

## MULTI AGENCY COMMUNICATIONS CENTER

### BOARD OF DIRECTORS MEETING

November 16th, 2023

The Multi Agency Communications Center (MACC) Board of Directors met on November 16th, 2023. Chairman Jeremy Burns called the meeting to order at 9:00 am.

Board Members present were:

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

Other's present were:

Chris Baker	Grant County Fire Dist. #7
Ryan Fish	Grand Coulee Fire Dept-Phoned In
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 (Kriete/Cox.)  
**Consent Agenda approved.**

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

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

D.T. started by congratulating Chief Sands on his promotion to Moses Lake Police Chief.

**Staffing:** Recently two of our trainees were fully certified as dispatchers. We have three still in training. One is currently certified as a call-taker, and the other two are still in call-taker training.

We had three dispatchers recently return from long-term medical leave. A fourth dispatcher who had been on long-term medical leave decided to leave dispatching and resigned from MACC this month. We were able to put one of the newly released dispatchers in the vacant slot on the schedule, so it did not create shortages. The total number of fully certified dispatchers is currently 17. We plan to hire at least two additional candidates in January/February of 2024. If we have several exceptional candidates that exceed our budgeted number of FTE's, I intend to request the Board's permission to exceed the budgeted FTE to hire those candidates.

Historical productive time amounts to approximately 2/3rd. With Paid Family Medical Leave (PFML) usage, that number will almost certainly decrease. It is critical that we move ahead and stay ahead in staffing.

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#### Vision for Staffing:

- Continue hiring.
- Ensure competitive pay and benefits-next negotiations for 2025.
- Use technology as a force multiplier.
- Workload efficiencies (as per my September report.)
- Remote work options-this might include a few options to include collaborations with other centers, working from home or dispatchers working from other states. We are positioning ourselves to be able to have remote work options.

The results of two national surveys show that, among dispatchers, pay is the number one thing they are looking for.

Chief Burns asked how the trainers are holding up. D.T. said we try to give the trainers breaks by rotating around. We had one of our newer dispatchers go to training last week to certify as a trainer. Also, the supervisors do the classroom training which is the first 2-months.

Non-emergency On-Line Reporting: The usage falls within the parameters for the expected number of abandoned non-emergency calls (7% of non-emergency calls were abandoned, with a traditional rate of approximately 10%). There were 59 online reports entered for the month. With the 911 phone system cutover to Carbyne the on-line reporting system is still in place but callers are no longer directed to the web site. We are working on the next solution.

APCO: I was voted in as the WA APCO Vice President at the WA APCO/NENA Conference in October. My level of participation so far consists of one executive meeting (held virtually) lasting less than an hour.

In a packed room of about 70 people Amanda Scott, Charli, and Helen (Helen via pre-recorded video) presented at the WA APCO/NENA Conference in Wenatchee. They shared their personal stories of why they left and subsequently returned to the 911 field as part of a discussion on mental health and dispatcher retention.

The new Medical Program Director for Grant County is currently reviewing our EMS protocols for the new protocol system (Intellicom). This has taken longer than we anticipated partly due to the transition in medical directors for Grant County.

#### Staff Hours Oct. 1-31, 2023

##### Overtime

Overtime	277.25 hours
Sick Leave	92.0 hours
Productive	1510.75 hours
LWOP*	371.25 hours
SDP**	209.5 hours

\*Leave without pay

\*\*Supervisor as Dispatcher

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The LWOP stat is new to the report and primarily to account for when people are on PFML.

Chief Cox asked if 277.25 is normal for overtime. D.T. answered that it is as it usually runs 200-300 hours. The SDP is when the supervisors fill in on the floor to help cover the overtime shifts.

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

Emergency Communication Sales and Use Tax: The October 2023 distribution was \$290,671.68. The year to date is \$3,148,875.22.

Cash balances: All of the ending account balances were provided as of September 2023. The cash transfers that were missed by Grant County from Fund 135 have been completed. The construction bond fund was closed October 1<sup>st</sup> and the balance of the funds was deposited in Fund 135. This will be reflected when we look at October's reports next month.

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

The User Fee Income Statement was reviewed, and the result was 69.76% of the budget was spent and 75% of the year has elapsed. No line items are overspent.

The E911 Income Statement was reviewed, and the result was 71.99% of the budget was spent.

The Sales Tax budget is spent at 45.71%. There are several line items overspent but the budget is tracking fine.

The budget amendment we passed last month in the amount of \$420,400 will be reflected when we look at the statements next month.

WA State Department of Retirement Compliance Audit: D.T. & I are continuing to try and come up with a solution so that holiday pay counts as compensation for retirement purposes. We have submitted a couple of potential contract rewrites, but DRS has not accepted them. I think what we are down to is either holiday pay won't count as compensation, or we will pay the holiday pay on the actual holiday. I am hopeful to have something for the board next month.

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

Radio Site Maintenance: Fall site maintenance cycle has been completed. The Grand Coulee Radio Site went offline on November 9<sup>th</sup> and was out for approximately 2 hours 30 minutes. The site needs microwave maintenance and is being scheduled. The CGFD Breaker tripped and disabled the microwaves. At this time, it is unknown why the breaker tripped.

We have received a report of poor analogue coverage in Ephrata. There are no obvious alarms on the network, so it has been referred to Racomm for investigation.

We received a report of poor analogue coverage in the Royal City area. Again, there are no obvious alarms, so we are investigating.

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Radio System Health Check: The annual health check of the radio system has been completed. The sites that were evaluated: Moses Lake, Warden, Frenchman Hills, Quincy, Vantage, Grand Coulee. The report from engineer is pending.

The price of LMR radios have gone up to \$5,000 each. They are becoming cost prohibitive. We have been unable to locate LTE/LMR convergence radios that will work for us. We are now looking toward cellular options. The cost of an iPhone is about \$1500. We are looking at things like; does it meet NFPA standards, battery life, ease of use, reliability and they must be hardened.

D.T. added that Nathan does the radio programming for the most part at MACC. He attended a radio session while at APCO and they said most of the radio techs have historically come from the military. Now the military is using satellite communications and that is making it a dying industry.

CAD 365Labs Project: The overall project is progressing satisfactorily. The warrants and evidence modules are now being configured. JMS and RMS Functional Acceptance Testing is pending. CAD Functional Acceptance Testing failed (as expected). They are continuing to develop the software based on our feedback. The community portal is still under development. It is expected to replace the online non-emergency reporting.

Chief Baker asked if March 2024 is realistic. Gerrit stated he believes it is. He added that we have asked for a Fire Records Module and if they cannot come through with one, we will look at other cloud native options. Most fire agencies currently use ESO and it is very pricey. It would be a cost sharing model where MACC pays half, and the fire agencies share half proportionately.

Carbyne Phone System: The Carbyne APEX phone system was successfully rolled out and deployed during the week of November 6<sup>th</sup>. Overall, the roll out went very well. Multiple bugs were discovered and have either been resolved or are being worked on. Some audio issues were identified between APEX and Avtec and are the same issues we have had with Intrado. Carbyne engineering deployed a temporary fix and are working on a permanent solution. Carbyne had their product team on site throughout the week and weekend and has scheduled follow up visits. We believe MACC 911 is the first PSAP in the Pacific Northwest, and one of only a few dozen in the nation, to be handling 911 telephony in the cloud.

iSpyFire Outages: iSpyFire recently updated their app and this has caused widespread app inaccessibility. iSpyfire is aware of the problems and is taking corrective actions. We know people are upset but MACC has no ability to intervene in this problem aside from relaying information to iSpyFire.

TTEC Interactive Voice Response (IVR) Project Kick Off: This project with TTEC kicked off on November 9<sup>th</sup>. We are developing an IVR through AWS Connect. The goal is for IVR to eventually process non-emergency calls for service.

APCO Intellicom Protocol Project Update: The new EMD protocols have been submitted to the new Medical Program Director for Grant County for the first review. The new protocols are scheduled to be deployed when the new 365Lab CAD is deployed.

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

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

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

**Law TAC:** No Meeting-Nothing to Report.

**Fire/EMS TAC:** No Meeting-Nothing to Report.

**NEW BUSINESS:**

1.

**UNFINISHED BUSINESS:**

1.

**POLICIES:**

1.

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

1. Holiday Pay Solution

**Motion made and seconded to adjourn the board meeting. m/s (Kriete/Sands.) The meeting adjourned at 9:43 hours.**

Christal White, Financial Services Manager