

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

November 10th, 2021

The Multi Agency Communications Center (MACC) Board of Directors met on November 10th 2021. Chairman Jeremy Burns called the meeting to order at 09:01 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 – via call in
Dave Sands	Largest City or Town-City of Moses Lake
Kristine Shuler	Grant County Ciites & Towns
Rob Jones	Grant County Commissioners

Other’s present were:

D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC
Joe Noonchester	Grant County Fire Dist #8
Barbara Davis	Grant County Fire Dist #8

PUBLIC COMMENTS: None

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

MACC Board REPORTS:

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

Staffing: We had one trainee certify as a call-taker and is on track to fully certify in January. We had two trainees start last month and they are in the classroom. We had a lateral dispatcher reach out to us from California who is relocating to Moses Lake. We are currently going through the process with her and one other person to start in January.

We are looking to do a supervisor promotion process in March or April. We conducted a selection process to fill a Lead Dispatcher position with Somer Rice should one become available in the next six-months.

We are going back to 8-hour shifts for 2022. We will use 2022 to rebuild and increase staffing. The goal will be to have enough staff to go to an alternate schedule in 2023. Returning to 8’s means the staff will be on site more and thus make it easier to communicate and train. This will be very important as we move to implementing a new CAD.

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We had a dispatcher test positive for Covid but she was asymptomatic. Rather than have her off for 10 days we had her work alone from Mini MACC during her quarantine period. She could not answer phones but as our first test it worked relatively well.

We collaborated with New Hope/Kids Hope on the second community event. They allow us to benefit from their therapy dog so it is a great partnership.

I would like to welcome Gerrit Klein today as MACC's new Technology Services Manager.

Jeremy asked what does a formal recruitment entail? D.T. said it is one that we advertise, put on the web site, Worksource etc. The current recruitment we are working on for a January 11th start date is not fully open just; people we have been in touch with who are interested.

I have reached out to the Washington State Patrol to see if any of the dispatchers they let go for the vaccine mandate might be interested in coming to work at MACC.

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

Emergency Communication Sales and Use Tax: The October 2021 distribution was \$268,145.15.

The year to date is \$2,474,658.96. The Grant County Treasurer has indicated the higher-than-normal collection may be due to the Gorge opening back up.

Cash balances: All of the ending account balances were provided as of September 2021.

The Construction Bond Fund will come close to zeroing out in October.

The Bond Reserve accounts are the second source for payment of the bonds should sales tax decrease in future years.

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

The User Fee Income Statement was reviewed and the result was 62.83% of the budget was spent and 75% of the year has elapsed. Staffing was spent at 63.82% with one-line item-Overtime-overspent.

The E911 Income Statement was reviewed and the result was 80.54% of the budget was spent. Staff expense was spent at 84.91%. This budget will be part of the budget amendment next month.

The Sales Tax budget is spent at 59.50%. There are lots of line items overspent but the budget is still within the percentage of the year that has elapsed.

TECHNICAL REPORT: The Technical Services Manager, Gerrit Klein, reviewed the Technical Services Report.

I would like to thank the board for the opportunity to serve as the Technical Services Manager. I strive to provide the best possible service for MACC and MACC's customers.

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Radio System: The Moses Lake Base Station for VHF Paging over Fire 1 failed multiple times. Fixes have been put in place and parts are being sent to Tait for repair.

Royal Slope Fire Rescue is reporting VHF paging issues throughout their district. Frenchman Hills site got a clean bill of health. Racom has been notified of this and is investigating.

Site Preventative Maintenance work is in progress. Beezley Site-issues were found and resolved. Most sites have been visited and basic seasonal maintenance completed-air filters, fuel, clean up, etc.

Earlier this month the iSpyFire auto paging was taken off line due to paging issues. The problems were traced back to the Avtec consoles and servers. It is back on line and being monitored.

CAD Project: We have decided to go cloud native and we believe that we will be the first in the state to migrate CAD into the cloud environment. We are bolstering the MACC 911 network with backup options for internet outages. A 2nd fiber gateway exists and we are exploring options to use it. In addition, we purchased a cellular modem and options for implementing it are being explored. In the future a satellite option could be possible as well.

Federal Engineering has been the project consultant for phase one of the CAD project. They have completed the needs assessment and the draft action plan. We have made the decision not to proceed to the next phase with them due to their lack of experience with software as a solution contracting and evaluating. Phase two will be completed with National Public Safety Group. The second phase will consist of the RFP/Procurement process and contracting. The timeline that has been laid out for the RFP to be out by January, have a contract by April and implementation to start in May.

Technical Services: Nathan Albright has joined the tech team. He will be the tier one line of support. Answering the phone, fixing small problems and making trouble tickets. Eventually he will transition to the GIS work and act as a back-up CAD administrator.

Radio Project: The replacement radios are continuing to move out of the office. We have had a few problems which Dean has helped us resolve. They mostly have to do with the bluetooth features. Gerrit will be in touch with the agencies to get the mobile radios programmed.

Chief Noonchester asked a question about redundancy as it relates to the fire rating, he is getting ready for. Gerrit and D.T. said we have a lot of built-in redundancy in the dispatch center and radios but they would need more information about what exactly it is in reference to.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

Law TAC: Meeting November 18th 2021.

Fire/EMS TAC: Meeting November 18th 2021.

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UNFINISHED BUSINESS:

1. RACOM contract-D.T. shared that he does not have a contract to share today. RACOM is struggling with finding radio technicians and they are not comfortable signing a contract at the moment. We did extend and re-sign a contract with Dean Hane.

NEW BUSINESS:

- 1.

Jeremy asked in regard to the new business last month, have we heard anything from the Grant County Fire Marshall? Gerrit replied that he has not heard anything.

Christal shared that today marks 5 years since we moved into Big MACC.

Policies:

1. None

Agenda items for the November 10th 2021 Board Meeting. (A day early due to the Veterans Holiday)

1. RACOM contract
- 2.

Motion made and seconded to adjourn the board meeting. m/s (Sands/Shuler.) Meeting adjourned at 09:38 hours.

Christal White, Financial Services Manager