

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

March 14th 2024

The Multi Agency Communications Center (MACC) Board of Directors met March 14th, 2024. 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-Phoned In |
| Jeremy Burns | Grant County Fire Chiefs & Commissioners |
| Ryan Cox | Grant County Police Chiefs |
| Kristine Shuler | Grant County Cities & Towns |
| Dave Sands | Largest City or Town-City of Moses Lake |
| Rob Jones | Grant County Commissioners |

Other's present were:

| | |
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| Chriss Dodds | BLM-Phoned In |
| Chris Baker | Grant County Fire District #7-Phoned In |
| D.T. Donaldson | MACC |
| Christal White | MACC |
| Gerrit Klein | MACC |
| Jennifer Pitt | MACC |

PUBLIC COMMENTS: None

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

MACC Board REPORTS:

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

Internet Outage: Tuesday morning Grant County PUD had a catastrophic internet outage and the 911 call routing did not work correctly. At this time, we are not sure if it was the state ESINET not routing correctly or MACC's phone vendor, but it looks like we lost 2 911 calls. We have a wireless bridge installed that will bypass the PUD, but it is not fully configured with the phone vendor yet. We are hopeful that it can be completed in the next two weeks. We have also installed a Starlink satellite at the back-up center and it is being configured in the firewall. As a third back-up we have FirstNet hotspots and will configure those with the training room PC's and possibly the supervisors will have them at home as well.

Chief Cox asked if the backups were tested. D.T. said essentially, they have been tested as we have had multiple internet outages in the last two months and the transfer to Rivercom has worked perfectly. Gerrit added that they have not gotten a response from Comtech as to why the transfer did not work. The group discussed planned testing with the variety of backup solutions and making sure the transfer to Rivercom works.

Staffing: A trainee was not successful in the training process and is no longer employed at MACC.

We hired two dispatcher candidates who started training on March 4th. That leaves two dispatcher vacancies.

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MACC recently issued press releases and public education campaigns to include recruitment with SourceOne News and the Moses Lake school district.

Interactive Voice Response (IVR) demonstration. The group watched as Gerrit conducted a demonstration with a test non-emergency call. This solution Gerrit demonstrated uses Chat GPT as the platform.

Kriss Shuler asked about how to get to this feature for callers. Also, about automated texts for video and location permission and are we getting any complaints. Gerrit said they call the non-emergency number to access the IVR once it is in place. We have gotten a few text links to send videos. In each case they are very helpful. We had one caller with debris on the roadway and you could have taken the call without asking questions because you could see it. Jennifer added that so far people are willing to accept the text link and send the videos. She is excited about the IVR and is glad it is not driven by pushing keys on your phone.

Remote Work: I plan to conduct preliminary remote work testing with previous MACC employees and the supervisors.

Chief Cox mentioned that the board has not seen the CJIS policies. D.T. indicated that we are just testing remotely the phones which will not directly involve CJIS.

A supervisor and a dispatcher attended the first 911 Goes to Olympia day on March 4th. They set up a dispatching console (phones, CAD, radio, etc.) at the state capital to demonstrate the ability to work remotely.

Chief Cox voiced some complaints stemming from yesterday on the radio. He was directed to make the complaints to MACC not at the board meeting.

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

Emergency Communication Sales and Use Tax: The February 2024 distribution was \$343,228.03. The year to date is \$801,813.59.

Cash balances: All of the ending account balances were provided as of January 2024.

Rob Jones noted that Fund 135 is over 7 million and Darryl Pheasant is asking what plans MACC has to spend some of it. Gerrit spoke about the VHF radio refresh project as well as the network refresh and then some planned projects for 2025.

Income Statements: The Income Statements were reviewed for January 2024.

The User Fee Income Statement was reviewed, and the result was 6.77% of the budget was spent and 8.3% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 7.30% of the budget was spent.

The Sales Tax budget is spent at 8.26%.

There are a few line items overspent but each budget is tracking fine so far.

I have begun working on the annual report which is due in May. Springbrook will do the review.

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

Radio Site Maintenance: There are GPS Issue at the Beverly Site with no ETA on the resolution. The GPS devices have been sent to France for repair. There are also analog errors at Beverly and Grand Coulee that Racom is working on.

Radio System Health Check: The report has been received and forwarded to Tait Engineering for the Managed Services Agreement. VHF system overhaul quoted at \$450,769.01. The managed services quote is still pending.

LTE Platform: We are considering an integrated between the MACC LMR system and FirstNet. This will allow us to bring on additional LTE devices outside of the Tait product line. There are many devices in the FirstNet family. Possibly a project for 2025.

CAD 365Labs Project: Train the Trainer workshops are in progress. We had the Jail training last week, records training this week and CAD next week. We will have the mock go-live in the final week of March and make a decision from that if we continue with the tentative go-live date the last week of April. The ACCESS connection has been established and stabilized. We are still testing the data flow and working on Geo-validation issues. We are working on bringing in the Cradlepoint AVL feeds.

Chief Cox asked about data migration and if the data is going to be able to be brought over from Spillman. Gerrit that there are a couple things to refine but data will come over. Also, Spillman will still be accessible. D.T. added that so far over 800,000 reports have been brought over from Spillman to 365Labs.

TTEC Interactive Voice Response (IVR) Project: D.T. will talk more about this under New Business.

APCO Intellicom Protocol Project Update: This project should be completed by 365Labs go live.

Local Tel Microwave Installation: LocalTel installation has been completed. Carbyne's 3rd party vendor is configuring their network for the failover connection.

Starlink Satellite Installation at back-up center: Installation has been completed and the configuration in the firewall is underway.

Kittitas County Sheriff's Office (KCSO): MACC has received a request to allow KCSO onto our P25 Radio System for interoperability with the Moses Lake Regional TRT team. We are still trying to determine the level of access requested and an MOU will need to be created. There is also an opportunity for expanded interoperability with Kittcomm that has come to our attention.

Cisco UCS "Datacenter" Upgrade: The new equipment has arrived at MACC and the software upgrades of the current environment are underway. We will make existing software compatible with new UCS equipment. The new support agreement is in place and the networking schema has been approved. We are moving to a 10GB datalink to the virtual environments. We installed the new Windows Server version for future VM's and eventually we will need to update our existing Windows Server 2016 to new software. The project is scheduled for completion before the end of this month. Once this project is completed, we will move forward with the network infrastructure update.

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Remote Dispatch Kit goes to Olympia: A dispatch supervisor and dispatcher debuted the MACC Remote Dispatch Kit at the APCO conference in Olympia. They were able to show our cloud native phone system and cloud native CAD system to dispatch directors across the state. According to them lots of good feedback was received.

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. RFP for Non-Emergency Call Solution-Bid Opening & Contract Signing Authority: D.T. let the board know that the RFP is out on the MACC web site and advertised in the paper. It closes on March 25th and it was decided he would evaluate the responses, make a selection and bring the contract to the board for approval. No action taken.

UNFINISHED BUSINESS:

1. None

POLICIES:

1. None

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

1. Interactive Voice Response (IVR) Contract

Motion made and seconded to adjourn the board meeting. m/s (Cox/Sands.) The meeting adjourned at 9:56 hours.

Christal White, Financial Services Manager

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