

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 8th 2022

The Multi Agency Communications Center (MACC) Board of Directors met on September 8th, 2022. Chairman Jeremy Burns called the meeting to order at 9:01 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
Ryan Rectenwald	Grant County Sheriff's Office
Kieth Siebert	Grant County Police Chiefs
Kristine Shuler	Grant County Cities & Towns
Rob Jones	Grant County Commissioners-Phoned In

Other's present were:

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

PUBLIC COMMENTS: None

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: We hired two candidates last month who are currently in the classroom phase of training.

We have two trainees who are scheduled to be evaluated for call-taker certification.

This month, we anticipate the return of one Dispatcher who has been out on long-term medical leave, and we anticipate another Dispatcher leaving on long-term medical leave.

One of our Dispatchers, Cindy Maffia, has reached the milestone of 25 years at MACC. We are celebrating her today for her years of service.

Teamsters: MACC continues working on an MOU with the labor union regarding the Juneteenth holiday and the mandatory overtime process.

Partner Agency: TRT used MACC as a staging location for a recent operation.

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Grant County EMS Council: On August 26, 2022, I received a letter of complaint from the Grant County Local EMS Council regarding ongoing issues related to dispatching. The complaint noted that the issues are potentially delaying patient care. No further details or descriptions of the issues were provided. I reached out 1 week ago to get some further details and have not heard anything from them.

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

Emergency Communication Sales and Use Tax: The August 2022 distribution was \$305,155.11. The year to date is \$2,057,272.66.

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

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

The User Fee Income Statement was reviewed, and the result was 55.16% of the budget was spent and 58.33% of the year has elapsed. Staffing was spent at 55.90%. Overtime & Communication line items are overspent.

The E911 Income Statement was reviewed, and the result was 52.59% of the budget was spent. Staff expense was spent at 44.63%. Professional Services & Maintenance line items are overspent.

The Sales Tax budget is spent at 37.33%. There are multiple line items overspent but the budget is still within the percentage of the year that has elapsed. This budget was amended in August and will be reflected in the August income statement.

TECHNICAL REPORT: The Director, D.T. Donaldson, reviewed the Technical Services Report.

Radio System

Radio System Outages -Since the last board meeting the radio system outages have been resolved.

CAD System

365Labs Project Kick off meeting is in progress-Gerrit, a Lead Dispatcher and a Supervisor are currently in Baton Rouge, Louisiana for our public safety software kick off meeting. Day 1 included a remote option where they went over layout of the project and the timeline. "The vendor estimates a 6-month, best-case timeline for implementation. Even doubling the timeline to one year would be fast for a CAD implementation. The CAD consultant attended the meeting and is on-board for the first 3 months of the project.

Requests for Interfaces -MACC has received several CAD interface requests. Interfaces cannot be approved or setup without a clear understanding of system impact. MACC urges User Agencies to communicate with MACC prior to purchasing any interfaces.

Eric Linn asked about the fire module and D.T. said there was no word at this time. Gerrit may have more information when he gets back from Louisiana.

LTE over LMR-Testing and evaluation for the month of August was largely positive.

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Jeremy said he received a page while Gerrit was on the floor using it and he could tell the difference.

APCO Intellicomm--We are having weekly committee meetings as the questions are reviewed and customized. We expect roll out by the end of the year.

911 Outage- MACC experienced a brief 911 and non-emergency phone outage on September 1st. We operated partly out of the backup center until that went down too. The dispatchers could use Rapid SOS to identify the call and call them back. Intrado had been out earlier in the day and had to return until about 10pm to get the issue resolved. They will conduct a root cause analysis to determine exactly what happened.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

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.

NEW BUSINESS:

1.

UNFINISHED BUSINESS:

1. 2023 MACC Budget-the budget was presented at the August 11th board meeting and is up for approval today.
Revenue Budget- \$6,179,436.35
User Fees:
Distribution of Pro-Rated Share of \$1,934,517.313 (per Resolution 02-2022)
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.
The only change to the budget was as a result of the discussion at the last board meeting and that was the \$200,000 CAD cost share among the law agencies was removed and fund balance was substituted in the budget.

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

The budget is up 10.69% mostly as a result of paying both the last year of Spillman and the first year of a 365Labs.
Salaries & Benefits \$3,195,590.55-(Admin staff up 5%, Dispatchers up 6% (3% in January, 3% in July)

**2023 MACC Budget: Motion was made and seconded to adopt the MACC 2023 Budget. m/s (Siebert/Rectenwald.)
2023 MACC Budget Adopted.**

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2. User Agency Definition & Billing Methodology-two Power Point presentations were reviewed.

The User Agency Billing Methodology was established with Resolution 02-2022 in May 2022. D.T. reviewed the details of the changes to make sure everyone was clear on the terminology and impact moving forward. There were no questions.

User Agency Definitions: D.T. explained as the power point was reviewed the different Agency types; Regular, Minimum Fee, Non-Public & Stand Alone. The group discussed the impact of implementing the definitions to the PA's Office, the Grant County Fire Marshall as well as four Fire Agencies. The board would like D.T. to draft letters to the impacted agencies and have the board chairman review them for approval. The changes would not go into effect until 2024.

In addition, a board resolution would be needed to adopt the changes.

Dwight shared with the group some details of the EMS Council letter that D.T. shared in his report. It has to do with air ambulance service. There is a geographical line for which service to call but sometimes they want to request a particular air service due to capabilities and sometimes they want the closest air service. The board suggested that all parties get together at the FIRE/EMS TAC and discuss how they want to proceed.

POLICIES:

- 1.

Agenda items for the October 13th, 2022, Board Meeting:

- 1.

Motion made and seconded to adjourn the board meeting. m/s (Siebert/Shuler.) Meeting adjourned at 10:01 hours.

Christal White, Financial Services Manager