

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

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June 14th, 2018

The Multi Agency Communications Center (MACC) Board of Directors met on June 14th, 2018, in the MACC Board Room. Vice-Chairman Dwight Vander Vorste called the meeting to order at 09:00 am.

Board Members present were:

Tom Taylor	Grant County Commissioners
Kristine Shuler	Grant County Cities & Towns
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 Leibelt	Grant County Fire Dist. #3
Mike Warren	Ephrata Police Department
Ryan Green	Quincy Police Department
Brett Bastian	Moses Lake Fire Department
Todd Schanze	Moses Lake Fire Department
Kevin Fuhr	Moses Lake Police Department
Dean Hane	MACC
Wally Bostrom	MACC
Christal White	MACC
Jackie Jones	MACC

PUBLIC COMMENTS: None

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.

Staffing and Hiring: One trainee did not successfully complete the MACC training program. This was a difficult blow to our staffing. Fortunately, a former Dispatcher moved back to Grant County and was hired on June 8th. Training was very quick and she is now part of our staff covering shifts and overtime. With one leaving and one

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coming back, there is no difference since the last staffing report. MACC is down 2 Dispatcher positions with 2 in training. Classroom training has been completed and the 2 trainees have begun on-the-job training (counted as part of the dispatch floor coverage with their trainers). On June 6th we interviewed 3. From this we have 1 finishing the backgrounds and testing and another who has received an offer letter. July 16th is the planned start date for this next hiring.

Third Supervisor: The Board asked to look at a Third Supervisor model at the last Board Meeting. With staffing consistently low, perhaps adding a Third Supervisor would provide more stability and reduce stress creating a more workable model for promoting retention. We've looked at the advantages and disadvantages of adding a Third Supervisor.

Advantages – A Supervisor on each shift could promote more confidence in doing the job when someone is there who is in charge and can react to extreme work situations making operational decisions. Leadership can also prevent or lessen stress by recognizing early warning signs of burnout caused by chronic stress. Supervision helps to clarify who does what within a team and can ensure fairness. Supervisors reward effort and that bolsters self-worth. Supervisors can help their team members identify individual goals and help in the process of achieving goals. Most important is a Supervisor's presence, "being there" in the trenches with their team.

Disadvantages – A Third Supervisor could make MACC top heavy. Currently, we have 1 Operations Manager, 2 Supervisors and 3 Lead Dispatchers too. Adding a Third Supervisor would cost \$86,150.09 (salary/benefits) plus furniture, cell phone, training and probably a few other things. If we were to hire a lateral Supervisor, the starting salary could be more. A Third Supervisor could come from within the Dispatcher ranks in a promotional process and that would reduce the number of Dispatchers until filled. If our goal is to have a Supervisor for each shift, what would happen if MACC switched to 12 hour shifts? We would need 4 Supervisors to cover each team.

We also tried to look at other staffing models to get more floor coverage with less people. One model was a 12 hour shift that would have 4 teams (Day 1/Night 1 and Day 2/Night 2). This model could work with 16 Dispatchers instead of 18 and has 4 Dispatchers on staff 24/7. Having 4 on staff would help to provide consistent breaks that aren't hurried reducing stress and possibly improving our retention. I also asked Chief Eric Linn about the Third Supervisor and what information I could provide to help the Board in this decision. Chief Linn spoke about seeing what the overtime budget would have looked like had we had a third supervisor sooner. In the next report, we will try to provide some numbers.

Tom Taylor agrees that Supervision 24/7 is needed and wants to see different models. The Board can consider adding the Third Supervisor into the 2019 budget. Jackie spoke about the Lead Dispatchers, 1 Lead for each shift currently and that they have been given more responsibility in 2018. Lead Dispatchers handle things without the Supervisor having to be contacted like sudden sick call-outs. Tom Jones also feels we need Supervisors all the time and that his agency pays the Sergeant's wage to their Corporals when they are the "Acting Supervisor". The Lead Dispatchers can be trained to handle decisions in the absence of the Supervisor. Jeremy asked about the current Supervisor schedule which is 10 hour shifts and would like to see what an 8 hour Supervisor schedule would do. Jackie explained that currently when not at critical staffing, the Supervisors have a fixed

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schedule for the most part with some time deviations. One Supervisor works until 0400 hours providing supervision on Graveyard shift.

ESInet II Transition – Several more Counties have cutover successfully to the new ESInet II and several Counties were postponed due to equipment readiness issues. Grant County is still on track for our October 4th cutover.

State E911 Advisory Committee Meeting – On May 17th we had an in-person AC meeting. The State NG911 Subcommittee presented the 2018 plan for Washington State NG911 for review. Some chapters of the plan are ready for the AC to vote on at the next meeting. The Policy Subcommittee/Federal Grant Application Workgroup presented their list of focus for the grant application. Our State's primary focus is NG911. In preparation for the new ESInet II, the State NG911 Subcommittee is beginning work on refreshing the existing State 911 Policy Routing Rules. The Policy Routing Rules define where 911 calls will default when a PSAP fails. Currently, MACC sends its calls back to itself on POTS (Plain Old Telephone Service) lines at our back-up. This is not automatic, we must flip a switch at MACC or notify CenturyLink by phone to route our calls. In the future with the ESInet II, we will have more options. The next E911 AC Meeting will be a conference call briefing on June 21st. The AC chose not to change the meeting plan for this year and will discuss going back to in-person meetings at the August AC.

Phone Outage – On May 18th CenturyLink had a landline phone outage in the Moses Lake area that impacted approximately 500 customers. The outage lasted approximately 12 hours and was due to a wet cable.

Power Outage – Shortly after 1300 hours on May 24th, MACC was in the middle of regularly scheduled maintenance on our emergency power system. Our UPS (Uninterruptable Power Supply) and batteries were in bypass mode when an oversize semi-truck clipped a powerline on I-90 causing a power outage to our area. The Grant County PUD system quickly rerouted power within seconds. MACC experienced a complete power outage for several seconds and then power came back online. The Dispatchers used portable radios to communicate with the field until the console servers re-booted and came back online. 2 Dispatchers responded to our back-up facility at the Armory. Dean worked on the phone and radio systems while Gerrit began bringing Spillman back online. A hard shutdown caused our servers to begin re-booting and re-starting their processes. Some phone calls were handled by WSP and Adams County. Meanwhile, I was on the line with CenturyLink about to shift phones to our back-up facility when Dean notified us that MACC's phones were up again! The speed at which things were brought back was excellent. We are going to have an internal after action review of this outage to examine lessons learned and develop a more complete plan.

ACCESS Audit – On May 30th MACC ACCESS TAC (Terminal Agency Coordinator) Dispatcher Brandy Elizalde conducted MACC's ACCESS Triennial Audit. There were just a couple of things to fix. This is Brandy's second time conducting our audit. Kudos and congratulations to Brandy for her work keeping MACC in good standing with ACCESS.

Text-To-911 – In May we received 26 Text-to-911 sessions. 8 sessions resulted in dispatched calls for service and 2 were considered valid use of Text-to-911.

Kudos – Jackie commended all the agencies and units that responded to the June 11th brush fire on SR 17 Milepost 81, Soap Lake area. Residents were evacuated from homes that were threatened as high winds moved the fire quickly. No homes were lost! Jackie also commended the work of MACC staff. Supervisor Tammy

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Hewlett, Dispatchers Liz Bridgeman, Nancy Mylonas, Somer Rice and Lead Dispatcher Amanda Scott worked together to handle the onslaught of calls and radio traffic. Everyone pulled together for a positive outcome and several offered to stay and help graveyard shift at the 10pm shift change. Jeremy also had kudos for Dispatch and Dean. During the incident, Jeremy was trying to stand-up one of the stand-alone mutual aid repeaters at the Pixlee site and couldn't remember if it was called 8Call90 or 8Call91 and called Dean. Dean helped Jeremy with the name and the repeater worked great in all the areas of need. Units finding "Bank D" on their radios was the biggest hurdle. Brett Bastian also relayed kudos to the Dispatchers who provided what radio bank and which channel to use. A lot of things went really well with this fire. Dean said that the timing of the Fire/EMS and Law TAC meetings helped remind about the tools we have. It was good to hear the tools worked well. Jeremy said he didn't need the portable solution because 8Call91 repeater worked so well.

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

Emergency Communication Sales and Use Tax: The May 2018 distribution was \$196,958.21. The year to date total is \$ 839,337.59.

Cash balances: All of the ending account balances were provided as of April 30th 2018.

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

The User Fee Income Statement was reviewed and the result was 26.37% of the budget was spent and 33.33% of the year has elapsed. The Overtime line is spent at 41.23% and is the overtime through March. However, the total salary and benefits is still within the budget.

The E911 Income Statement is spent at 33.03%. When the Coordinator Professional Development (CPD) contract was reduced by 50% it became a block grant to be spent outside of the normal State E911 budgeted line items. The expenditures still had to be WAC approved and although there was less money there was more flexibility. MACC did not have much training planned due staffing shortages so the bulk of the remaining money was used to purchase Pub Ed supplies. Those purchases will show up in June's financial reports.

The Sales Tax budget is spent at 11.16%. Three line items overspent but the budget is in good shape.

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

MACC Network Technologist: Dean introduced the newest employee for the technical team, Wally Bostrom. Wally provided a little background in that he moved to the area from Minnesota 6 months ago because his wife got a job here. Wally has been working in the I/T field for 18 years. Wally is looking forward to working here. It has been good working with Gerrit so far. Dean continued that the hiring process for this new position started in the spring and we only received 1 eligible candidate which was Wally. Dean thanked Chief Warren and Chief Linn for participating on the interview panel. Wally has been on board for 2 weeks and already has taken on projects such as the backup and disaster recovery data plan. The addition of Wally has been a huge relief for Dean.

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Bond Funds: Dean provided an update about the use of the remaining bond fund proceeds. We've finally received a rough order of magnitude (ROM) from Tait on the RF redesign. The goal of the redesign is to reduce the amount of digitized voice on the system today (not to add new coverage). The ROM is in the \$300K to \$600K cost range and this is less than Dean had anticipated. With this ROM, we anticipate moving forward with the RF redesign. So far, Dean has shared the redesign coverage maps at both Fire/EMS and Law TAC meetings so that they can be shared with the users. The ROM was provided without definition. Dean feels there will be more line items on cost of services so there could be something like refresh of the existing system, licensing costs, etc.

Spillman: There has been a lot of Spillman work happening between the new NIBRS and the new reporting system to the State. We still have the Sector 2.0 coming. The State hasn't been the greatest partner. We had planned a start in July and now the State has delayed that. Insight service has been down 10 days. Insight allows Spillman law agencies to query other Spillman CAD systems in our area such as Yakima, RiverCom, Adams County, Othello, Okanogan, Toppenish, etc. The server is old and at end of life. Wally got a new virtual server up and running. He has skills in that area. We have been contacted about hosting more counties, Garfield, Asotin and Whitman. We are definitely willing to host for Eastern Washington.

OPERATIONS REPORT: The Director, Jackie Jones provided updates to the Operations Report.

Stats: MACC had 14,794 calls in the month of May. On Memorial Weekend which included the Sasquatch Festival at the Gorge, there were 1,024 calls for service and 192 traffic stops. Overtime totals for May were 233.25 hours and no overtime mandates. MACC staff has really stepped up and pulled together to cover the vacant hours needed. There has been some training and testing for the new automated paging. Becky and the Supervisors are all working full shifts to alleviate overtime.

TAC REPORTS:

Law TAC: There was no report other than the Law TAC had no quorum at the May 30th meeting.

Fire/EMS TAC: Dwight relayed that Dean provided information on the RF redesign.

UNFINISHED BUSINESS:

Agenda items for the July 12th 2018 Board Meeting.

1. Finance Committee (Tom Taylor, John Williams & Jeremy Burns) Meeting after next month's board meeting. We will look at billable call counts and very preliminary budget numbers.

The board meeting adjourned at 0937 hours.

Jackie Jones, Director