

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 14th, 2023

The Multi Agency Communications Center (MACC) Board of Directors met on September 14th, 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
Ryan Cox	Grant County Police Chiefs
Kristine Shuler	Grant County Cities & Towns
Kevin Fuhr	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners-Phoned In

Other's present were:

Tony Liebelt	Grant County Fire Dist. #3
Chris Baker	Grant County Fire Dist. #7
Eric Linn	Royal Slope Fire Rescue
John Hoyt	Port of Moses Lake Fire Dept-Phoned In
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

PUBLIC COMMENTS: Chief Linn shared that they have been having radio problems, but Gerrit & D.T. provided them with the LMR application on their smart phones that worked very well. I appreciate and am thankful for having access to this tool that kept us safe.

Chief Burns commented that it was nice to see the dispatchers and MACC at the 9/11 Memorial and First Responder recognition ceremony in Ephrata.

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

MACC Board REPORTS:

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

Staffing: We currently have five trainees. Three of our trainees were recently certified as call-takers and we have two who are in the classroom phase.

We are conducting an internal promotional process for a fourth Lead Dispatcher position. This is for better coverage and in anticipation of a supervisor position opening within the next two to three years. Interviews for the Lead Dispatcher

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position are tentatively scheduled for September 27th between 4- 6:00pm. If there is interest from a board member to be on the panel that would be appreciated.

Non-emergency On-Line Reporting: There were 64 online reports entered for the month of August.

Non-Emergency Phone Outage: We had an outage of the non-emergency phone system on August 29th. The outage lasted from approximately 11:00am until approximately 7:15pm, or just over eight hours. GCEM sent out a Nixle on our behalf directing people to use the online portal. The outage was at the phone service provider level and not related to MACC's on-premise equipment.

Chief Burns commented that he can tell the difference in the CAD report when it is an on-line report versus when a dispatcher has triaged the call. D.T. said the reports are getting better and there are very few reporters that must be called back. This is just a step until we get true IVR with Amazon Cloud.

User Agency Agreements: We have a signed agreement with Coulee Dam Police Department. We are still waiting to hear back from BLM but we expected this contract to be a lengthier process given it is with a federal agency. We sent a letter to AMR advising them that we would terminate their access to the countywide public safety radio system on October 1st, 2023, unless they enter into an agreement as a user agency with MACC. We sent them a proposed agreement.

MACC employees were recognized at the Grant County Fair during the Demo Derby flag ceremony on August 16th. Thank you to Travis from Grant County Fire District #5 who nominated MACC.

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

Emergency Communication Sales and Use Tax: The August 2023 distribution was \$433,614.74. The year to date is \$2,498,453.09. I asked the Grant County Treasurer if he knew why the distribution was so large, but I have not heard anything back from him yet. There is always the fear in receiving big distributions that there is the possibility of a refund down the road due to collections in error associated with the server farms.

Cash balances: All of the ending account balances were provided as of July 2023. The Fund 135 Tax account balances are getting large, and some communication has happened with Grant County on MACC's plans for the growing fund. MACC has several projects in the works currently and is planning a large county wide radio refresh next year that is likely to exceed 1 million dollars.

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

The User Fee Income Statement was reviewed, and the result was 54.22% of the budget was spent and 58.33% of the year has elapsed. No line items are overspent.

The E911 Income Statement was reviewed, and the result was 57.96% of the budget was spent.

The Sales Tax budget is spent at 41.40%. There are several line items overspent but the budget is tracking fine.

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WA State Department of Retirement Compliance Audit: The audit exit is scheduled for September 20th and a report will go out to the board after the exit has been completed. We have made several changes they have requested as we have gone through this process. We have moved everyone to hourly employee to better reflect the hours in the proper period. They have determined that holiday pay should not count as compensation since it is a bank and not associated with the exact holiday. I am working with Springbrook on the change for that. The oversight review committee has flagged the relationship with Dean Hane as a potential area of concern. The audit itself is for compliance and not punitive but we will have some more corrections to make.

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

Radio Site Maintenance: We are working with Racomm to resolve the microwave issues at the Vantage and Coulee City sites. They found a bad microwave card and we are trying to locate a replacement.

Quincy Police Department has reported portable radio problems on the Southeast side of town Working with Tait to find a resolution. In the meantime, we are looking at an LTE option to provide relief.

Chief Baker mentioned that he continues to get busy signals on portable and mobile radios in Soap Lake and the Lakeview area. Chief Cox added that the Snokiam RV Park is another area where there are radio problems. Gerrit will look into those issues.

The Frenchman Hills radio site is having analogue paging problems. Racomm has replaced multiple reciters. McDonald Miller replaced both condensers on the site HVAC system.

The Wilson Creek Site has a power amplifier issue and Racomm has been notified. There is a possibility this is responsible for the radio's getting cut off. Tait is looking into this issue further.

Fall site maintenance is about to begin.

Radio System: We have received some radio system refresh quotes from TAIT. Due to magnitude of project, we are splitting it into smaller pieces:

- VHF refresh quoted at \$450,769.01, does not include AVTEC licensing,
 - P25 health check and pm:
 - ✓ Includes network and components refresh,
 - ✓ Planning and Coordination will be part of managed services,
 - ✓ Equipment costs are unknown,
- Software refresh-enable fleet, OTAP and OTAR-this may be part of managed services.
- P25 Phase Two Under Evaluation by Tait-I expect similar cost to VHF.
- Managed Services Upfront one-time cost for implementation: **\$112,415.00**
- Year One Subscription: **\$56,552**
- Year Two and Three Subscription: **\$56,552**

I spoke with Dean Hane about these managed services costs and based on what they are paying in Clay County Florida he thinks we should lock them in.

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Once Managed Services are in place, the P25 PM and Health Check can commence. Awaiting Software Refresh costs, but this may also be something we await managed services to drive. No work on P25 Phase Two conversion yet.

Radio Encryption Key Loader Replacement: The key loaders have been received and are awaiting programming.

CAD 365Labs Project: Based upon speed of development and changes required in the CAD system, we are projecting a March 1st, 2024, go live date. We have formed a user group with multiple other CAD customers to expedite critical requests. We have raised questions about the Fire Records Management Service (FRMS) platform. This platform is still in development and is expected to be released within the next two years. There have been no other customers requesting FRMS. We are investigating if 365Labs is open to a FRMS contract to expedite the development and if they are unable to produce a FRMS product, MACC is committed to finding another FRMS platform.

HVAC damage at backup PSAP: Due to a water buildup in the HVAC system, water damage occurred at the backup PSAP in the administrative office. No equipment was damaged. MacDonald Miller is repairing the HVAC problem.

MACC Pure Storage Refresh: The Pure Storage Array has arrived and Compunet is scheduled to come and complete the installation and data migration at the end of September.

Carbyne Phone System: The new go live date is set for October 26, 2023. We have completed the installation of two new switches and two new routers dedicated to this phone system. We will start work with Compunet to configure up a new network and firewall rules for the October deployment.

Communications Rapid Deployable (CRD): We are in discussions with Firstnet and Rescue 42 regarding the purchase of a CRD. We have budgeted one in the 2024 budget and applied for the ARPA grant. The CRD will be able to bring WiFi/FirstNet cellular service to big events and remote scenes.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

Law TAC: No Meeting

Fire/EMS TAC: No Meeting

NEW BUSINESS:

1. None

UNFINISHED BUSINESS:

1. AMR Contract Update: This item was discussed during the Director Activity Report. The board agrees with the October 1st 2023 cutoff date if we don't have a signed agreement.

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2. Proposed 2024 MACC Budget-The budget was presented at the August 10th board meeting for review and discussion and is up for approval today.

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

This includes User fee revenue of \$1,973,207.65 using prorated shares per Resolution 02-2022. With an additional \$46,543.33 for the flat rate agencies which were raised 2%.

User Agencies to become minimum fee this year (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

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

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% with 7% of that for salaries & benefits.

**MACC 2024 Budget: Motion was made and seconded to approve the 2024 budget as presented. m/s (Fuhr/Cox.)
MACC 2024 Budget approved.**

The group discussed moving the November 9th board meeting due to the Washington Association of Sheriffs & Police Chiefs (WASPC) conference. The decision was made to move the meeting to November 16th.

POLICIES:

1.

Agenda items for the October 12th, 2023, Board Meeting:

1.

Motion made and seconded to adjourn the board meeting. m/s (Fuhr/Shuler.) The meeting adjourned at 9:46 hours.

Christal White, Financial Services Manager