

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

July 8th, 2021

The Multi Agency Communications Center (MACC) Board of Directors met in person on July 8th, 2021. Vice-Chairman Dwight Vander Vorste called the meeting to order at 09:00 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council
Tony Leibelt	Grant County Fire Chiefs & Commissioners
Kieth Siebert	Grant County Police Chiefs
Dave Sands	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners

Other's present were:

Rod Ekholm	RACOM
Ryan Cox	Soap Lake Police Department
D.T. Donaldson	MACC
Christal White	MACC

PUBLIC COMMENTS: None

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

MACC Board REPORTS:

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

Staffing: We had a dispatcher leave MACC which results in further staffing shortages. We are moving to an emergency mostly 12-hour shift schedule. We will implement it for 3 months with the two supervisors filling a slot on the floor. There is an MOA for Dwight to sign today that contains contract changes the union has verbally agreed to. It also provides for a \$2500 stipend for the dispatchers to help with transition, life changes and short notice for implementation.

Across the state dispatch centers have staffing shortages. The stipend to attract or retain staff is not uncommon.

When I arrived here 12-hour shifts were desired by the majority of dispatchers. I think it has shifted to about 50-50 now so we will see how this 3-month period goes. For the most part there are 1-2 opposed, some neutral and some very excited.

We have 2 dispatchers in classroom training, 1 on the floor training and will start another hiring process in August. The Technical Services Manager position closes July 15th. I will engage the Personnel Committee to review candidates.

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Kieth asked if Tammy's supervisor position would be replaced. D.T. indicated that yes-it would but the timing is up in the air. We don't want to pull another dispatcher off the floor right now and after shift bids happen in the fall the vacancy will create a domino effect. So, it might be this time next year before we fill it and then January 2023 before they start in the position. However, It could happen before that but it depends on staffing.

Does MACC have the equivalent of an OIC in law enforcement. D.T. said yes, we have Lead Dispatchers and also a supervisor on-call.

Dave Sands asked how many positions are you down. D.T. indicated that 2 have left, we have 3 in training and 2 on medical leaves. Technically we are hired at full staff but not as far as working the floor.

Kudos: to the dispatchers for all of the work they are doing during what is already a busy summer. I review the call stats for each day, and they are doing an excellent job. For example, this past Friday they answered nearly 500 total calls. With that call volume, they still answered 99% of all 911 calls within 15 seconds (the NENA standard is for 90% of 911 calls to be answered within 15 seconds). On Saturday it was fairly similar and by Sunday that number jumped to 700 calls. As a comparison, the City of Portland answers less than 50% of their 911 calls in under 15 seconds.

Technical Update: The CAD consultant is currently conducting user interviews. Next will come the GAP analysis and then the RFP. This is probably an 18-month process.

The radios have been shipped and should be here this month. Some of the peripheral equipment is back ordered but they should be here by the end of August.

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

Emergency Communication Sales and Use Tax: The June 2021 distribution was \$243,041.94. The year to date is \$1,405,391.73. This month's trend line is down from last month but well above the normal collection for June.

Cash balances: All of the ending account balances were provided as of May 2021. There is one more TAIT invoice coming for the radio enhancement project and then the Bond Construction Fund will be fully spent.

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

The User Fee Income Statement was reviewed and the result was 36.34% of the budget was spent and 41.67% of the year has elapsed. Staffing was spent at 36.54% so even though OT is overspent the category as a whole is fine.

The E911 Income Statement was reviewed and the result was 48.31% of the budget was spent. This budget is overspent but will even out as the year goes.

The Sales Tax budget is spent at 8.23%. A few line items are overspent but this budget has a large capital budget and the bond payments still to pay. The first bond payments, which were interest only, were paid last month.

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D.T. covered the staffing updates in his report. We have had a lot of efforts in staffing between medical leaves, recruiting, hiring, training and exiting. We have implemented a vacation freeze and plan on starting another dispatcher recruitment next month.

The Finance committee met after the last board meeting. We will talk about that in committee reports.

I participated in the Springbrook cloud overview webinar and loved the cloud-based product but it is much more expensive. The main reason is that now I am essentially the only user but if we were to move to the cloud-based product each timesheet user would have to pay a license fee which increases the price drastically.

State Auditor (SAO): I received a large data request for years 2018-2021. The data requested included all GL Transactions & Detail and all procurement & credit card transactions. I asked them to provide me the RCW that indicated MACC had to provide the data pointing out that we had already successfully completed the audits for 2018-2019. Also, that we had filed the required data for the annual report for 2020. As far as I knew everything that was required of us had already been provided. I received a message back that we could opt out until the next audit period.

We then received a data sharing agreement from them which I have forwarded for legal review.

Upcoming webinar training: SAO Leases for Cash Basis BARS: Wednesday, August 4, 2021

PERSONNEL COMMITTEE: The Personnel Committee had email correspondence on June 29th regarding New Business #2.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: Meeting June 10th-minutes in committee reports.

TAC REPORTS:

Law TAC: No Meeting/Report

Fire/EMS TAC: No Meeting/Report

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. SLPD TAIT Radios: Kieth shared with the group that SLPD was not part of the radio replacement project due to the fact that they received a grant and replaced their TAIT 9100 radios some time back. The radio replacement project is a one-for-one exchange of the TAIT 9100 that MACC originally purchased. SLPD no longer has any of those radios so they were excluded. The group discussed many reasons for including them or not including them

Rod from RACOM was in attendance spoke to the group about the fact that the two radios in question, the 9400 that SLPD currently has, and the replacement 9600 are virtually the same radio. The display is a little bigger on the 9600 but the features are virtually the same. The radio life was talked about and the fact that SLPD will have to replace their radios sooner than the rest of the group.

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The group ultimately decided to have Dean order the 7 TAIT 9600 radios (the number of radios SLPD said they received from MACC initially) and put them on the same cycle as all the other agencies.

Motion was made and seconded to include Soap Lake Police Department in the replacement of the originally purchased TAIT 9100 radios. m/s (Siebert/Leibelt) Motion approved.

2. Dispatcher & Supervisor Emergent 12-hour Schedule with \$2500 Stipend: there is an MOA between MACC and the Teamsters in the folder for Dwight to sign regarding contract changes needed to move forward to the emergent 12-hour schedule. Jeremy has reviewed it and is in favor of signing it. It changes the contract language regarding the maximum number of work & overtime hours that can be worked in the week, the hours in a pay period, overtime call out list, and the stipend details.

Motion was made and seconded to approve the emergent 12-hour schedule with the \$2500 stipend for dispatchers and supervisors. m/s (Siebert/Leibelt) Motion approved.

3. Step Increase for Director: D.T. is approaching his 1-year anniversary (July 22nd) and is slated for a step increase—moving from step 4-5. Jeremy has completed his evaluation. The board discussed, but took no action in executive session last month.

Motion was made and seconded to approve the step increase for the Director—from step 4 to step 5 effective August 1st 2021. m/s (Siebert/Sands) Motion approved.

Add on Agenda Item:

4. Alternate Grant County Police Chiefs Position: Kieth let the group know that he put the word out about the opening. He had two Chiefs interested in the position and the group has chosen Chief Ryan Cox.

Policies:

1. None

Agenda items for the August 12th 2021 Board Meeting.

1. Preliminary MACC 2022 Budget
- 2.

Meeting adjourned at 9:45 hours.

Christal White, Financial Services Manager