

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

December 14th, 2023

The Multi Agency Communications Center (MACC) Board of Directors met December 14th, 2023. Chairman Jeremy Burns called the meeting to order at 9:00 am.

Board Members present were:

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| Ryan Fish | EMS Emergency Medical Council |
| Jeremy Burns | Grant County Fire Chiefs & Commissioners |
| Joey Kriete | Grant County Sheriff's Office-Phoned In |
| Ryan Cox | Grant County Police Chiefs |
| Rob Jones | Grant County Commissioners |

Other's present were:

| | |
|----------------|----------------------------|
| Chris Baker | Grant County Fire Dist. #7 |
| D.T. Donaldson | MACC |
| Christal White | MACC |
| Gerrit Klein | MACC |

PUBLIC COMMENTS: Chief Baker addressed the board to express his concerns.

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

MACC Board REPORTS:

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

Staffing: We had another trainee fully certify as a dispatcher, making 18 fully certified dispatchers at MACC in total. We currently have two trainees, with one of them certified as a call-taker. A former employee expressed interest in working on a fill-in basis.

To assist with staffing, we are implementing some workload Improvements. The new Carbyne APEX phone system is in place. There have been some minor issues, but the level of service has been exceptional. We plan to do a media release/public announcement soon. This will include information about text messages to authorize location and video. We will watch a couple of short videos at the conclusion of my reports to demonstrate what some of the new phone system capabilities are.

The IVR system is under development and, after testing, should go live sometime in January or February.

We continue to evaluate ways to make LTE primary with LMR as backup as LMR becomes increasingly obsolete every year.

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MACC celebrated our annual end-of-year burn party on December 6th. The party, which follows “No-Vent November” and is combined with an all-staff meeting, provides Dispatchers with the opportunity to burn notes containing any negative thoughts or feelings they wrote down.

Kristi celebrated her 20th anniversary as a Dispatcher at MACC.

Director Donaldson wished the board Happy Holidays and a Happy New Year.

The group reviewed two short videos Carbyne put together for the purpose of marketing and public education.

Chief Burns commented that this is a step we needed to take and puts us where we need to be.

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

Emergency Communication Sales and Use Tax: The November 2023 distribution was \$363,907.06. The year to date is \$3,512,782.28.

Cash balances: All of the ending account balances were provided as of October 2023. The bond construction fund is closed and will come off the financial report for January 2024.

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

The User Fee Income Statement was reviewed, and the result was 75.97% of the budget was spent and 83.33% of the year has elapsed. No line items are overspent.

The E911 Income Statement was reviewed, and the result was 75.87% of the budget was spent.

The Sales Tax budget is spent at 40.78%. There are several line items overspent but the budget is tracking fine.

End of the Year: Next week I will be working on the last payroll of the year and then will have W-2's to complete. I am also entering the 2024 budget, salaries, and the user fee billings. At the next board meeting I will process December 2023, 13th month and January 2024 vouchers. That will close out 2023 and begin 2024.

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

Radio Site Maintenance: We have had reciter and GPS issues at Beverly radio site and used some spare parts to resolve the issue. Propane fuel rate and delivery costs have increased for 2024.

Radio System Health Check: We are awaiting the report from TAIT.

LTE over LMR: We began conversations with FirstNet to provide connectivity for IOT and LTE devices in the field Possible devices include

- NG AVL
- Axiom Wearables
- SD7 PTT devices

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- Other IOT devices

Having affordable and reliable LTE connectivity will allow MACC to expand the LTE over LMR functionality. New channels can be deployed in minutes. The system reach is radically expanded going from 13 radio sites to over 100 cellular sites in Grant County alone. There is nationwide coverage.

CAD 365 Labs Project: The overall project status is good. There have been multiple CAD versions released since the last meeting and we are getting ready for the next round of training. We are going to start scheduling “mini-mock” go live exercises. We will take a call from dispatch, to patrol, jail and ending with records. I will be asking for volunteers to be a part of this.

We are still working through obstacles with WaTech / WSP.

Spillman Difficulties: A security certificate has expired on the Spillman server. Motorola does not support security certificate work even though Motorola requires certificates to log in. MACC has engaged with a trusted 3rd party and we are working on the issue. This has affected the following services:

- Mapping and AVL
- Karpel
- VINES

Carbyne Phone System: The phone system has been online for one month now. There have been some minor bugs and issues which were reported to Carbyne. Carbyne was very responsive in getting problems solved. They sent an engineer to MACC to resolve a volume issue we were having last week. Carbyne is preparing to roll out several new features, requested by MACC, next quarter.

iSpyFire Outages: iSpyFire recently updated their app again and it seemed to have fixed several issues since the last update. The app appears to be functional again.

TTEC Interactive Voice Response (IVR) Project: We’ve had a workflow review with TTEC and minor adjustments were made to the IVR. There is a possibility of having the new MACC IVR deployed by mid-January. The system will handle most, if not all, non-emergency calls. It will allow callers to speak and interact with the system without taking a dispatcher away from dispatching.

APCO Intellicom Protocol Project Update: Another round of edits has been submitted to APCO. We are presently working with Grant County medical control to get medical protocols approved.

Mobile Kit Experiments: We are starting to experiment with the Mobile Kit idea that would allow MACC dispatchers to call-take and dispatch from offsite. We have purchased some portable monitors, in a variety of styles, and a micro PC. We will continue to test and configure until we find something that works. Cloud native CAD system + Cloud native phone system + LTE communications will allow us to dispatch from anywhere there is internet.

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To close out 2023, we are seeing several years of prep-work culminate. MACC has been working to deploy cloud native technologies throughout our infrastructure, and we are just starting to reap the rewards. 2023 was a very busy year. 2024 is going to be even busier, especially with a new SaaS public safety system deployment. MACC will continue to innovate and engineer solutions that will make the services and products superior to those offered anywhere else. 2023 has been a big success. And we believe 2024 will be even better!

Chief Burns asked D.T. & Gerrit if they could do a presentation for the board with the mobile/remote working idea as they see it. Is it feasible, why, when, and where is it deployed. How does it work and where do we place the priorities.

Chief Cox asked to include the cost of a kit.

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-Nothing to Report.

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

NEW BUSINESS:

1. Mou-Teamsters-Holiday Pay as Compensation for Retirement. The MOU was reviewed, and it will be up to a member vote to decide how they want to proceed with holiday pay on January 1st. It will either be that holiday pay is earned on the actual holiday or it will not count as compensation for retirement.

UNFINISHED BUSINESS:

- 1.

POLICIES:

1. Policy #216-Administrative Annual Leave Time Off-the policy was reviewed. The last line of the policy was removed. It was regarding paying out annual leave to staff terminating without completing 12 months of service. Going forward it will be paid out regardless of months of service.

Policy #216- Administrative Annual Leave Time Off- Motion was made and seconded to approve the policy with the adjustment of removing the last line of the policy. m/s (Cox/Fish.)

Policy #216 approved.

Agenda items for the January 11th 2024, Board Meeting:

1. Elect Board Chairman & Vice Chairman

Motion made and seconded to adjourn the board meeting. m/s (Cox/Fish.) The meeting adjourned at 9:45 hours.

Christal White, Financial Services Manager