

**MULTI AGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

February 13th, 2020

The Multi Agency Communications Center (MACC) Board of Directors met on February 13th 2020 in the MACC Board Room. Chairman Jeremy Burns called the meeting to order at 09:00 am.

Board Members present were:

Allison Williams	Largest City or Town-City of Moses Lake
Kristine Shuler	Grant County Cities & Towns
Kieth Siebert	Grant County Police Chiefs
Ken 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:

Kevin Fuhr	Moses Lake Police Department
Rey Rodriguez	Royal City Police Department
Ryan Green	Quincy Police Department
Christal White	MACC
Becky Stokoe	MACC
Dean Hane	MACC

**PUBLIC COMMENTS:** None

**CONSENT AGENDA:** Motion was made to accept the Consent Agenda. m/s (Vander Vorste/Siebert.)  
**Consent Agenda approved.**

**MACC Board REPORTS:**

**ACTIVITY REPORT:** The Interim-Director, Dean Hanes, reviewed the Director's Activity Report.

Well we made the first month and things went relatively well. It is unusual for the Technical Manager to assume the role of the Director. However, I have good resources and a plan moving forward as we develop the strategy for a permanent Director.

I have had a sit down conversation with each of our staff to find out; what are we doing well, what not so well and what things would you like to see from a new Director. I think staff enjoyed the opportunity and overall it was a good experience.

We have a User Agency in arrears with regard to payments. It is Protection 1 and they are two months and soon to be 3 months behind. We reached out to him in a variety of ways and he finally told us the check was in the mail but we have not received it yet. Jeremy asked what the process is from here. Christal read from the contract that a payment is

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considered late after 30 days and their contract can be terminated with 10 days' notice. Everyone agreed that is not what we want to do. We will keep the board updated.

We have implemented a coronavirus plan. It is based on the WA State Department of Health's recommendation, MACC's Priority Dispatch-call taking protocols and a neighboring PSAP's modifications to adapt it to a dispatch application. They have been successful with treatment so we are hopeful they get this virus under control in the near future.

We have implemented a couple of time savers for the dispatchers. They can now unlock Spillman accounts, they do not have to notify management of a text-to-911 call and we put some short cuts in Spillman to help with typing in long hospital names. These are just a few nuts and bolts changes that make the dispatchers jobs easier.

The dispatch staff had asked awhile back to talk about the possibility of working 12 hour shifts. We are on 5-8 hour shifts now. They were told no and they were not very happy with the way it was dealt with. We lost 1 dispatcher partly because of this reason. I agreed to meet with the dispatcher who is the spokesperson and talk about it. They had things pretty well thought out while I do not see a path for this to happen while I am the Interim Director I am mentioning it for visibility. The 12 hour shifts offer more time off but things like fatigue need to be considered. This will be a consideration for the next Director.

The supervisors and I are meeting every two weeks. The supervisor team was not meeting regularly. This was partly due to the push to try and maximize supervisory coverage on the floor. While these regular meetings do reduce supervisor coverage they are usually 1-1/2 hours and it is an important time for the team to connect.

We have a little Valentine's fun on the dispatch floor whiteboard that you all should take a look at after the meeting. We are naming the best 80's hairband break up songs. Jeremy nominated-Don't Know What You Got Until It's Gone-Cinderella. Kevin Fuhr added-You Give Love a Bad Name-Bon Jovi.

There are a few statewide bills that the State E911 Advisory Coordinators are tracking through the lobbyist. Nothing at our level to note.

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

Emergency Communication Sales and Use Tax: The January 2020 distribution was \$185,986.86. That is also the year to date. Looking at the graph the black x is the start of markings for this year. The sales tax distributed this month was actually collected in November of last year.

Cash balances: All of the ending account balances were provided as of December 2019. These reflect the closing balances for the year with all transactions taken into account. PUD made a big site rent payment so we will see that reflected in next month's balances.

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

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The User Fee Income Statement was reviewed and the result was 93.28% of the budget was spent and 100.00% of the year has elapsed. There is one line item, Misc. /Registrations overspent but overall the budget had almost 7% remaining.

The E911 Income Statement was reviewed and the result was 84.85% of the budget was spent. Several line items are over spent but the overall the budget had over 15% remaining

The Sales Tax budget is spent at 44.89%. This budget also has a couple line items overspent but has over 55% of the budget remaining.

BIAS is the accounting software MACC uses and recently they merged with Springbrook. Springbrook is headquartered in Portland, Oregon with offices in Massachusetts and New York. They mostly have a mid-size local government market – population 20-50K. I will be at the BIAS conference next week and Springbrook will be there so I can find out more about them and what is in store for the new company.

I listened to an Open Public Meeting Act (OPMA) webinar hosted by MRSC's managing attorney yesterday. It was full of good information and I learned a few new things.

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

Radio System Redesign: For those that do not know this project involves splitting the radio system and replacing controllers to improve radio coverage. The equipment is here and we are having weekly project meetings.

There is a microwave link out in Grand Coulee. I have been up there twice and replaced some equipment but it looks like the problem may be on the tower. We will need to get a tower crew out there.

The 911 phone system replacement project is underway. The database verification tasks and pre-installation site walkthrough have been scheduled. Training schedules are being developed. Cutover will be April 27<sup>th</sup>-May 1st and we do not expect any outages. At this time we are not expected to staff the back-up center. Com-Tech, the new ESInet provider, is involved in the project which will add complexity.

We will have a Spillman patch in May or June. There are a number of things that we expect will be fixed-like IBR validations. However, as is usually the case, the patches fix 2 things and break 3. We have the 10 days after the patch open for patch mitigation.

We moved the ticketing system to the cloud. It was getting too big and expensive to house at MACC. This move will offer some new features and reporting that we are excited about.

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

Dean covered lots of operational things so I don't have much other than what is in my report.

In the training section of my report there is a change, we cancelled the NW Leadership training due to scheduling.

Dean mentioned that overtime was very low-which was great.

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Chief Fuhr asked about getting assigned CR's for agency assist. He had an officer assigned to assist when he just showed up to see if someone was okay. He did not do anything but if I understand correctly my agency will get charged for that call.

Keith Siebert said he thought it had been that way for a long time.

Ken Jones stated that he thought it was entry into the CAD and that is shouldn't be just a response.

Becky clarified that any time you assist another agency you are added to the call. One reason is for officer safety. Also we need to get all the radio traffic connected to the call for the prosecutor's office or an agency that might request it. Sometimes the assisting officer has the dispatchers run stuff and call a tow or any variety of other things so that needs to be connected to that CAD record. We have had officers calling up and telling the dispatcher not to give them a call. We don't want to put the dispatchers in that position.

Chief Fuhr said he can understand that but rather he is talking about just showing up to a call to check on someone with no involvement. Moses Lake and the county do that for each other often.

Ken Jones said with the ability to sign in and out in Spillman mobile we don't want to step too far out of the box for officer safety issues. There is value in a CR when there is lots of data on the other hand an agency assist CR to check on someone would have very little data, if any.

Dean said that this topic went to law TAC and he felt like there was clarity about the subject but now it sounds like we may need to discuss it some more.

Jeremy shared that they had this problem on the fire side sometime back with assisting on EMS calls when it is not something in their response plan.

Dwight reminded the group that when we reduce CR's price of a CR will go up because we still have to generate a certain amount of dollars.

Becky also mentioned that there are lots of self-generated CR's that we don't get paid for and the numbers are going up.

**PERSONNEL COMMITTEE:** Dean spoke on behalf of the committee laying out the strategy and plan for going forward to recruit a permanent Director. The committee is recommending that we hire an outside recruitment firm. The internal staff does not have the time or expertise to conduct this type of search. The committee used the MRSC list of recruitment firms to begin the process of choosing a firm to recommend to the board. There were 3 firms on the list and after reaching out to them it was clear that Prothman was the front runner. They were very responsive, had the experience we were looking for and certainly qualified to do the work. I talked with Chief Fuhr about the City of Moses Lake's recent experience using Prothman and he said they were excellent and he highly recommends them. In your packet are 3 proposals; 1. Full meal deal, 2. Silver Metal, 3. Bronze Metal. The personnel committee is recommending to the board that we move forward with Prothman with the Full Meal Deal package.

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#### **TAC REPORTS:**

Law TAC: Dean brought up a topic that was discussed in Law TAC having to do with the Emer button. Currently the TAIT radios Emer button cycles-On- Off, On- Off in a hot mic cycle. I have requests to vet Motorola radios on our system but they don't have the same standard. The Emer is a hot mic On-Off and it is not programmable. I would like to see Motorola radios have the capability to come on to our radio system but I don't know the differences for the guys in the field. It is not something that can be programmed even though I have to touch all the radios regardless of this issue.

Jeremy asked if the Kenwood radios can do the Emer hot mic cycle. Dean said that Kenwood fixed their radios so they can do it and therefore are vetted on our system. We were important enough to Kenwood-but not Motorola.

Fire/EMS TAC: Nothing to add to the report.

#### **UNFINISHED BUSINESS:**

1. Bylaws Update-The TAC committee quorum sentence was removed from the Bylaws-4.03-due to the difficulty getting a quorum at the TAC meetings. The TAC meetings are advisory only and all initiatives from the TAC's are presented at the Board meeting for consideration.

**Motion made and seconded to approve Resolution 01-2020 which strikes the sentence from the Bylaws defining the TAC quorum. m/s (Vander Vorste/Siebert). Motion approved.**

2. Tabled-Committee Membership Updates- After some group discussion it was decided to leave this item tabled until the next board meeting.

#### **NEW BUSINESS:**

1. Search for MACC Director Update: The Personnel Committee's research and after checking references and 2-3 phone conversations everything points to hiring Prothman for the Full Meal Deal package.
2. Resolution 02-2020: Christal explained that this resolution moves \$30,000 out of the sales tax Capital budget into Professional Services with a net zero result and allows for hiring Prothman.

**Motion made and seconded to approve Resolution 02-2020 which moves money in the sales tax budget between line items to pay Prothman for the Director recruitment services . m/s (Shuler/Jones). Motion approved.**

Dean thanked the board and stated that he and the staff appreciate the boards support.

3. Board Position Alternates:
  - a. Grant County Fire Chiefs and Commissioners: Jeremy shared with the group that at the last meeting Shane Heston stepped down as the MACC Board alternate member and the group had elected Tony Leibelt from Grant County Fire District #3 as the new alternate member.
  - b. Grant County Police Chiefs: Chief Warren has stepped down to take a new position so Kieth Siebert reached out to the Police Chiefs in Grant County and they selected Joe Harris as the MACC Board alternate member.

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#### **Policies:**

1. WA State Paid Family Medical Leave (PFML) Policy #231-Christal explained that this policy was one that was provided by MACC's collective bargaining agreement negotiating attorney. He had ongoing discussions with the union regarding supplementation of benefits, continuation of medical, job protection and other related issues that the policy addresses. MACC needs to have a policy in place so this one has been provided and recommended.

**Motion made and seconded to approve the policy as presented. m/s (Siebert/Jones). Motion approved.**

Agenda items for the March 12th 2020 Board Meeting.

1. Tabled-Board Committee assignments

**Meeting adjourned at 09:53 hours.**

Christal White, Financial Services Manager