

**MULTI AGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

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March 14th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on March 14th 2019, in the MACC Board Room. Vice-Chairman Dwight Vander Vorste called the meeting to order at 09:01 am.

Board Members present were:

Tom Taylor	Grant County Commissioners
John Williams	Largest City or Town
Kristine Shuler	Grant County Cities & Towns
Mike Warren	Grant County Police Chiefs
Jeremy Burns	Grant County Fire Chief's & Commissioner's
Dwight Vander Vorste	EMS Emergency Medical Council

Others present were:

Ryan Green	Quincy Police Department
Dan Smith	Grant County Fire Dist. #5
Dean Hane	MACC
Jackie Jones	MACC
Christal White	MACC

**PUBLIC COMMENTS:** None

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

**MACC Board REPORTS:**

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

Pre-Employment Testing Systems: Over the past couple of months I have reviewed a variety of applicant testing systems that we could administer in house. The goal is to move the testing in house to make the pre-employment testing process more streamlined and have more control over it. From the time we first meet an applicant at a job fair or employer focus day to the time they are in the door I feel we lose momentum and the process takes too long. We chose CritiCall as the pre-employment test that we will administer in house. It is a 911 Dispatcher and Emergency Call Taker Testing Software and we have used it in the past. We are in the process of doing the validation testing of 7-10 dispatchers to set the passing score. I took it yesterday and it took about 2 hours and I felt that it really tested on the skills we are looking for.

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Jeremy asked about a test he remembers that we used years ago that was very hard. After some discussion it was the Press Test that he was talking about and hardly anyone could pass it. He commented that any time you administer a test that a large percentage cannot pass it probably isn't a good tool. As an instructor if only 40% of your students pass the test then it means you did not teach the subject very well.

E911 Advisory Committee Meeting: With a few months left in the fiscal year the State is still tight from the budget gap and so far the Governor's budget still has everything in it that the SECO asked for. It needs to be fully funded for NG911.

Tom Taylor asked Jackie if she could provide them with a letter template that the Board and User Agencies could sign and send out. Yes-she will email that out.

December 27<sup>th</sup> 2018 Outage: The State has been working on the after action review for the December 27<sup>th</sup> 2018 911 outage. The 911 coordinators have asked the state to develop an outage plan. At the time of the outage the information that was sent out was confusing. We did not have an outage in Grant County but citizens were not sure if there was an outage or not. We want a smoother roll out so the citizens receive clear information. We will hear more about this at the Spring Forum.

ESInet II: All the PSAPS have cut over to the new ESInet II which completes the first big milestone in the transition. The ALI transition is next and then the phone carriers will transition. This means that soon the state will not have to run 2 ESInets, which is very expensive, and can begin to decommission the old one.

National Telecommunicator Week: There is a card going around for all the Board members and Alternates to sign. National Telecommunicator Week is April 14<sup>th</sup>-20<sup>th</sup> which is when we show appreciation to the dispatchers for the job they do. If any of you want to stop by that week and say hello I am sure they would appreciate it.

911 Spring Forum: I will be attending the 911 Spring Forum in Bremerton next week. I will be back at MACC on Friday.

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

Emergency Communication Sales and Use Tax: The February 2019 distribution was \$197,774.86 which is from the sales tax collections for the month of December. The largest February collection was in 2016 and if you look at the graph this year does not compare. The year to date total is \$365,023.11.

Cash balances: All of the ending account balances were provided as of January 31st 2019.

Income Statements: The Income Statements were reviewed for January 2019.

The User Fee Income Statement was reviewed and the result was 8.16% of the budget was spent and 8.33% of the year has elapsed. There are lots of yellow highlighted lines partly because things are paid annually in January.

The line items overspent are:

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- Overtime-is spent at 10.74% and this is actually December's overtime which is usually a little high due to the holidays and vacations.
- Professional Services-which is spent at 13.66% and includes a payment to the WA Stat Auditors Office. The total bill was over \$11,000.
- Insurance-is spent at 75.75% and that is paid annually in January.
- Miscellaneous-spent at \$37.93% which includes NW Leadership registrations and dispatcher recertification's. The recertification's are reimbursable by WCIA.

The E911 Income Statement is spent at 15.88%. The maintenance is overspent at 40.83% due to paying Spillman annually in January.

The Sales Tax budget is spent at 4.24% and has several lines items overspent. This budget pays the majority of the insurance and also had Harris support paid in January.

Mid-Year Review: The E911 contract mid-year review was completed. We asked for more money in a couple categories including training but haven't heard anything on a contract amendment process yet.

Annual Report: I have started working on the 2018 annual report which is due May 29<sup>th</sup>.

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

Sector 2.0: This project feels more firm and is set for late April.

State Link 2.0: This has been a messy process and the state has not been a very good partner. This has been the case in every project we have done with them. We put a halt to the new software for the entire project. They are running a Beta test which has been forced on the test agencies and it is a train wreck. They have to restart their Spillman servers every six hours. We have expended lots of energy on getting this project stopped until it is tested and ready.

Insight Server: Lincoln County successfully came on the Insight Server. We are the biggest Insight server in the state. State Parks in Olympia wants to come on but there again they have not been a good partner. I am sure we will get them on at some point.

Tech Vendors: This discussion is for visibility only. The larger vendors, like Motorola, are buying up smaller vendors. We saw them buy Spillman a few years back and more recently they bought our console vendor-AVTEC. The results will be negative for us as we have already seen with the support and structure not being as good. They are going to a services model where there will be a Basic, Deluxe and Premium service and things that we do not pay for now we will begin paying for. Motorola is all about maximizing revenue and will be looking for ways with the service model to do that.

Mike Warren asked if it will affect their radios at some point. Dean said in the last 20 years he has seen Motorola in and out of the 911 business 5 times. They want to own the customer from the call to the dispatch of the call.

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They have recently bought Emergency CallWorx which is a 911 phone system; they own Spillman, microwave, radios and now consoles. This one stop shop might be a good fit for King County, LA, Portland but not us.

Web Site: The MACC web site was old, had a terrible platform and was not secure which put us at risk. We have recently rolled out a new web site and we went with a new vendor and hosting service.

Dean gave a demonstration of the new web site which went live on March 8th. He noted the user interface is much easier to navigate; there is an emergency alert bar right front and center where it is easy to see. There is a video to support the state message of "Know Your Location." If you scroll down on the home page there are animated call stats which gives some user interaction. The content is much better and very relevant. There is a page dedicated to text-to- 911 where you can see exactly what it looks like. You can submit a public records request on-line with a fill in form. When we have a position open you will be able to download the entire application packet and fill it out and upload it with the resume and cover letter. There is a contact page and list with link to the User Agency web sites or Facebook pages. We also have google analytics so we can get information about how many people are coming to the web site. The vendor was Cougar Digital Marketing in West Richland and we were very happy with them.

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

ESInet II Cutover: Both MACC and Mini MACC were staffed for the cutover. This gave the staff a chance to test and practice the abandonment plan. The Operations Team will be testing and practicing this throughout the year with all three shifts.

Training: The Leads and Supervisors went to the Northwest Leadership training in Portland this past week. It is a great training and well worth the trip. If you have a chance to go or send your own people sometime in the future it is worth consideration. Becky and Jennifer are at Policy and Procedure training this week in Ellensburg.

Overtime: Overtime is down for January and February as the two dispatchers that were hired in July have been released. This also means that Becky and the Supervisors do not have to cover as many shifts on the floor and can focus on supervisory duties and needs.

Planning: The Operations Team had a workshop style planning time this month where they made plans for the upcoming year. One thing they are working on is revamping the training program to make it more efficient. They are designing the classroom training to be longer in hopes of reducing the amount of dispatch floor time it takes to get trainees released. Another big project is the response plan make-over. The goal is to reduce the number of plans so when we need to make changes it will not take as long.

Stats: Becky has provided stats in her report for your review.

#### **TAC REPORTS:**

Law TAC: There was not a meeting-no report.

Fire/EMS TAC: There was not a meeting-no report.

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#### **UNFINISHED BUSINESS:**

1. None

#### **NEW BUSINESS:**

1. Tom Taylor shared with the group about the Grant County duress alarm system they are working on as part of the overall security plan. They have an old duress alarm system that is hard wired, push button to the Sheriff's Office but only some of the buttons work and there are times that no one is in the Sheriff's Office. So in looking at a replacement system they have decided to go with an app that is called Safety Center. They will have Wi-Fi cell phones in the court rooms and clerk's office that will always be charged and ready to go with a message to text-to-911 with the location. Tom Gaines, Central Services, will be calling to talk with Dean about the plans and how it would work. They are only limited beta testing it currently while working on getting everyone on board with the idea.

Agenda items for the April 11th 2019 Board Meeting.

- 1.

**Motion made and seconded to adjourn the board meeting. m/s (Burns/Warren.) Meeting adjourned at 0945 hours.**

Christal White, Financial Services Manager