

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

August 8th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on August 8th 2019, in the MACC Board Room. Vice-Chairman Dwight Vander Vorste called the meeting to order at 09:00 am.

Board Members present were:

Tom Taylor	Grant County Commissioners
Kristine Shuler	Grant County Cities & Towns
Mike Warren	Grant County Police Chiefs
Ken Jones	Grant County Sheriff's Office
Shane Heston	Grant County Fire Chief's & Commissioner's
Dwight Vander Vorste	EMS Emergency Medical Council

Others present were:

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 (Taylor/Warren.)
Consent Agenda approved.

MACC Board REPORTS:

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

State E911 Advisory Committee Meeting: The final phase of the ESInet II project is underway with the Commercial Service Providers transitioning. The plan is to continue to support 2 ESInets until the end of December. The SECO is closing out their budget and there is a possibility of surplus funds to go back to the counties. The Federal Grant continues in the approvals stage. The SECO has now taken responsibility for the Washington OneNet Program. Washington OneNet is similar to the nationwide FirstNet Program only for Washington State.

Statewide E911 Telecommunicator Training Program: The State EMD Training Section has taken charge of the 911 Telecommunicator Training Program that was previously managed by the WSCJTC. The State is advertising 2 new positions: "E911 Training Program Manager" and "E911 Training Program Coordinator".

Statewide E911 Operational Cost Study: A report to show the actual cost to maintain 911 in Washington State must be provided to the appropriate legislative committees by October 1, 2020. The SECO has developed a

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plan and formed a steering committee and project team. The SECO also plans to stand-up an online project page for transparency.

Mike Warren asked if consolidation is a possibility. Jackie said she had a feeling that is where they are headed. In addition to 911 there is the issue of cost and funding for the whole dispatch side. It is one thing to answer the 911 call but then you need to dispatch help.

Financial Tiger Team: The AC voted to form a “Financial Tiger Team” to assess the State’s finances and develop a 5 year plan. I am on the Policy Sub-Committee and because many PSAPS have equipment needs we looked at some alternatives for Customer Premise Equipment (CPE):

1. Consolidation.
2. Host Remote-Clark and Thurston are currently doing this and Wahkiakum wants to join them.
3. Eastside & Westside remotes-this host remote set up doesn’t mean regionalization. There would be two or more hosts in the State.

Leave Donation Request: I want to make the board aware that Samantha Navarro made a request for leave donation. Per our Collective Bargaining Agreement, we must obtain Board Approval however, due to the timing of the request, we contacted Board Chair Darin Smith and he advised he was in favor of approval if I obtained the Union’s okay. The Union agreed to Board Approval after-the-fact as this was in the best interest of the employee. I was able to move forward with leave donation actions and I’m seeking Board Approval after-the-fact for this request. We did intend to change the contract regarding leave donation to require Director Approval instead of Board Approval in our last negotiations however the wording change did not make it into the final contract.

Motion was made to approve the leave donation request. m/s (Shuler/Jones.) Leave Donation approved.

Tom Taylor discussed with the group that the Board should allow the Board Chairman to approve future leave donation requests on behalf of the Board.

Motion was made to approve having the Board Chairman approve leave donation requests on behalf of the Board. m/s (Taylor/Warren.) Leave Donation Approval Authority for the Board approved.

Central Washington PSAP Meeting: Central Washington has more problems with staffing than the other parts of the state due to less population. Darin, Becky and I attended to discuss hiring and retention. I shared that the MACC Board approved us to over hire by one which has been wonderful. Also, that we have worked on streamlining the hiring process to make it shorter. The application process is all online now and we have purchased a computer testing program that will allow us to administer the testing in house. These changes will allow us to be in control of scheduling and communication so we can keep applicants excited and engaged in the process. Long term strategies included consolidation. Also, training as operationally there are many differences in the procedures each PSAP uses to do the same job. We could look at ways to make some processes the same. This would allow call-takers going to help their neighbor get up-to-speed faster. Some of the next steps include; Creating a training subcommittee to develop training processes, technical subcommittee to discuss consolidating equipment and an elected officials subcommittee who take our strategies and regional needs to the legislators.

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

Emergency Communication Sales and Use Tax: The July 2019 distribution was \$196,242.54. The last three months collections have been very similar. The year to date total is \$1,285,098.71.

Cash balances: All of the ending account balances were provided as of June 2019. The bond payments were made in June in the amount of \$234,741.13.

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

The User Fee Income Statement was reviewed and the result was 45.12% of the budget was spent and 50% of the year has elapsed. A couple line items are overspent; Insurance and Misc./Registrations but overall the budget is underspent.

The E911 Income Statement is spent at 50.50%. Multiple line items are overspent including Maintenance. This budget pays for Spillman, Phone and Priority Dispatch Maintenance.

The Sales Tax budget is spent at 28.47%.

Policies-The State Auditor has released some recommendations for two policies; Credit Cards & Travel Reimbursements. I will be updating the MACC policies and bringing them to the next Board meeting.

Ken Jones asked if the changes were significant. Christal commented that there are a couple areas that need to be tightened up. For one all the managers carry credit cards so something needs to be in place to show they know the rules about credit card use. Also, define the operational need to have the cards.

One of the State Auditors recommendations has a section talking about using per diem rates and getting away from individual receipts. This is a harder practice without a travel advance account. Since we use credit cards it warrants individual receipts.

Tom Taylor asked if we pay based on a per diem. Christal replied that the MACC policy is \$45 per day for meals and the Director had the authority to raise it if the person is traveling to a high cost area. Tom also mentioned that the State Auditor informed them that if an employee uses their own credit card and gets reimbursed it is taxable.

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

Radio System: TAIT's pricing for this project was way out of line from where we started. Originally we talked about a dollar figure of \$600,000-\$700,000 and most recently we were at a 1M. We are now down to \$800,000 and continue to work on scope of work and pricing.

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

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Spillman Geo Validation: We finished the process of Geo-Validation which will mean we can dispatch without addresses. We can take another step with Quickest Route but first we need to make sure everyone is using the tools that are already out there. For example, Spillman mobile not everyone is using it so we want to make sure the tools are being used before we roll out more.

IT Audit: We have begun work with a 3rd party data security firm for the purpose of doing some analysis and auditing of the MACC data network. They will look at policies and procedures as well as hardware and software.

Ticketing System: We are looking at a new ticketing system which is more powerful and less expensive.

Mike Warren asked if there would be any requirements of the agencies if we move forward with it. Dean replied that it is cloud based and the agencies would have an account. It will not reside on their networks or computers. Christal asked if there was an inventory feature since we keep inventory in the current ticketing system. Dean said that yes, it is part of the new program.

Backup PSAP: The generator at Mini MACC will be replaced. It is 25 years old and it is time. We will surplus it to a fire agency.

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

Evacuations: We have completed the evacuation plan, policy and completed two mock drills. We did one last night and the Sergeant missed that it was a drill and called to see if we were okay and if we needed help. We have graveyard left which will be at 3 am. We are running them like walk through drills.

Pub ED: Since we are at full staff the Pub Ed team has been able to attend some events again which has been nice. They are listed in my report.

Language Link: I did not have these numbers in time for my report. For the month of July we had 115 calls for a total of 572.4 minutes.

Trainee: We have 1 in training which is the lateral hire from California. She is doing good and should release toward the end of October. She has been on the radio a little bit and the feedback we have gotten is that she sounds clear and has good tone.

Tom Taylor commented that it is good to see the supervisor coverage on the floor is less. Is that due to the full staffing? Becky commented that they still cover a few hours but it is nice they can get back to their duties. Tammy is the training coordinator and we have made some changes to the training program starting with the lateral hire. Instead of the trainee moving all around to her trainer's schedules we are leaving her on straight days and they are moving to her. We used to think it was good moving them among all the shifts but have come to realize maybe trying to learn everything and have to keep adjusting sleep might not be a good thing. So Tammy is on days as well to monitor the progress and make any tweaks to the program.

TAC REPORTS:

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Law TAC: The minutes are in the notebooks and there is nothing additional to add.

Fire/EMS TAC: The minutes are in the notebooks and there is nothing additional to add.

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. Proposed 2020 MACC Budget: Today we will review the budget documents and then you have a month to look it over and we will vote on it at the next MACC Board meeting. If you have questions, concerns or need more information you can reach out to me.
 - A. Billable Calls-57,931 up 1%-which will generate \$17,190 in additional revenue at the current rate of \$30
 - a. Recommend leaving billable call rate at \$30
 - b. Juvenile Revenue of \$130 removed-MACC does not do anything for Juvenile to warrant a charge
 - B. User Fee Budget Sheet
 - a. Salaries/Benefits-87% of the budget
 - b. Operating Budget-13% of the budget
 - c. Shortfall-\$223,723.10
 - i. \$165,000 funded by sales tax/site rent
 - ii. \$58,723.10-User Fee Cash Carry Over
 - C. Revenue Budget
 - a. User Fee Revenue-\$1,774,385.00
 - b. Supplemented /Cash Carry Over-\$223,723.10
 - i. Cover budget shortfall with:
 - ii. Sales Tax=\$100,000
 - iii. Site Rent=\$50,000
 - iv. Vacate Mini MACC=\$15,000
 - v. MACC User Fee Cash Carry-over=\$58,723.10
 - c. E-911 Revenue-\$973,573.10 (\$100,000 Cash Carry Over)
 - d. Sales Tax-\$1,970,000 (\$70,000 Cash Carry Over)
 - D. Expenditure Budget
 - a. Salaries/Benefits-\$2,672,449.52 (includes 2% COLA for each person, step increases & benefit increases)
 - i. The provisional over hire position has only been funded in the short term-E911 cash carry-over. However, with billable calls up they generate \$17,190 in revenue that can start to pay for the position in the long term.
 - b. Operating Budget-\$941,231.68
 - i. \$16,000 of Radio Technology Support Agreements from the User Fee budget into the Sales Tax budget
 - ii. Repairs-Maintenance-\$467,515.00
 1. Reviewed the large ticket items that make up this budget-the majority are in the E911 or Sales Tax budgets.
 - a. HVAC Maint.-\$10,000-quarterly

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- b. Smartnet Switches & Routers-\$5,700
 - c. Priority Dispatch-\$30,350
 - d. 911 Phone System-West-\$46,000
 - e. Spillman-\$105,000
 - f. TAIT Radio-\$82,000
 - g. Avtec Consoles-\$40,500
 - h. Radio maint. above contracts-\$25,000
 - i. Site Facilities Maint.-\$20,000
- c. Equipment Replacement & Repair Fund (ERR)-\$200,000-since MACC no longer has an equipment replacement reserve fund this is a way to bring sales tax money into the budget should we need to replace equipment.
 - d. Debt payments-\$1,013,000
 - e. Expenditure Comparison-Overall down \$3,910.35
 - i. Some items are up and some are down
 - 1. Salaries up
 - 2. Professional Services Down
 - 3. Communications Down
 - 4. Repairs Maint. Down

Darryl Pheasant is not here with us today as we had expected but he will join us at a later Board meeting to talk about Bonds and Debt.

Tom Taylor said Darryl really understand Bonds and Debt and has opened his eyes. The City of Quincy has always operated on a cash basis with no debt which almost got them in trouble when we had a potential payback of tax money. MACC is not wealthy but is healthy so we are in a good place. We will get Darryl on the agenda after the first of the year.

Agenda items for the August 8th 2019 Board Meeting.

1. Proposed 2020 MACC Budget

Motion made and seconded to adjourn the board meeting. m/s (Taylor/Jones.) Meeting adjourned at 0951 hours.

Christal White, Financial Services Manager