

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

December 12th, 2019

The Multi Agency Communications Center (MACC) Board of Directors met on December 12th 2019, in the MACC Board Room. Vice-Chairman Dwight Vander Vorste called the meeting to order at 09:00 am.

Board Members present were:

Tom Taylor	Grant County Commissioners
Kevin Fuhr	City of Moses Lake
Kristine Shuler	Grant County Cities & Towns
Kieth Siebert	Grant County Police Chiefs
Tom Jones	Grant County Sheriff's Office
Jeremy Burns	Grant County Fire Chief's & Commissioner's
Dwight Vander Vorste	EMS Emergency Medical Council

Others present were:

Ryan Green	Quincy Police Department
Jackie Jones	MACC
Christal White	MACC
Becky Stokoe	MACC
Mike Warren	Ephrata Police Department
Dean Hane	MACC

PUBLIC COMMENTS: Christal notified the board that a new agenda item was added under New Business: Director Resignation. The resignation letter is in your books. Jeremy requested that the board go into executive session at the end of the meeting for 15 minutes to review the performance of a public employee.

**CONSENT AGENDA: Motion was made to accept the Consent Agenda. m/s (Taylor/Fuhr.)
Consent Agenda approved.**

MACC Board REPORTS:

ACTIVITY REPORT: The Director, Jackie Jones, reviewed the Director's Activity Report.

New Board Member: I want to welcome Kieth Siebert to the MACC Board in the Grant County Police Chief position. Christal and I met with Kieth on Tuesday to orient him with the board meeting books and process. I thank him for stepping up and volunteering to fill the open position.

Policies: There are several policies later on in the agenda for approval. Since I just emailed them out yesterday we can approve them today or wait until January. Two of them are new policies and the other two are updated existing policies.

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State E911 Advisory Committee Meeting: We have noticed since cutting over to the ESInet II, we have been receiving numerous notifications of phone outages with possible impact. Most notifications are not even for Grant County but they are about maintenance and non-impacting.

Some notifications actually are advising of a service impact or outage but are in such technical jargon or heavily use abbreviations that our Dispatchers are not sure of what they mean. We have filed complaints and the State Office is working with them to improve their notification process.

All carriers are projected to complete cutover to the ESInet II by December 31st.

Text-to-911 – The State and the 911 Communications Subcommittee will be working with the remaining PSAPs to complete implementation of Text-to-911 statewide. Currently, 15 out of 39 Counties have Text-to-911.

Formal Resignation: You have received my formal resignation. I have had a great experience here at MACC the last six years. I very much appreciate the board's confidence in me as a new director. I have been in 9-1-1 for 25 years and I plan to retire. MACC is stable and with the support of the board and our great managers, a new director can move forward positively.

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

Emergency Communication Sales and Use Tax: The November 2019 distribution was \$225,994.40. The year to date is \$2,181,710.18. The graph line for 2019 is far above the cluster of other years.

Cash balances: All of the ending account balances were provided as of October 2019.

Income Statements: The Income Statements were reviewed for October 2019.

The User Fee Income Statement was reviewed and the result was 76.89% of the budget was spent and 83.33% of the year has elapsed. The total staffing expense is spent at 80.71%.

The E911 Income Statement was accidentally omitted and will be emailed to the board. It is spent below the percentage of the year that has elapsed.

The Sales Tax budget is spent at 39.07%. Total Staffing Expense is 80.41%. The title of the statement should read October 2019 and the percentage of the year elapsed is 83.33%.

I am working on reconciling the W-2's and 1099 reports. In addition I have begun closing the year and opening 2020.

TECHNICAL SERVICES REPORT: The Technical Services Manager, Dean Hane, provided updates to the Technical Services Report.

TAIT: Now that the contract with TAIT has been executed the work on the project has begun. The site visits were done last week, the FCC licenses have been approved and the equipment delivery schedule has been reviewed. It feels good after months of contract negotiations that real work is starting to be done.

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911 Phone System Replacement: One of the dispatch position phones had corrupt software which has now been fixed. The first quote for the replacement of the 911 phone system has come in just under \$200,000. I expect some discount to that number and plan on buying some extra years of maintenance. Between this project and the radio system reconfiguration we will exhaust the remaining bond funds.

Spillman IBR: There is a required upgrade to the Spillman Incident Based Reporting (IBR) files.

IT Ticketing: The new IT ticketing system that we have been testing for the last few months does not meet our needs. We have some struggles with security and access so will not be pursuing it any further. We have decided to take what we have now and move it to the cloud.

Data Security Audit: The 3rd party data security audit has been completed. The audit was conducted in three areas. The first was internal penetration. This area went very well with a few recommendations for things like updating some firmware and securing 3-4 printers with default passwords. Also, the wireless access point at Mini MACC needs to be updated. Some areas of strength noted were the security platform, firewalls, Symantec endpoint protection and the email provider-Localtel. For the external penetration they simulated a hacker but could not get in. They tried email phishing by sending a genuine looking email from Amazon about a Bluetooth speaker order but out of 20 emails they got zero clicks. We have spent some time training people that if they get an email they are concerned about to look at the email address it came from and don't click on it if you aren't certain who it is from. For the telephone phishing test we got caught pretty hard. They called and said they were the security vendor working with Dean and Gerrit and needed a little help. The person was a trainee and did look for guidance but ultimately gave them what they were looking for. I listened to the phone recording and there were definite clues. Things like the phonetic alphabet which was not military or public safety but something random. I hope we have learned something from it as often the weakness is not the equipment, procedures or policies but rather the people.

OPERATIONS REPORT: Operations Manager, Becky Stokoe, provided updates to the Operations Report.

OT: For the first 28 days of the 2020 there is no overtime scheduled. Something could change but at the moment there is nothing scheduled.

Comtech: Yesterday we did a test with Comtech to transfer 911 calls to Mini MACC. The test went well with Jackie logged in at MACC and the supervisors and I at Mini MACC. In the past we have had to call them to transfer the lines but now we will be able to save some time by doing it ourselves. There is talk among the PSAPS to also have a manual switch to transfer the lines.

Tabletop Exercises: Brandy participated in the LEPC exercise at Samaritan yesterday. We got great feedback from her about the process.

Haystack Fires: Due to the investigation into the frequent haystack fires we have changed the process a bit when one is reported. Once we get through the fire questions we will ask some freelance law questions outside of ProQA. Things like; did you notice anyone in the area, were there any suspicious vehicles, etc.

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TAC REPORTS:

Law TAC: Combined meeting –November 26th-minutes in your books.

Fire/EMS TAC: Combined meeting –November 26th-minutes in your books.

Dean addressed the three law leaders in the room discussing the law channel name changes. Kevin Fuhr asked what the changes were and Dean explained that they were going to be changed to Law 1, 2 & 3 but that will not change the way they work-just the names.

UNFINISHED BUSINESS:

1. None

NEW BUSINESS:

1. MACC Director Jackie Jones letter of resignation. The board acknowledged the resignation letter.

Policies:

1. The policies will be held until the January Board meeting so the board members have time to review them.

Agenda items for the January 9th 2019 Board Meeting.

1. Elect MACC Board Chairman & Vice-Chairman
2. Review Committee Membership
3. Committee Quorum

Dwight called a short recess before the Executive Session would begin.

Recess called 9:28

Recess ended 9:30

Executive Session called to review the performance of a public employee at 9:30 for 15 minutes.

Executive Session ended at 9:45

The board would like the Personnel Committee to meet and explore options for an Interim Director.

Meeting adjourned at 09:47 hours.

Christal White, Financial Services Manager