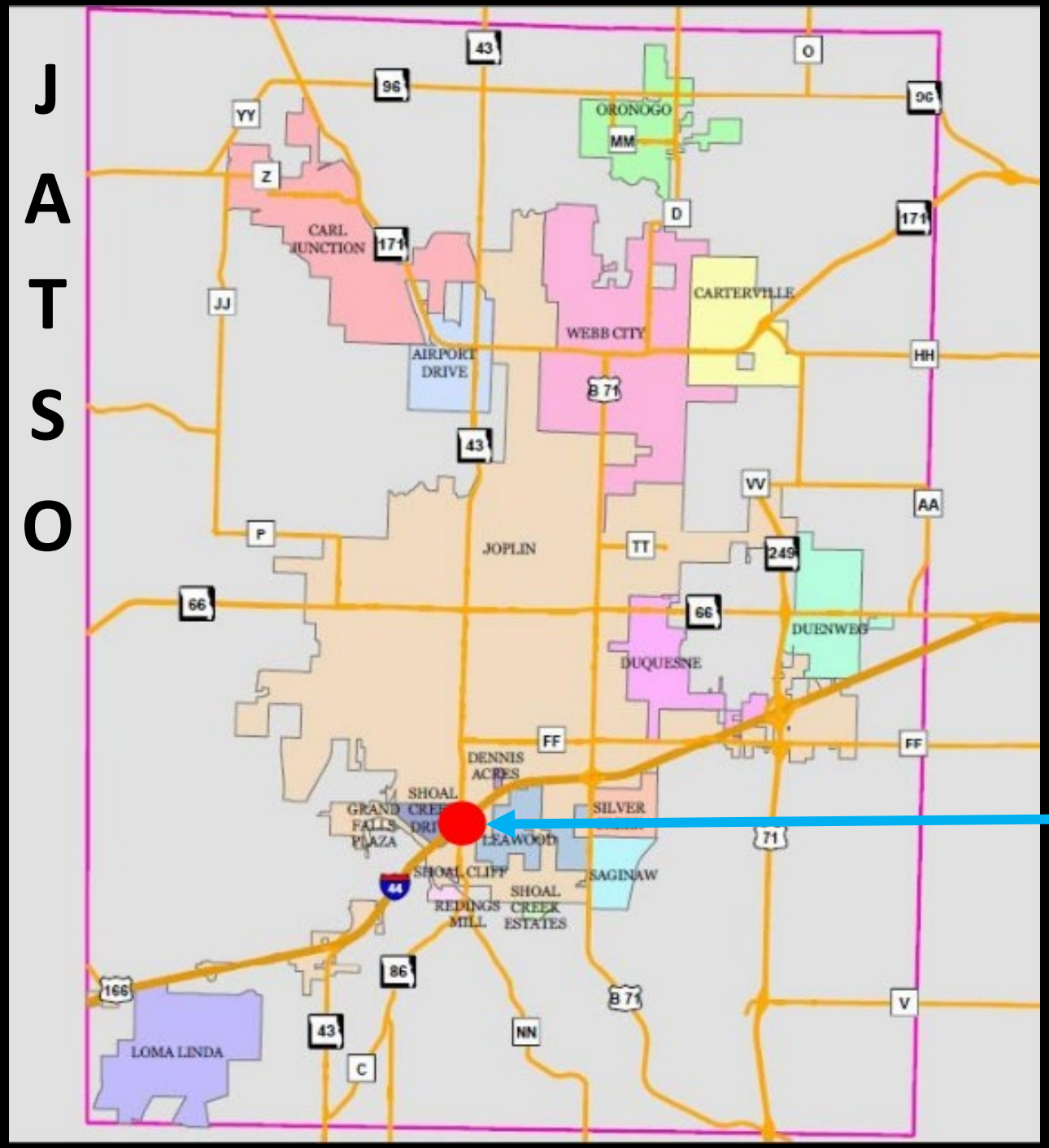
Intersection improvements at Loop 49 (Range Line Road) and 15th Street in Jasper County

MoDOT/Joplin cost share project

Letting: July 30, 2024
Completed: Fall 2025

$1.5 million

J
A
T
S
O



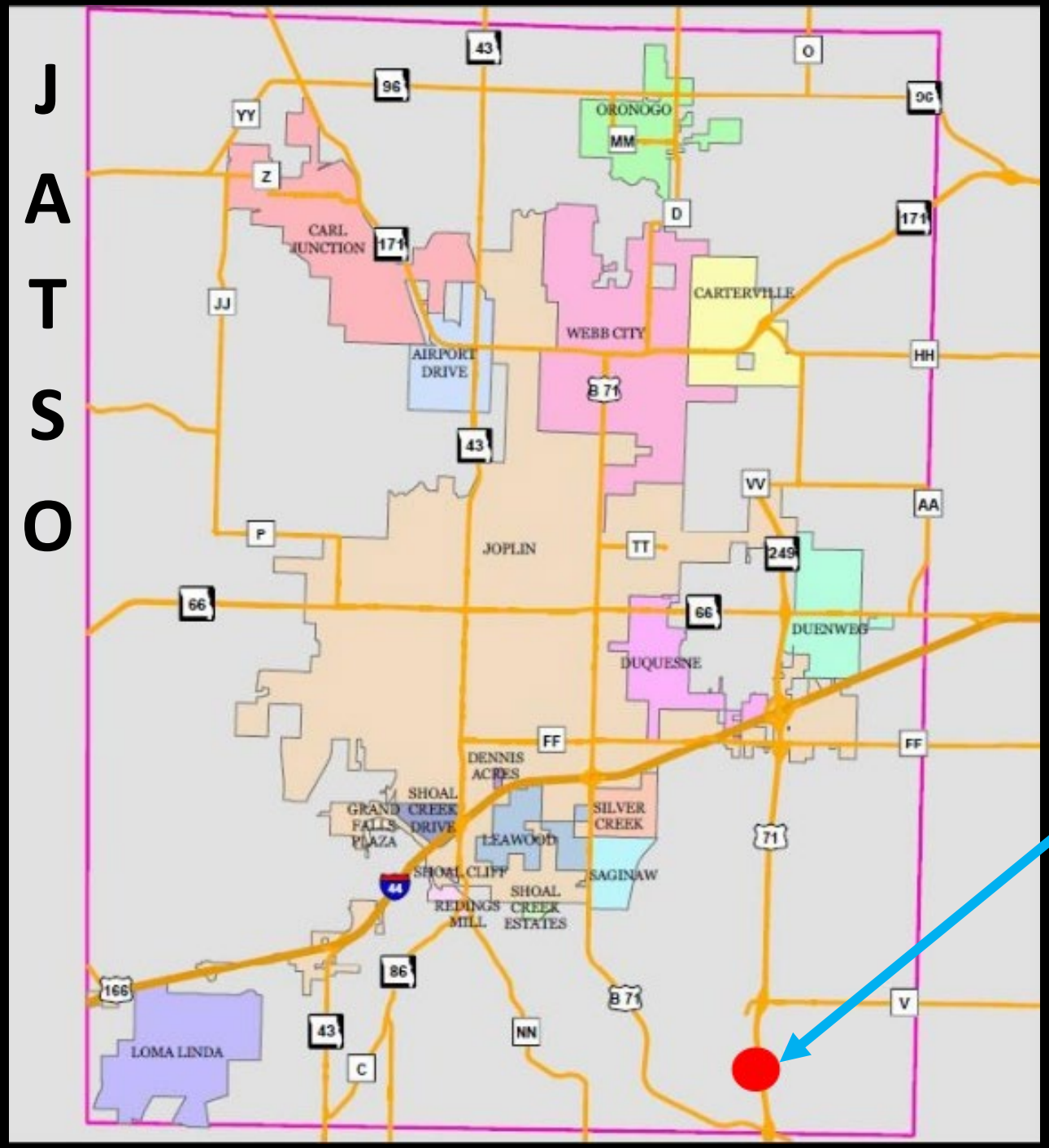
Completed Projects Years 2024-2025

Bridge rehabilitation of westbound I-44 bridge over Routes 43/86 (Main Street) in Newton County

Letting: March 15, 2024
Completed: Summer 2025

$3.1 million

J
A
T
S
O



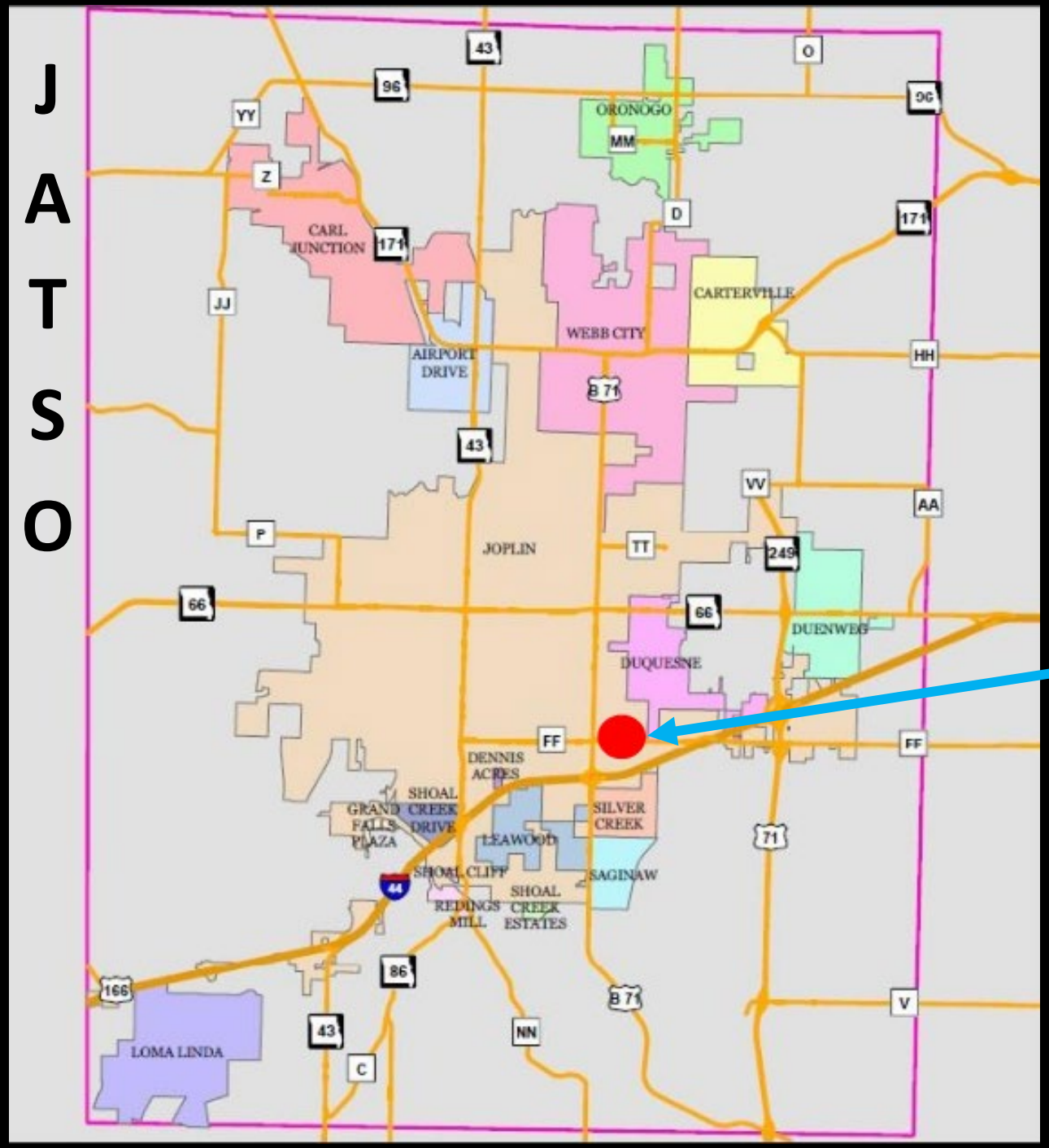
Completed Projects Years 2024-2025

Emergency repairs to David Drive bridge over Interstate 49 in Newton County

Letting: May 16, 2025
Completed: Summer 2025

$349,000

Upcoming Projects Year 2026

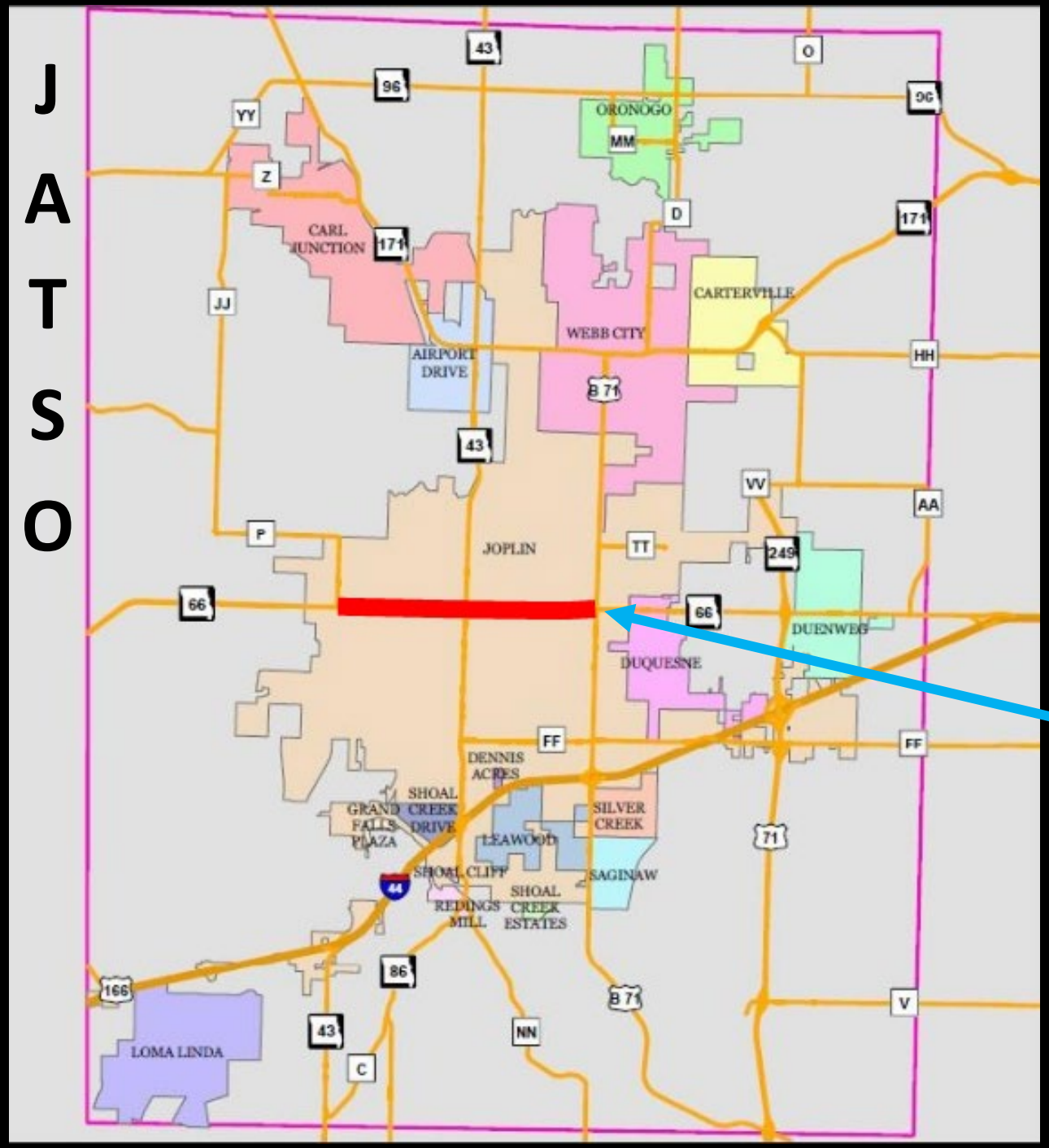


Relocate Davis Boulevard to Stephens Boulevard, and construct traffic signal at the intersection of Route FF (32nd Street) and Stephens Boulevard in Jasper County

Letting: May 16, 2025
Start: Approx. March 15, 2026
Completion: December 1, 2026

$2.9 million

Upcoming Projects Year 2026



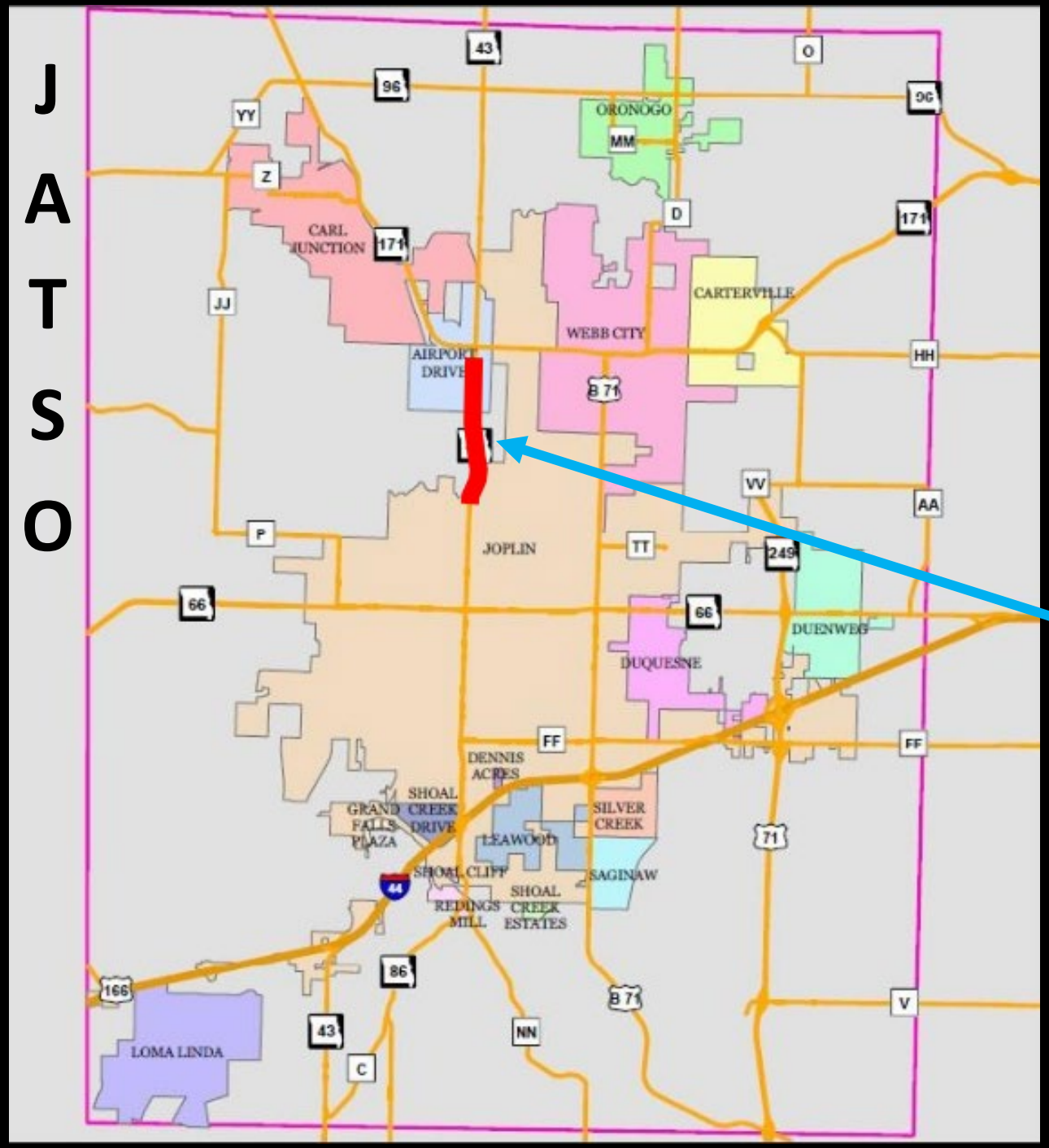
Pavement, ADA, operational, and safety improvements on Route 66 (7th Street) from Route P (Schifferdecker Avenue) to Loop 49 (Range Line Road) in Jasper County

Letting: November 14, 2025
Completion: December 1, 2028

$61.6 million

City of Joplin contributing an Additional $6.0 million

Upcoming Projects Year 2027

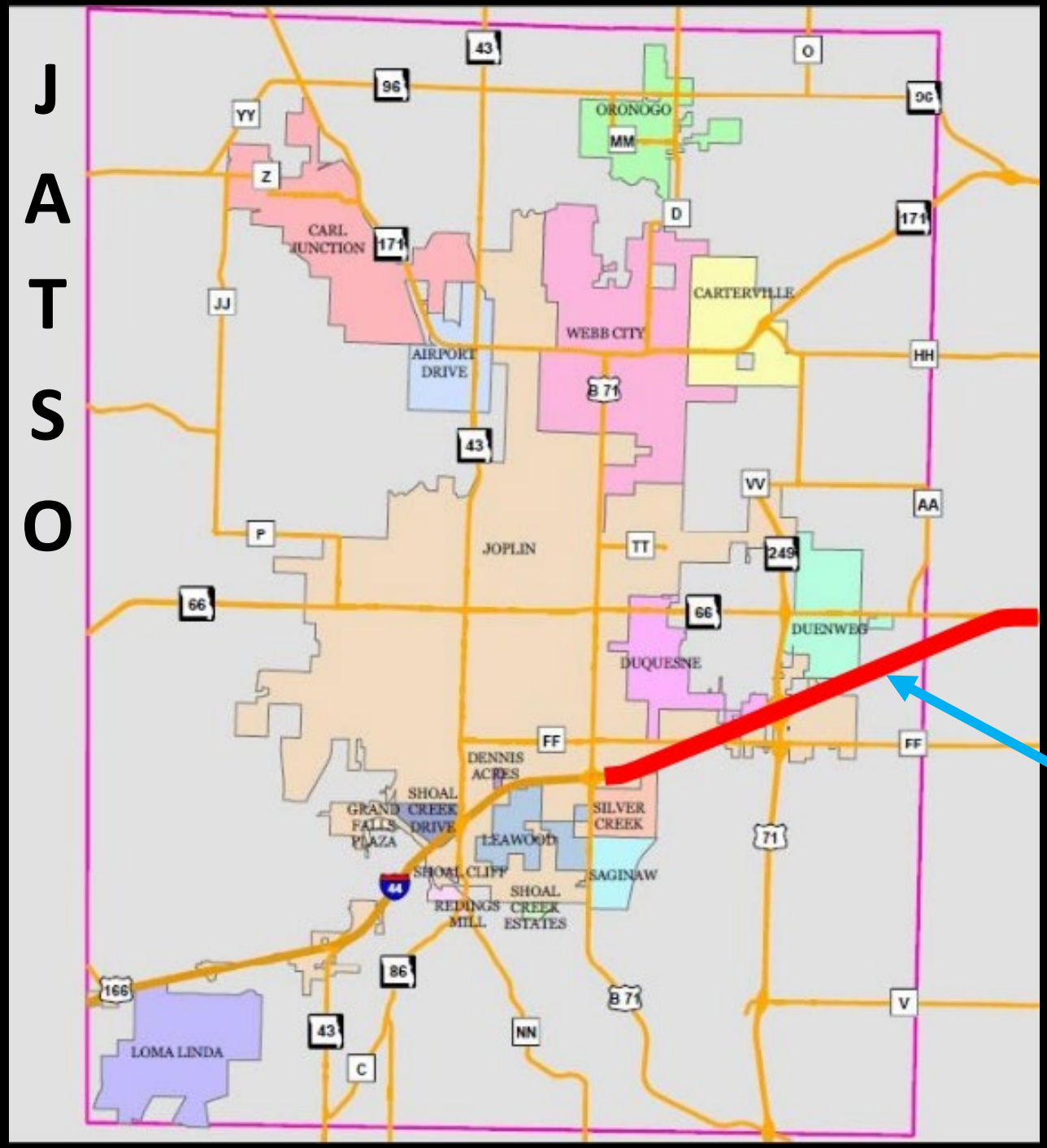


Resurfacing of Route 43 (Main Street) from south of Route 171 to F Street in Jasper County

Letting: November 2026
Completion: November 1, 2027

$1.9 million

J
A
T
S
O



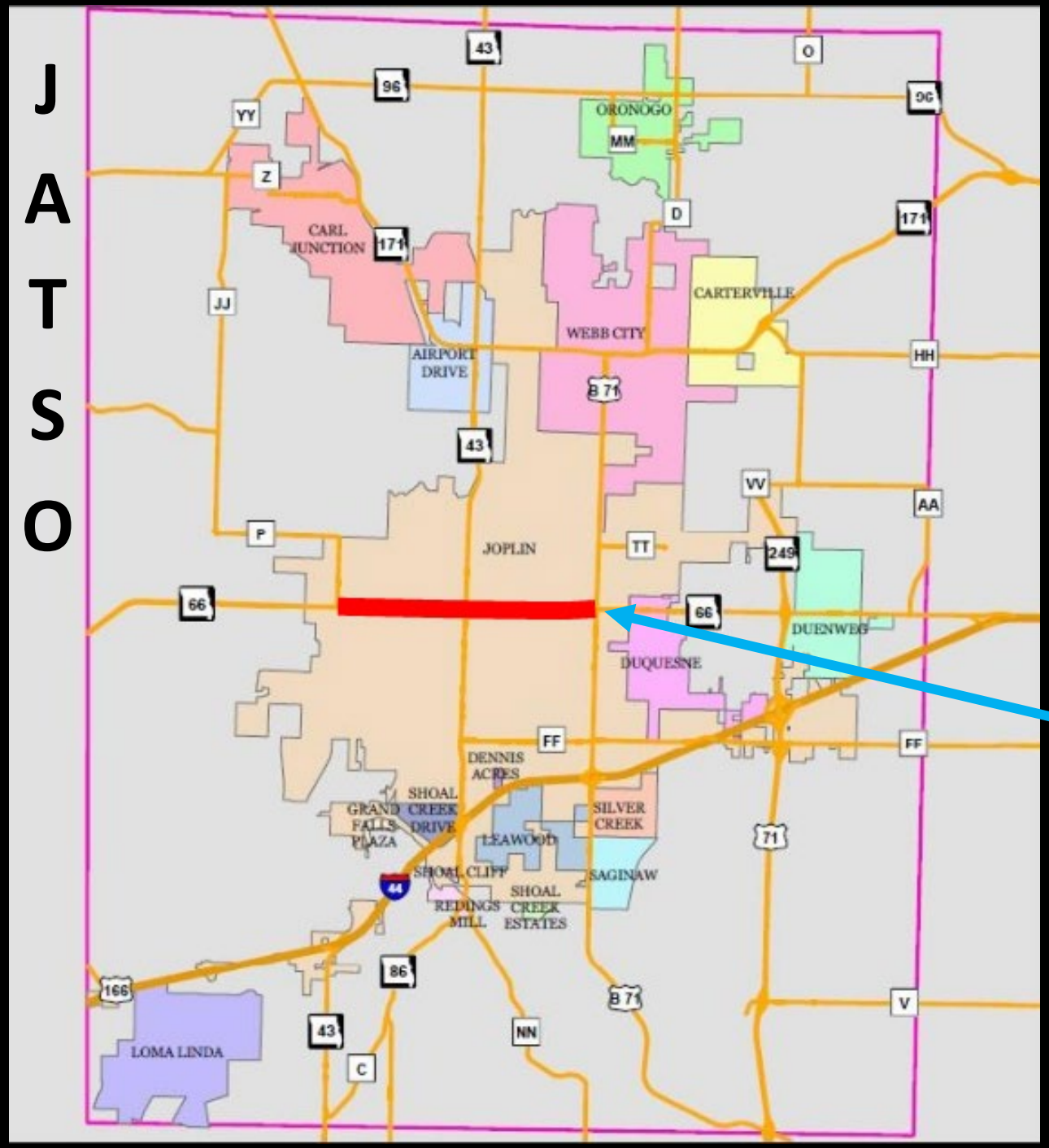
Upcoming Projects Year 2027

Resurfacing of Interstate 44 from 0.4 mile east of Loop 49 (Range Line Road) in Newton County to 1.5 miles east of Route 37 in Jasper County

Letting: November 2026
Completion: November 1, 2027

$15.9 million

J
A
T
S
O



Upcoming Projects Year 2027

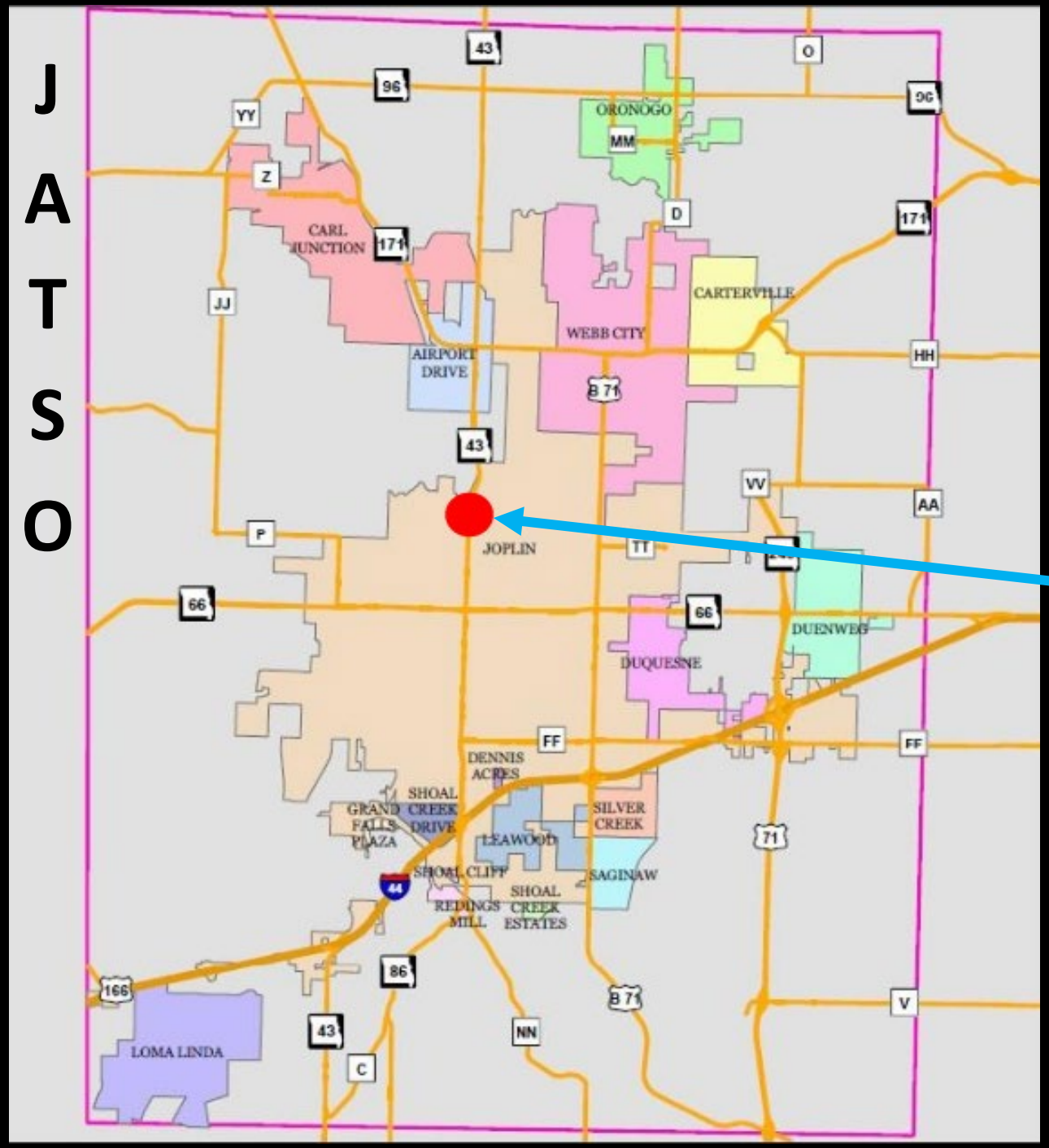
Pavement, ADA, operational, and safety improvements on Route 66 (7th Street) from Route P (Schifferdecker Avenue) to Loop 49 (Range Line Road) in Jasper County

Letting: November 14, 2025
Completion: December 1, 2028

$61.6 million

City of Joplin contributing an Additional $6.0 million

J
A
T
S
O



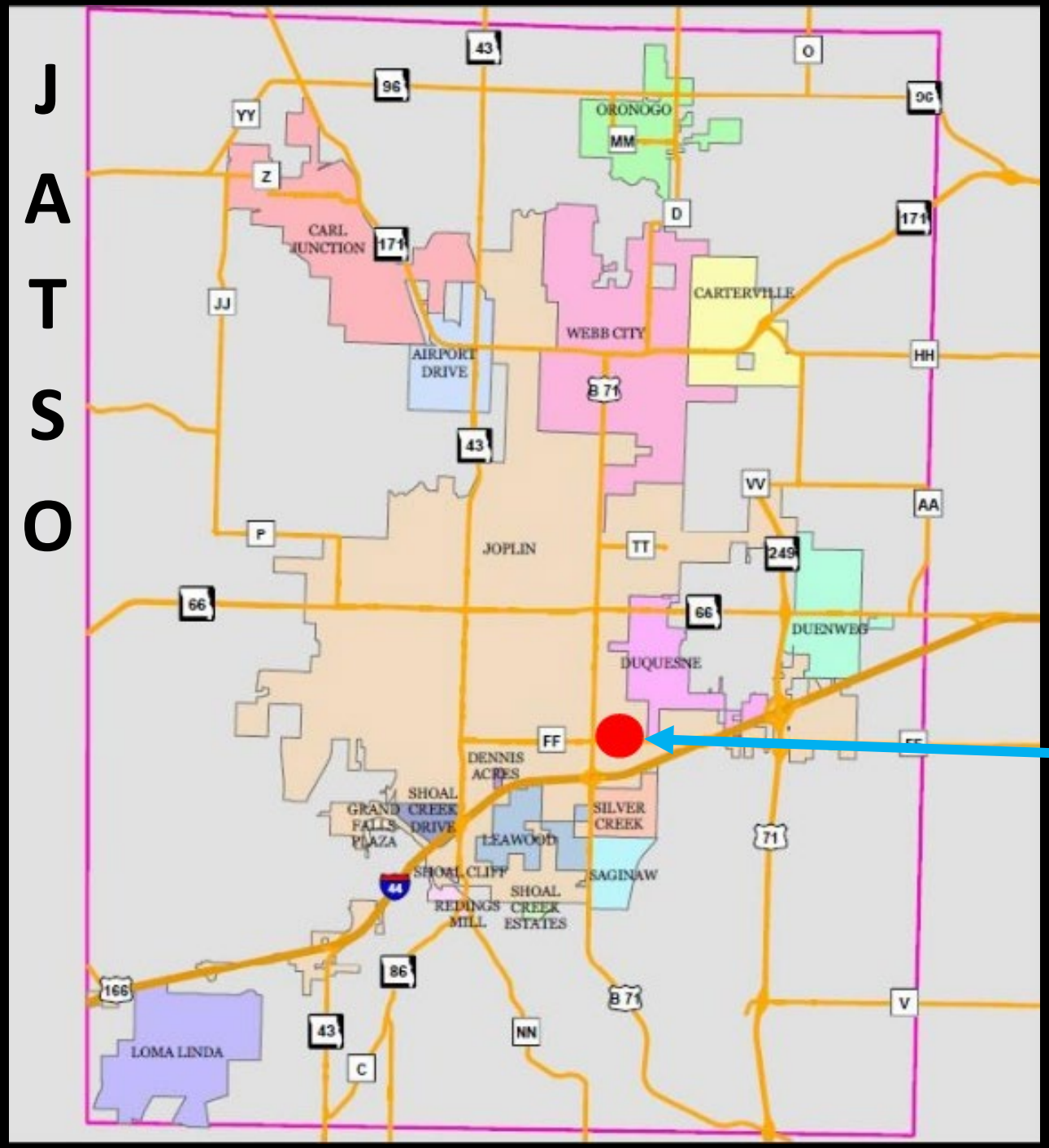
Upcoming Projects Year 2028

Replace Route 43 (Main Street) bridges over the CPKC Railroad and Turkey Creek, and add sidewalk on the west side of Route 43 (Main Street) from F Street to Murphy Boulevard in Jasper County

Tentative Letting: December 2027
Tentative Completion: July 2029

$12.3 million

J
A
T
S
O

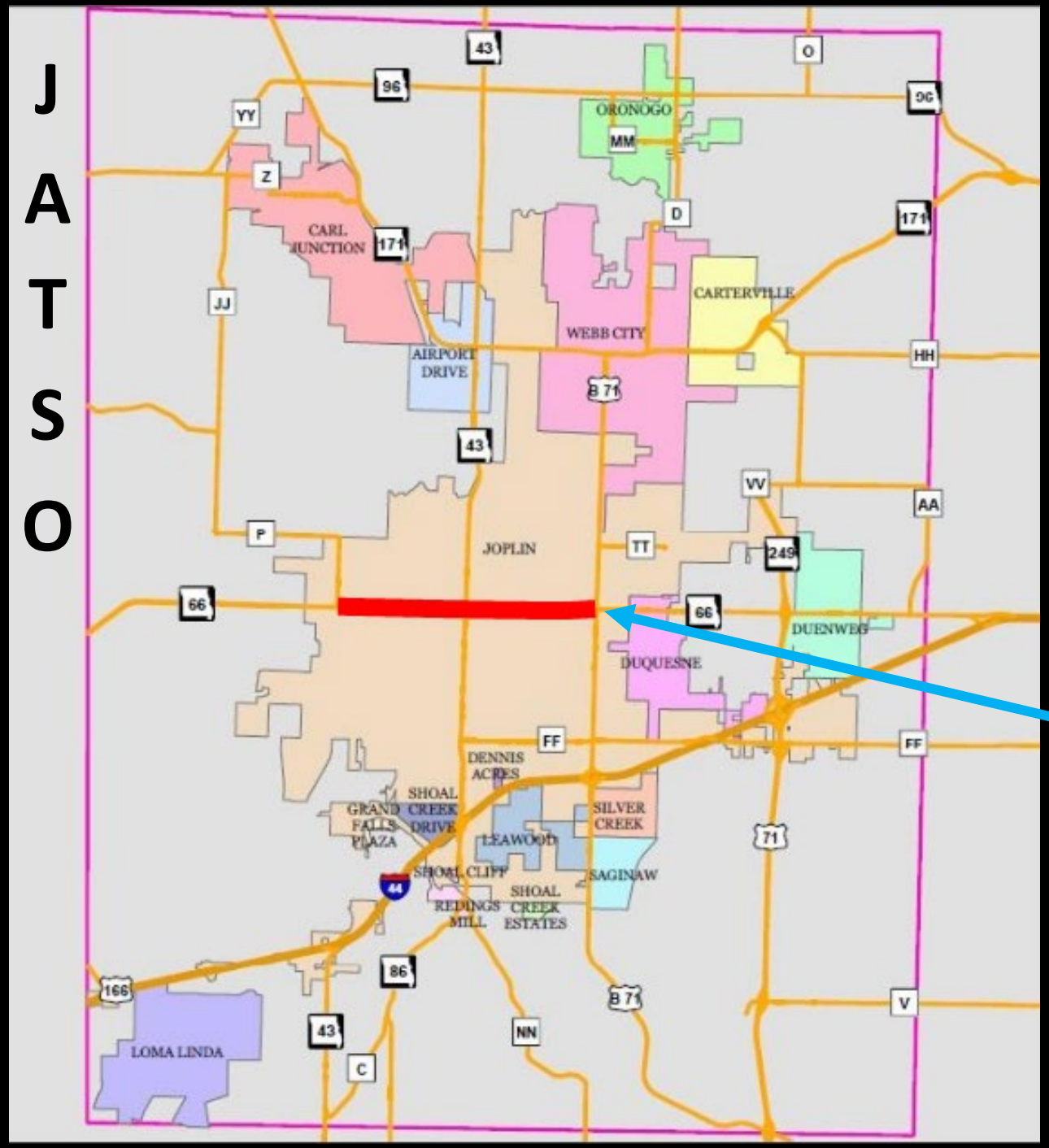


Upcoming Projects Year 2028

Construct overpass on Route FF (32nd Street) over the CPKC Railroad in Jasper/Newton Counties

Tentative Letting: December 2027
Tentative Completion: December 2028

$27.5 million



Upcoming Projects Year 2028

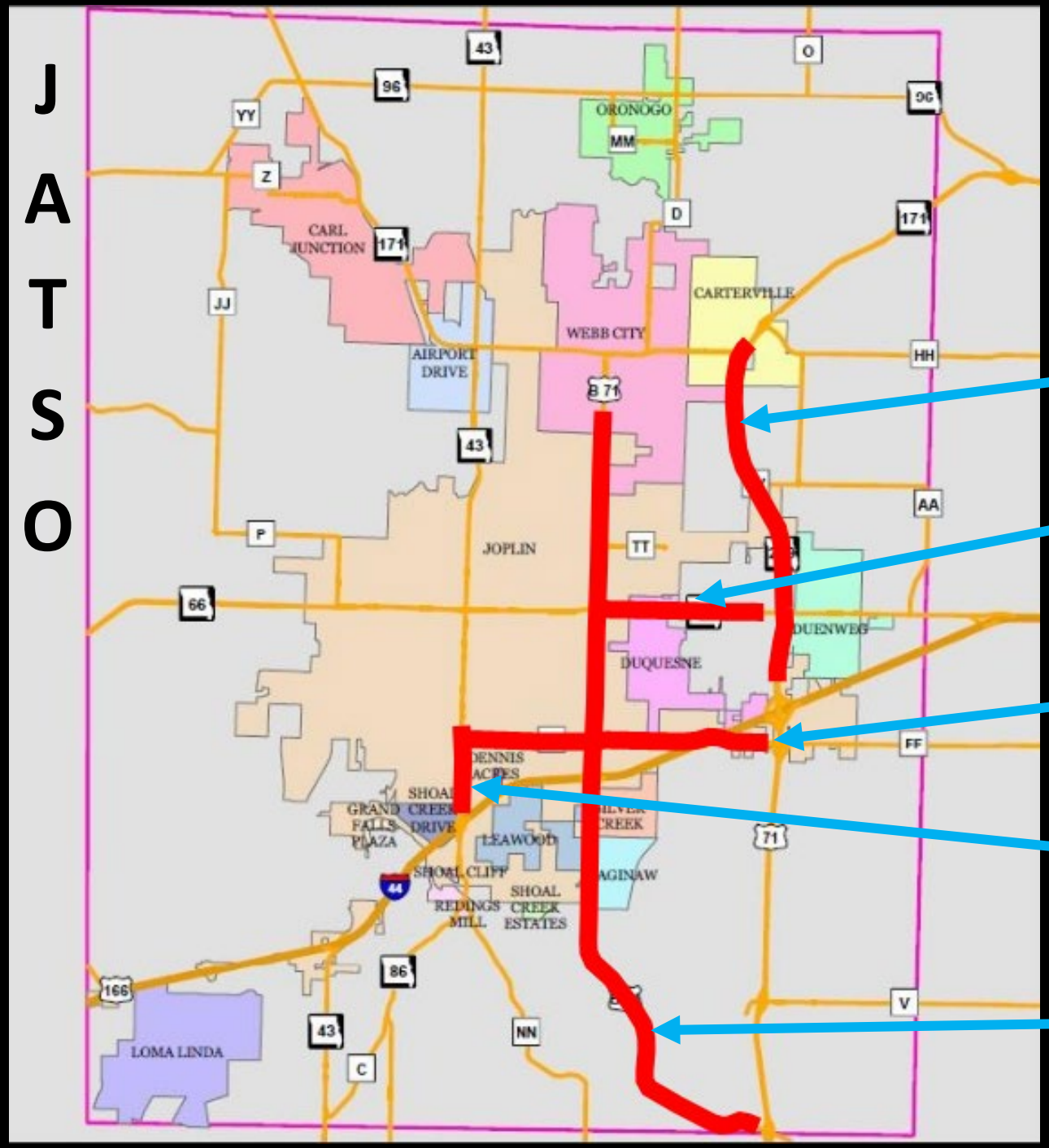
Pavement, ADA, operational, and safety improvements on Route 66 (7th Street) from Route P (Schifferdecker Avenue) to Loop 49 (Range Line Road) in Jasper County

Letting: November 14, 2025
Completion: December 1, 2028

$61.6 million

City of Joplin contributing an Additional $6.0 million

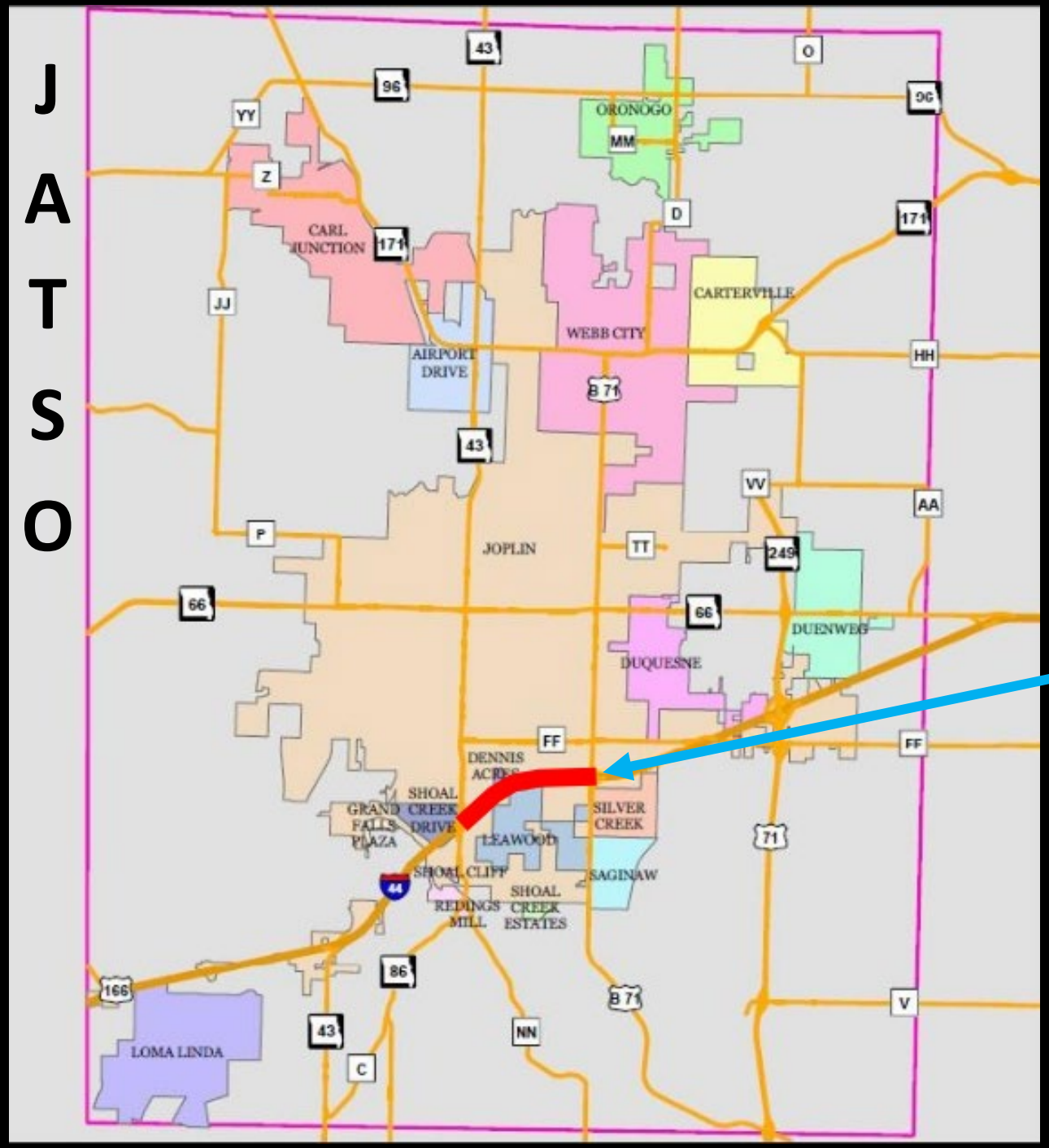
JATSO



Tentative Resurfacing Projects - Year 2028

- Route 249 from Route 171 to 20th Street
- Route 66 (7th Street) from Loop 49 (Range Line Road) to Route 249
- Route FF (32nd Street) from Route 43 (Main Street) to Interstate 49
- Route 43 (Main Street) from north of Route FF (32nd Street) to Interstate 44
- Loop 49 (Madison Avenue / Range Line Road) from 10th Street in Webb City to Interstate 49

I-44 Design-Build Project



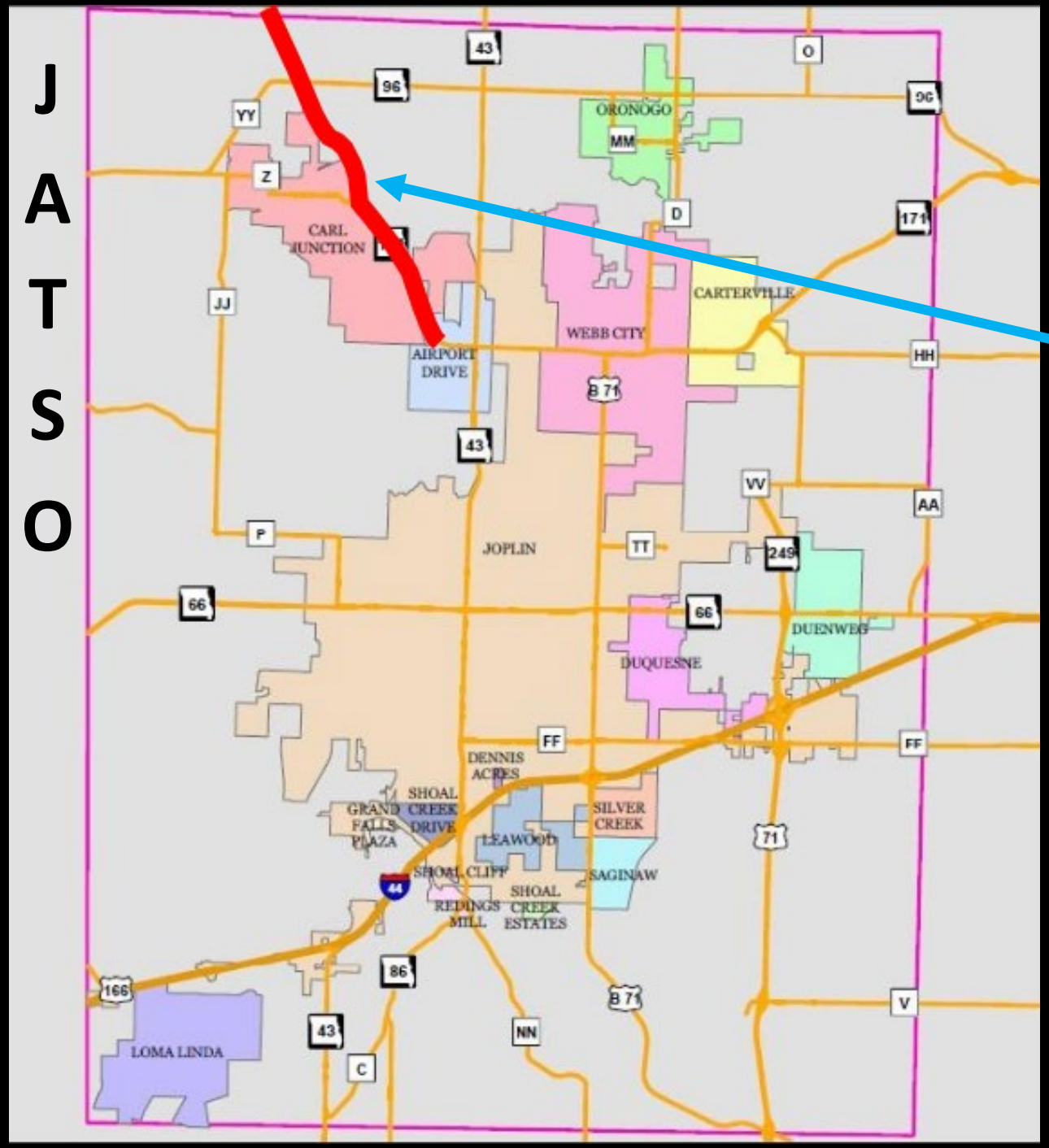
General revenue funded design-build project

I-44 capacity improvements from Route 43 (Main Street) to Loop 49 (Range Line Road)

Includes city-funded box culvert replacement with pedestrian accommodation under Interstate 44 just west of Loop 49 (Range Line Road)

Awarded: Spring/Summer 2026
Construction: 2026 to 2031

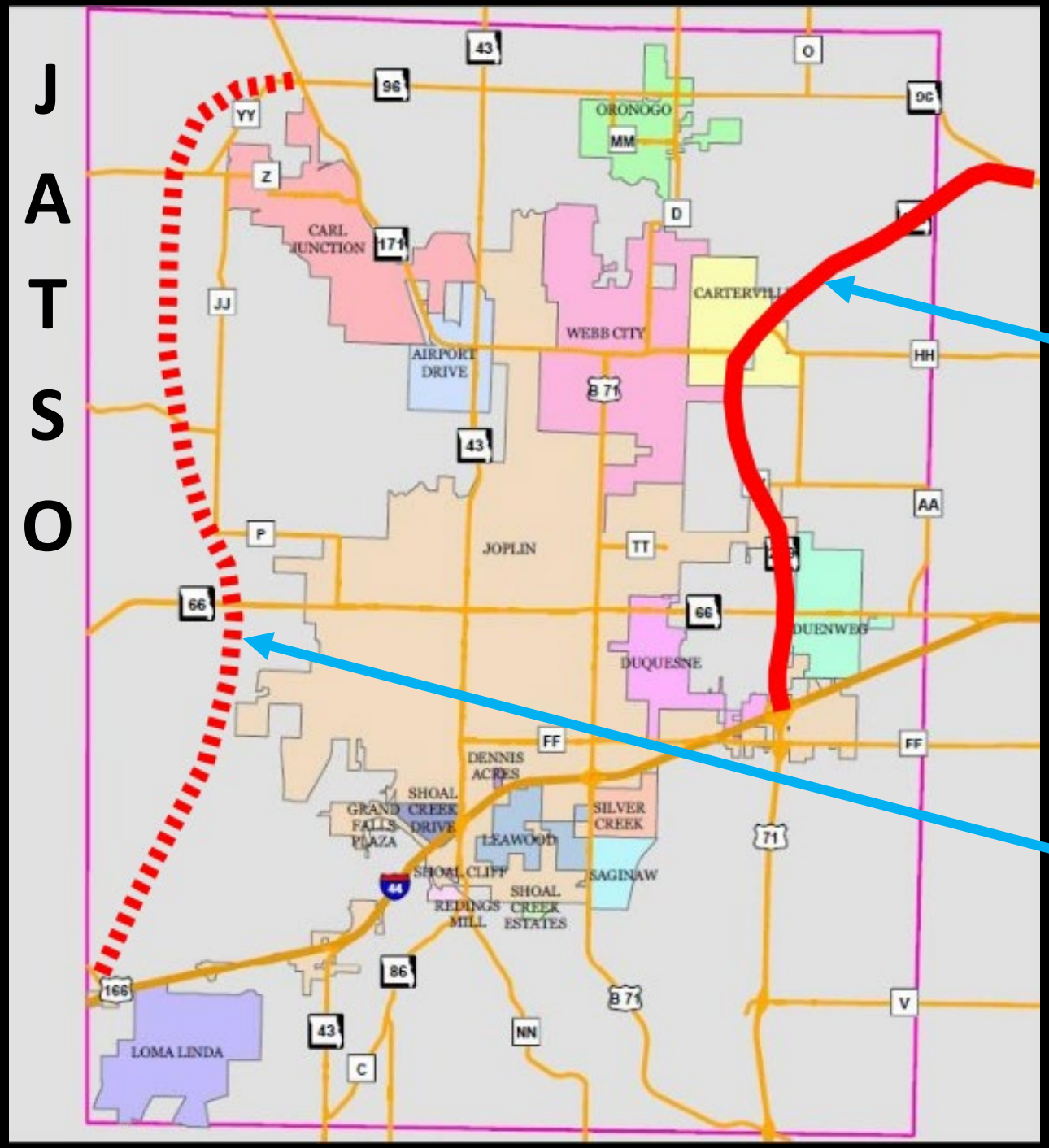
J
A
T
S
O



Scoping Projects

Route 171 capacity and intersection improvements from the Kansas state line to Fir Road

JATSO



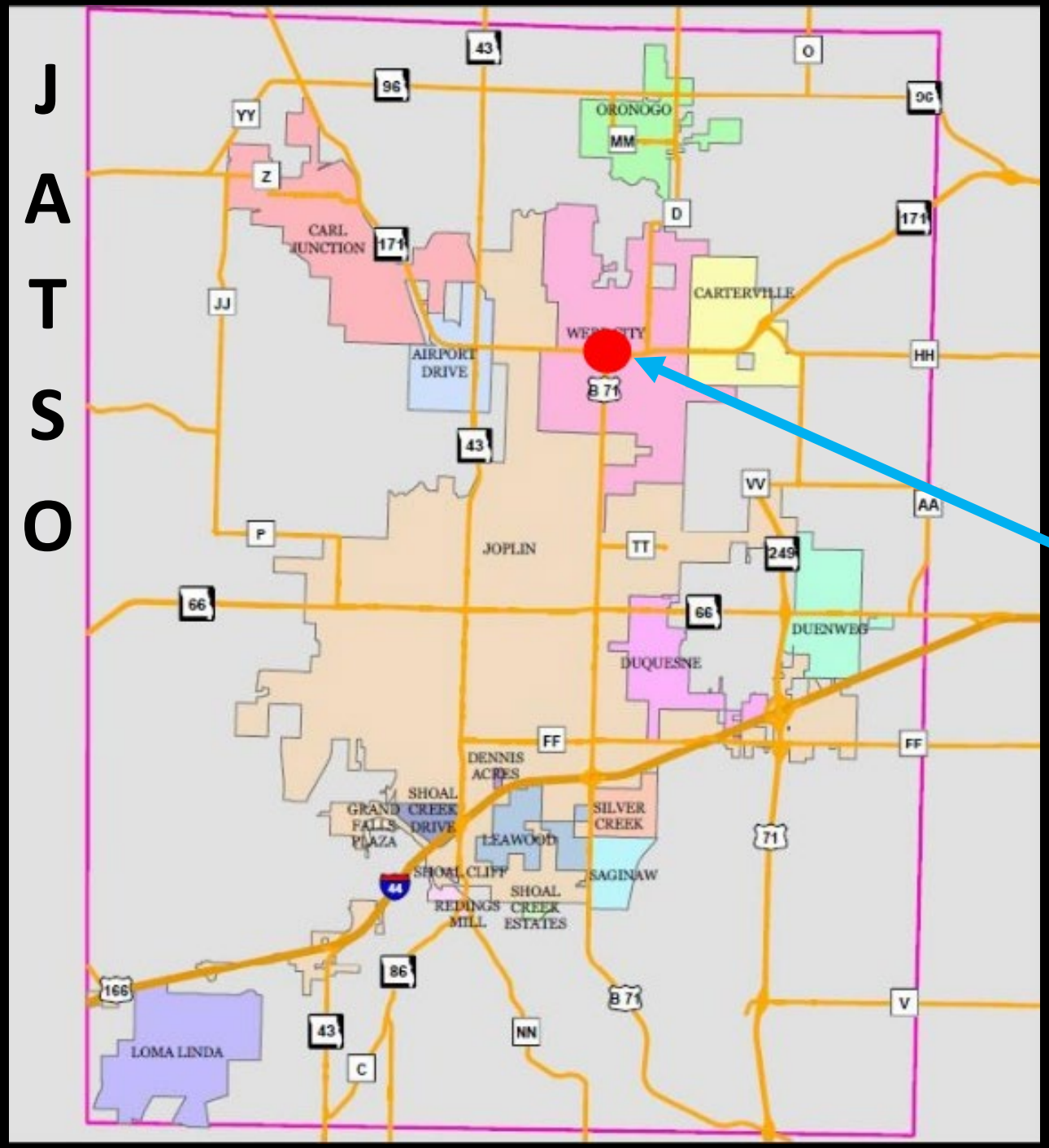
Scoping Projects

Route 171 / 249 interstate designation

Planning study is underway to evaluate operations, safety, cost, and economic development potential of both corridors.

Joplin West Corridor (this is not the proposed alignment)

JATSO

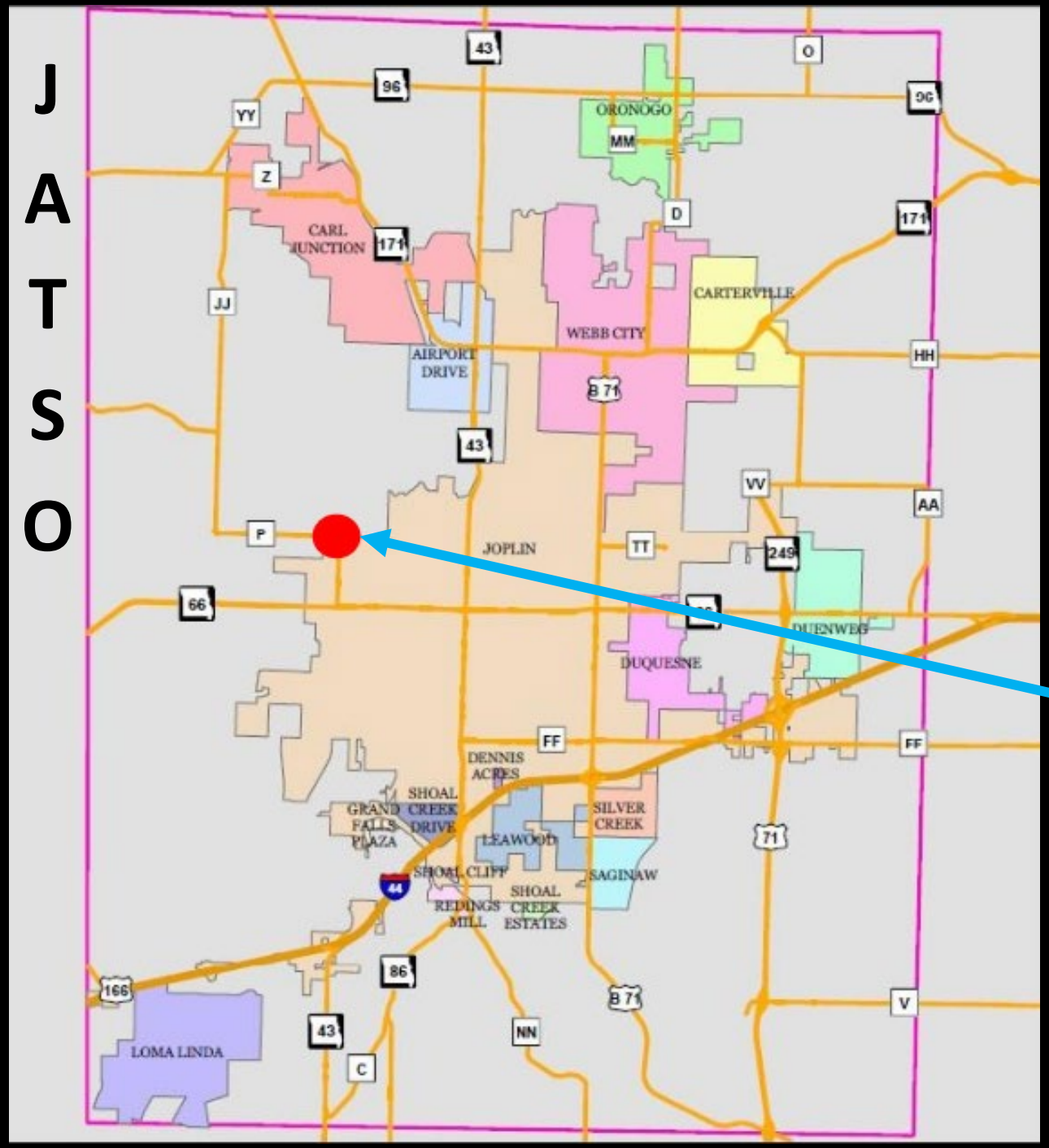


Scoping Projects

Intersection improvements at Loop 49 (Madison Avenue) and Route 171 (MacArthur Drive)

Looking at added lanes with signal upgrades or a two-lane roundabout

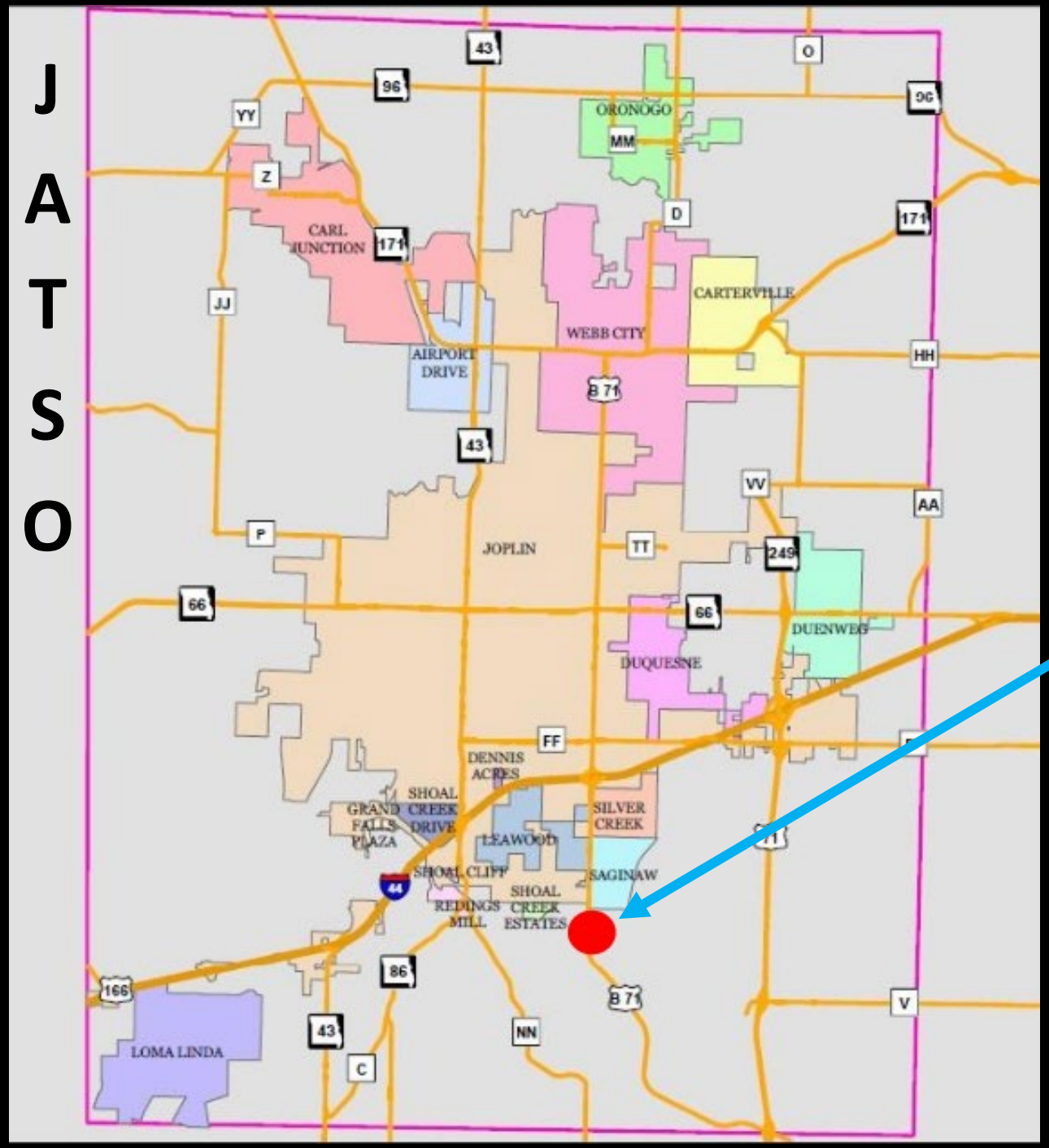
Scoping Projects



Intersection improvements at Route P (Belle Center Road and Schifferdecker Avenue)

Looking at roundabout

JATSO



Scoping Projects

Replace Loop 49 bridge over Shoal Creek

Tentative Construction: 2030

City of Joplin

SOUTHWEST MoDOT

JOPLIN AREA Transportation Study Organization

Craig Switzer, P.E.
Transportation Project Manager

Missouri Department of Transportation
Southwest District
Joplin Regional Office
2915 Doughboy Drive
Joplin, MO 64804

(417) 621-6331
craig.switzer@modot.mo.gov

Office of the City Manager
602 S. Main Street
Joplin, Missouri 64801
417-624-0820 ext. 1205
NEdwards@Joplinmo.org

Dispatch Staffing Proposal
November 3, 2025

An internal working group comprised of Chief Ezell, Deputy Chief Nimmo, Chief Pearson, Assistant Chief Lewis, Captain Duncan, Finance Director Leslie Haase, Human Resources Director Michelle Ducre, and Public Safety Communications Manager Cheryl Konarski met to discuss plans to address a critical staffing shortage in Dispatch. Following discussion, the work group agreed, these measures are necessary to ensure the continued operation of the City's dispatch (911) service.

It is important to note that the organization has a critical need for additional resources and funding to allow for a more permanent and long-term solution for dispatch. Absent an additional revenue source, the proposed measures are only short-term corrections.

1. Reassignment of Personnel

   Dispatch is currently allocated 20 positions of which 10 of those positions are vacant. Meanwhile numerous employees in other departments are often on "light duty", have secondary employment, or desire overtime which presents an opportunity to fill some of the vacant positions temporarily with existing staff. The reassignment of existing staff will assist dispatch with administrative call-taking and free up capacity for dispatch personnel to handle dispatching the calls. Easing the burden of the call-taking function can reduce the stress and workload of dispatch personnel.

2. Lateral Incentive

   Similar to the lateral incentive granted to Police Officers, Dispatchers from other entities would be eligible for a one-time lateral incentive pay of $5,000. The incentive seeks to attract trained and experienced dispatchers to help fill unfilled positions. This will require a budget amendment of $20,000.00 to the Emergency Communications Fund.

3. Recognition Program

   The City has been able to attract candidates for dispatch positions, however, it has been difficult to retain personnel due to the challenging work and difficult scheduling. A recognition program aims to improve morale and the non-wage aspect of retention. While dispatch is operating at less than 75% of capacity, the City will provide one meal per shift two times a month to help improve morale. This will require a budget amendment of $5,000.00 to the Emergency Communications Fund.

4. Recruitment

   The creation of a Marketing and Communication Department for the City has allowed for a more proactive approach to marketing that can attract potential employees. The MarComm

Office of the City Manager
602 S. Main Street
Joplin, Missouri 64801
417-624-0820 ext. 1205
NEdwards@Joplinmo.org

Department has created a marketing campaign designed to attract public safety candidates to the City. The City has currently budgeted approximately $30,000 towards this effort and will make use of TV, Radio, Billboards, and possibly even the new movie theater for ad placements.

5. Technology

The City has learned of new technologies utilizing AI that are designed to improve work flows for dispatch. One such tool allows for a voice transcription from a call to the dispatch console that allows for faster work. The tool should save time for dispatchers and public safety personnel while reducing work demands on dispatchers. This tool costs $11,650.00 for the first year and $10,000.00 annually, thereafter. This tool is still in development and is anticipated to be available publicly during the first quarter of 2026. This will require a budget amendment when it becomes available, but can be absorbed into the Emergency Communications Fund due to recent technology upgrades that resulted in savings in other areas.

6. Work Schedules

Dispatchers are currently working five, twelve (12) hour shifts to meet minimum staffing levels. In most instances employees are working 60 hours a week which presents an unstainable workload. As staffing improves, dispatch desires to work towards the "Pittman" schedule which will give employees every other weekend off, even though each shift is twelve (12) hours. This will improve opportunities for work/life balance and will help towards retention.

7. Pay and Compression Adjustments

Following the "no" vote on Proposition Public Safety, the City adjusted pay using the limited funding available from existing revenue sources. The City entered into collective bargaining agreements with the FOP and IAFF and for general employees, implemented the Internal Equity pay adjustments. These adjustments while improving pay, did not fully address the pay issues existing within the organization. The internal equity adjustments in particular created 'compression' where pay ranges were adjusted but employee pay rates did not maintain their appropriate step or penetration through the range. The compression issue has limited the City's ability to offer new employees, or candidates with experience, a competitive rate.

A proposed measure is to create an Operator 3 position at Grade N11, similar to the creation of the Transit 3 position, where qualified employees would have the opportunity to be promoted to a higher pay grade, and allowing flexibility in wage offers to perspective lateral candidates. Creating the Operator 3 position will also create an incentive to promote and advancement opportunities that aid in retention efforts. Currently, certain operators train the new hires, but this has not been recognized or compensated for in the current Operator 2 position. The Operator 3 position will add a required trainer component and will be a

Office of the City Manager
602 S. Main Street
Joplin, Missouri 64801
417-624-0820 ext. 1205
NEdwards@Joplinmo.org

promotion for the three operators with the most seniority. Through the promotion of these three people, along with the creation of the three tiers of positions, this will allow the City to bring in experienced lateral candidates up to Step 7 without creating compression for those employees that have more years of service than the new hire. This also gives the Operator 3 future step increases, while creating a better path to the Communications Supervisor position. The current cost of the proposed changes is approximately $30,000.00. This will require a budget amendment to the Emergency Communications Fund.

If implemented, all proposed budget amendments totaling $66,650.00 to the Emergency Communications Fund will require an increase in the Transfer from the General Fund and the Public Safety Sales Tax Fund, which will be funded by a decrease in the police and fire budgets. This will result in no bottom line change to the General Fund and Public Safety Sales Tax budgets.

Summary

The work group agrees that the measures described above will effectively address the needs for dispatch for the short-term. However, the organization is in critical need of additional funding/revenue just to keep pace and not fall further behind other entities. Even with new funding/revenue, the need to sustain competitive pay, improve technology and facilities, while scaling for growth will present perpetual long-term challenges. The work group recommends improving partnerships with JASCO, setting a goal for inter-operability, and studying the shared service arrangements that exist in Boone Co/Columbia and Greene Co/Springfield as a long-term contingency plan.

DRAFT

Job Description

Job Title:	Public Safety Communications Operator III	Classification:	Classified
Department:	Police	Grade:	N11
Occupational Group:	Emergency Communications	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

This critical role serves as the vital communications link between the public needing help and emergency and non-emergency services response. As members of the public safety ecosystem, Public Safety (PSC) Communications Operator III's are typically the first point of contact when a person reaches out for help. This entails a candidate to be able to work independently in a both a high and low stress environment while receiving and evaluating incoming emergency and non-emergency requests for services, including law enforcement; triaging those requests for service; providing guidance and assistance to the public in life threatening and non-life-threatening safety situations; and coordinating appropriate responses to low-stress operations, with the objective of providing routine services. A Public Safety Communications Operator III serves as a trainer for the Emergency Communications Center providing in-house training to all dispatch personnel.

Under direct supervision Public Safety Communications Supervisor, answers emergency and non-emergency call requests from citizens or agencies, operates two-way radios to answer questions, dispatches appropriate law enforcement, fire, and/or emergency medical staff; researches and verifies information for public safety staff. Researches, enters, and disseminates information from multiple databases adopted by the Joplin Emergency Communications Center to appropriate emergency and non-emergency personnel.

Essential Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Answers emergency and non-emergency phone calls; evaluates the call to determine the response needed; dispatches appropriate law enforcement/fire/emergency calls for service; records information required to document time and nature of the call and action taken.
2. Conducts computer search through local, State and national databases; provides information to the requesting officers or other public safety staff.
3. Operates teletype or FAX machine to send/request information needed by a variety of law enforcement agencies/organization staff.
4. Operates two-way radios to provide information to requesting Fire Department staff or law enforcement officers and agencies to inform officers and other staff of the nature and location of calls; operates a computer terminal to enter/request law enforcement information and data; log calls to provide a record of daily activities.
5. Answers routine and emergency phone calls on regular and 9-1-1 phone lines to respond to questions requiring general information about the Police and/or Fire Departments and the City of Joplin.

6. Enters service calls into the Computer Aided Dispatch (CAD) system, Emergency Medical Dispatch (EMD) system, RapidSOS, Records Management System (RMS), InCode, Missouri Uniform Law Enforcement System (MULES), 3SI Security System, PageGate, Prepared, and other computer systems as adopted.
7. Contributes effectively to the Police Department, communicates effectively with co-workers, both within and outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
8. Serves as a Communications Training Officer (CTO) for the Emergency Communications Center (ECC), training newly hired PSC Operators in the various programs and functions used in the ECC. They may also teach the basic 40-hour course required for all PSC Operators in Missouri.

Other Duties

- Attends and participates effectively in departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Assist at recruiting events
- Opportunity to be certified as a Tactical Public Safety Communications Operator
- Eligible to apply for Public Safety Communications Supervisor
- Performs other duties as assigned

Minimum Qualifications

Knowledge of: Data entry procedures; Computer Aided Dispatch methods; emergency and non-emergency dispatch policies and practices; NCIC computer operation/use policies and procedures; names and locations of streets in the City of Joplin; general Police and Fire Department operations; Microsoft Office Suite.

Skill in: Communicating clearly, both verbally and in writing; establishing and maintaining effective working relationships with Federal, State, and local law enforcement officers, Fire Department and emergency response staff, and the public; communicating using standard telephone and two-way radio equipment; evaluating emergency and non-emergency calls and determining the appropriate response; remaining calm and calming others in emergency and non-emergency situations so that necessary information related to the call for service can be obtained and relayed; operating a variety of office equipment, including a copier/FAX or teletype machine and computer terminal; data entry; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Completion of the Public Safety Communications Operator II program, or equivalent experience in another Emergency Communications Center. Required successful completion of the APCO Public Safety Telecommunicator 1 (PST1) course and successful completion of the APCO Communications Training Officer (CTO) course prior to promotion.

Licenses and Certifications: A valid state issued driver's license is required. Must be currently certified for Missouri Uniform License Examination System (MULES), Emergency Medical Dispatch (EMD) and CPR and First Aid prior to application.

Physical Demands Requirements and Working Conditions

Work is performed in an emergency communications center. The work level can fluctuate from minimal to fast-paced and high volume. A PSC Operator III deals with crisis situations that require them to quickly make major decisions involving people, resources, and property with frequently limited direction. A PST Operator III may be asked to work scheduled shifts at any time of the day and on holidays. A PST Operator III must be able to cope in a safe manner with stressful situations, emotional callers, irate responders, and unprofessional contacts.

This work is sedentary and requires little to no exertion of force, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone; meet the NENA-STA-007.3-2020 standard for hearing for Public Safety Telecommunicators. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

A PSC Operator III works in an environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. They may interact with emotional or irate members of the public or their representatives while enforcing departmental policies and procedures. Under unusual circumstances, a PST Operator III may be required to perform duties at or near the scene of any emergency.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Public Safety Communication testing is a requirement for this position. Must be able to work 12-hour shifts, including weekends and holidays.

Revision Date:	Type of Change: Create position
Revision details: Create Operator III Position.	