

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

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April 11th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on April 11th 2019, in the MACC Board Room. Chairman Darin Smith called the meeting to order at 09:00 am.

Board Members present were:

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

Others present were:

Keith Seibert	Quincy Police Department
Ryan Green	Quincy Police Department
Mike Warren	Ephrata Police Department
Shane Heston	Grant County Fire Dist. #13
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/Vander Vorste.)
Consent Agenda approved.

MACC Board REPORTS:

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

Staffing: Last week a trainee resigned due to personal reasons. This leaves us down one position and down the "plus one" position. We are finalizing the validation process of our new applicant testing program and plan to begin a hiring process in the near future. With the updated web site the applicants will be able to apply on-line. This gives us control of the process from applying to testing and interviewing. This will help keep the momentum going from our first contact and speed up the process.

December 27th 2018 Centurylink Outage: I included a map of the state showing the PSAPS that experienced complete, partial or no outage. The green PSAPS, including MACC, did not experience the

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911 outage as the trouble was on the ESINET II and we had not yet completed the cutover to the ESINET II. We did experience an 800 line outage. King and Pierce both had partial outages which is less explainable. According to CenturyLink's "Event Conclusion Summary", the outage, in a nutshell was caused by a card in Denver that became corrupted and started propagating invalid frame packets which flooded the network with more traffic (messages) than could be processed; effectively locking up other network CPUs. The SS7 outage impacted long distance, 1-800 and some internet connectivity in several states. The 911 outage also impacted a couple of other states. We may get more detail when the FCC report comes out.

The after action review has identified areas for improvement. The first is that Centurylink did not notify the SECO of the outage. So going forward the provider must notify the SECO. Emergency Management was not notified. Then when the notice did go out it went out as an outage and MACC was not out. The 10 digit non-emergency numbers for all the counties were not available at the SECO. Another area for improvement is the media contact and information. Some PSAPS had the capability of handling the media while others needed the SECO's help.

Ryan Rectenwald asked if the coordination with Grant County Emergency Management was good. Jackie said yes she learned a lot during this outage. The NAWAS notification goes out from Grand Coulee Dam and they did not notify us so they now know to notify MACC for any phone outage. Also, Emergency Management has the IPAWS system which goes out via cell phone. They draw a polygram and it notifies all in the area drawn. This would be a great tool in an outage.

Jeremy Burns asked if the Centurylink outage affects Text-to-911. Jackie explained that-Yes-when 911 experiences an outage that includes Text-to-911 as well.

Frontier Outage: On March 31st there was an outage in the George area that impacted 535 land lines. This was a carrier outage versus a network outage and the good news was that people could call 911 with their cell phones.

Jeremy Burns asked if there was an outage in the Coulee City area recently. He thought he heard Chief Rushton on the radio talking about an outage. Jackie stated that she was not sure about that outage but there are less and less outages as compared to when she first started tracking them in 2014.

Legislative: At the last board meeting, I reported that the State E911 Coordinator had asked for our support and encouraged all who interact with representatives to push the State E911 budget thru. Tom Taylor requested that I draft a letter template for the Board and User Agencies to sign and send out in support of the E911 budget request. I spoke with our Public and Governmental Affairs Chair, Keith Flewelling wanting to ensure we have a united message and he told me there is nothing to talk with the legislators about at this time. Although there is a *\$100k line item for "E911 Study Funding" that we are watching and curious about.* Whenever we talk about funding for 911 there are a lot of technology needs and it takes a lot of money to fund and implement new technology. The State of Washington is a front runner having completed the ESINETII cutover which other states have not completed. While there is no push at this time, the legislative lobbyist and the PGAC Chair are watching the legislative actions closely

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The Travis Alert bill was assigned to the Housing, Community Development & Veterans Committee. They held a hearing and the bill did not make it out of committee and an attempted amendment failed to pass. The Chair may have also been responsible for the \$100k E911 Study inclusion in the State E911 Account of the House proposed budget.

National Telecommunicator Week: Next week starts National Telecommunicator Week and the theme this year is the Thin Gold Line. For those that do not know law enforcement is the Blue line and Dispatch is the gold line. I will take some pictures after the meeting which we are using for part of the decorations. I want to thank the MACC Board for allowing and supporting National Telecommunicator week. It is a week to show the dispatchers how much they mean to us and show appreciation 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. I have included the Governors proclamation in your packets.

Agency Assist: MACC assisted Kittcom, our neighboring PSAP during the services for Kittitas County Sheriff's Deputy Ryan Thompson. We sent 3 people to help with coverage so the dispatchers could go to the service. We have the same CAD, phone system and they also use Priority Dispatch for Fire & EMS so it did not require much training. The MACC dispatchers worked the 10pm-6am graveyard shift prior to the service. Then we sent 1 to help cover the communications in the command van for the funeral detail.

Jeremy Burns asked who the staff was that went. Jackie said she put the picture in her report. The dispatchers were Julene Imbert, Lead-Amanda Scott, and Supervisor- Tammy Hewlett. Then covering the communications hub was Supervisor-Jennifer Pitt.

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

Emergency Communication Sales and Use Tax: The March 2019 distribution was \$169,127.30 which is from the sales tax collections for the month of January. The year to date total is \$534,150.41.

Cash balances: All of the ending account balances were provided as of February 28th 2019.

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

The User Fee Income Statement was reviewed and the result was 16.06% of the budget was spent and 16.67% of the year has elapsed. There were three yellow highlighted lines partly because things are paid annually in January.

The line items overspent are:

- Professional Services-which is spent at 28.94% and includes a couple of payments to the WA State Auditor's Office. The total bill was over \$11,000.
- Insurance-is spent at 75.76% and that is paid annually in January.
- Miscellaneous-spent at \$46.19% which includes NW Leadership registrations and dispatcher recertifications.

The E911 Income Statement is spent at 21.85%. All the Staffing lines are overspent at 17.55% and the maintenance is overspent at 40.83% due to paying Spillman annually in January.

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The Sales Tax budget is spent at 5.48% and has several lines items overspent.

Billable Call Counts: We are half way through April so that leaves May & June left in the billable call count year. That will start the work on the 2020 MACC Budget.

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

TAIT Coverage Maps: I have something better to show if you are interested in seeing updated coverage maps. There have been some noticeable improvements made to the red zones. We have to decide how to move forward and do the testing.

Non-Emergency Audio: We have engaged both vendors to try to solve the problem of Non-Emergency caller's voice dropping. We have had struggles with audio holes and are hoping to get it resolved.

Karpel: We have begun testing with Karpel. The Sheriff's Office will be the first user to test the software with the PA's Office.

Insight Server: I talked last month about some contract struggles with State Parks in Olympia but they signed the agreement and will be coming on the Insight Server shortly. Lincoln County successfully came on. The Insight server is for law enforcement Spillman information. We are the biggest Insight broker in the state.

Sector 2.0: This project is moving along. It is 1 project that has been okay with the state. We have a few snags to work out with Spillman but when it is implemented it will save the records people a lot of time. Citations and Infractions are working, Collisions still need some work and the dispositions are coming from AOC, but not to Spillman. When it is working a ticket written in Sector 2.0 will load into Spillman, go through the AOC process and the disposition will be sent back to Spillman. This coupled with IBR will be powerful tools. Each agency will have to deal with internally how they will use it.

Geo Validation: Will be coming to dispatch in July.

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

Hiring: The operations team is revamping the training program with the trainers. This past year we have had two successfully release from training so we have less overtime.

Training: It is a goal of ours this year to get more people out to Leadership training. The Leads and Supervisors have already attended the Northwest Leadership training. We have more planned and scheduled for the dispatchers.

Job Corp: MACC will participate in the exercise at Job Corp on April 18th.

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Access Training: MACC will be hosting Access through Spillman training for all records personnel. The idea started to put something together for the smaller agencies since they don't have a lot of opportunity for training. However, really anyone is welcome to come and all records personnel will be invited.

Overtime: Overtime is down again in March 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.

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

TAC REPORTS:

Law TAC: Nothing to add to the report in your notebook.

Fire/EMS TAC: Jeremy talked about the consolidation of response plan work that they are all doing. There are currently over 5000 response plans so consolidating them to make them more manageable is the goal. It may create a few bumps in the road where for example, Ephrata may respond to calls they do not respond to now but those things can be corrected over time.

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. Resolution 01-2019-a late breaking resolution was introduced to surplus two MACC vehicles with WA State surplus. The proceeds from the sale would be returned to the original fund of purchase.
2008 Chevrolet Truck VIN#1GCEK19018Z168357
2009 Chevrolet Tahoe VIN#1GNFK03049R200847

Motion made and seconded to approve Resolution #01-2019. m/s (Shuler/Rectenwald.)

Agenda items for the May 9th 2019 Board Meeting.

- 1.

Motion made and seconded to adjourn the board meeting. m/s (Smith/Rectenwald.) Meeting adjourned at 0943 hours.

Christal White, Financial Services Manager