

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

July 14th, 2022

The Multi Agency Communications Center (MACC) Board of Directors met on July 14th, 2022. Chairman Jeremy Burns called the meeting to order at 10:04 am.

Board Members present were:

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

Other's present were:

Katherine Kenison	Law Offices of Kenison/Franz
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

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 Financial Services Manager, Christal White, reviewed the Director's Activity Report.

Staffing: We have two applicants moving to polygraph & background exams today. If they make it through, they will start mid-August. We currently have three trainees-two in the classroom doing call taking and one on the floor in radio training.

Ryan asked about staffing numbers-we have 14 dispatchers, 1 call taker & 3 trainees. The board authorized over hiring to 23 so we will just keep hiring and hope to at least get to 20 certified dispatchers. The 3 supervisors are currently working the floor.

We have signed up with Public Safety Training (PST) and will begin continuous recruiting. We may still use Critical testing as well.

Kevin shared that Moses Lake is going to be hosting PST two times per year-Spring & Fall. They sent two people to Spokane for recent testing, paid for 14 testers and got two applicants from it.

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The Network Technologist, Wally Bostrom, resigned. He is moving to Nebraska and will be greatly missed. Gerrit will talk a bit more about the plan going forward.

The Columbia Basin Herald published an article on MACC staff in the recent Strength edition. Thank you to Kevin for connecting us with the reporter.

On July 6th at 3:07 MACC had a bomb threat. Moses Lake Police Department came up and swept the building. The threat was not believed to be credible based on what was known.

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

Emergency Communication Sales and Use Tax: The June 2022 distribution was \$259,508.74. The year to date is \$1,492,132.91.

Cash balances: All of the ending account balances were provided as of May 2022. The bond interest payments were made in June from Fund 135 at the Grant County level. Grant County collects the taxes for MACC and holds them in Fund 135 and we get them on a reimbursement basis.

Income Statements: The Income Statements were reviewed for May 2022. The budget amendment that was done in June will be reflected when we review the statements next month.

The User Fee Income Statement was reviewed, and the result was 39.93% of the budget was spent and 41.67% of the year has elapsed. Staffing was spent at 40.21%.

The E911 Income Statement was reviewed, and the result was 44.36% of the budget was spent. Staff expense was spent at 31.45%.

The Sales Tax budget is spent at 18.28%. There are multiple line items overspent but the budget is still within the percentage of the year that has elapsed.

The Finance Committee meets on July 25th at 10 am to review the budget which will go to the full board in August. The call rate is already set by Resolution 02-2022 and will go up 2%.

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

Radio System

Radio Site Maintenance in General

- Racom completed repairs at Wahitas Peak.
- Legacy Power starting the yearly Generator Maintenance this past Monday.
- Battery Maintenance for the 13 radio sites has been scheduled for August 15 – August 18.

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Radio System Outages

- On June 15th Tait Communications updated our RSSI controller software.
 - o This was part of an upgrade started by Dean prior to his departure.
 - o On June 15th, Tait upgraded RSSI controller "B" (backup) and did not proceed to update "A"
 - This was done to ensure compatibility with our system.
 - Shortly after the upgrade began there was a TAIT staffing issue and the project work came to a temporary halt.
 - o About every six to seven days, the RSSI controllers suffered failure.
 - This caused a radio outage at MACC.
 - These Outages took place on graveyard, on Friday or Saturday night, weekly.
 - After the crash, RSSI "A" would take over and the system would return to normal. (This tells us the failsafe is working.)
 - o Tait Engineering has been working on this problem.
 - o Tait Engineering completed the upgrade on July 06th at 14:00 hours
 - On July 06th at 21:45, we suffered another outage.
 - Tait Engineering was notified at the time of outage and was able to get some new logs.
 - o As result of this latest crash, and the logging recovered, Tait has engaged with their top tier support people.
 - Tait is aware that this is a serious issue for us and is escalating accordingly.
 - o These outages have impacted dispatchers and caused minor and temporary issues for field personnel.
- Getting this issue fixed is one of our highest priorities.
- Also suffered a Fire 2 Outage on July 04th
 - o Problem was found, Racom was dispatched from Spokane to get the problem fixed.
 - This caused some difficulties for dispatchers and field users,
 - Both were able to adapt and work through the situation,
 - Issue was resolved around 16:00 hours on July 04th
 - Parts are being sent off to Tait for repair.

Avtec Scout Console Update

- This project has been completed.
 - o New software has started to manifest some new problems, but we believe these issues are related to the Tait issues we are having at this time.
 - o Avtec is actively working with Tait to establish a root cause analysis.

Fire/EMS Dedicated Paging Channel

- o Fact finding is still in progress.

CAD System

365Labs and MACC with support from NPSG are close to completing a contract.

- As of July 07th, there are still a few open-ended issues being negotiated with 365Labs.
- Once the issues are resolved the contract will be sent to the MACC attorney for a final legal review.

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MACC has procured APCO Intellicom

- MACC has received the baseline questions from APCO for evaluation.
 - o Questions and Questions wording and sequence is being turned over to the operations team.
 - Operations will evaluate the questions, modify them and establish an efficient sequence
 - The questions will be made to service our operations and the operations of the user agencies.
 - o We are still finalizing call priorities with our TAC committees
 - This will guide operations on what questions are required to reach send points for calls.
 - Lessen processing time and get information out to the user agencies faster.
- Best Practices meeting was held with APCO on July 11th
 - o Project is kicked off and in progress

Motorola Flex/Mobile Crash

- MACC suffered a CAD system crash late in June.
 - o Crash was caused by a report being ran in Flex without limitations.
 - This is a very old problem that Motorola is aware of but has not fixed for anyone.
 - o Attempted to call out Motorola afterhours.
 - o Started safeguarding data during the crash to minimize any data loss.
 - o As Motorola did not respond back timely, we were forced to restart the server prior to Motorola getting logs.
- Crash itself took approximately 45 minutes to run its course and MACC, and the user agencies, experienced approximately a 15-minute outage.

Technical Services Generally

Personnel Changes

- Effective June 30th, Wallace Bostrom has resigned from MACC 911
 - o Wallace was our Network Technologist and served MACC for 3 years
- Nathan and I will be accepting more job responsibilities to fill the vacancy
 - o Moving back to a two-person division
- We are currently exploring the possibility of bringing on another 3rd party vendor to provide Network Monitoring.
 - o 24 x 7 x 365 Network Monitoring,
 - o Malware and Attack monitoring,
 - o Training and Consulting,
- We believe that between Nathan and I, we can keep up with the workload while utilizing existing 3rd party partners when needed.
- Wallace leaves MACC in excellent standing and we wish him all the best with his new employer.

GIS Projects

- Nathan has been utilizing a Drone to get the most current arial imagery from new housing developments
 - o Recently launched in the Quincy area for new imagery.
- We've also started to work on high-definition maps of Coulee Dam.
 - o Grand Coulee has been providing Fire and EMS coverage in that area,

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- This appears to be a long-term arrangement,
- We should have the best GIS data available in order to better service that area.

Mobile Radio Updates

- Work is in progress,
- We are receiving lots of change requests,
 - If not urgent, we are processing change requests once we have all radios updated
 - We will loop back around with change request updates.

Jeremy acknowledged and appreciated the amount of work the Technical Team is doing. He recognizes how much they have on their plate.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: Meeting July 25th

Law TAC: Nothing to add to the report.

Fire/EMS TAC: Nothing to add to the reports.

UNFINISHED BUSINESS:

1.

NEW BUSINESS:

1. Resolution 04-2022-Authorize the Purchase & Funding of 365Labs Comprehensive Public Safety Software Solution & Associated Costs.

The Resolution outlines the process MACC and its partner agencies have taken since January 2021 to get to the point of purchase today. It authorizes the purchase and amends the budget for the \$827,400 to purchase 365LABS and the associated costs involved in converting to a new CAD.

This item is tabled until the contract is completed and reviewed.

2. 365 LABS Contract Review/Discussion-the contract was not available for review at the meeting today. There are two areas remaining-warranty language & liquidated damages- that are not fully agreed to. Once we get the contract back-expected today-it will be reviewed by Katherine again and emailed out to the board.

There is a Special Board meeting scheduled for July 25th at 10am to review and approve the contract and the Resolution 04-2022.

Gerrit reviewed the highlights of the proposal and outlined some of the time and cost saving features. He stated that we are getting the full suite. The exception is Fire/EMS records which has not been completed but they are actively being worked on. The group had some discussion on the great need for it and asked if Gerrit knew when it was going to be ready. Gerrit feels that once we are a customer, contract signed, we will have a better chance of knowing what the timeline looks like. The Prosecutors Office is the only agency that is not making the transition to 365LABS.

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- 3. Permission for D.T. to Open Teamsters Contract Negotiations-Juneteenth & Mandated Overtime-Added Agenda Item.** D.T. would like to open negotiations of the above two items.

Motion made and seconded to approve D.T. opening Teamsters Negotiations for Juneteenth Holiday & Mandated Overtime. m/s (Vander Vorste/Siebert.) Motion Approved.

POLICIES:

- 1.

Agenda items for the August 11th, 2022, Board Meeting:

1. 2023 Proposed MACC Budget

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Siebert.) Meeting adjourned at 9:50 hours.

Christal White, Financial Services Manager