

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 9th, 2021

The Multi Agency Communications Center (MACC) Board of Directors met on September 9th, 2021. Chairman Jeremy Burns called the meeting to order at 09:00 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
Kieth Siebert	Grant County Police Chiefs
Kevin Fuhr	Largest City or Town-City of Moses Lake
Kristine Shuler	Grant County Cities & Towns-via call in
Rob Jones	Grant County Commissioners

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 (Vander Vorste/Siebert)
Consent Agenda approved.

MACC Board REPORTS:

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

Staffing: We are continuing with the 12-hour shift schedule until the end of the year. It was supposed to sunset on October 10th but we have decided to continue it until the end of the year which will give us a 6-month trial. We will move to 8-hour shifts for 2022 and use it as a year of rebuilding staff. For 2023 we intend to go to an alternative shift incorporating 10-hour and/or 12-hour shifts. Based on an internal union staff survey we currently are about 50/50 on staff that want 12-hour shifts and staff that don't.

The goal is to implement an alternative schedule for 2023. Implementing 10-hour shifts, combined with either 8-hour or 12-hour shifts, are, in my opinion, the ideal for an Emergency Communications Center, although additional staff are required. I have listed all my reasons for favoring 10-hour shifts in my Activity Report.

A purely formula-based staffing model (e.g., Erlang) is less relevant today. This model looks at phone calls and stats and is purely scientific but is outdated and does not work because people want work-life balance.

We currently have 3 trainees and Justin and Gerrit filling in. A dispatch employee who had been on extended medical leave has returned to a Call Taker position, which is a distinct position within the bargaining unit that we recently created.

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Jeremy asked how many call taker positions we have now? D.T. said just the one, however we did certify one of the trainees as a call-taker to help with calls for a few weeks before her radio training continued.

The Technical Service Manager position remains vacant. We extended an offer to a candidate who turned it down. I would like to meet with the Personnel Committee after this meeting to talk about the next steps.

We held dispatcher interviews last Tuesday and advanced 3 to the polygraph exam.

With the dispatch supervisors working full-time on the dispatch floor it has been hard to keep up with some of the projects we were working on. In October the second dispatcher that has been on long-term medical is coming back so Becky will off the dispatch floor at least part-time.

MACC co-sponsored an event with Kids Hope to celebrate Valor's 3rd birthday. Valor is the community support dog that visits MACC. We set up a table and did public outreach for MACC 911 at the event.

Technical Update: Wally & Gerrit are in the process of conducting inventory and programming the new radios. The offers for help are much appreciated but we are not at that point yet. This week and next we will exchange a few radios to the smaller agencies like the Grant County Coroners Office.

We are transitioning our email to the Microsoft 365 cloud-based solution.

Gerrit will be re-engaging with the CAD Committee as we move into preparing the RFP. The RFP process will probably take until the end of the year. The CAD vendor selection will probably come in the 1st quarter of next year and the implementation will be 12-18 months.

Stats: Overtime remains high. The call totals are about the same and the answering times remain excellent.

Jeremy asked-Overall what is the general mood of the dispatch floor with the 12-hour shifts? D.T. said it is about 50-50 for those that love it and those that hate it. Many are tolerating it knowing that we have 3 more months and a clear plan in place.

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

Emergency Communication Sales and Use Tax: The August 2021 distribution was \$285,834.94. The year to date is \$1,938,086.71. The budget is 1.9 million so we have already exceeded that with 4 months left in the year.

Cash balances: All of the ending account balances were provided as of July 2021. The User Fee ending balance is \$785,205.65. We recovered from the negative balance of last month once the transfer from Fund 135 was completed. The site rent balance is over \$500,000 and comes from Grant County PUD. Some of the site rent is pledged to help fill the gap in the 2022 User Fee Budget. The construction bond fund has \$44,521.62 remaining so the next project bill close

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to that amount will be paid out of that to fund to zero it out. The tax fund 135 reflects the TAIT radio purchase and resides at 4,856,531.04.

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

The User Fee Income Statement was reviewed and the result was 49.27% of the budget was spent and 58.33% of the year has elapsed. Staffing was spent at 49.71% so even though OT is overspent the category as a whole is fine.

The E911 Income Statement was reviewed and the result was 63.67% of the budget was spent. Staff expense was spent at 62.70% and is partly due to cash outs of leave balances. This budget is overspent but will even out as the year goes.

The Sales Tax budget is spent at 55.83%. This budget is spent higher than we have seen all year with many line items overspent but still within range.

D.T. covered the staffing updates in his report. I have been shocked at how little information is shared with the employer when you have an employee on Paid Family Leave. In the past few months, the only information I have gotten is from the employees who are taking the paid leave. The State did give me a chance to appeal but that was the end of any employer correspondence.

The 2022 budget is on the agenda for approval today and I did send the billable call comparisons out to the Chiefs after the last board meeting.

D.T. and I are participating in an WCIA HR forum later this month.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

TAC REPORTS: Corrected the agenda for the date of the next meeting. It is a joint meeting moved from September 16th to September 23rd.

Law TAC: No Meeting/Report

Fire/EMS TAC: No Meeting/Report

UNFINISHED BUSINESS:

1. MACC 2022 Budget: \$5,268,124.45-down \$290,569.09 from last year-mostly in the project budget.
 - a. Revenue Budget: calls are up 2549 and the billable call price is up 2% to \$31.20.
 - i. Correction to Ephrata Police Dept -listed as \$14,726.40 s/b-\$149,728.80. The overall budget total is still correct as it is carried from the billable call total spreadsheet.
 - ii. Site rent of \$160,000 will be used as the cash carry-over to balance this budget.
 - b. Expenditure Budget-Salaries are programmed into the budget at 3% for Operations Staff (Dispatchers and Dispatch Supervisors) and 2% for Admin Staff.

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- i. The equipment replacement funds combined are \$200,000 which is down from 2021 but there are still many projects to be completed from this year's list. Radio replacement, Console update, Phone system at Mini-MACC to name a few. The CAD system replacement will require a budget amendment once it is decided which CAD we will purchase.

2022 MACC Budget Approval: Motion was made and seconded to approve the 2022 MACC Budget. m/s (Fuhr/Siebert) 2022 Budget approved.

NEW BUSINESS:

1.

Christal shared some pictures of dispatcher-initiated recognition:

1. The bulletin board in the hallway celebrating the dispatchers' awards for Lifesaving, Critical Incident and Stork Awards.
2. The bulletin board strips on the dispatch floor for staff shout outs. Each person's name is posted and there are small cards for anyone to fill out and post a shout out to a team member for any good deed.
3. The last is a picture of Valor at his birthday party event with a MACC stuffed animal.

Before Labor Day we also rolled out a Mocktail party with non-alcoholic drinks and snacks. It was well received. All these things contribute to helping make the work place positive.

Kieth shared that it was very nice to have the dispatchers at the CISM they had for the teen suicide. His officers pointed out that it is very beneficial to hear the feedback from everyone who was involved.

D.T. & Christal thanked everyone for including them as it means a lot and they do attend when invited.

Jeremy expressed his great appreciation for the job done by the dispatchers on the structure fire where they were able to pull a burning man out of the building alive. He said in all his years that was his first person he rescued out of a burning building alive and it was in part because of the information the dispatchers and law enforcement were able to provide.

Policies:

1. None

Agenda items for the October 14th 2021 Board Meeting.

- 1.
- 2.

Motion made and seconded to adjourn the board meeting. m/s (Siebert/Fuhr.) Meeting adjourned at 09:41 hours.

Christal White, Financial Services Manager