

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

March 12th, 2020

The Multi Agency Communications Center (MACC) Board of Directors met on March 12th 2020 in the Darin Smith Board Room. Chairman Jeremy Burns called the meeting to order at 09:00 am.

Board Members present were:

Tom Taylor	Grant County Commissioners
Kevin Fuhr	Largest City or Town-City of Moses Lake
Kristine Shuler	Grant County Cities & Towns
Kieth Siebert	Grant County Police Chiefs
Jeremy Burns	Grant County Fire Chief's & Commissioner's
Eric Linn	EMS Emergency Medical Council

Others present were:

Joe Harris	Mattawa Police Chief
Pete Kunjara	Moses Lake Fire Department
Darin Smith	Royal City Police Department
Angie Smith	Public
Ryan Green	Quincy Police Department
Christal White	MACC
Becky Stokoe	MACC
Dean Hane	MACC

PUBLIC COMMENTS: Dean Hane started the group off addressing Darin Smith and his wife Angie who were in attendance. Dean first met Darin in 2004 when Dean was in a consulting role with AdCom Engineering. He met with Darin as the Royal City Police Chief, which he found a little intimidating, to get some insight and guidance about the needs of a new radio system. Flash forward to 2007 when MACC hired Dean to be the Radio Communications Manager and in 2009 Darin joined the MACC Board. There were good times and there were rough times and Darin was Board Chairman for most of it. Dean shared that over his 13 years at MACC he often went to Darin to sort out problems or looked for guidance. As a token of appreciation we have had a plaque made, as we can see hanging today, to dedicate this board room to Darin. It is a small token to thank him for his leadership, guidance and the dedication he has given to MACC over the years.

Darin thanked the group and said he certainly doesn't feel he deserves it but felt very humbled by the kindness. He thanked the board and the staff. He shared with the group that he has been in a rough patch and he certainly knows he is not alone. He offered to the Board members or audience if they have someone in their department who is struggling he would love to come and talk with them or even the whole group.

CONSENT AGENDA: Motion was made to accept the Consent Agenda. m/s (Taylor/Fuhr.) Consent Agenda approved.

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MACC Board REPORTS:

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

Director Search-The Executive search firm, Prothman, has been working on putting together the profile for the Director position.

Fire Chiefs and Commissioners- I attended the meeting the other night and they are working on developing a Haz Mat team. This is a good thing.

Legislative: 911 Emergency Call Takers PTSD bill has passed the House and Senate-HB 2758.

Corona Virus: Becky will talk more about how MACC has implemented the Department of Health recommendations into our call taking protocols.

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

Emergency Communication Sales and Use Tax: The February 2020 distribution was \$228,528.37. The year to date distributions are \$414,515.23. This month's distribution is from December 2019's collection and is usually the largest of all months. This month also completes 2019's collection for the calendar year and the year to date for 2019 was \$2,442,102.42.

Cash balances: All of the ending account balances were provided as of January 2020. The User Fee ending balance is quite low due to higher expenditures in January for items that will be reimbursed out of the tax fund 135 held at Grant County. January is always a large expenditure month as most maintenance/support agreements and the insurance are paid for the year.

Income Statements: The Income Statements were reviewed for January 2020.

The User Fee Income Statement was reviewed and the result was 8.53% of the budget was spent and 8.33% of the year has elapsed. It is not unusual to have several line items overspent in January due to the annual insurance and maintenance contract being paid. The overtime is overspent but is actually December overtime that gets paid in January. December is typically a large month for overtime due to people taking vacations for the holidays. This will correct itself in February as overtime has been low so far this year.

The E911 Income Statement was reviewed and the result was 18.33% of the budget was spent. Several line items are over spent but it is primarily due to paying \$117,000 to Spillman for the annual maintenance. The other item is registrations which we will see refunded due to most trainings being cancelled.

The Sales Tax budget is spent at 4.46%. This budget also has a couple line items overspent one being insurance which is paid for the year and is mostly covered by the sales tax budget. The other item is capital equipment and is for the firewall project.

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

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Radio System Redesign: This project will cost about \$800,000 and has hit some snags. First, the TAIT engineer has made a mistake that will cost some time. The wrong frequencies were programmed and \$70,000 of equipment had to be shipped back. We now have a new engineer as the original one is out on medical leave so that will add some time. Second, TAIT let their contractor's license for WA State expire and had to spend some time getting the paperwork done so they could file their intent to pay prevailing wage. It seems they have it worked out now and the tower work should start next week. However, they have blown the cushion of time that was built into the project schedule on the front end so that will add risk to the project.

We are the first in the world to be completing this type of radio system project. We are converting from the old brains to the new brains and there is a fair amount of risk. We have a mitigation risk plan that involves taking small steps and having a fall back plan. The system will be processed at the lab so it won't be cold. The worst case is if we go into fail mode it might involve 30 minutes but we could still communicate. The project will not be smooth sailing by any means as there is risk.

911 Phone System: The 911 phone system replacement project is underway with equipment being installed. We got news that the project manager has left the organization so the new project manager is getting up to speed. This has not cost the project schedule any time yet.

Technology Equipment: In the world of technology it is inevitable that end of life for equipment comes quickly. Currently the microwave equipment at the sites has reached end of life. I have spare parts but when those are gone we will not be able to get more and will have to upgrade the system.

The console platform product is reaching end of life and as of June 30th 2020 the version we have will no longer be available. Repairs will no longer be supported as of 1/1/2023.

Spillman: We will have a Spillman patch coming in May. We have reviewed the release notes and done training however, as is usually the case, the patches fix 2 things and break 3. We have to eat what they feed us.

SNUG (Spillman Northwest Users Group): The meeting Gerrit was going to attend has been cancelled.

Response Plans: We have put a big dent in the fire response plans. We have 4 agencies that we are disconnected with but the rest are being tested in the training database.

Firewall: The firewall was replaced at the backup PSAP. This is another example of life cycle change. Next week we will be replacing the firewall here at MACC. The project will start at 5 am and Spillman will not be available for 3-4 hours while this work is being completed. The current firewalls are no longer supported by Cisco. When we had our security audit we did very well but this was one area noted for improvement. Cyber security threats keep coming and are not going away so we have to keep up.

Jeremy asked if iSpy will be down with the Spillman outage. Dean said yes it will be down as well. We will send out notices prior to the work being done.

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

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Training: As Dean mentioned all of the state training we were going to attend has been cancelled. We have put the folks back on the floor.

911 Phone Outage: We are working on revamping this process so board members and the media will not get the notices. Lots of times when we get the notices and get everything sent out the outage is already over. The supervisors and lead dispatchers handle the process.

COVID-19: MACC has added ProQA's EID (Emerging Infectious Disease Surveillance) tool to the questions we ask for certain natures. Some of those are; sick, breathing, heart and unknown. We will advise on air breathing, fever and everything else will be in the CAD.

Jeremy asked about a contingency plan for the responders that can't see with Spillman and iSpy down. Becky said they will provide the short report on air.

Tom Taylor asked if there are any concerns over broadcasting that information over the radio. Becky said they will not be providing any names or saying Corona virus.

Overtime: Last month there were only 28 hours of overtime with 208 hours of vacation, 252.5 hours of sick leave, 24 hours of training and 9.5 hours of comp time.

Jeremey mentioned that something about the job here is hard on feet and ankles. MACC will have to buy some scooters.

PERSONNEL COMMITTEE: Dean spoke on behalf of the committee.

Director Salary Range: Greg Prothman was at MACC collecting information. He talked with MACC stakeholders, staff, board members and the personnel committee. He was given lots of information including the organizational chart, benefit package and the Director salary range. He is recommending that we increase the salary range and has provided us with a comparison that is in your notebooks. For comparisons he used some appropriate sized agencies and two that are not comparable, Spokane and Kitsap 911. Prothman recommends \$105,000-\$135,000 in order to get the most qualified applicant that will remain here over time. When we think about why we hired Prothman it was for their experience and expertise so in that sense why wouldn't we take their recommendation.

When we think about where we would get the dollars to pay for the increased salary this year is easy because we have several months of saved salary for the director position. For coming years the technology items will need to be shifted to the sales tax budget so we can free up money for the salary.

The decision on the salary range is required today so that Prothman can get the proposal out.

Kieth Siebert said he agreed with increasing the salary range to their recommendation so we can get a quality person.

Kevin Fuhr added that it will ensure a top end person and maybe we can get a director from another agency.

Motion was made to increase the salary range for the Director position to the Prothman recommendation. m/s (Taylor/Fuhr.) Motion approved.

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Organizational Chart: The second item we need to decide on before we put the proposal out is the organizational structure. Tom Taylor said we will go into executive session to discuss the performance of a public employee for 15 mins at the conclusion of the Unfinished Business.

TAC REPORTS:

Law TAC: No Meeting/No Report

Fire/EMS TAC: No Meeting/No Report

Jeremy noted that the TAC meetings are moved back to MACC on March 26th.

UNFINISHED BUSINESS:

1. Tabled-Committee Membership Updates-

**Motion was made to un-table the Committee Membership assignments-2019.
m/s (Siebert/Taylor.) Motion Approved.**

There is one vacancy on the committee membership assignments from 2019 and it is on the Executive Committee. Kieth Siebert said he is willing to serve on that committee. There were no others interested in that committee or wanting to change committees so the update will be made to add Kieth to the Executive Committee.

NEW BUSINESS:

1. See below

Policies:

1. None

Executive Session called to review the performance of a public employee at 9:39 for 15 minutes.

Executive Session ended at 9:54

Public Meeting continued.

Motion made as New Business: To approve the changes to the organizational chart as presented by the Personnel Committee. m/s (Fuhr/Linn.) Motion Approved.

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Siebert.) Meeting adjourned at 0956 hours.

Agenda items for the April 9th 2020 Board Meeting.

1. None

Christal White, Financial Services Manager