

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

June 10th, 2021

The Multi Agency Communications Center (MACC) Board of Directors met in person on June 10th, 2021. Chairman Jeremy Burns called the meeting to order at 09:03 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
Ken Jones	Grant County Sheriff's Office
Kristine Shuler	Grant County Cites & Towns
Kevin Fuhr	Largest City or Town-City of Moses Lake

Other's present were:

D.T. Donaldson	MACC
Christal White	MACC

PUBLIC COMMENTS: None

CONSENT AGENDA: Motion was made and seconded to accept the Consent Agenda. m/s (Fuhr/Ken Jones) Consent Agenda approved.

MACC Board REPORTS:

ACTIVITY REPORT: The Director, D.T. Donaldson, reviewed the Director's Activity Report.

Staffing: Dispatcher Charli Dittmann is leaving MACC which is a big loss. Christal commented on conducting an exit interview with her and the main reason for her leaving is the schedule. Charli worked here for 9 years and then resigned and then about a year later she came back. She worked on swing shift and her main complaint is she does not get to see her family. She also shared that swing shift needs more staff. Swing shift is busy and sometimes 4 dispatchers is not enough. They do have down time but more often than not it is very busy.

There are two dispatchers on long-term medical leaves for a significant portion of the summer. In addition, we have one dispatcher being considered for a position with another agency.

Lacey, our current trainee, should be finished with call taking within a few weeks. Once she certifies we may schedule her as a call taker postponing her dispatch training if staffing levels necessitate.

We had a request from Rivercom to assist them with staffing but due to MACC's current staffing levels we declined.

We have 2 dispatchers starting June 28th and will have another hiring event in the fall. The two we are starting this

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month will bring us to 19 but we still have the training process and there is a good chance we will lose another dispatcher.

Some options for increasing staff-work life balance are to increase the number of FTE's, maintain the over-hire and create and fill the call taker only position. The 1000-1400 shift remains staffed with overtime and the call volume warrants that we need it staffed. It was supposed to sunset last September but the call volume has not dropped off like was originally projected.

To help with workload we could do somethings like create and implement a phone tree, online reporting and the purchase and implementation of the streamlined CAD.

As far as the schedule, we are looking at alternative shifts which the impact of will have to be bargained. We sent a proposal to the union months ago for an option to do 12's but have not heard back. We could work with an 8-12 mix as well. We do not have the 7K exemption that law enforcement does so that ties our hands on some schedules. We do not have enough dispatchers to do a 10 hours schedule. I will have more for the board in July.

Operations: Call times look great, in the high 90%, they are within standards.

Technical Update: The CAD consultant is on board for the CAD replacement project. Information gathering began this week. The GIS datasets are within acceptable State requirements. Dean is continuing to provide consultation remotely under the Professional Services Agreement. That has been going really well.

The Technical Services Manager position was posted at APCO International today and the application is on our web site. I have made a number of calls to others in the field to get the word out. The position closes mid-July 2021.

Kevin asked where we were at with the radio purchase. D.T. said the ship date is June 21st.

Kriss commented about D.T.'s report on staffing that it seems to be the same story over and over since she joined the board 2-1/2 years ago. We are losing dispatchers, hiring and training. That whole cycle takes so much admin time and costs so much money.

Ken said maybe you can look at some ways to do things like differential pay.

Jeremy echoed the comments and said the seniority shift bid is good for those that have been here 23 years but the new people lose out. There is also the problem that once you start losing people you have the issue of mandated overtime. That has been a problem in the past. I have faith in D.T.'s experience to be able to look at this from many different perspectives.

D.T. shared that 97% of law enforcement officers retire in the field and 97% of dispatcher don't. Things like the 7K exemption are not amiable to dispatchers because they are not classified as first responders. That a big problem when you look at schedules because of the FLSA rules.

Ken said not dealing with this first responder issue at the legislative level means we are losing people.

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Jeremy and D.T. added that the millennials work force is different. They are highly skilled and technical but they want time off. That is one of the main things they look for in a job.

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

Emergency Communication Sales and Use Tax: The May 2021 distribution was \$281,203.33. The year to date is \$1,162,349.79. This months trend line is well above the normal collection for May.

Cash balances: All of the ending account balances were provided as of April 2021. The User Fee ending balance is up a fair amount from the beginning balance due to a large sales tax reimbursement transfer.

Income Statements: The Income Statements were reviewed for April 2021.

The User Fee Income Statement was reviewed and the result was 29.47% of the budget was spent and 33.33% of the year has elapsed. Staffing was spent at 29.4% so even though OT is overspent the category as a whole is fine. Professional Services was overspent due to large legal bills.

The E911 Income Statement was reviewed and the result was 44.24% of the budget was spent. The staffing expense is overspent in all three categories. The budget amendment will be reflected in May to increase overtime by \$50,000.

The Sales Tax budget is spent at 14.43%. A few line items are overspent but this budget has a large capital budget and the bond payments still to pay. The budget amendment will be reflected in this budget as well next month.

D.T. covered the staffing updates in his report. We have had a lot of efforts in staffing between medical leaves, leave donations, recruiting, hiring, training and exiting.

The budget prep for 2022 has begun with the basic components. The Finance committee will meet today to make some preliminary decisions in order to move forward. The billable call year comes to a close on June 30th and billable calls are up slightly.

July 1st PERS rates are going down both for the employee and employer. This does surprise me as it indicates that the retirement pool is in good shape coming out of Covid.

Long term care payroll tax is coming January 1, 2022. It is about double the Paid Family Leave deductions. The only way to opt out of the payroll tax is to carry your own coverage.

The MACC logo is undergoing an update. We will present that at the next board meeting.

I participated in a Webinar geared toward "Filling the Seats." I thought it was very good and it did give me some out of the box ideas to try for the fall hiring.

I am going to participate in the Springbrook cloud overview webinar later in the month. I would love to move to the cloud-based product if the price is reasonable.

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PERSONNEL COMMITTEE: The Personnel Committee had email correspondence on May 21st regarding New Business #1i.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

TAC REPORTS:

Law TAC: D.T. shared as part of his report that the group discussed the topic of what information dispatchers should relay when the radio frequency is closed for high-priority incidents (e.g., pursuits).

Fire/EMS TAC: D.T. and Jeremy shared that there is a new Fire Apparatus and Personnel naming schema under development. Jeremy said it is an apparatus schema renaming that has been requested by Moses Lake Fire.

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. Interim Plan/Update-Tech Services Manager Position-cover in the Director Report.
 - i. D.T. emailed the Personnel Committee regarding additional pay for the Techs, Wally & Gerrit, who have taken on additional work created by Dean's May 15th departure. The duties they have taken on are well outside their normal scope of duties. The request is for \$300 increase per month for each of them. This is approximately 5% and would be temporary in nature. It would continue until the new Technical Services Manager is on board and duties have shifted to him/her. The Personnel Committee was unanimously in favor of the proposal.

Dwight made the motion to accept the Personnel Committees recommendation to pay the Techs additional pay for the additional duties created by the departure of the Technical Services Manager. Motion was made to and seconded to approve the recommendation. m/s (Vander Vorste/Fuhr) Motion approved.

2. New Position-Call Taker-It is very common to have a dispatch trainee not make it through training. They can usually certify as a call taker but cannot cross the finish line with radio and dispatching. In the past we have had to let them go but I would like to open the conversation with the Union about a Call Taker as a new position. It would be the same contract but less pay. That way we could keep them with the idea they could work toward being a dispatcher in 6 months. I have seen this work at another centers and would like to try it here.

The motion was made to approve the call taker position. Motion was made and seconded to approve the position. m/s (Fuhr/ Vander Vorste) Motion approved.

Policies:

1. None

Agenda items for the July 8th 2021 Board Meeting.

- 1.

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Chairman Burns called for an Executive Session for 15 minutes to review the performance of an employee. Executive Session began at 9:48 and ended at 10:03.

Public meeting resumed at 10:03 and no action was taken. The group discussed Board Committee membership briefly.

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Vander Vorste.) Meeting adjourned at 10:07 hours.

Christal White, Financial Services Manager