

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

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July 12th, 2018

The Multi Agency Communications Center (MACC) Board of Directors met on July 12th, 2018, in the MACC Board Room. Chairman Darin Smith called the meeting to order at 09:00 am.

Board Members present were:

Richard Stevens	Grant County Commissioners
John Williams	Largest City or Town
Kristine Shuler	Grant County Cities & Towns
Darin Smith	Grant County Police Chiefs
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
Kevin Fuhr	Moses Lake Police Department
Dean Hane	MACC
Christal White	MACC
Jackie Jones	MACC

PUBLIC COMMENTS: Christal made a correction and an addition to the agenda. Becky Stokoe would be giving the Operations Managers Report instead of Jackie Jones. The addition-New Business-3rd Party Vendor Access to Spillman.

Chief Fortier said that Fire Dist. #3 has had several big fast moving fires and he wanted to thank MACC for the partnership and the dispatchers for a great job.

Chief Linn-Agreed and said that dispatch was set up to respond and did an excellent job for his districts.

Chief Burns-Concurred with the other two Chiefs and said that over the 4th they had two house fires and there was confusion of addresses but the dispatchers did an outstanding job.

CONSENT AGENDA: Motion was made to accept the Consent Agenda. m/s (Burns/Williams.)

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Consent Agenda approved.

MACC Board REPORTS:

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

Staffing and Hiring: I am pleased to announce that we have hired 2 new Dispatchers who will begin training on Monday, July 16th. One is a graduate from BBCC and most recently a nursing assistant at the Columbia Basin Hospital in Ephrata. The other comes to us from Home Depot. A provisional position remains to be filled in the future. This will mean we will have 4 in training. The supervisors and Becky are still filling in shifts and training sessions. This fall we will try again for the provisional hire.

Third Supervisor: The talk of a Third Supervisor began, I believe, due to the staffing level. We can never get fully staffed so the thought was to try something different. Without 24/7 supervisor coverage it could be creating the dispatchers stress and causing turnover. I looked at the turnover and since 2013 we have hired 13 dispatchers and 8 of those could not complete the training program. They did not have the ability to put it all together. They might be good in the class room or call taking or radio but could not put all the pieces together. I was asked to look at how many hours the dispatchers are without supervision and looking at June where there was 720 hours-1/2 of those were without a supervisor.

In an effort to improve MACC Dispatcher supervision coverage, we have developed a few different supervisory models. I highly recommend that the Board activate the Personnel Committee to undertake this review. Once the Personnel Committee (Darin Smith, Tom Taylor and Tom Jones) have reviewed and discussed the options, they can bring their recommendation back to the full Board.

Darin asked if everyone across the State has the same experience with trainees not making it through training. In other words are having 8 of the 13 not make it through training common? Jackie responded that Kitcom had 14 positions that they could not fill them all but the board gave them two more positions bringing the total to 16 and now they have 14 filled but cannot get to the 16. Darin asked if the training process was the same across the State and Jackie responded-Yes. She said that it seems to be across the board and that some trainees excel at certain parts but cannot put it all together. When it comes to Officer safety or getting all the information in the call we have no tolerance and if we have tried everything and they cannot do it we have to let them go. Many of them are great employees but they just cannot do the job.

Jeremy recommended that we activate the Personnel Committee to take a look at the options and recommend back to the board. He added that he appreciates everyone's work on this project.

ESInet II Transition – Another 4 counties have cutover to the ESInet II since the last Board Meeting. One of them is the first live King County PSAP. There are 12 PSAPS in King County and this is a big deal. We had our ESInet II Project kick-off meeting for Grant County on July 10th. Dean will talk more about this.

State E911 Advisory Committee Meeting – The State E911 Advisory Committee formed a Federal Grant work group that reported that the final rules are still pending at OMB with release possibly in late summer. There is to be a single point from each State that applies for the funding. The group has reached out to the Counties to determine who is interested in applying.

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Text-To-911 – In June we received 15 Text-to-911 sessions. 5 sessions resulted in dispatched calls for service and none of the text sessions were considered valid use 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 June 2018 distribution was \$163,121.88. The year to date total is \$1,002,459.47. MRSC in conjunction with the Dept. of Revenue has released Sales Tax Stats and Data with reports that can be customized to look at trends and complete forecasts either by City or County.

Cash balances: All of the ending account balances were provided as of May 31st 2018.

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

The User Fee Income Statement was reviewed and the result was 32.91% of the budget was spent and 41.67% of the year has elapsed. The Overtime line is spent at 56.48% but the total staffing expense is at 34.81%, so overall within the guidelines. I appreciate the efforts of the Operations Team covering on the dispatch floor and using some creative scheduling to keep the overtime manageable.

The E911 Income Statement is spent at 39.96%. Several line items are spent over that percentage but the goal is to spend this budget at 100% to supplement the User Fee Budget.

The Sales Tax budget is spent at 13.82%. Four 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.

Automatic Paging: We are live with automatic paging and it is going well. There are a couple of hang ups that we are working through mostly having to do with voice pronunciation. Some examples are road directional, and trailer and apartment numbers; it does not translate the pound sign as a number. We have received conflicting feedback as some want the cadence faster and some want it slower. We will reach a balance which will allow us to page someone out in their sleep and they will be able to wake up and hear the page. iSpyFire has been a good partner and we are at about 96% but we will keep going. We can connect with BLM and DNR for outside fires.

Don Fortier asked about including RiverCom. Dean said yes neighboring counties like Adams for Chief Linn as well. Dean stated that there is lots of power to leverage as the iSpyFire guys are good to work with so getting our neighbors calls is a step we will take.

Jeremy asked how the dispatchers like it. Becky stated that they love it. They hit accept and do not have to hunt for stuff. It will be good to get the call time reports as it is a ton faster.

Eric Linn-it is drastically different with the robotic voice. It takes a bit to get used to.

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Dean commented that he has had a comment that a fire district got the page before they got the iSpyFire alert. It is faster, more automated.

Becky stated that it is nice because you don't have to put the caller on hold to do the paging.

Radio System Coverage: We are taking the first step which will be field measurements. I met with Moses Lake yesterday so that is the last big agency to see the maps. The end result will be better than what we have now.

ESInet II : Currently when a call comes in to 911 the call goes on the ESInet which delivers it to the PSAP. The ESInet is old technology so the ESInet II will be the new way 911 calls are delivered and will be updated technology. MACC had their kick off meeting and one question we need an answer to is if the new platform will support our integrated text-to-911 service. There are two PSAPS in the State that have integrated text-to-911 and we are one of them. If it does not support this platform we will not cut over until the service works.

Training: Gerrit attended the Spillman Conference in Wenatchee. There are numerous Spillman hang-ups that we feel have to do with the new owner-Motorola. As far as service and support goes we are in a dip and we hope it comes back up. We are headed for a patch, very reluctantly, but it is one we will be forced to do as it has to do with State Link and Access returns. It is unproven and we expect snags so it will be a challenge for the law guys.

Staffing: Wally is doing a great job. He has a great attitude and does a great job. He has completed some real work which enables the Technical Department to breathe a little air.

3rd Party Vendors Access to Spillman: For visibility we have received a number of requests for CAD data from 3rd party vendors. They want to pull data out of Spillman, reformat it and sell it to our User Agencies.

We have been down this road with iSpyFire and it has worked very well. We are currently working with the PA's office and they are going to come on line but we have to go through our process. Now we have a fire agency wanting a 3rd party vendor to pull data manipulate it and convert it to sell it back to them for billing. We also do this with mapping/GIS data to build map programs.

I have checked with other counties and one I talked with said that they give everyone everything they ask for all the time as they are worried about being sued. I had another one that said they don't get very many requests. We don't have a good policy about these requests. We need a policy to set the framework and make a standard for these requests.

We have over 30 User Agencies and if we get 20 different private companies requesting data it could be a load on Spillman and the server. Spillman already processes data for things like LINX and VINES.

At some stage we need to develop guidelines and cost. MACC has costs involved in producing the data. For the GIS data for example we have servers, software, licenses, maintenance and the time it takes to do the work. It doesn't seem fair to just give it to the 3rd party vendors.

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The project with the PA's office is going to be great. It will be a click to get the data and will save all the law agencies and the PA's office a lot of time. We have our process to go through with our counsel. We have to protect the data which belongs to the User Agencies and resides in Spillman.

The example is MACC is the bank and in that bank is Spillman and the User Agencies have safe deposit boxes in Spillman-data that belongs to them. 3rd party vendors want access to that data. MACC has a process to go through to protect the data and the User Agencies need to say-yes they can have the data. Then the 3rd party pulls the data and reorganizes it and sells it back to the User Agency.

I have reached out to MRSC who is a government coaching agency to help steer us in the right direction. They have provided some information, some of it more useful than others. We need to apply a cost to be fair and not get into gifting of government funds. I always want to apply the witness stand test-making sure I can answer the questions of how we made decisions. We get pressure but we have to trust our process.

Richard Stevens asked how this was different than a public records request. Grant County gets requests for information from the assessor's office to supply data to the real estate company's and we provide it. Dean replied that in public records requests you can redact information-if appropriate, in data dumps you can't. Richard commented that all data is paid for by the public. You can charge for records-\$10 a disk. The rules changed this year so you can charge the appropriate amount.

Darin Smith commented that we would be giving direct access to our data to these 3rd party vendors.

Eric Linn commented that iSpyFire gets the data and gets it back to me but doesn't sell it.

Dean stated that as far as GIS is concerned we have given everything we have been asked for. With the 3rd party vendors our legal counsel is developing a contract and we will encrypt the data.

Dean said we have 9 law agencies so we will need to make sure they all want to participate.

Becky added that we automatically send the PA's office requests-we don't charge or redact information. However, if it is a lawyer or citizen request then we can.

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

4th of July went fairly well. We had 25 outside fires and the last fire call was at 23:37 so it seems like they abided by the midnight curfew.

Don Fortier commented that we had no wind so that helped.

Becky shared kudos to FD#5 who ran 1 command unit with divisions of trucks. So when we paged them out for a fire their command unit would handle all the communications.

For the month of June we had 170 language link calls that totaled 1048 minutes. More and more of the calls we receive are requiring language line services.

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For the month of June, Tammy had 124 hours on the dispatch floor, Jennifer had 86 and I had 96.

TAC REPORTS:

Law TAC: No Report/No meeting.

Fire/EMS TAC: No Report/No meeting.

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. 3rd Party Access to Spillman-handled in the Technical Services Managers Report.

Agenda items for the August 14th 2018 Board Meeting.

1. 2019 Proposed MACC Budget

In closing Darin asked that Eric Linn is included in the Personnel committee emails.

Motion made and seconded to adjourn the board meeting. m/s (Burns/Stevens) Meeting adjourned at 0950 hours.

Christal White, Financial Services Manager