

# MULTI AGENCY COMMUNICATIONS CENTER

## BOARD OF DIRECTORS MEETING

August 11th, 2022

The Multi Agency Communications Center (MACC) Board of Directors met on August 11th, 2022. Chairman Jeremy Burns called the meeting to order at 9:04 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
Kristine Shuler	Grant County Cities & Towns
Kevin Fuhr	Largest City or Town-City of Moses Lake

Other's present were:

Eric Linn	Royal Slope Fire & EMS
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

**PUBLIC COMMENTS:** Jeremy offered kudos to the dispatchers during this busy wildland fire season. He has noticed the calls stacking up and the dispatchers busy listening on both Fire 1 & Fire 2 as well as whatever else is going on. He very much appreciates them all the time but especially during this busy season.

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

### MACC Board REPORTS:

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

D.T. thanked Christal for her work and the 2023 budget as will be presented today, Gerrit for his work on the CAD project and the board for their work on the 365Labs contract.

Staffing: Yesterday we gave conditional offers to the two dispatch applicants moving through our process. If they successfully make it through the next couple of steps, they will start late August or early September. We currently have two trainees- on the floor in call-taking training. They are both doing well. We had a trainee resign right before she was set to complete her training.

CAD: The contract was signed with 365 Labs on August 2<sup>nd</sup>. The MACC team will be flying to New Orleans for the kickoff.

Teamsters: MACC is working on an MOU for the Juneteenth Holiday and the process for how overtime is mandated.

APCO Intellicom: MACC has purchased APCO Intellicom to replace Priority Dispatch. There is a dispatcher committee reviewing and working on the card set up. It will run through the TAC committees when it is completed.

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Pub Ed: MACC had a booth at Quincy Night Out. We did not have one at the Moses Lake Night Out, but D.T. attended.

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

Emergency Communication Sales and Use Tax: The July 2022 distribution was \$259,984.64. The year to date is \$1,752,117.55.

Cash balances: All of the ending account balances were provided as of June 2022.

Income Statements: The Income Statements were reviewed for June 2022. The budgets have been updated for Resolution 03-2022-2022 Budget Amendment which was approved in June

The User Fee Income Statement was reviewed, and the result was 45.37% of the budget was spent and 50% of the year has elapsed. Staffing was spent at 45.85%.

The E911 Income Statement was reviewed, and the result was 44.39% of the budget was spent. Staff expense was spent at 36.33%.

The Sales Tax budget is spent at 32.86%. There are multiple 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.

### Radio System

#### **Radio Site Maintenance in General**

- Legacy Power will be finishing the yearly Generator Maintenance cycle soon.
- Battery Maintenance for the 13 radio sites has been scheduled for August 15 – August 18.

#### **Radio System Outages**

- We have been working with Tait to establish a root cause as to what is going on.
- Tait believes they have established a root cause and deployed a solution.
- Since the solution has been deployed, we have not suffered any system outages.
  - o We are still monitoring and evaluating

#### **Avtec Scout Console Update**

- Avtec has released a new version of software of the consoles. I am gathering information currently to see if the software upgrade makes sense for MACC. I don't want to get behind on the updates.

#### **Fire/EMS Dedicated Paging Channel**

- o Fact finding is still in progress.

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### Radio Hardware Out of Date

- In dealing with all the radio problems on both the Tait and Avtec end, we've look at our existing hardware deployment.
  - o Several components on our radio network are out of date.
    - Servers
    - Switches
    - Network devices
- MACC has opened discussions with Tait to propose a refresh of the existing hardware infrastructure.
  - o This may include a preventative maintenance on our VHF system.

### CAD System

#### MACC has signed a contract with 365Labs

- As of August 02, 2022, MACC 911 has signed a contract with 365Labs.
- MACC and 365Labs are working out dates for the project Kick Off.
- National Public Safety Group will be acting as project management for MACC 911 for the first three months of the project.
  - o We can extend that month by month as we deem necessary.

### Technical Services Generally

#### LTE over LMR

- Project is still in progress.
- Tait and their 3<sup>rd</sup> party vendor have our platform back online for the moment.
  - o Tait has completed an upgrade of the software platform on August 03, 2022.
- A small test group is evaluating the platform for stability.
  - o Members are being added to the test group.
- Positive steps have been taken over the past month in developing this platform.

#### Artic Wolf signed on for Network Monitoring

- MACC has signed an agreement with Artic Wolf to provide network monitoring.
  - o Considered a market leader in security operations
  - o Cloud native platform
  - o 24x7 network monitoring, detection, and response
  - o Threat detection and cloud security
- Artic wolf was recommended to MACC by our partners are Compunet.

#### APCO Intellicomm

- Currently is being configured by dispatchers and the operations team.
  - o Operations and Dispatch are going through the questions and optimizing them for our organizations and communities.
- Once the questions have been optimized MACC will be submitting the protocols to our Fire, Medical and Law partners for approval.
- Once approved, MACC will roll out the new protocol in our present CAD system

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

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

**FINANCE COMMITTEE:** Meeting July 25<sup>th</sup>-minutes reviewed as part of the budget presentation in New Business

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Law TAC: Nothing to add to the report.

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

**UNFINISHED BUSINESS:**

1.

**NEW BUSINESS:**

1. 2023 MACC Budget Presentation:

Revenue Budget- \$6,179,436.35

User Fees:

Distribution of Pro-Rated Share of \$1,934,517.313 (per Resolution 02-2022)

Law=76% = \$1,470,233.16

Fire/EMS=24% = \$464,284.15

The flat rate agencies were raised 2%. Calls are up 1731 calls but that is not reflected in this cost since it is based on last year's call totals.

\$200,000 CAD cost share among the law agencies

\$37,752.68 Flat rate agencies & Interest

\$40,840.82 from site rent

Total User Fee Revenue is \$2,172,270.00.

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\$1,031,925.70- E911 Tax & Coordinator Professional Development (CPD) Revenue

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\$2,934,399.83 -Sales Tax Revenue is budgeted (\$934,399.83 carried in from reserves.)

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Expenditure Budget-Draft- \$6,179,436.35

The budget is up 10.69% in part to budget due to paying both the last year of Spillman and the first year of a new CAD.

Salaries & Benefits \$3,195,590.55-(Admin staff up 5%, Dispatchers up 6% (3% in January, 3% in July)

The network technician position was taken out of salaries & benefits and allocated to Prof Svcs & Maintenance so salaries are just up 1.44%

Operating Budget=\$2,983,845.80

Maint/Support

Spillman & 365Labs=\$550,000.

Priority Dispatch and APCO Intellicom =\$38,000

Artic Wolfe=\$42,000 (part of replacing the network tech position)

Intrado-911 phone system-\$52,000 (this was prepaid for 3 years with the 911 phone system upgrade)

Site Maint-\$47,000-(Towers, HVAC, Batteries, Weeds, Critters)

Radio-Tait-\$75,000 & Racom-\$37,440

Legacy Pm--Sites-\$15,000

MacDonald Miller-HVAC PM-\$17,000

Power System-Battery PM-\$15,000

Right Stuff (schedule/payroll) \$10,000

Bond Payments-\$1,018,000

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Capital Equipment is \$271,500-up from \$200,000 last year.

Network Refresh at Mini MACC-\$18,000

Site equipment-replacing VHF parts-Reciters-\$36,000, Radio System-Switches-\$40,000

Computers/Software-\$75,000

Equipment R&R-\$100,000

The group discussed the CAD reimbursement of \$200,000 which is shared by the law agencies. Kevin asked when they would know how much their share was as they are doing their budgets now. Since the contract was just signed on August 2<sup>nd</sup> and MACC hasn't actually paid the invoice yet Christal will get the cost for next year to each agency in the next couple of days. After more discussion it was decided that the CAD reimbursement would start in 2024 instead of next year. The \$200,000 CAD reimbursement was taken out of the Revenue budget and replaced with Fund Balance/Cash Reserves. This will allow more time to get the word out.

The budget as presented, with the change for the CAD reimbursement revenue, and will be on the agenda for approval at the September 8<sup>th</sup> board meeting.

#### POLICIES:

- 1.

Agenda items for the September 8th, 2022, Board Meeting:

1. 2023 MACC Budget for Approval.

**Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Vander Vorste.) Meeting adjourned at 9:58 hours.**

Christal White, Financial Services Manager