

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

April 13th, 2023

The Multi Agency Communications Center (MACC) Board of Directors met on April 13th, 2023. Chairman Jeremy Burns called the meeting to order at 9:00 am.

Board Members present were:

Dwight Vander Vorste	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
Joey Kriete	Grant County Sheriff's Office
Ryan Cox	Grant County Police Chiefs
Kevin Fuhr	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners-Phoned In

Other's present were:

Eric Linn	Royal Slope Fire & EMS
Erik Koch	Ephrata Police Department-Phoned In
Chris Dodds	Bureau of Land Management Law Enforcement-Phoned In
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

PUBLIC COMMENTS: Jeremy mentioned that it is National Telecommunicator Week, and he would like to let the dispatchers know that the board appreciates them. They work long and odd shift hours in a job that involves stressful calls. They work hard to get the information to us so that we can stay safe. Joey 2nd the sentiments.

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

MACC Board REPORTS:

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

Telecommunicator Week: Today is day 5 and camo dress up day. We have had a fun-filled week and I want to thank Christal for all her work this week to make the dispatchers feel appreciated.

Also-a special thank you to Gerrit who has lots of projects and has been working long hours to keep everything on track.

HB 1055: Concerning public safety employees' retirement plan membership for public safety telecommunicators has passed and now goes to the Governor desk for signature. This would mean the dispatchers would get into the PSERS retirement plan and could retire earlier. There is more work to be done but this is a great step.

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There is psychological trauma in the job, but the bigger piece is the mental ability to multi-task after 40. It is harder and harder to do the quick switching as dispatchers get older.

Staffing: We have two new Dispatcher candidates who are currently in the background process after completing the polygraph test. If both new candidates successfully complete the hiring process, we will be fully staffed with regard to budgeted FTE. We had another one of our dispatchers-in-training fully certified. So that will make 17 fully certified dispatchers, five dispatchers-in-training, and one call-taker (as an "over-hire" position.) We do have rumors of two dispatchers leaving for family reasons so we will likely keep hiring.

Phone System: We signed the contract for the new Carbyne phone system, and we are currently working through implementation.

There are two policy questions related to the new phone system that I would like to discuss in New Business.

MACC hosted two workshop days with an outside presenter (Adam Timm) last month. We invited emergency telecommunicators from around the region to attend. We had over 50 attendees on both days, representing 15 agencies from Washington and Oregon. Almost all MACC Dispatchers were able to attend one of the days.

Most of the attendees also came to do a tour of MACC. It was a good opportunity to showcase our facility and our upcoming technologies.

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

Emergency Communication Sales and Use Tax: The March 2023 distribution was \$259,763.07. The year to date is \$873,353.28.

Cash balances: All of the ending account balances were provided as of February 2023. The Bond reserves are the second source of payment should we need it. There is still 10M in bond debt. The tax account-Fund 135 is collected and held at Grant County.

Income Statements: The Income Statements were reviewed for February 2023.

The User Fee Income Statement was reviewed, and the result was 15.05% of the budget was spent and 16.67% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 19.98% of the budget was spent. In this budget Spillman Maintenance of \$138,446.94 was paid in January. This is the year of double CAD, protocol and phone maintenance as we implement new systems.

The Sales Tax budget is spent at 6.74%. The property & professional liability insurance was much higher than we budgeted.

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

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Radio Site Maintenance: Racom is currently addressing base station and microwave issues (Frenchman Hills and Coulee City Sites.) The yearly generator maintenance has been completed.

Radio System: The Tait Project Team was at MACC discussing the maintenance and refresh. MACC is planning on upgrading base stations and old equipment and implementing Over the Air Programming for radios. We will not be upgrading to P25 Phase Two. We will contract for managed services.

CAD 365Labs Project: MACC has been assigned another Project Manager from 365Labs. This project manager is a former Spillman/Motorola employee and is aware of our current system configuration. All agency Active Directories have been connected to the 365Labs cloud and synchronization is in progress. Once that is done, we will start mapping units in the system which has been completed for Royal City PD, Warden PD, Grand Coulee PD, Ephrata PD.

Training is being scheduled for dispatchers and user agencies. The dispatch “one on one” and group training will be taking place on April 24th and 25th. The RMS workshop is taking place May 1st and May 2nd and there are seats still available.

Field users should now have the ability to log into the staging database to preview the software.

The data Migration with Motorola appears unfeasible. Motorola would require MACC to purchase a data conversion tool. To use the tool, MACC would need to update our Flex system. To update our Flex system, we would need to update our Linux operating system, which itself would require a data migration. Updating our Flex system would also require a memory upgrade, which would need to be completed by the server vendor. However, the server vendor will not upgrade our server because it is over five years old. Thus, MACC would be required to purchase a new server. 365Labs and MACC are working on an alternate way to migrate our data.

MACC Network Refresh: We are planning a network refresh in 2024. We are working with CompuNet for an assessment recommendation, and quote.

Joey asked about the JMS training for CAD. Gerrit said it will be virtual training but if we feel we need more training we will get more.

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 in the notebooks.

Fire/EMS TAC: Gerrit reminded the group that there is a white board meeting on April 20th at 6pm to discuss TAC channels.

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UNFINISHED BUSINESS: Police Chief of Grant County MACC Board selection. It is believed that Ryan Cox is the board member and Rick Martin is the alternate. The Police Chiefs group has been requested to send a letter to notify the board of the selections.

NEW BUSINESS:

1. Resolution 03-2023 to Designate An Agent to Receive Claims For Damages Pursuant to RCW Chapter 4.96. This Resolution is required by RCW Chapter 4.96 and is to update MACC's address. The Resolution is filed with the Grant County Auditor's Office and repeals Resolution 03-2014.

Resolution 03-2023: Motion was made and seconded to approve Resolution 03-2023 to Designate An Agent to Receive Claims. m/s (Fuhr/Cox.) Resolution 03-2023 approved.

2. Automated Handling of Abandoned 911 Calls: D.T. discussed that with the new phone system we will have the ability for a text to go out to the number that abandoned the 911 call and ask them to respond with a text back that they didn't mean to call 911 or a call back if they have an emergency. If they call back, they will go into the queue and if they don't call back it will drop off.

Kevin suggested that they may not have the ability to call back so if we get no response, we should call them back. The group agreed.

3. Policy #_____ Video Call Taking and Caller-Provided Photos-For Discussion. We are working on a policy that will allow the ability for a caller to enable a video for the first responders to see. It will be at the sole discretion of the MACC call taker to choose when to start and stop the video. They could potentially leave it running for the first responders, but it will be MACC's discretion initially.

Kevin likes the idea as it could potentially keep an officer from getting shot.

It has many applications for Law, Fire and EMS. Such as telephonic CPR, see a fire while you are on the way to it, listen in to suicidal callers, watch video at command center and direct officers. There will eventually need to be policies for agencies as well.

4. On Boarding of Lifeline: D.T., Gerrit & Jeremy met with Lifeline about becoming a user agency under MACC. They will start providing service in Grant County on July 1st. Lifeline will be at the May board meeting. AMR will continue providing the Gorge coverage and doing transports in the county.

POLICIES:

1.
Agenda items for the May 11th, 2023, Board Meeting:

1. On Boarding of Lifeline-Wayne
2. MACC Board Committee Membership

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Cox.) Meeting adjourned at 9:41 hours.

Christal White, Financial Services Manager