

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

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May 9th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on May 9th 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
Kevin Fuhr	City of Moses Lake
Kristine Shuler	Grant County Cities & Towns
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:

Keith Seibert	Quincy Police Department
Ryan Green	Quincy Police Department
Mike Warren	Ephrata Police Department
Don Fortier	Grant County Fire Dist. #3
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 (Taylor/Jones.)

Consent Agenda approved.

MACC Board REPORTS:

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

Staffing: We are at full staff. I hired former dispatcher Charli Dittmann who returned to MACC on May 8th. Some of you may have heard her on the radio yesterday. That is two dispatchers that left to pursue other things and have come back. We are finishing the background investigation on the "Plus One" who is a lateral police dispatcher from California. She is scheduled to start on June 10th.

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Legislative: The Legislative Session ended on April 28th. The final budget included \$100k to fund a E911 cost savings and efficiency study. There were lots of new taxes in the budget. ESSB 5272 raises the ceiling on the sales tax for Emergency Communication from 1/10th to 2/10th. The governor has 20 days to sign it. Each county will still have to do a proposition to raise the tax but this bill would make it possible.

The Travis Alert bill which would implement an emergency alert system for people with disabilities did not make it out of committee. Some Agencies are doing this now with Smart 911.

State E911 Advisory Committee: PS-ALI is a phone system that provides the ability to identify the location of the caller such as the room, floor or suite. PS-ALI service is used in multiline telephone environments called PBX. Currently for Washington State Centurylink is the provider but they filed their intention with the UTC to discontinue providing the service as of May 8th. The order was suspended by the UTC and now they have formed a work group to find a replacement provider. Jackie is calling all the agencies in Grant County who have PS-ALI to fill them in.

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

Emergency Communication Sales and Use Tax: The April 2019 distribution was \$168,448.86 . The year to date total is \$702,599.27.

The REC plant shut down is scheduled for June 30th if the China trade deal is not resolved. I reached out to Darryl Pheasant to see what impact he expected that to have to our sales tax collections. He stated that Grant County does not get much sales tax from the business and do not expect to see that much of a reduction in sales tax in the reduction in force. I do not know the number of employees they have but on January 1st 2018 they had 280.

Cash balances: All of the ending account balances were provided as of March 2019.

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

The User Fee Income Statement was reviewed and the result was 23.03% of the budget was spent and 25% of the year has elapsed.

The line items overspent are:

- Professional Services-which is spent at 32.07%
- Insurance-is spent at 75.76% and that is paid annually in January.
- Miscellaneous/Registrations-spent at 52.01%

The E911 Income Statement is spent at 27.82%. All the Staffing lines are overspent at 25.93% and the maintenance is overspent at 40.83% due to paying Spillman annually in January.

The Sales Tax budget is spent at 8.60% and has several line items overspent. There were 4 site leases that were paid in March which pushed the Operating Rentals/Leases line item to 54.02% spent.

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The Washington State Military Department E911 application was completed for FY20. It is for training, Public Education and the language line. The dollar amount of the contract will be \$44,685 and it is already in the 2019 budget.

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

TAIT Coverage Maps: I have implementation details with what will be done-1st, 2nd 3rd order and a fall back plan for risk. We will do some refinement to determine the cost and the scope of the work. If you have not seen the maps they are really good and you should get with me to look at them. I have applied for new frequencies.

Grant County Emergency Management (GCEM) : I am assisting with the move of GCEM from the fairgrounds to the Law and Justice Building.

Microwave System: The new Network Management server installation is delayed until May 20th due to the vendors schedule.

Non-Emergency Audio: We continue to have issues of non-emergency caller's voice dropping. Centurylink (CTL) has checked non-EMER phones lines into the building , the Cisco admin phone server system which is running fine and the MACC network setup has been deemed good by CTL as well . CTL doesn't think it's their problem. The 911 phone provider quite possibly has a firewall problem.

911 Phone Software: The Viper phone software upgrade is scheduled for Wednesday 5/15.

Spillman: The patch has been rescheduled twice without our knowledge. They still have no explanation for the outage on 4/27. It has been referred to the product management people who were supposed to get back to us yesterday and we have not heard a word. More and more the vendors are making the problem the customers instead of the vendors. We spend so much time managing vendors to try and get them to do the work.

Sector 2.0: On Monday we will turn on Sector 2.0. The things we will turn on will be citations, infractions and collisions. The dispositions still need some work as they are coming back in duplicate. That would mean the records people would have to go in and delete records. We implemented the tool to save time and money and creating work does not do either of those things.

Landscaping: Spring is here and that means we are back in the landscaping business. I have engaged the vendor.

Darin asked if the Spillman outage was caused by a report running. Dean explained that someone ran a report with many parameters and it did not have good boundaries. Spillman kept allocating more and more memory to the process until the system would not function properly. Spillman called it a customer rogue report. We have asked them if they can limit the memory or processing and crash the report instead of the system.

Karpel: The Sheriff's Office has been testing with Karpel for two weeks. The MACC piece is done but Karpel was not prepared to process all the info they asked for. They are looking to carve back the data request.

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Tom Jones asked if they were the agency that ran the report in Spillman that crashed the system. Dean said that is part of what they do not know yet. They are waiting on Spillman to get back with them.

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

Training Program: The operations team is revamping the training program with the trainers. One change will be that in the past the trainee has moved to their trainers schedule which means they move shifts many times. We are going to try just putting the trainee on a shift and moving the trainer. The whole program may not be ready by June 10th when the lateral hire starts but we can just revert to the old program as needed.

ACCESS Training: MACC will be hosting ACCESS through Spillman training for all records personnel. In the past we have sometimes just entered things ourselves rather than teaching people how to do it. This regular ACCESS class teaches the rules but we will be teaching how to enter things in Spillman. Once the class is completed we will critique it and then decide if we will open it up to outside agencies that have Spillman.

Staffing: Charli is scheduled for remedial training for 2 weeks. Her first 5 minutes on the radio yesterday she had a foot pursuit. Luckily it did not last very long. Her Priority Dispatch certifications have not expired so we will not have that expense of having her complete the training again.

Floor Coverage: The supervisors and I have been able to cut back on the amount of time we spend covering on the dispatch floor.

Keith Siebert asked if the ACCESS training that MACC is doing for the records people means they will no longer be doing entry for agencies. The email that went out and the rumors going around make it sound like that is going to be the case. Becky said no-MACC will still enter ACCESS records. There are just a few agencies that call to find out how to do something and the dispatchers will just enter it for them. We would like to teach them how to enter it.

TAC REPORTS:

Law TAC: No Meeting/No Report.

Fire/EMS TAC: No Meeting/No Report.

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. None

Agenda items for the June 13th 2019 Board Meeting.

- 1.

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Jones.) Meeting adjourned at 0926 hours.

Christal White, Financial Services Manager