

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

October 13th 2022

The Multi Agency Communications Center (MACC) Board of Directors met on October 13th, 2022. Chairman Jeremy Burns called the meeting to order at 9:02 am.

Board Members present were:

Eric Linn	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
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:

Kurt Adkinson	Ephrata Police Department
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 Director, D.T. Donaldson, reviewed the Director's Activity Report.

Staffing: At the APCO/NENA conference I recently attended staffing was a big topic. We currently have six Dispatchers-in-Training and 14 fully certified Dispatchers (not counting the three Supervisors). One of the Dispatchers-in-Training is a return employee who departed MACC less than a year ago. She was fully certified at the time of her departure from MACC, and we are fast-tracking her training schedule. Two of the Dispatchers-in-Training recently certified as call-takers. We are planning to interview and hire one or two more candidates in late October/early November.

Partner Agencies: I met with RiverCom leadership at the end of September. They have a new Operations Manager. We discussed opportunities for future collaborations utilizing technology opportunities.

APCO/NENA: I attended the Washington APCO-NENA Conference for Emergency Telecommunicators last week. MACC (Gerrit, Jennifer, and I) presented at the Director's Meeting. We presented on the following concepts:

- Eliminating non-emergency calls using an online community portal that interfaces directly with CAD.
- Increasing convenience and capability for field responder self-service.
- Virtual, temporary ECC consolidation options.

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- Cloud-native CAD and LTE/LMR convergence technologies.
- Remote work options. Kitsap County is already doing this. We will likely start testing the concept with the supervisors.

Grant County EMS Council: To my knowledge, the Grant County Local EMS Council has not yet replied regarding the complaint letter, dated August 26, 2022, they sent to me regarding MACC dispatching.

Jeremy commented that he has indicated to them that we need the facts before we can move forward and has heard nothing.

D.T. commented that with the new CAD there are probably alternative options for dispatching air ambulance at MACC.

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

Emergency Communication Sales and Use Tax: The September 2022 distribution was \$281,061.13. The year to date is \$2,338,333.79. I worked with Grant County staff to complete the budgets for 2023. Generally, we are conservative with revenue forecasts but Grant County sales tax has trended up for the last two years and we are expecting that trend to continue.

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

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

The User Fee Income Statement was reviewed, and the result was 59.12% of the budget was spent and 66.67% of the year has elapsed. Staffing was spent at 60%. Communication is the only line item that is overspent.

The E911 Income Statement was reviewed, and the result was 55.12% of the budget was spent. Staff expense was spent at 48.07%. Professional Services & Maintenance line items are overspent.

The Sales Tax budget is spent at 37.22%. There are multiple line items overspent but the budget is still within the percentage of the year that has elapsed.

The Washington State Auditor Office has begun work on the 2020 & 2021 Financial & Accountability Audits. The auditor is Shane Parkhurst from Team Tri-Cities. The official start date of the audit is October 31st but he has started doing some preliminary work this week. The audit will be conducted virtually, and the board will get correspondence from him as the audit progresses.

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

Radio System

Battery Maintenance for the 13 radio sites has been completed. It will be approximately 8 more weeks until we get the Battery System replacement parts. Site Visits and basic fall maintenance will begin soon.

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We are working on a low modulation problem with Tait and Avtec. We have worked one on one with some users and had some improvement with lapel mic placement changes. Tait has provided a new programming file for us to test and evaluate. We are presently rolling out the new file for the Moses Lake Police Dept. for evaluation. If the new programming file works, we will reconfigure it for all other agencies and deploy.

Two more VHF Reciters have failed at the Pixlee and Grand Coulee Sites. The new reciters have different firmware version than existing equipment and this is now causing a delay in deploying replacement parts. We will be contacting Tait to do a PM and overhaul of the VHF system. This will be a large project. Several repaired parts are failing in the field again. It has been recommended that we replace the parts as opposed to repairing them.

Avtec Scout Dispatch Consoles

There are intermittent problems with the consoles due to Windows corruption issues which has been resolved. We still have not received the root cause analysis from Avtec.

Fire/EMS Dedicated Paging Channel

Fact finding still in progress. The VHF system must be stable before we release a dedicated fire paging channel. Dean is still heavily involved as we still have a contract with him until December 15th and then we will probably continue on a time and materials basis

CAD System-365Labs Project

Work is progressing rapidly. The Cloud infrastructure has been established. Start365 (launchpad for all apps) has been installed. Some apps can be launched and logged into. Exact timelines still to be determined but based on best-case estimates:

- CAD will be ready towards the end of February 2023.
- RMS will take a few months more to complete.
- We are planning on deploying CAD and RMS concurrently around May 2023.
- JMS work will start after CAD and RMS go live. I believe we will need a few months to deploy JMS.

LTE over LMR

Tait has closed out the project and certified the system online. MACC has deployed all 25 test licenses to field users and MACC personnel. Warden Police Department has been acting as our primary test agency. Good reviews so far and they believe it's ready for full deployment. Moses Lake Police Department has deployed to their street crimes detective. No input yet. Multiple Fire Administrators have been brought online. Positive reviews to date. We believe the system is ready to be deployed to interested agencies. Blocks of 25 licenses cost approximately \$4,000 a year.

APCO Intellicomm

A committee from the operations team is currently developing the protocols. Once the questions have been optimized, MACC will submit 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

911 Phone System Problems

MACC experienced a 911 and non-emergency phone outage on September 2nd. The outage was intermittent and lasted from 17:00 to approx. 19:00. The root cause had to do with the Intrado servers. We discovered that the servers had not

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been restarted in more than four years. We have a quarterly maintenance contract that should have mitigated this issue. We discovered that we are TEN (10) software versions behind and have receive ZERO (0) patch updates. We have a quarterly maintenance contract that should have mitigated this issue. The issues have been escalated to the VP of Intrado due to insufficient responses at lower levels. Work is presently underway to make our phone system whole again. Intrado accepted all responsibility for the failures of support and assured me this will not happen again.

Kevin asked if we had asked for a refund of the maintenance fees MACC paid since they were not doing the work. D.T. said that a refund is a great idea.

Gerrit noted that Nathan has been doing a fantastic job with getting the radios programmed. The Motorola radios have been months waiting for keys to enable programming. The list of Motorola users are mostly State and Federal agencies. The federal agencies are not interested in LTE/LMR at all.

The group discussed many aspects of what is to come with the radio system. Things like Over the Air Rekeying (OTAR), TAITs dual device mics that choose LTE, LMR or Wi-Fi depending on which is clearer. In this scenario if a tower goes down the user would not know.

Artic Wolf Onboarding

MACC is in the process of onboarding the Artic Wolf security solution. This project has been expedited due to increased cyber-attacks across the state recently. Artic Wolf will be conducting on going security awareness training for MACC.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting/Nothing to Report

Law TAC: Kieth brought up the law users signing into calls on their own. Will calls be announced if they sit too long? Keven added that the school resource officers are not always at their computer and if the call isn't announced they don't know they have a call. D.T. said it is a cultural change and will take some getting used to. Gerrit said the Grant County Sheriff's Office has noticed a significant change in radio availability, especially after 4. Some of the calls are getting picked up before we could kick them out.

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

NEW BUSINESS:

1. Supervisors Working from Home. We have discussed that to keep dispatchers in the future they will have the option to work from home. As a first step implementation of this I would like to start with the supervisors on an as needed basis. For example, if we have a 02-06 am slot that needs coverage we could have the supervisor at home-on-call to cover the shift. They would be all logged in and ready to go should we need them to step in and help with coverage. The labor consultant suggested paying them minimum wage for the on-call time. If they need to jump in and work, then they would get their regular pay. Jennifer tested this out by dispatching a fire channel for 1 hour from home with her phone and a laptop. Currently we have un-paid on-call where a supervisor just returns a call within a reasonable window-like 15 minutes. This would be different in the sense that they would be home, logged in to their laptop and ready to go if they should be needed.

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Rob said that Grant County does something similar and they call it stand-by time.

Kieth suggested we move the idea forward and try it as D.T. suggested at minimum wage. The group agreed.

UNFINISHED BUSINESS:

1. Resolution 05-2022 Definitions & Requirements for User Agency Types. The resolution is a result of the power point presentations & conversations from the last board meeting. This resolution defines User Agencies and establishes requirements for the distinct types. There will be 3 or 4 User Agencies whose billing model will change, and letters will go out to them after the first of the year. The changes would not go into effect until 2024.

Resolution 05-2022: Motion was made and seconded to approve Resolution 05-2022. m/s (Linn/Siebert.)

Resolution 05-2022 Approved.

POLICIES:

- 1.

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

- 1.

Motion made and seconded to adjourn the board meeting. m/s (Siebert/Linn.) Meeting adjourned at 9:43 hours.

Christal White, Financial Services Manager