

**MULTI AGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

April 14th, 2022

The Multi Agency Communications Center (MACC) Board of Directors met on April 14th, 2022. Chairman Jeremy Burns called the meeting to order at 09:03 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-Phoned In
Kieth Siebert	Grant County Police Chiefs-Phoned In
Kristine Shuler	Grant County Cities & Towns-Phoned In
Kevin Fuhr	Largest City or Town-City of Moses Lake-Phoned In
Rob Jones	Grant County Commissioners-Phoned In

Other's present were:

D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

**Added Agenda Item: New Business: Resolution 01-2022 Increase the Existing Payroll Revolving Fund**

**PUBLIC COMMENTS:** None

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

**MACC Board REPORTS:**

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

This week is Telecommunicator Week. We have been recognizing the great work that MACC's emergency telecommunicators do each and every day. Tomorrow is the BBQ from 1200-1700 so stop by if you can.

Staffing: We currently have three trainees, one of which is scheduled for final evaluation this month. The current Dispatcher recruitment closes this week, and we plan to conduct interviews next week. So far, we have 5 interviews scheduled. I would like to congratulate Amanda Scott on her recent selection to the Dispatch Supervisor and Somer Rice on her recent promotion to Lead Dispatcher.

As the busier summer months approach, and as we continue to build staffing, we may move to a different schedule for the remainder of this year beginning in May or June.

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Dispatcher Summer Mann was recognized at a Girl Scout banquet in Spokane last month for an incident in which she assisted in the delivery of a baby over the phone. It was nice to have a dispatcher recognized along with other women in Leadership.

Other Updates: I met with Othello Police Chief Phil Schenck last month. He expressed interest in implementing the same CAD system that MACC selects. We will talk more about CAD during Gerrit's report.

I met with the Finance Committee earlier this week. I will have additional information to share during this meeting under that separate agenda item.

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

Emergency Communication Sales and Use Tax: The March 2022 distribution was \$239,365.15. The year to date is \$715,311.11.

Cash balances: All of the ending account balances were provided as of February 2022. It is noted that we have added a resolution to the agenda to increase the payroll account to accommodate the move to biweekly payroll.

Income Statements: The Income Statements were reviewed for February 2022.

The User Fee Income Statement was reviewed, and the result was 17.50% of the budget was spent and 16.67% of the year has elapsed. Staffing was spent at 17.45%.

The E911 Income Statement was reviewed, and the result was 27.96% of the budget was spent. This is largely due to the Spillman/Motorola invoice being paid in January. Staff expense was spent at 11.31%.

The Sales Tax budget is spent at 10.75%. There are multiple line items overspent but the budget is still within the percentage of the year that has elapsed.

Budget Amendment: We are planning the 2022 Budget Amendment at the next board meeting. This amendment will help bring the budgets back in line. We planned on doing a budget amendment after we selected the new CAD vendor.

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

Radio System: Racom was onsite last week and this week completing some repairs that were discovered during their preventative maintenance work from last year.

Stancil Site Logging Recorder: On Friday, April 1st, the Stancil logging recorder had a SSD drive fail. This was immediately reported to Stancil/WesTek and they had a new drive to us Monday, April 4th. The new drive caused the server to crash. Since the crash, the site logging recorder has been in an "on again, off again" state and has not been reliably operating. MACC has lost logging recorder data since the initial crash. We do not know the extent of the data loss at this time.

Avtec Scout Console Update: This project is presently on hold. Once the IP recording server is setup by Stancil, work on this project will proceed.

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CAD System: The RFP for Public Safety Software Solution has been completed. MACC has received a total of four bids for a cloud-native solution. The RFP responses were turned over to the consultant, National Public Safety Group (NPSG.) They are presently doing product comparison and price negotiations. Based upon the RFP's, we can expect an increase to our yearly maintenance fee.

MACC is currently designing an online reporting portal for the new CAD system. We anticipate this will largely replace non-emergency calls. The model presently being worked on by MACC but it will be up to our new CAD vendor to implement.

We are currently researching new call taker protocol set to possibly replace ProQA by Priority Dispatch. MACC has found another product that is superior in both form and function-APCO Intellicom. It is cloud native and allows for local control. We would be able to add and detract from questions based upon our customers' needs and wants. They have Fire, EMS and Law Enforcement protocols and local emergency medical professionals would lead EMS training for new staff. We anticipate savings in annual maintenance and ongoing training costs.

Technical Services Generally: The portable radio project is completed. Currently we are contacting the agencies to get the mobile radios updated.

The firewalls have been updated. This was necessary due to increased threat of cyber-attack from abroad. In addition to Firewall security updates, MACC has implemented MFA requirements for network administrators. This will be rolled out to administrative employees, supervisors and eventually dispatchers. MACC is also discussing bringing on a 3rd party vendor that would evaluate all network traffic and would actively monitor our network for signs of intrusion.

MACC has successfully brought Fire 3 onto the LTE over LMR network. Fire 1 and Fire 2 are also available and still being tested. Tait is having some issues with the encrypted law channels and will require another five weeks to change their cloud network settings to fit with MACC encryption. MACC has also received requests from our interoperability partners to be allowed onto our LTE platform and we are presently discussing this option. At some point in the future, we anticipate that LTE may largely replace LMR, and some agencies across the nation have already moved fully to LTE.

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

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

**FINANCE COMMITTEE:** Meeting-April 11<sup>th</sup> 2022.

D.T. shared a spreadsheet packet and PowerPoint with the group that was presented and discussed at the Finance Committee meeting. It shows the current Billable Call model, the Proposed Call For Service (CFS) and the Proposed rate with the CAD fee for the law agencies. The proposed model assumes MACC needs a set amount to operate and allocates a percentage to the agencies based on CFS.

The group reviewed the spreadsheets and discussed the concept. The new CAD will be much more expensive than the current CAD and MACC cannot afford to pay for all of it on its own. The efficiencies of the new CAD should have FTE savings for the larger law agencies. The CAD cost would be paid 50% by MACC and 50% by the law agencies at a rate of \$750-\$1000 per user annually. MACC would pay the entire bill in 2023 to give the agencies time to prepare their budgets for 2024.

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Jeremy shared that the finance committee discussed the increase cost of CAD should be shared initially by the law agencies because of the heavy use by officers, records and the jail. There may come a time when Fire and EMS Agencies share the cost as well.

Kevin asked if the CFS model include CAD. D.T. answered no there are two proposals.

D.T.. commented that MACC calls and services go up and down with seasons and other fluctuations, but we still have the same cost of doing business.

Tom asked about the CAD cost-if it is \$200,000 then \$100,000 would be paid by the law agencies based on the number of users? D.T. said yes but the cost is not known at this time.

Jeremy commented that CAD fees may apply to Fire if someday it becomes a viable option for Fire agencies.

D.T. is looking in how to handle AMR & Protection 1 since they pay based on current calls. There were questions about how the coroner's office is billed and about the Grant County Fire Marshall who does not pay anything. Jeremy shared that this needs further discussion there is nothing from the board at this time.

Kieth added that he feels this CFS model & the cost of CAD allocation is fair.

Law TAC: No Meeting-Nothing to Report.

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

#### **UNFINISHED BUSINESS:**

- 1.

#### **NEW BUSINESS:**

1. Resolution 01-2022 Increase the Existing Payroll Revolving Fund. MACC has moved to a bi-weekly payroll and as a result the pay dates may not line up with the board meetings. This has resulted in the need to increase the MACC revolving fund payroll account balance. It will be increased \$75,000 bringing the balance to \$200,000.

**Motion made and seconded to approve Resolution 01-2022 Increase the Payroll Revolving Fund to \$200,000 m/s (Siebert/Fuhr.) Motion approved.**

#### **Policies:**

1. None

Agenda items for the May 12th, 2022, Board Meeting:

- 1.

**Motion made and seconded to adjourn the board meeting. m/s (Vander Vorste/Fuhr.) Meeting adjourned at 9:39 hours.**

Christal White, Financial Services Manager