

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

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January 10th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on January 10th 2019, 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
John Williams	Largest City or Town
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:

Mike Warren	Ephrata Police Department
Kenneth Jones	Grant County Sheriff's Office
Keith Siebert	Quincy Police Department
Ryan Green	Quincy Police Department
Dean Hane	MACC
Becky Stokoe	MACC
Jackie Jones	MACC
Christal White	MACC

PUBLIC COMMENTS: None

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

ELECTION OF BOARD CHAIRMAN AND VICE CHAIRMAN for 2019:

Chairman Smith called for nominations for the Chairman and Vice-Chairman of the MACC Board for 2019.

Motion made and seconded to nominate and elect Darin Smith as the 2019 MACC Board Chairman m/s (Jones/Taylor). Motion approved.

Motion made and seconded to nominate and elect Dwight Vander Vorste as the 2019 MACC Board Vice Chairman. m/s (Jones/Taylor). Motion approved.

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MACC BOARD COMMITTEE MEMBERSHIP: The standing MACC Board Committee Membership from 2018 was reviewed for 2019. The Board Members were asked if they would like to make any changes in their current committee membership assignments. It was also noted that Kristine Shuler is not on a committee and Tom Taylor is on two committees. Tom said he was happy being on both committees but Darin Smith said he would give up one of his committees. It was decided to put Kriss on the Personnel Committee in Darin's place. All other committee membership will stand for 2019.

MACC Board REPORTS:

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

911 Outage: On December 27th at about 1525 hours, MACC Dispatchers discovered that 1-800 and long distance calls did not work. MACC was unable to transfer 911 callers to WSP or call Language Link for interpretation services. The supervisors and staff tested 911 which was working fine and then came up with a workaround for long distance and language link.

The State Office sent an alert to all counties via the National Warning System (NAWAS) phone which in Grant County is monitored by Plant Protection in Grand Coulee. They did not notify MACC. We are working through why we did not get notified and making changes in how things happen in the future with notifications.

At about 2100 hours, MACC received a call by someone who saw a 911 outage alert that RiverCom in Chelan/Douglas Counties had issued. We immediately began testing 911s and Text-to-911 and discovered that we were unaffected. MACC issued media notices to Grant County citizens advising that 911s and Text-to-911 worked in Grant County and not to test 911.

The State Office opened a conference bridge for all 911 County Coordinators to join during the outage. We learned that most of the unaffected PSAPs seemed to still be on the ESInet I.

At this time, it is unknown if the long distance and 1-800 service outage is related to the 911 outage. They are still investigating why the outage happened. In the meantime the state is working on a process for outages and having set procedures for each scenario.

E911 Advisory Committee Meeting: The meeting was cancelled for December due to the holidays so there is no report.

Legislative: The WA APCO-NENA Public and Government Affairs Committee (PGAC) is ramping up and has established their priorities for the 2019 Washington State Legislature as follows:

1. Public Safety Telecommunicator Certification and Training Standards-This is required in a few states but in WA State we do certification on a voluntary basis.
2. High Importance:
 - a. Public Disclosure – greater definition of exempt disclosure
 - b. Protections against 911 misuse/abuse

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ESInet Cutover Map: Looking at the map you can see most PSAPs have cutover to the ESInet II. Dean will talk more about the Grant/MACC cutover which is going to happen soon.

Text-To-911: In December we received 10 Text-to-911 sessions. There were 3 calls for service and 1 was considered valid use of Text-to-911.

Statistics for 2018: The first section shows; Billable Calls, Miscellaneous Calls, Traffic Stops and Officer Messages by year from 2013-2018. The second section looks at 911 and non-emergent phone calls for 2015-2018. The last section shows the language link calls for years 2016-2018. MACC uses language link almost exclusively for Spanish speaking. In 2018 for example MACC used language link for 1500 Spanish calls, 1 Arabic and 1 Cantonese.

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

Emergency Communication Sales and Use Tax: The December 2018 distribution was \$191,269.68. The year to date total is \$2,131,680.23. Tom Taylor pointed out that is the largest collection year. The 2018 budget for sales tax is \$1,800,000.00.

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

Income Statements: The Income Statements were reviewed for November 2018.

The User Fee Income Statement was reviewed and the result was 72.99% of the budget was spent and 91.67% of the year has elapsed.

The E911 Income Statement is spent at 89.52%.

The Sales Tax budget is spent at 42.56%.

WA State Auditor: The 2-week audit which started the day before the last board meeting is still ongoing mostly due to the holidays and other audit commitments. The focus items have been:

1. Dispatch center project: which has 1 outstanding item-the bond liability and if MACC should report it on their annual report. The audit team is reviewing the bond covenants to determine the responsibility but has already noted that Grant County is reporting it.
2. Financial Audit: MACC did not have a deposit waiver on file with the Grant County Treasurer. The past practice has been to deposit at \$300 but going forward MACC will deposit each Tuesday and Friday per the new deposit waiver.
3. Leave Balances/Recording: So far we have found 1 instance of not having a slip for ½ hour of leave used. This was due to a former staff not having worked a 40 hour week while out of town at training. There was an email about it and it was reflected on the timesheet and subtracted from the leave balance but there was not a leave slip for it. A much more complicated person was selected for review that had received donated leave, lots of leave usage and returned donated leave.
4. User Fee Billing: This is a pretty complicated process with the July 1st-June 30th being the billable call counting period for the following years billable call rate. One of the agencies selected was the Grant

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County Sheriff's Office which is the second largest and had huge monthly reports. On top of that is the flat rate agencies and then AMR & Protection 1 who are billed on actual calls for two months prior. The auditor picked Grand Coulee Police Department to look at and it was the year Grand Coulee and Electric City changed the billing for law calls. Grand Coulee contracts with Electric City to cover their law calls and had always paid for the calls but they changed that in 2016 and Electric City started paying for their own calls. So once that was explained the calls added up.

There is nothing significant and no recommended changes in procedures. They should finish up this week and set the exit date soon.

I am starting the process for W-2's and 1099's. Also-closing the year 2018 and opening 2019.

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

Radio System Redesign Project: We are moving forward with this project. The radio system will be broken into smaller chunks with auto roaming. We will replace the controllers and network equipment as well.

We have signed an MOU with Adams County Sheriff's Office for interoperability.

ESInetII: We are planning and prepping for this cutover scheduled for February 14th. The text-to-911 will no longer be carried on the ESInet but it will be text over internet. The state will reimburse MACC for the cost of this function. We expect it will take 8-10 hours. We will staff an entire crew at the backup and an entire crew here. We will transfer 911 to the backup and then begin the cutover. The vendors for the new phone system and the old will be here tearing down the old ESInet and bringing up the new system. Then the testing will begin on 911, text, non-emergent, 800 service, star codes and the abandonment procedures. The way we transfer circuits to Mini MACC will change with the new vendor. This change in procedures has forced a revamp of our evacuation plan and we will test that as well.

Spillman: We have a Spillman upgrade to do on Tuesday next week for IBR. We will start at 7am and plan on a 4 hour outage. Once it is complete it will not look any different for the Users. It will fix the problem we have now of an Agency submitting a report with no offender and having it get rejected. MACC is pilot testing IBR and the only one in Washington State.

Insight: Lincoln County and the entire WA State Parks have requested to come on Insight. We are probably going to be hosting for the entire state soon.

Sector 2.0: This project is moving forward. The product will get rolled out to MACC in late April or early May.

3rd Party Software: We have been approached by Moses Lake Fire Dept. about allowing their 3rd party vendor to have access to Spillman. We will start with a contract which protects our data and the User Agencies data. We will approach this the same way we did with Karpel. We will not host the 3rd party software or hardware. As these requests come to us we will take them on a case by case basis and they will need to meet "x" criteria to be considered.

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Pro Q/A: The server upgrade and migration has been completed. Software, Software, Software. We are a slave to our vendors for everything is software driven.

Mapping/GIS/NG911: This project continues with tons of work being completed. Gerrit has been adding roadways, intersections, structure points, mapping of I-90 and several map layers have been updated. This is all necessary for the NG911 delivery process. I feel that we are lucky to have a guy like Gerrit who can do this type of work. He works hard and is encouraged that the work will get done.

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

Staffing: The update for the first set of trainees; we have 1 in evaluation stage for release and the other 1 is probably about 2-3 weeks out for evaluation. They will probably go to swing shift and graveyard to fill holes. The second set of trainees are moving to the floor to start radio training. These two will probably go to day shift and a modified shift.

Kudos: to Ephrata PD, Quincy PD and MACC dispatchers for the pursuit this morning. The vehicle was coming from Wenatchee through Quincy to I-90. There were two frequencies with nothing closed and everyone did great. Everyone talked in a normal voice and remained calm. Great Job.

Darin asked if there was any more talk about the new port authority police department in Mattawa. The group discussed some legislative work and beyond that there have been no further discussions.

TAC REPORTS:

Law TAC: No meeting/No report

Fire/EMS TAC: No Meeting/No report

UNFINISHED BUSINESS:

1. Old Business-Darin Smith wanted to wish Jeremy Burns a Happy Birthday!

NEW BUSINESS:

- 1.

Agenda items for the February 14th 2019 Board Meeting.

- 1.

Motion made and seconded to adjourn the board meeting. m/s (Taylor/Jones.) Meeting adjourned at 0935 hours.

Christal White, Financial Services Manager