

**MULTI AGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

February 10th, 2022

The Multi Agency Communications Center (MACC) Board of Directors met on February 10th, 2022. 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
Tom Jones	Grant County Sheriff's Office
Kieth Siebert	Grant County Police Chiefs
Kevin Fuhr	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners

Other's present were:

John Hoyt	Port of Moses Lake Fire Dept-Called in
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

**Added Agenda Item: New Business: MACC Board Member Committee Assignments.**

**PUBLIC COMMENTS:** None

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

**MACC Board REPORTS:**

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

Staffing: We currently have 14 fully certified Dispatchers and one fully certified Call-Taker. We are currently at a 65% staffing level for certified telecommunicators as compared to our budgeted FTE. If we take out the 4 additional FTE's approved in this year's budget we are at 80% staffing level. We also have a supervisor vacancy.

We currently have two Dispatcher trainees, we had three but I had to let one go on Sunday. However, one of the others has certified as a call-taker. We opened a recruitment for Dispatchers that closes on February 14th. We have two candidates that have passed testing so far in that recruitment.

There were 340 hours of sick leave usage during the month of January. The average sick leave usage is normally under 200 hours per month. COVID, COVID isolation protocols, and normal seasonal illness were all factors.

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Other Updates: As also noted in the Technical Services Manager report, MACC published the CAD RFP earlier this month. We will be accepting responses until March 29th which is taking into account a one-time 2-week extension to the original timeline.

I have plans to meet with the new leadership team at RiverCom tomorrow. In addition to general introductions, I intend to explore possible opportunities for future collaboration.

We held an all-staff meeting for Operations on January 19th. I want to thank Chief Linn for presenting to the group on empowerment for dispatchers. The key topics included: Updates (e.g. CAD project, new online schedule), employee recognition, Dispatcher mental wellness discussion & shift options for 2023.

Personnel Committee and Executive Session: I met with the Personnel Committee on January 13th. Based on that meeting: I have several collective bargaining and employee performance topics that I would like to discuss with the Board in Executive Session. In new business I would like to talk about extending the salary ranges for two non-union positions at MACC: Dispatch Supervisor and Financial Services Manager.

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

Emergency Communication Sales and Use Tax: The January 2022 distribution was \$231,574.14. This is the highest January on record.

Cash balances: All of the ending account balances were provided as of December 2021. The December bond payments were made from the sales tax in the amount of \$793 794.75.

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

The User Fee Income Statement was reviewed, and the result was 86.52% of the budget was spent and 100% of the year has elapsed. Staffing was spent at 89.15% with no line items overspent.

The E911 Income Statement was reviewed, and the result was 91.49% of the budget was spent. Staff expense was spent at 97.34%.

The Sales Tax budget is spent at 84.77%. There are multiple line items overspent but the budget is still within the percentage of the year that has elapsed.

Staff Longevity: While we do have quite a bit of turnover on the bottom of the seniority list, I wanted to share the staff longevity overall. We have 15 staff who have been here 5 or more years.

Specifically, we have:

- 4 who have been here at least 5 years,
- 5 who have been here at least 10-years,
- 2 who have been here at least 15-years,
- 4 who have been here at least 20-years

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Gerrit will be at 20 years on February 19<sup>th</sup>, another will hit 15 years in March, two dispatchers will reach 5-years in April and the first one to hit 25-years will be in September.

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

#### **Radio System:**

Post Preventative Maintenance Site Work Completed. We identified issues with a propane tank and a generator during PM, and these issues have been resolved. Post PM work with Racom is still pending. A quote was requested from Racom at the time of report (last month) and we are still awaiting the quote from the work. We are inventorying and replenishing our spare parts stockpile.

#### Site Maintenance in General.

- The Beverly Site had power issues, which have been resolved.
- We are receiving alarms about HVAC failures from three of our sites. The plan is to have MacDonald-Miller investigate. We are currently in the process of getting an SLA established with MacDonald-Miller for this work at all sites and facility
- Quincy Site Antenna re-location. It was decided that the new P25 antenna was misplaced on the Quincy Site Tower. Tait determined the antenna needs to be repositioned and Racom has completed this work .

We are looking into a maintenance and support agreement with Day Wireless to augment our support from RACOM.

#### Avtec Scout Console Update

We began work on the Scout console update. Midway through console deployment, we discovered multiple issues that were overlooked by Avtec. There was incompatibility with analog recording of the radio channels and with the dispatch light pole interface. Because it would have necessitated a loss of radio recording, we temporarily suspended deployment of the new hardware consoles at MACC. The work at the back-up center, however, was completed as planned.

As a prerequisite to completing the Avtec Scout console upgrade, we are working with WesTeck and Stancil to implement digital recording of radio traffic. The digital recording project was originally scheduled for after the Avtec project, but we've engaged with WesTek and Stancil to complete the project sooner.

After communicating with the relevant stakeholders, we believe we can complete both the IP digital recording project and the console upgrade project by the end of February. It may require additional time for the compatibility issue with the dispatch light pole interface to be fully resolved.

#### **CAD System:**

The RFP for Public Safety Software Solution has been published. In working with our consultant, NPSG, the RFP specifies a solution that is or includes: Cloud Native, Online Reporting Capabilities and Artificial Intelligence.

The RFP Timeline is as follows:

- RFP Issued February 03, 2022
- Questions due back by February 15, 2022
- Response to Questions due February 22, 2022
- Vendor Proposals due March 29, 2022

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From there we will evaluate each offer, make a selection, and award a contract. We are on pace for the end of 2022 or the beginning of 2023.

Kieth asked how many responses we are expecting. D.T. said it was sent to approximately 8 vendors and we are expecting 3-5 proposals.

Jeremy added that he appreciates the job that has been done as he recognizes the amount of work that has gone into this project.

Currently, we are developing a strategy to reduce the number of non-emergency phone calls into MACC. We are looking into public-facing online report portal. This would be a report submitted by someone in the community that would import directly into our new CAD system as a call ready for dispatch.

#### **Technical Services Generally**

##### **Portable Radio Project:**

As of end of the first week of February:

- 526 portable radios have been deployed and delivered (**75.7%**)
- 33 portable radios are ready for deployment/awaiting pick up or delivery (5.7%)
- GCFD 8 (33)
- 128 portable radios are not ready (**18.6%**) • GCSO (100), GCEM (5), GCFD 6 (13), MACC (10) o GCSO / GCEM radio programming we have resolved this issue with the file stability issues.
- We have resolved the issue with one agency as far as getting their information necessary to program their radios.

LTE over LMR: We are awaiting accounts and licensing for the LTE component of this system. Tait's 3<sup>rd</sup> party vendor is delayed. Tait also needs to perform minor site installation work.

#### **PERSONNEL COMMITTEE: Report in New Business and Executive Session.**

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

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

**Law TAC:** Nothing to add to the report.

**Fire/EMS TAC:** Nothing to add to the report.

#### **UNFINISHED BUSINESS:**

1. None

#### **NEW BUSINESS:**

1. **Updated Salary Schedule Review:** The Financial Services Manager position does not currently have a range just 1 salary step. The proposed updated schedule adds the lower ranges and one additional upper step. Christal conducted a comparative analysis of dispatch supervisor salaries in the region within the last couple years. Based on that analysis, we determined that the dispatch supervisor pay at MACC was consistently lower than

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other comparable agencies, and the proposed step increases better positions MACC within the market range. This proposed schedule adds two steps to the range, taking it from 3 to 5 steps.

After much discussion it was decided that D.T. would rework the schedules to add more steps and make the percentage increase between the steps less. The board agreed that once the schedule was approved the Director could decide who was eligible for step increases and when.

2. MACC Board Member Committee Assignments: Rob Jones took Kieth Sieberts place on the Finance Committee all other assignments will remain the same for 2022.

#### Policies:

1. None

Agenda items for the March 10th, 2022, Board Meeting:

1. Updated Salary Schedule Ranges-Dispatch Supervisor& Financial Services Manager

Chairman Burns called for an Executive Session for 15 minutes to review the performance of an employee & discuss Collective Bargaining Matters.

**Executive Session began at 9:36, at 9:46 10 more minutes was added, and the session ended at ended at 9:56.**

Public meeting resumed at 9:57.

**Motion made and seconded to open mid-term collective bargaining. m/s (Jones/Siebert.) Motion approved.**

**Motion made and seconded to adjourn the board meeting. m/s (Siebert/Fuhr.) Meeting adjourned at 10:02 hours.**

Christal White, Financial Services Manager