

## MULTI AGENCY COMMUNICATIONS CENTER

### BOARD OF DIRECTORS MEETING

January 11<sup>th</sup> 2024

The Multi Agency Communications Center (MACC) Board of Directors met January 11th, 2024. Chairman Jeremy Burns called the meeting to order at 9:00 am.

Board Members present were:

Ryan Fish	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs & Commissioners
Ryan Cox	Grant County Police Chiefs
Joey Kriete	Grant County Sheriff-Phoned In
Kristine Shuler	Grant County Cities & Towns
Dave Sands	Largest City or Town-City of Moses Lake
Rob Jones	Grant County Commissioners-Phoned In

Other's present were:

Somer Rice	MACC
Becky Stokoe	MACC
Amanda Scott	MACC
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC

**PUBLIC COMMENTS:** None

Board Chairman: Chairman Jeremy Burns called for nominations for the Chairman of the MACC Board for 2024. Ryan Cox nominated Jeremy Burns for Chairman no further nominations were made.

**Motion made and seconded to nominate and elect Jeremy Burns as the 2024 MACC Board Chairman.  
m/s (Cox/Sands). Motion approved.**

Board Vice- Chairman: Chairman Jeremy Burns called for nominations for the Vice-Chairman of the MACC Board for 2024. Dave Sands nominated Joey Kriete for Vice-Chairman no further nominations were made.

**Motion made and seconded to nominate and elect Joey Kriete as the 2024 MACC Board Vice-Chairman.  
m/s (Sands/Fish). Motion approved.**

**Remote Work Presentation:** D.T. presented to the group a power point presentation discussing the ability for telecommunicators to work remotely. He also demonstrated Krisp which is a noise cancelling app that screens out background noises. The group discussed a variety of topics such as dispatcher focus, CJIS, room awareness, eligibility, geography, what kind of calls, the cost and how many kits and who would have them.

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D.T. said he sees this as something possible for the year 2025. The policies need to be developed, the CJIS questions answered, the impacts need to be bargained and the work from home kits designed. The 4-hour shift would be an example of perfect work from home application. Not everyone would be eligible and not all dispatchers would want to work remotely. We have tested the idea with the backup center during Covid and the supervisors from home. Moving forward we must do something different to mitigate the staffing challenges.

Jeremy Burns thanked D.T. for the presentation and thinks exploring this option is the right thing to do. Not being open to the possibility would be detrimental to seasoned dispatchers.

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

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

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

**Staffing:** We interviewed dispatcher candidates yesterday. We are looking to hire two and feel after interviews that we have two solid candidates. One of the dispatchers that was in training was fully certified this week so there is one remaining trainee who has certified for call-taking and is in training for radio.

**Internet Outages:** We recently had three internet outages at MACC. All three outages were unrelated to each other and largely unprecedented. Due to our backup LTE internet, we never lost internet at MACC. However, our phone system was not connected to the LTE backup network during the outages. We are currently working on a network solution for the phone system that bypasses the PUD and public internet altogether. We plan to install a StarLink satellite at Mini MACC to have another form of backup internet there. We did not drop any 911 calls. A handful of calls were automatically routed to Rivercom until we staffed Mini MACC.

**ARPA Funds:** We would like to thank Grant County for awarding ARPA grant funding to MACC for the FirstNet Compact Rapid Deployable (CRD). A CRD will provide an additional backup for internet access, and it will be deployable countywide.

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

**Emergency Communication Sales and Use Tax:** The December 2023 distribution was \$487,446.49. The year to date is \$4,000,228.77.

**Cash balances:** All of the ending account balances were provided as of November 2023.

**Income Statements:** The Income Statements were reviewed for November 2023.

The User Fee Income Statement was reviewed, and the result was 82.61% of the budget was spent and 91.67% of the year has elapsed. No line items are overspent.

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The E911 Income Statement was reviewed, and the result was 80.65% of the budget was spent. There are two-line items overspent but the budget is tracking fine. This budget supports the Spillman Maintenance which is due in January and usually paid at this meeting but we have not seen the invoice yet.

The Sales Tax budget is spent at 43.56%. There are two-line items overspent but the budget is tracking fine. The bond payments were made in December and were around \$700,000. I have not seen the Treasurers reports yet.

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

Radio Site Maintenance: There is a GPS Issue at the Beverly Site. The defective units have to be shipped to France to be repaired.

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

CAD 365Labs Project: We are projecting a go live towards the end of March 2024. If go-live needs to be postponed for any critical issues, we will push it out to September/October to avoid a go-live during the busy summer months. Training is being planned and scheduled.

Spillman Difficulties: A security certificate expired on the Spillman server, and this issue has been resolved.

Spillman Related Projects: Since the last board meeting, MACC has received requests for Spillman projects and enhancements. As we are winding down in Spillman, MACC is no longer accepting new Spillman projects and enhancements. MACC is focusing on 365Labs. MACC will continue to maintain the day-to-day functionality of Spillman, but not work to further enhance it.

Carbyne Phone System: There have been multiple outages due to loss of internet connectivity. MACC is taking the appropriate remedy actions to ensure that this does not continue to occur. Mini-MACC was used as the disaster recovery site, and it was online and functional.

TTEC Interactive Voice Response (IVR) Project: Project with TTEC should be ready for go-live within the next six weeks. We've modified the scope of work for additional enhancements.

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

**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.

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## **MULTI AGENCY COMMUNICATIONS CENTER**

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#### **NEW BUSINESS:**

1. Resolution 01-2014-To Authorize the Issuance of Warrants, Checks, or Electronic Payments Before Board Approval. The need for the resolution is to avoid late fees, overdrafts, and service interruptions. The board meeting and following process with Grant County are not always timely enough to avoid paying bills late with vendors. The process of paying bills outside of a formal board meeting is accepted by the Washington State Auditor with RCWs to outline the requirements. WCIA has enough coverage through the crime policy where the Director and Financial Services Manager do not have to be bonded. MRSC outlined the requirements which are outlined in the Resolution.

**Motion made and seconded to approve Resolution 01-2024 To Authorize the Issuance of Warrants, Checks, or Electronic Payments Before Board Approval. m/s (Sands/Shuler). Motion approved.**

#### **UNFINISHED BUSINESS:**

1. None

#### **POLICIES:**

1. None

Agenda items for the February 8th, 2024, Board Meeting:

1. MACC Board Committee Membership Review for 2024.

**Motion made and seconded to adjourn the board meeting. m/s (Cox/Sands.) The meeting adjourned at 10:05 hours.**  
Christal White, Financial Services Manager