

# MULTI AGENCY COMMUNICATIONS CENTER

## BOARD OF DIRECTORS MEETING

July 11th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on July 11th 2019, in the MACC Board Room. Chairman Darin Smith called the meeting to order at 09:02 am.

Board Members present were:

Kristine Shuler	Grant County Cities & Towns
Darin Smith	Grant County Police Chiefs
Ken Jones	Grant County Sheriff's Office
Jeremy Burns	Grant County Fire Chief's & Commissioner's
Eric Linn	EMS Emergency Medical Council

Others present were:

Mike Wright	Grant County Fire Dist. #10 & #11
Ryan Green	Quincy Police Department
Keith Siebert	Quincy Police Department
Jackie Jones	MACC
Christal White	MACC
Becky Stokoe	MACC
Dean Hane	MACC

**PUBLIC COMMENTS:** None

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

**MACC Board REPORTS:**

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

State E911 Advisory Committee Meeting: I did not attend the forum this year so I don't have a report. The next Advisory Committee meeting is on July 18<sup>th</sup> so I will have a report next month. However, we've been invited to participate in a group meeting of PSAPs in Central Washington to discuss "Futurizing 911 Call taking and Dispatching". The group was created at the E911 Coordinator's Forum after a discussion about the staffing crisis that has been plaguing many of the centers. The group will look at short and long term solutions. I would like a board member to attend with me. Even though we are at full staff plus one it could happen to us in a second.

Darlene from Kittcom reached out to her neighbors for help. They are down staff and struggling with all the overtime. They are working 12 hour shifts and have massive amounts of overtime. Yakima and RiverCom could not help because they are in similar situations; however we had dispatchers who were interested. There are rules, such as; it can't impact MACC staffing or operations. If there start to be impacts the offer will be revoked.

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Eric Linn asked if we know if they are paying them the overtime rate. If they work over 40 hours in a similar job they are entitled to the overtime rate. Jackie stated she was not sure about their pay rate.

Darin said Jackie could add him as the board member to attend the group.

Fraudulent Calls: The MACC non-emergency number has been used in fraudulent calls. If you get one just hang up-it is not us. We've created a case with the Moses Lake Police Department.

Phone Outages: There have been two short phone outages. The Frontier outage which impacted George, WA citizens on 6/26/19 was 4 hours the AT&T outage was just over 2 hours. While the AT&T outage was a national outage the 911 calls were routed to our non-emergency number so there was no impact for us.

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

Emergency Communication Sales and Use Tax: The June 2019 distribution was \$192,448.45 40. The year to date total is \$1,088,856.17. We are now half way through the collection year.

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

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

The User Fee Income Statement was reviewed and the result was 37.52% of the budget was spent and 41.67% of the year has elapsed.

The E911 Income Statement is spent at 44.72%.

The Sales Tax budget is spent at 13.74%.

The billable call year ended June 30<sup>th</sup> and the numbers are recorded. The billable calls are up 573 calls. The 2020 budget is ready for the Finance Committees review at the conclusion of this meeting. It will be presented at the August board meeting and voted on at the September meeting.

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

Staff Shortages: When Jackie spoke about the staffing shortages in the industry the solution is artificial intelligence (AI). We participated with NASA last year in an AI project which is developing technology in the industry. There is no overtime with AI only licensing fees.

Radios: Upgraded Grant County Fire District #6 radios with firmware and software.

This week I had the chance to program the first radios for Adams County Sheriff's Office. I brought their command bus on the MACC system for interoperability purposes.

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911 Phone System: After working with the phone vendor on several issues the phones problems have been sorted out.

Spillman: As I have talked about previously we continue to have issues and struggles with Spillman. They send out product that is not baked and then there are problems. The recent conversion to State Link 2.0 utilized two test pilot agencies and we had no choice or say in the matter. All the control was given to the test pilot agencies and there were failures but they still kept rolling it out. We are on a path to fix the bugs but the process was not good. Since the Motorola take over the process has been inefficient and the software is bad. They want to send us all to the cloud. I don't trust the trajectory we are on. I am not suggesting we change CAD software because sometimes that is a case of which one do we hate the least which is not good either.

Geo Validation: We are about half-way through the process of Geo-Validation which will mean we can dispatch without addresses. For example, when the new map is implemented the Wild Horse monument will show up on the map. At the end of the month we will turn off the old map and turn on the new one. The dispatchers and the Spillman mobile users will have and be using the new maps. There are many things it is capable of that we are too young for at this stage. For instance, if the Alder Street Fill is blocked everyday between 1500-1700 we can put a marker on the map so it will give the emergency vehicles the closest route around the blocked area.

Budget: I have been doing some work on the 2020 budget.

Admin Phone System: software will be upgraded today.

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

4<sup>th</sup> of July: There were 44 outside fires from July 3<sup>rd</sup>-7<sup>th</sup> and 27 of those on July 4<sup>th</sup> & 5<sup>th</sup>. Before I ran the reports I thought there would be more. It doesn't mean all of them were caused by fireworks but there is a pretty good chance most of them were. We had set up to have 1 command officer with the fire departments and they would be the ones to talk to MACC. So for Fire Dist. 5 for example, we talked with the command and they talked to their people. Overall it went very well.

#### **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 August 8<sup>th</sup> 2019 Board Meeting.

1. Proposed 2020 MACC Budget

**Motion made and seconded to adjourn the board meeting. m/s (Shuler/Jones.) Meeting adjourned at 0922 hours.**

Christal White, Financial Services Manager