

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

May 10th, 2018

The Multi Agency Communications Center (MACC) Board of Directors met on May 10th, 2018, in the MACC Board Room. Chairman Darin Smith called the meeting to order at 09:00 am.

Board Members present were:

Tom Taylor	Grant County Commissioners
Kristine Shuler	Grant County Cities & Towns
Darin Smith	Grant County Police Chiefs
Tom Jones	Grant County Sheriff's Office
Jeremy Burns	Grant County Fire Chief's & Commissioner's
Dwight Vander Vorste	EMS Emergency Medical Council

Others present were:

Eric Linn	Grant County Fire Dist. 10 & 11
Don Fortier	Grant County Fire Dist. #3
Tony Leibel	Grant County Fire Dist. #3
Ken Jones	Grant County Sheriff's Office
Mike Warren	Ephrata Police Department
Garth Dano	Prosecutor's Office
Dan Dale	Prosecutor's Office
Chand Jenks	Prosecutor's Office
Dean Hane	MACC
Jackie Jones	MACC
Becky Stokoe	MACC
Christal White	MACC

PUBLIC COMMENTS: None

NEW BUSINESS:

1. Prosecuting Attorney's (PA's) Office Access to Spillman: Jackie stated that the PA'S Office is gearing up to use Spillman more than they have in the past. It has been discovered in the process that there is a board resolution from 2007 that says they can have access to Spillman with no fee associated with that use.

Tom Taylor mentioned that the resolution actually said "no fee".

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Jackie added that the PA'S Office is not a User Agency but that MACC has made Spillman tables and done training with them as them having access will be a way to streamline the flow between the Law Agency's, the PA's Office and MACC. The audio requests are currently being emailed but this access could streamline that process as well.

Dean stated that there are two issues so far as we are working through discovery on this project. The 3rd party software vendor's connection to Spillman and then the PA's Office use of Spillman. The 3rd party software vendor, Karpel, will actually connect to Spillman to extract data and load into the PA's software. Dean stated that he was unaware of the letter and board resolution when we started this process.

Garth Dano introduced the staff that he brought to the meeting, Dan Dale & Chad Jenks. Then he explained to the board that in every case they handle they need access to police reports and they have to provide those to the defense team within a short window of time or the judge could throw the case out. He has discovered that although they have had access to Spillman most of his people did not know that they did and have no idea what their passwords are or how to use it. When they are working on cases that involve multiple officers they may not even be aware of all the reports that have been generated. Having access to Spillman could close that loop. It would be read or view only access. He is fine with paying the flat fee of \$3600 fee he just needs a better system to prosecute people and Spillman will have everything to do that.

Tom Taylor asked if MACC dispatches for the other 5 agency's that are charged a flat fee. Jackie stated that the \$3500 minimum has gone up the same percentage as the billable call rate and is now \$3677.10. MACC provides the other agency's a variety of services with some dispatching. Tom asked, so the PA's Office will have no impact to MACC? Dean replied No-that is not the case. MACC provides a host of support for the PA'S office. Such as, adding new users, password reset, training and forms and workflow development. The other factor is MACC has to pay Spillman maintenance, keep it secure and be CJIS compliant.

The steps to take are for the board to rescind the Resolution, draft an MOU with the PA's Office and have a contract with the 3rd party software vendor, Karpel. This would be similar to the contract we have with iSpyfire which talks about which tables they have access to, security, data storage etc.

Garth asked if MACC had a similar contract and Dean stated that MACC will draft the MOU with the PA's Office but it really is the responsibility of Karpel to initiate the contract and then MACC will have a legal review of the document prior to signing it. Dean is working with Karpel on the contract but it is unclear where they are in the process. He requested them to start with a contract with another Spillman agency so they don't have to reinvent the wheel. Garth will follow up with them.

Tom Taylor made a motion to rescind Resolution 03-2007 and authorize Jackie and Dean to move forward with the Prosecuting Attorney's Office on the Spillman project. **m/s (Taylor/Jones.)**
Motion approved.

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Jeremy stated that the costs still need to be sorted out and if he understands correctly we have not billed them anything. Things are expensive and take time. Dean replied that there is a draft checklist that was sent out to the law agencies for review. Part of this process is getting all the law agencies to complete reports in the same format using the same process making things more consistent. Then there needs to be a workflow gate so Karpel will know when the consent has been given to pull the records. There is also the issue of Karpel storing our data perpetually and that will have to be dealt with in the contract. There are hacks or breeches and even though there are tools to deal with those issues by far the biggest weakness to any system are people. We need to have damages in the contract and negotiation strategies.

Becky commented that this will not change the amount of requests that MACC gets from the PA's office. We will still have to pull the audio for their requests as we do not want to open the logging recorder to them. Jackie mentioned that it could streamline the way we fill the request as we could attach it to the call and they could pull it from there.

**CONSENT AGENDA: Motion was made to accept the Consent Agenda. m/s (Jones/Taylor.)
Consent Agenda approved.**

MACC Board REPORTS:

ACTIVITY REPORT: The Director, Jackie Jones, reviewed the Director's Activity Report.

New Board Member: Welcome to Kriss Shuler the newest MACC board member. She is from the City of Warden and is appointed by the Grant County Cities and Towns. I have a welcome packet that I emailed to Kriss and also met with her and gave her a tour of MACC. Kriss indicated that the Mayor of Warden, Tony Masa, would be willing to serve as the alternate to her position. Jackie and Christal discussed if it needs to formally go back to the group but it was decided that in the past the alternate has come from the same jurisdiction and it worked well for communication. Tony Masa will be added as the alternate MACC Board member.

Staffing: In April there was 328 hours of overtime (OT) which was not good. I know this is an area that the board cares deeply about. There is the financial impact and also the impact on staff. There was a series of events starting with a staff resignation on March 13th. That was followed up with another resignation without notice. She had been on an extended leave and we felt she would be able to come back to work but she was not able to. Then another employee went out on an extended leave and just returned yesterday. The supervisors started taking shifts on the floor to help with coverage but between me being off and Becky on vacation I didn't get Becky out to the floor to help fast enough. I apologize for that. One of the supervisors had 140 hours covering on the floor while the other one had 40 hours. She has more duties that cannot be done while covering on the floor. Becky does take over some of the sups work while they are working the floor, like employee contacts and investigations. At that time I did freeze any new vacation requests.

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Christal and I made the decision to start another hiring process. It was a hard decision because we do have 2 processes going now but it is expected that the trainee that is on the floor will release soon and the other two who are now in the classroom will move out on the floor. The new recruitment efforts opened April 24th and will close May 18th. So far we only have two applicants but I do have another employer focus day at Worksource on Monday so I am hopeful we will get more.

Becky has some floor hours now and has worked with the schedule to move some dispatchers around which has relieved some of the overtime. Moving forward all three will be on the floor and I will be doing public records requests and call investigations.

Jeremy questioned the disparity in the supervisor's hours on the floor-one had 140 and one had 40. Jackie stated that the supervisor with less hours was on vacation and also has the jobs to do that need to be done off the floor. She does the quality assurance (QA) that requires her to listen to audio and score calls. Jeremy said he knows she does the page time audits for the TAC meeting and while the charts are nice and make it easier to understand maybe we could suspend those for now. I don't think we should wash away all the QA work but maybe reduce the reports and prioritize the dispatch floor over the data.

Eric Linn commented that he has been listening at these meeting for 3 years and sees all of this as preventable. He thinks it is time to look at the 3rd supervisor position. Tom Taylor agreed it is a crunch point and maybe we need to look at another model and get more dispatchers to the floor. Have Jackie and staff look at the 3rd supervisor model. Also, look at the compensation package.

Tom Jones defended MACC saying that his department has been in the red all year long-300% overspent in overtime. He doesn't think Jackie was negligent just didn't catch it in time. The new millennial workforce values spending time with family and what is in the job for them. Our agency is having more difficulty finding qualified folks and when we do they don't stay for 20 years. I think we should look at the 3rd supervisor position eventually.

Tom Taylor agreed with Tom saying that OT is a cost of doing business. It does look like all of it was voluntarily signed up for except 4 hours that was mandated. If there were 1 more supervisors on the floor it might make a better rotation.

Mike Warren commented that as he listens to the conversation it sounds like the individuals did not give a lot of notice and that throws a wrench in things when they just walk in and quit. The younger people don't necessarily want the OT the millennials want to do 8 and hit the gate. It is hard to find people to promote. They want to get a paycheck and be with their families. Law enforcement is hard and the call center is part of that. It is hard work and we should look at anything to help MACC.

Maybe we should consider a signing bonus? Do we have longevity? Start looking at things that will make the job more attractive. Jackie stated that we do have longevity starting at 5 years and with this contract

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

we added an additional annual leave bump at 20 years. I also looked back at why people are leaving. Sometime we hire and they simply don't make it through training. In 2015 we had 3 people who didn't make it through training and in 2017 we had 2. It is a tough job with lots of moving pieces. After 24 years in the business I have never seen a center be at full staff for very long.

Darin said his concern is that people will burn out with all the overtime. Is it spread out? Becky answered that it is signed up for by seniority so the most senior people get the first chance at it. There are limits on how many OT hours they can work in a week-20 hours. Also, there is a limit to how many days in a row they can work.

Jeremy commented that there is a recommendation to look at the 3rd supervisor but he sees big gaps in calls. I am only looking only at the Fire/EMS calls and realize there may be great benefits to having a 3rd supervisor but does the call volume and work load warrant it? I have reservations. On one side I can see the efficiencies but it is still the same workload.

Tom Jones said having the 3rd supervisor would lower the other two supervisor's workload.

Tom Taylor commented that there are 3 shifts and every shift should have a supervisor. Don't get me wrong I think the dispatchers do a good job.

Kriss Shuler asked if we have a dispatcher in charge or something like that on the shifts. Becky answered-yes. We have a lead dispatcher on each shift and also the supervisors work Day/Swing and Swing/Graveyard. So each shift sees a supervisor.

Dean added that Becky is filling some of the supervisor role on day shift. We also have the leads on each shift.

Tom Jones stated that the leads do not have the same authority as the supervisors so that could be something worth looking at.

Christal mentioned if we were to hire a third supervisor there is a good chance that that person would be promoted from the dispatcher pool which would make us 1 more person short on the dispatch floor.

Darin suggested that we look at a 3rd supervisor but not now. At this time the sups are on the floor so let's get fully staffed and then we can look at it again.

Becky agreed stating that the main goal now is to cover the shifts which would mean that the 3rd supervisor would be on the floor.

Darin summed it up with let's reduce the work of the sups and have them spend more time on the dispatch floor. We should continue recruiting and when we get to a good point then we can look at it again. In the meantime Jackie can show us what the 3rd supervisor model would look like.

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Training was discussed as far as how many sessions we can have going at once. Becky said once these new ones are hired it will take a trainer off the floor to the classroom. The trainee who is on the floor now should be released and the trainees from the other current session should be on the floor. Becky said we will try to hire 3 and it takes 4-6 months from the start date to complete the training process.

Tom Taylor asked how many training processes we can have going at once? Becky answered with only 15 dispatchers the classroom training pulls 1 dispatcher to train and then when they get to the floor we really cannot have more than 3 trainees-1 per shift.

ESINet II Transition: RiverCom has successfully cutover to the ESINet II on May 1st for Chelan and Douglas Counties. MACC is still in the early planning stages of our cutover which is scheduled for October 4th.

State E911 Advisory Committee Meeting: On April 19th we had an AC conference call briefing. The Policy Subcommittee formed a work group to develop the State E911 Coordinators Office (SECO) federal grant application. The group is meeting bi-weekly to determine our priorities such as continuing the ESINet II transition, GIS, Security, etc. The timeline is 45 to 60 days to submit applications once the grant is released. The belief is that there will be a spring release.

The next E911 AC Meeting is in-person on May 17th and there will be discussion of going back to the regular meeting schedule now that the State budget approved of the supplemental we requested.

Text-To-911: After the lowest month so far last month we followed it up In April with 15 text sessions, 5 of which resulted in a call for service. Out of those 4 were valid uses of text-to-911.

FINANCIAL REPORT: The Financial Services Manager, Christal White, provided updates to the financial report.

Emergency Communication Sales and Use Tax: The April 2018 distribution was \$147,155.74. The year to date total is \$642,379.38.

Cash balances: All of the ending account balances were provided as of March 31st 2018. While looking at Fund 135 it was noted that this fund is held at Grant County. They are MACC's fiscal agent and collect all tax funds and then MACC receives them on a reimbursement basis. The sales tax is pledged largely for bond repayment.

Income Statements: The Income statements were reviewed for March 2018.

The User Fee Income Statement was reviewed and the result was 19.97% of the budget was spent and 25% of the year has elapsed. The Overtime line is spent at 29.97% and is actually the overtime for February. The timesheets are a calendar month and in this case February is used for March payroll so it is always a month behind. Next month we will start to see the overtime we are talking about here today.

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

The E911 Income Statement is spent at 26.28%. This is still due to paying Spillman in January for the 2018 annual support and maintenance. Since Spillman is almost ½ of the line item budget it will be overspent until we get further on in the year.

The Sales Tax budget has 3 individual line items overspent but is only spent at 7.40%.

Since the Teamsters collective bargaining agreement was settled the retro salary increase was calculated for the time period January 1, 2018-April 30th 2018 and paid in May. It was close to \$10,000 and was a 2% increase which was in the budget.

I am working on the WA State Military E-911 application and have been told there will not be cuts as we had first been informed. It will amount to about \$46,000 and is mostly for training.

I have the annual report review scheduled for May 22nd. It has been the WA State Auditors recommendation, since I am the only financial staff, to have an outside review of the annual report. This will be the 3rd year we have done that and BIAS software is doing the independent review.

TECHNICAL SERVICES REPORT: The Technical Services Manager, Dean Hane, provided updates to the Technical Services Report.

Radio:

Automatic Paging: As work continues on the automatic paging project we have been working on inserting units into each response plan. This is a big undertaking as there are over 50,000 response plans. All the dispatchers are now working on the project during their down time. We have to be full throttle if we are going to make the June 1st deadline. Then this fall we will need to do some work on consolidating the response plans. One of our neighboring PSAPs in comparison only has 2500 response plans.

Coverage Maps: TAIT/Harris Radio has developed some preliminary enhanced radio coverage maps. We are waiting on the rough order of magnitude of costs to move along in the process. The remaining bond money is slated to pay for this project.

ESINet II: We are moving from knee deep to waist deep in this project. As a reminder this is the new method slated to deliver 911 calls to the PSAPS in WA State.

Spillman Certifications: Gerrit now has all four Spillman certifications; System Administrator, Records Administor, Dispatch Administor and Corrections Administor. This is something not too many people have. He has worked hard and done a good job for us.

Disaster Recovery: I am only about 50% completed with this project. I am working on the inventory, and then I will move to what we want done and finally how much the cost will be.

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Network Technologist: This position is similar to the one we had open last fall but has been scaled back a bit. It opened on May 1st and will close on the 21st. I have 8 resumes and 2 applications. Three of them are fresh out of school/training and one of them has experience and will do a sit-a-long next Tuesday.

OPERATIONS REPORT: The Operations Manager, Becky Stokoe, provided updates to the Operations Report.

Stats: On the last page of my report I have added some stats for call volume, CAD calls generated and average time for answering calls. The times are both over 5 seconds but I am not sure when the timer starts for measuring the times.

TAC REPORTS:

Law TAC: No meeting/No report.

Fire/EMS TAC: No meeting/No report.

UNFINISHED BUSINESS:

1.

Agenda items for the June 14th 2018 Board Meeting.

1.

Jackie asked for clarification on what the TAC members want to see for reports at the meetings. She will be hosting the TAC meetings so should she just verbalize the time audits? Jeremy said they would like to see the time audit reports but Jackie could forego making the charts and graphs and just give the reports. Right now the supervisors efforts are better spent on the dispatch floor.

Motion made and seconded to adjourn the board meeting. m/s (Taylor/Burns) Meeting adjourned at 10:16.

Christal White, Financial Services Manager