

**MULTI AGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

January 13th, 2022

The Multi Agency Communications Center (MACC) Board of Directors met on January 13th, 2022. Chairman Jeremy Burns called the meeting to order at 09:00 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council-Called in
Jeremy Burns	Grant County Fire Chiefs & Commissioners-Called in
Kristine Shuler	Grant County Cites & Towns
Tom Jones	Grant County Sheriff's Office-Called in
Kevin Fuhr	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners
Kieth Siebert	Grant County Police Chiefs-Called In

Other's present were:

Tony Leibelt	Grant County Fire Dist. #3
Marlon Johnson	Day Wireless
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

**PUBLIC COMMENTS:** None

**ELECTION OF BOARD CHAIRMAN & VICE CHAIRMAN for 2021:** Chairman Jeremy Burns called for nominations for the Chairman and Vice-Chairman of the MACC Board for 2022. Tom Jones nominated Jeremy Burns for Chairman and Dwight Vander Vorste for Vice-Chairman. No further nominations were made, and they both accepted.

**Motion made and seconded to nominate and elect Jeremy Burns as the 2022 MACC Board Chairman and elect Dwight Vander Vorste as the 2022 MACC Board Vice Chairman. m/s (Jones/Siebert). Motion approved.**

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

**MACC Board REPORTS:**

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

Staffing: A dispatcher quit at the end of last year shortly after fully certifying. The dispatcher has agreed to continue in a temporary/fill-in capacity.

We hired a lateral Dispatcher from California who starts today. Christal was instrumental in the recruitment process.

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We have had some staff out with Covid that last couple of weeks. We have purchased home Covid tests and made them available. Also, If people test positive but are asymptomatic they can have the option to work at Mini MACC.

We purchased a desk treadmill for the dispatchers to use. Many have expressed interest in fitness after the New Year.

January 2022 marks the 25<sup>th</sup> anniversary of operations at MACC. I am told that the first call was a choking child.

#### 2021 Year in Review:

- Staffing:
  - Staff Departures (7)
    - Technical Services Manager
    - Dispatch Supervisor
    - Five Dispatchers
  - Staff Hirings (5)
    - Four Dispatchers (one returning)
    - Information Services Tech.
  - Budgetary approval for four additional Dispatcher positions
  - Creation of new positions
    - Call-Taker, Part-Time positions, entry-level IT position
  - Gerrit promoted to Technical Services Manager
  - Emergency 12-hour shifts for six months (MOU with Union)
    - Supervisors working full-time on phone and radio
    - Use of fill-ins
  - Paid operations employees a \$2500 stipend for working during the summer
  - Contract with Dean for technical consulting
- Technology
  - 911 phone upgrade
  - CAD replacement project (ongoing)
  - Portable radio upgrade project (ongoing)
  - Office 365 implementation
  - Moved to cloud-based payroll software
- Administration
  - Successful completion of multiple audits (financial and CJIS)
  - Partnership with New Hope for therapy dog visits
  - Created MACC Challenge Coin
  - Updated MACC logo
- Awards
  - Stork Award x1 (Summer)
  - LifeSaver Award x3 (Julene, Gabby, Summer)
  - Critical Incident Award (shift award for Brandy, Carleigh, and Barb)

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- Looking ahead in 2022
  - Recruiting and hiring
    - Reaching out to WSP employees
    - Starting a Dispatcher recruitment at the end of January
    - Supervisor promotion (anticipated in March)
  - Leveraging technology
    - Radio LTE integration
    - New CAD (anticipated selection by May 2022)
    - New online scheduling system
    - Online reporting (exploring options)
  - Meeting with surrounding PSAPs for collaboration
  - Determining shift schedule for 2023-we have gone back to 8's for 2022
    - This will be a primary topic at our upcoming all-staff meeting scheduled for January 19<sup>th</sup>
  - Radio maintenance contract
    - Discontinuing current contract with Dean-it expires in May-we will do something smaller scale.
    - Re-engagement with RACOM-they have completed the site maintenance.
  - Getting back on track-these things have been on the back burner:
    - SOP review
    - QA
    - Training ('SIM')
- Miscellaneous
  - Change the call-in number for MACC Board meetings to utilize Teams
  - I am meeting with members of the MACC Board Personnel Committee following this Board meeting.

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

Emergency Communication Sales and Use Tax: The December 2021 distribution was \$230,078.20.

The year to date is \$2,963,289.89. This year is the highest collection year since the inception of the 1/10<sup>th</sup>% sales tax in 2006.

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

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

The User Fee Income Statement was reviewed, and the result was 91.7% of the budget was spent and 75.22% of the year has elapsed. Staffing was spent at 76.87% with one-line item-Overtime-overspent.

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The E911 Income Statement was reviewed, and the result was 95.67% of the budget was spent. Staff expense was spent at 104.73%. The budget amendment we did in December will balance this budget.

The Sales Tax budget is spent at 63.33%. There are multiple line items overspent but the budget is still within the percentage of the year that has elapsed.

The Grant County Treasurers reports for December have not been received. However, a review of the December Springbrook Financial Reports was done to look at the budget balance at year end. The result was that 26.2% of the 2021 budget was remaining.

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

Radio System: Racom Preventative Maintenance work has been completed.

- All MACC 911 radio sites were checked and evaluated
- A few items need to be addressed that were not covered by the maintenance agreement
  - Issues keying up on control channels at the Quincy, Beezley and Warden Radio Sites
- I've asked Racom for a quote to cover the "non-preventative maintenance work"
  - Awaiting quote at this time
- Few Non-Racom PM issues were also found
  - Back-up generator at the Quincy Site is leaking oil
  - Coulee City propane tank has a minor leak
  
- Automatic Fire Paging: We are still having problems with the automatic paging service.
  - Avtec and iSpyFire are still working on this problem
    - I've escalated this issue as far as I can with both vendors.
  - iSpyFire has found some programming problems and have made adjustments
    - We have seen a marked improvement in service since the adjustments
  - We are still encountering issues on the Avtec end of the system
  
- Avtec Console Refresh project:
  - We had our first project "kick off" meeting on January 11, 2021
    - We are presently building a roll out plan and roll back plan
    - Confirming that staff get the appropriate technical training in order to maintain the system.
    - New equipment has been shipped out and we are slated to receive it at any time.
  
- CAD System: Phase Two work is still in progress.
  - National Public Safety Group (NPSG) has completed two site visits and has all the information they need for RFP.
  - The RFP is on track to publish by the end of January or beginning of February.
  
- Informal CAD Demos are no longer being solicited or entertained
  - NPSG has recommended that we no longer accept any vendor demonstrations until the RFP has been published.
  - During the informal demo period, we looked at:
    - Hexagon

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- Tyler Tech
- RIMS
- Central Square
- Versaterm
- Mark 43
- SOMA Global
- 365Labs

Portable Radio Project: Work is still on going and we have passed the “halfway point” in the project.

- Thus far, we have worked through and solved several unforeseen issues in the project.
- A new problem has developed regarding batteries. About 9% of the batteries, we have received are defective.

LTE over LMR: We are awaiting our hardware for the LTE over LMR system. The test agencies have been contacted and we are very excited to start testing and bolster our current LMR system. We will hold a demonstration soon

Technical Services Goal for 2022: Formal “goal and benchmark” setting is still in progress. All goals and new projects will be set around the following statement, to wit:

***“The ability to answer 911 and non-emergency calls, dispatch field units via CAD and communicate via radio, from anywhere with an internet connection.”***

- We are focused on vaulting MACC 911 and our Partners into the future of public safety.
- With that, all new projects at MACC 911 (minus the maintenance of the existing systems) will be focused on achieving the above statement.
- We will be among the earliest of pioneers in this endeavor.
  - Our size is right
  - Our area is perfect
  - Our Partner agencies are ready for positive change
  - Our infrastructure is terrific
- MACC 911 is truly excited to be going on this journey in public safety with our partner agencies.

**PERSONNEL COMMITTEE:** No Meeting-Nothing to Report.

**EXECUTIVE COMMITTEE:** No Meeting-Nothing to Report.

**FINANCE COMMITTEE:** No Meeting-Nothing to Report.

Law TAC: No Meeting-Nothing to Report.

Fire/EMS TAC: No Meeting-Nothing to Report.

**UNFINISHED BUSINESS:**

1. None

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**NEW BUSINESS:**

- 1.

**Policies:**

1. None

Agenda items for the February 10<sup>th</sup>, 2022, Board Meeting:

- 1.

**Motion made and seconded to adjourn the board meeting. m/s (Shuler/T.Jones.) Meeting adjourned at 09:25 hours.**

Christal White, Financial Services Manager