

## MULTI AGENCY COMMUNICATIONS CENTER

### BOARD OF DIRECTORS MEETING

August 10, 2023

The Multi Agency Communications Center (MACC) Board of Directors met on August 10th, 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-Phoned In
Rick Martin	Grant County Police Chiefs
Kristine Shuler	Grant County Cities & Towns
Kevin Fuhr	Largest City or Town-City of Moses Lake

Other's present were:

Erik Koch	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 (Fuhr/Shuler.)  
**Consent Agenda approved.**

#### **MACC Board REPORTS:**

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

Staffing: We hired two applicants who started on August 8<sup>th</sup> and have one FTE remaining to fill. We currently have three trainees who will be evaluated for call-taking proficiency within the next few weeks. We had one Dispatcher return from long term leave and another dispatcher is currently out.

Non-emergency On-Line Reporting: Aside from sporadic use in the four days following the July MACC Board meeting, the system has not been used except to cover employee breaks where there is significant workload or during concerts weekends. MACC answered approximately 79% of all non-emergency calls during July. We are meeting with a company today as we work toward a more permanent solution of reporting non-emergency calls 100% over the phone. Daily call volume has naturally decreased by approximately 1/3 in the past 30 days.

User Agency Agreements: We are still awaiting a response for agreements with Coulee Dam Police Department, Bureau of Land Management (BLM), and AMR. Coulee Dam Police Department had a council meeting at the end of July and the agreement was intended to go for approval. BLM is going through the federal process, and we have not heard from AMR.

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Although plans are not yet final, it is anticipated that MACC employees will be recognized at the Grant County Fair during the flag ceremony preceding the demolition derby. Travis from Grant County Fire District #5 nominated MACC and the dispatchers are very excited.

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

WA State Department of Retirement Compliance Audit: One of the areas being reviewed is whether Dean Hane was a consultant versus an employee. They look at how much we were paying him and how much control we had over him. He was clearly a consultant and the fact that we replaced his position as Technical Manager with Gerit plays into it as well. The Auditor feels we have enough evidence to say he was a consultant so next it will go to the oversight committee for review.

We are in the process of changing the payroll set-up to report everyone as hourly employees and use actual instead of prorated hours which involves entering hours by month for each pay period. Since we no longer upload timesheets and the payroll periods cross months, we will need to enter the hours.

Emergency Communication Sales and Use Tax: The July 2023 distribution was \$319,199.41. The year to date is \$2,064,838.35.

Cash balances: All of the ending account balances were provided as of June 2023. The bond interest payments were made in June and are reflected here.

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

The User Fee Income Statement was reviewed, and the result was 48.18% of the budget was spent and 50% of the year has elapsed. Salaries were slightly overspent for the month.

The E911 Income Statement was reviewed, and the result was 49.12% of the budget was spent.

The Sales Tax budget is spent at 36.43%. There are several line items overspent but the budget is tracking fine.

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

Radio Site Maintenance: There are microwave issues at the Vantage and Coulee City sites. We are working with Racomm to resolve them.

Tait has reviewed the paging issue at Grand Coulee. There is old VHF equipment at the site, but they have offered no insight into what is causing the problems. No new incidents have been reported.

There are channel errors being received at Beverly and Quincy Site. The reciters have been replaced at both sites to fix the problem.

Quincy Police Department reported portable radio problems on the southeast side of town, and we are working with Tait to find a resolution. We are looking at an LTE option to provide relief to the problem.

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Radio System: We had a follow up meeting with Tait on August 3rd, 2023 to discuss the radio refresh project. Due to magnitude of the project, we are splitting it into smaller pieces.

- VHF Refresh
- P25 Health Check and PM
- Includes Network and Components Refresh
- Software Refresh
- Enable Fleet, OTAP and OTAR
- P25 Phase Two-under evaluation by Tait
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- Managed Services

We are expecting quotes within the next 60 days.

Radio Encryption Key Loader Replacement: The key loaders are shipping from New Zealand.

User Agency Radios: We have received boxes of radios from various agencies and Racomm has asked us to program them. If you are waiting for radios, let us know because we may have them.

CAD 365Labs Project: We have had one new software version released since the last meeting. The end user training is being pushed back to be closer to go live. The data migration with Motorola is unchanged. We are presently focusing on interfaces as we approach go live. ACCESS and JINDEX are priorities and we have made some headway with ACCESS. We are facing some roadblocks by WSP regarding Cloud Connectivity, and we have a solution in mind to work around this. JMS and RMS are nearing completion while CAD is still being developed, refined, and enhanced.

IVR Implementation: Work has begun with AWS connect to provide an advanced IVR solution on Non-Emergency Lines using Chat and Text Bots. Once the system is in place, we will test, evaluate, and hopefully interface with 365Labs CAD.

MACC Network Refresh: The datacenter and network projects are planned to be completed next year in the 2024 budget. We have signed the agreement for the Pure storage refresh utilized NASPO contract for the purchase (contract number listed on quote.) The parts have been received and we are awaiting installation.

Communications Rapid Deployable (CRD): We are in discussions with Firstnet and Rescue 42 in regards to a CRD. We have budgeted ONE IN THE 2024 budget. The CRD will be able to bring WiFi/FirstNet cellular service to big events and remote scenes.

Sheriff Kriete said he has patrol units using Firstnet and will report back to the group how well it worked.

Chief Burns shared the concern of the volunteers in Wilson Creek, for example, having Firstnet. Would it be a useful tool in remote parts of the county? It could be a good tool for MACC as redundancy but how realistic will it be in the field.

Chief Martin said they primarily use Verizon, and they get voice & data wireless priority service. It works good for their needs.

D.T. said we are looking two to three years down the road and what direction we are headed with technology.

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

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

**FINANCE COMMITTEE:** The Finance Committee met on July 13<sup>th</sup> following the board meeting. We will discuss in New Business with the Proposed 2024 MACC Budget.

**Law TAC:** No discussion/Nothing to add to the report.

**Fire/EMS TAC:** No discussion/Nothing to add to the report.

#### **UNFINISHED BUSINESS:**

1.

#### **NEW BUSINESS:**

1. Proposed 2024 MACC Budget-The budget was presented and is up for review for approval at the September board meeting.

A. Review of Call Count Comparison & Distribution of Pro-Rated Share of \$1,973,207.65 (per Resolution 02-2022)

Law=76% = \$1,499,637.82

Fire/EMS=24% = \$473,569.83

The minimum fee agencies were raised 2%

User Agencies to become minimum fee (less than 125 calls in the call year):

- Grant County Fire District #6
- Grant County Fire District #12
- Grant County Fire District #13
- Port of Moses Lake

The Fire calls are listed as the gross call numbers but will be split into Fire Calls & EMS Calls

A. Revenue Budget-Draft- \$6,987,120.30

The group reviewed the proposed revenue budget. There will be no CAD cost share among the law agencies this year. The User Fee revenue budget includes \$169,473.73 from cash reserves, and \$160,000 from site rent.to balance the budget. The E911 Tax & Coordinator Professional Development (CPD) Revenue is \$1,065,342.60 with \$37,749.58 from reserves. The Sales Tax Revenue is budgeted at \$3,560,552.99 with \$560,552.99 carried in from reserves.

B. Expenditure Budget-Draft- \$6,987,120.30

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The total Salary & Benefit budget is \$3,419,722.49. This budget includes a 5% Salary increase for Admin & Dispatchers. Reviewing the expenditure budget comparison with the current year the 2024 budget is up 13.07% in part to budget due to paying for two CAD- Motorola/Spillman and 365 Labs, 2-protocols-Priority Dispatch and APCO Intellicomm, and two phone systems-Intrado & Carbyne. The combo of those items is about \$800,000.

Supplies/Small Tools- has increased due to the IT departments list of projects-Monitor refresh-which includes, mice, keyboards, monitors and mounts. Also-HVAC filters for MACC & Sites.

Maintenance/Support is up due to regular increases and some new contracts:

TAIT: Up due to Escalation-\$10,000

Artic Wolf-Network Monitoring -\$42,000

911 Phone System-\$145,000

Legacy PM-Generators-Sites-\$15,000

Racom PM-\$37,440.00

MacDonald Miller-HVAC PM-\$10,000

Pure Storage-Virtual Platform=\$6,000

Capital Equipment is \$153,500.00- the same as last year.

Capital Projects is up from \$18,000 to \$295,000

Some of the projects are:

Network Refresh at MACC-\$60,000

Xybix Sound Panels-\$20,000

Communication on Wheels-\$100,000

Data Center Refresh-\$70,000

Take Home Kits-\$10,000

State 911 ESINET Programming-Carbyne & Text-To-911-\$25,000

AVL Devices & CAD Integration-\$10,000

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

The Equipment Reserve for unplanned projects is budgeted at \$200,000.

#### **POLICIES:**

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

1. AMR Contract/Discussion
2. Proposed 2024 MACC Budget

**Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Shuler.) Meeting adjourned at 10:02 hours.**

Christal White, Financial Services Manager