

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

July 13, 2023

The Multi Agency Communications Center (MACC) Board of Directors met on July 13th, 2023. Chairman Jeremy Burns called the meeting to order at 9:03 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
Rick Martin	Grant County Police Chiefs
Kristine Shuler	Grant County Cities & Towns-Phoned In
Kevin Fuhr	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners-Phoned In

Other's present were:

Dave Sands	Moses Lake Police Department
John Hoyt	Port of Moses Lake Fire Department
Amanda Millspaugh	MACC
Debbie Postma	MACC
Jennifer Pitt	MACC
Christal White	MACC
Gerrit Klein	MACC

PUBLIC COMMENTS: Jennifer Pitt addressed the group to present Critical Incident Awards for the incident at the Gorge on June 17th. The graveyard team was Lead Dispatcher-Debbie Postma, Amanda Millspaugh who were both present, as well as Charli Dittmann & Megan Lembke. The remainder of the Team included Summer Mann, Brandy Elizalde, Amanda Scott & Jennifer Pitt. The Grant County Sheriff's Office staff who were dispatching from the Gorge had previously received MACC Challenge Coins.

The board acknowledged the important link that dispatchers provide and especially in critical incidents. They applauded the dedication of the team, both those that were here and those that came in to help.

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

MACC Board REPORTS:

ACTIVITY REPORT: The Financial & Technical Services Managers, Christal White and Gerrit Klein, reviewed the Director's Activity Report.

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Staffing: One of our trainees was not able to pass her call taking evaluation and we had to let her go. We currently have 16 fully certified dispatchers, one call-taker, and three trainees. We have selected two applicants from the last round of interviews, and they will be starting approximately August 8th. One of the 16 dispatchers is getting ready to return from an extended medical leave and another one went out on a medical leave. We have had eight-or one-third of our staff go out on the Washington State Paid Family Medical Leave.

WA State Department of Retirement Compliance Audit: We are working with Springbrook on a solution to be able to report actual hours worked instead of prorated hours. Since we moved to biweekly payroll and The Right Stuff Schedule/Timesheets we no longer upload timesheets.

Non-emergency On-Line Reporting: We implemented an audio recording on the non-emergency phone line and an online portal for reporting non-emergency law enforcement incidents. The audio recording on the non-emergency phone line can be toggled on and off by the dispatchers, and they have used the system multiple times during heavy 911 call volume and workload. We used the system over the 4th of July. We answered 95% of 911 calls within 10 seconds. On July 4th, 2022, the percentage was 93%. On July 4th, 2021, the percentage was 90%.

Of the 306 total non-emergency calls received, we answered approximately 30% and we referred (via the recorded message) approximately 70% to the online portal. Of those who call the non-emergency line when the audio recording is active, we are finding that only 5%-6% use the online portal to make a report. We plan to alter our recorded message in the hopes of increasing usage of the online portal. Within the next six months, we plan to replace the current phone recording with an advanced IVR system and to integrate a more sophisticated online reporting portal into the new CAD.

The group found it concerning that such a low number are making reports. Both Chief Fuhr and Sheriff Kriete received calls from citizens wanting to report something. In both cases they could not do the on-line reporting due to not having internet. Chief Hoyt said they have seen an increase in calls at the station. They suggested we use it as limited as we can- only activating it when we have to and expressed interest in listening to the new recorded message. There was an Ephrata Police Officer that said the on-line report we did get contained a lot of really good information. The board would like a report every month on the number of non-emergency calls we answer, and how many are sent to the on-line portal and of those how many reports we get.

After Action Review: MACC scheduled an internal after-action review, on July 11th, for the June 17th incident at the Gorge.

User Agency Agreements: MACC has a signed agreement with LifeLine. Still awaiting a response for agreements with BLM, Coulee Dam Police Department and AMR. We have not gotten a response from AMR after having been directed to work locally with Katie. She had indicated she would take a look at the agreement months ago but to date we have heard nothing from them.

Jeremy will work on it with D.T. next week and if there is no movement towards an agreement with AMR the board is in favor of cutting them off.

The staff hours, call volume and 911 answer times were reviewed.

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

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Emergency Communication Sales and Use Tax: The June 2023 distribution was \$302,750.79. The year to date is \$1,745,638.94.

Cash balances: All of the ending account balances were provided as of May 2023.

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

The User Fee Income Statement was reviewed, and the result was 41.71% of the budget was spent and 41.67% of the year has elapsed. Salaries were slightly overspent for the month.

The E911 Income Statement was reviewed, and the result was 43.26% of the budget was spent. Professional Services line item is overspent. We are keeping a list to amend the budget as necessary later in the year.

The Sales Tax budget is spent at 24.74%. There are several line items overspent but the budget is tracking fine.

The Finance Committee will meet at the conclusion of this meeting. The preliminary budget information such as calls for service, revenue, expenditures and projects are available for review and discussion.

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

Radio Site Maintenance: We have received complaints from Grand Coulee Fire about Tone/Voice paging. Tait is investigating. We have also been receiving error alerts from the Beazley Site. Racomm has been notified, no ETA on resolution yet.

Radio System: We have scheduled a follow-up meeting with TAIT on August 9th to talk about and finalize the radio refresh project we are planning for 2024. We hope to have the cost estimate at that time. The 2024 budget will be amended for the project.

Radio Encryption Key Loader Replacement: The key loaders have been ordered and are shipping from New Zealand.

CAD 365Labs Project: The project is still proceeding rapidly. The end user training is being pushed back closer to the go-live date. The data migration problem with Motorola persists. Presently we are focusing on interfaces. The Link to ACCESS and JINDEX are a priority at this time.

MACC Network Refresh: The datacenter and network projects are planned to be completed next year in the 2024 budget. We intend to enter into an agreement for the Pure storage refresh now to take advantage of cost savings available if purchased by July 15th.

The group discussed the purchasing options and after further discussion the Pure Storage equipment is on the National Association of State Procurement Officials (NASPO) contract. Although It cannot be purchased directly by MACC but rather through a retailer. Compunet is an eligible retailer and also MACC's IT vendor so we will proceed with them.

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The Board noted to make sure the specific items actually are on the NASPO contract and that Compunet puts all the contract numbers on the paperwork. Compunet has already done the assessment to determine the needs.

Lifeline Ambulance Service: Lifeline went live on July 1st, 2023, at 00:00 hours. The Avtec radio consoles are not playing the P25 pages for the dispatchers. The pages are used as verification that the voice and tones went out. A ticket was launched with Avtec. We believe it is a cross mute issue. No other issues have been reported.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: The Finance Committee met on June 15th following the board meeting. The outline of the discussion is in your packets. The group discussed salaries/staffing, calls for service, CAD/Phone/Protocols & Projects. We are meeting again today to look at the actual calls for service allocations, revenue & expenditures for the 2024 budget.

Law TAC: Next Meeting July 20th

Fire/EMS TAC: Next Meeting July 20th

UNFINISHED BUSINESS:

1.

NEW BUSINESS:

1.

POLICIES:

1.

Agenda items for the August 14th, 2023, Board Meeting:

1. Proposed 2024 MACC Budget

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Kriete.) Meeting adjourned at 10:00 hours.

Christal White, Financial Services Manager