

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 12th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on September 12th 2019, in the MACC Board Room. Chairman Darin Smith called the meeting to order at 08:59 am.

Board Members present were:

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 Dept.
Ryan Green	Quincy Police Dept.
Jackie Jones	MACC
Christal White	MACC
Becky Stokoe	MACC
Dean Hane	MACC

PUBLIC COMMENTS: Tom Jones took a minute to thank Dean Hane for joining their Proposition 1 committee. He has been awesome to work with and he along with the other law agencies has contributed greatly to the work we are doing.

Also, I wanted to let the board know that we have been doing PSA's regarding Proposition 1 and Jackie at MACC has agreed to do one.

Dean Hane commented that there are some good things being done. Law enforcement has worked hard and we are headed in the right direction.

MINUTES & CONSENT AGENDA: Motion was made to accept the Minutes and the Consent Agenda. Minutes. m/s (Jones/Shuler) Consent Agenda. m/s (Jones/Shuler.) Minutes & Consent Agenda approved.

MACC Board REPORTS:

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

State E911 Advisory Committee Meeting: The Federal NG911 Grant was finalized this month and \$2,862,056 has been awarded to Washington State. There were several counties that submitted NG911 projects in grant applications to the State. The State will move forward with some of the projects. One of the grant applications included adding another phone remote (Wahkiakum County) to the current successful CPE host-remote project with Thurston (host) and Clark (remote) counties. It is my understanding that the State has

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discussed other host-remote groups to reduce CPE costs. It is an interesting concept and I'll report on this as we learn more.

Statewide E911 Telecommunicator Training Program: Regarding the State 911 Telecommunicator Training program advertised positions, E911 Training Program Manager and E911 Training Program Coordinator have closed and applications are now being considered. The training program is important because dispatchers need training. We are not expecting too many changes to the program we already have and we are hoping they keep some of the same great trainers.

Statewide E911 Operational Cost Study: A work group has been formed to focus on the scope of the study. In addition, Finance and Technical groups will also be formed.

December 27, 2018 Centurylink Network Outage: Some of you may remember the big 911 outage that occurred last December. The outage was caused by an equipment failure that was exacerbated by a network configuration error and resulted in extensive disruptions to phone and broadband service, including at least 886 calls to 911 that were not delivered. Fortunately, MACC was not impacted by this outage even though most of the other Washington State counties were. The FCC identified specific network reliability best practices that could have prevented the outage or at least mitigated its effects.

Patriot Day and 9-1-1 Day: In Washington State, our Governor officially proclaims September 11th as 9-1-1 Day to celebrate the hard work and difficult job of our 9-1-1 Dispatchers who are the most critical link between the public and responders in their times of need. We thank our Dispatchers and celebrate their work.

In addition, we as a nation commemorate those who lost their lives on September 11, 2001 in the terrorist attacks. Over 3400 Americans lost their lives that day. We will never forget. Our own Dean Hane is very active in this effort and has a website at neverforgetusa.net and also on Facebook [@NeverForget_USA](https://www.facebook.com/neverforgetusa). I applaud Dean's efforts.

Dean commented that the City of Kennewick got a piece of ground zero which was dedicated on September 11th 2011. The government agencies are not stepping up and hosting a program so each year fewer and fewer people attend the ceremony. This year the group that I am involved with –Never Forget–held the ceremony. We had 800-1000 people including State Senator Sharon Brown, Representative Matt Boehnke and a representative from Maria Cantwell's Office. It was emotionally captivating and I believe brought back the spirit of 9/11. Today, September 12th, is also an important day as on this day the country stood united as we grieved for the victims. Today is one day we can stand united as Americans.

Kudos: MACC Dispatcher Liz Bridgeman received recognition from Moses Lake Police Department Sergeant Brian Jones and Detective Adam Munro for doing an amazing job and maintaining her composure as she took a 911 call from a scared wife reporting that her husband had a shotgun and he had been drinking. This Physical Domestic Violence 911 call was an active shooter incident with the husband firing the gun at least 2 times during the call. We are very proud of the job Liz did handling this situation and thankful for MLPD's recognition of Liz!

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Texas Will Now Classify 911 Dispatchers As First Responders: On September 1st, Texas now classifies 911 dispatchers and other public safety telecommunications professionals as first responders, thanks to a new law signed by their Governor. The change will give dispatchers a degree of recognition alongside police, fire and emergency medical services, as well as access to benefits to help support their mental health. Washington State APCO is working towards a similar classification as well.

Keith Siebert mentioned that they had been at an accreditation meeting in Wenatchee yesterday and Kittitas County spoke so highly of the MACC dispatchers.

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

Emergency Communication Sales and Use Tax: The August 2019 distribution was \$233,043.54. A note from Darryl Pheasant stated that sales tax collections are up 9% over last year and that he was budgeting a 5% increase for next year.

Cash balances: All of the ending account balances were provided as of July 2019. The bond reserves are the first form of bond payment should MACC not be able to make a payment for whatever reason. A reminder that all the tax collections are held at Grant County in Fund 135 and paid to MACC on a reimbursement basis.

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

The User Fee Income Statement was reviewed and the result was 53.44% of the budget was spent and 58.33% of the year has elapsed.

The E911 Income Statement is spent at 57.47%. This budget is back in line with the percentage of the year elapsed. It will be spent in entirety supplementing the User Fee Budget.

The Sales Tax budget is spent at 30.12%.

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

Radio System: We have scope of work and pricing is pretty finalized with the exception of the vendor price and work. Since TAIT and Harris are no longer exclusive the sub-contractor is not adding much value to the project-\$40,000. I am pushing TAIT to do the work on paper. I have another call with them next week to see if we can sort this issue out.

Spillman Quickest Route: is up and running which will means we can dispatch without addresses. We are meeting with the Spillman rep this afternoon to talk about Spillman account management.

IT Audit: We have completed an agreement with a 3rd party data security firm for the purpose of doing some analysis and auditing of the MACC data network. The scope includes external, internal and wireless penetration testing. The work will take about 4 weeks and begin in late October. We are excited to have someone else look at our work.

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MACC Fire Alarm Project: The fire alarm needs to be replaced because it is proprietary and expensive. We have moved forward with a new vendor. The last vendor's PO was cancelled due to not communicating or moving the project forward.

Backup PSAP: The generator at Mini MACC will be replaced in late October. It is 25 years old and it is time. The bond funds will pay for this project.

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

Trainee: I was with the trainee on the dispatch floor yesterday. She is a lateral so she has dispatched before but has never used Priority Dispatch and she did very well going through the questions.

Overtime: Last month we had 240.5 hours of overtime. We had a few shifts where dispatchers switched around to avoid overtime but we covered; 80 hours of comp taken, 196.5 hours of sick leave, 250.5 hours of vacation for a total of 527 hours. We had also increased the shift staffing minimums in mid-July to 4 on each shift. We have now dropped to 3 except for swing shift which remains at 4. We will keep an eye on it and if the call volume warrants it we will run with 4 but the minimum will be 3.

Evacuations: We have completed the mock evacuation drills with each shift. Everyone learned some things and we are using them as training. The first drill was a surprise and the next two kind of knew it was coming. For these drills Tammy and I have been here but we are walking them through how it would work if it was the real thing and they had to evacuate for real without us here.

TAC REPORTS:

Law TAC: No Meeting

Fire/EMS TAC: No Meeting

UNFINISHED BUSINESS:

1. Proposed 2020 MACC Budget: Last month I presented the budget but I realize most of you were not here so I will cover the highlights today.
 - a. Billable Calls-57,931 up 1%-which will generate \$17,190 in additional revenue at the current rate of \$30
 - b. Recommend leaving billable call rate at \$30
 - c. Juvenile Revenue of \$130 removed-MACC does not do anything for Juvenile to warrant a charge
2. 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
3. Revenue Budget=\$4,826,681.20
 - a. User Fee Revenue-\$1,774,255.00
 - b. Supplemented /Cash Carry Over-\$223,723.10

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- 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=\$58,853.10
 - c. E-911 Revenue-\$973,573.10 (\$100,000 Cash Carry Over)
 - d. Sales Tax-\$1,970,000 (\$70,000 Cash Carry Over)
- 4. 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 a few of the large ticket items that make up this budget-the majority are in the E911 or Sales Tax budgets.
 - a. 911 Phone System-West-\$46,000
 - b. Spillman-\$105,000
 - c. TAIT Radio-\$82,000
 - d. Avtec Consoles-\$40,500
 - c. Expenditure Comparison-Overall down \$3,910.35

Tom Jones asked about the billable call rate. If it isn't raised this year will we likely have a big jump next year? We had that happen a few years ago and decided to raise it a little bit every year instead of not raising it and then having a big jump. Christal replied that we had talked about that in the Finance Committee meeting and the fact that we had agreed to increase a little bit each year but MACC is healthy and it did not seem to be a good idea to raise the billable call rate just to raise it. The MACC budget Team and the Finance Committee were all in agreement. Dean replied that if we stick with the model we have where we are covering \$100,000 with sales tax, \$15,000 with the savings from moving Mini MACC and \$50,000 site rent then we are good moving forward. In addition we have lots of technology costs and we have shifted more of them to the sales tax budget to have a better balance.

Tom had another question about overtime and how that fits into the budget. Christal replied that overtime is something we have to constantly monitor and stay on top of. Last year being short staff we went over budget but this year so far we are sitting pretty good. It is a wildcard dependent on staffing so we have to continually watch and monitor it. I feel comfortable with the budget for overtime given we are full staff plus one.

MACC 2020 Budget: Motion was made to approve the MACC 2020 Budget as presented. m/s (Burns/Jones.)

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NEW BUSINESS:

1. None

Policies:

1. #800 Agency Credit Card- The State Auditor has released some recommendations for Credit Card usage and policy language. I have updated the MACC policy to comply with the recommendations. There is an extra period after item C. that I will correct. This policy basically talks about the rules for usage, protecting and safeguarding the cards and proper authorizations. All of the managers carry a MACC card and the rest of the staff have theirs checked in and out to them as needed. The managers have to have an identifiable operational need to carry the cards and I developed an agreement for them to sign. We require a detailed receipt, not just the signed copy but the one that shows in detail what they bought. If there is a case where no receipt is available then they write a detail account of the purchase and why there is not a receipt. I reconcile the charges each month with the statement and if I don't have a receipt I send a note requesting the receipt for the charge. We have never had any trouble except with fraud type incidents where some hacker gets a card number and makes fraudulent charges. Those have always been investigated and credited back to us. Sometimes the credit card company catches it first and shuts the card down. When the State Auditor releases these recommendations it is usually due to an area they have had trouble with during audits. I have seen all sorts of finding in audit reports having to do with employee theft involving gas or credit cards.

Jeremy asked if the mentioned Quick Reference Guide for Travel was something new. Christal replied that it was not. It is a bulleted list of the most common areas that staff has questions on. It is handed out with their credit cards before they travel. It is something they can take with them and refer to when they probably won't read the entire policy.

2. #804 Travel Expenditures & Reimbursement-This policy was updated as well to meet the State Auditor recommendations. There were not a ton of changes to the policy itself but it did need Jackie's help for the formatting updates. This policy goes into great details about what kinds of things are allowable for travel and training expenses. Registrations, Transportation which includes: Airline Travel; Personal Vehicle; Taxi and Rental Vehicles, Lodging & Meals, to name a few. For Meals the limit is \$45 per day and if meals are included with the training or conference then you cannot claim them. Tips are limited to 20%. Then it also goes into what is not allowed with alcohol and personal entertainment being two of them. Again, this policy is about having an authorization process and making sure charges are reasonable and necessary. It goes without saying that if you have a policy and in that policy it says you are going to do something-you better be doing it.

Motion made and seconded to approve the reviewed Financial Policies. m/s (Shuler/Burns.) Meeting adjourned at 09:47 hours.

Agenda items for the October 10th 2019 Board Meeting.

- 1.

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

Christal White, Financial Services Manager