

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 12th, 2024

The Multi Agency Communications Center (MACC) Board of Directors met September 12th, 2024. Chairman Jeremy Burns called the meeting to order at 9:02 am.

Board Members present were:

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

Other's present were:

D.T. Donaldson	MACC
Christal White	MACC
Nancy Mylonas	MACC
Gerrit Klein	MACC

PUBLIC COMMENTS: None

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

MACC Board REPORTS:

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

Staffing: One of our trainees was not able to successfully complete the training program and is no longer employed at MACC. One trainee recently certified and another is expected to be in their final evaluation next week. One Dispatcher is still on long-term leave. We have one Dispatcher-on-Demand (DOD) employee who is certified as a Dispatcher at MACC. The DOD employee has been covering the workload for MACC Dispatchers to allow them to "shadow" practice in the new CAD. We have four vacant Dispatch positions. Christal is working with a couple possible candidates. We will evaluate when to best conduct the next Dispatcher recruitment after the CAD implementation.

Dispatchers-on-Demand (DOD): We contracted with the DOD service for a bank of hours that we can use at our discretion. Although we originally planned to use the hours for multiple DOD employees, we have elected to use the hours to extend the one DOD we currently have. We will re-evaluate possibly bringing more on after the CAD implementation. Also looking at remote work options down the road.

Remote Work: We are continuing to explore remote work options. We have been testing with a temporary/fill-in employee (former full-time MACC employee) who has been remotely processing requests from the IVR system.

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We hope to begin testing with remote 911 call-taking and remote dispatching before the end of the year. Remote work will allow certified MACC Call-takers and Dispatchers - whether full-time employees, temporary/fill-in employees, part-time employees, or DOD employees – to continue to support MACC's critical mission from anywhere. With the temporary or possibly permanent loss of the backup center at the National Guard Armory, having options for remote work becomes even more important. It is possible to have some space in Chris Dodds office in Ephrata. We plan to present policy considerations for the Board's approval after we have determined the technical elements of the remote-work kits.

Aside from the policy considerations do any board members have concerns about remote work?

Joey Kriete said his concern was outside distractions. I am not opposed to testing it with one remote and the others here at MACC.

Jeremy Burns said he had some of the same concerns. Also the barking dog and background noises in a serious professional situation. I am aware of some of the noise blocking technology which might work. I like the idea of Chris Dodds office as a possible solution.

Ryan Cox said he has worked through some of his concerns knowing they would be trained and vetted at MACC. Also the policies as they relate to ACCESS.

Dave Sands echoed the same sentiments. If they are not trained at MACC I would question the buy in to public safety in Grant County.

CAD go-live is scheduled. Functional testing of the software is in progress and final adjustments are being made. Gerrit will talk more about it in his report.

Barb complete 25 years at MACC. Congratulations Barb! She is the third MACC employee to make 25 years.

MACC successfully completed our routine WCIA audit last month, which focused on personnel.

As a reminder, MACC is hosting a presentation for LTE communication solutions on Friday, September 13th (tomorrow). It will first be held at the Moses Lake Civic Center Council Chambers and later at MACC. Please send as many staff as you can, including command, line-level, IT, and fleet staff.

Nathan drove LTE test equipment throughout the county, including 20 problem location, and has had zero issues streaming video. Audio will be much easier.

We will be meeting briefly with the Personnel Committee after today's Board meeting to discuss the process for replacing Christal (Financial Services Manager) when she retires next year.

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

Emergency Communication Sales and Use Tax: The August 2024 distribution was \$379,266.71. The year to date is \$2,772,320.58.

Cash balances: All of the ending account balances were provided as of July 2024.
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Income Statements: The Income Statements were reviewed for July 2024.

The User Fee Income Statement was reviewed, and the result was 45.59% of the budget was spent and 58.33% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 45.59% of the budget was spent.

The Sales Tax budget is spent at 66.11% with multiple line items overspent.

All three budgets have a few line items overspent but overall the budgets are tracking well.

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

Radio Site Maintenance: There were multiple issues located at the Grand Coulee radio site. With the help of Grand Coulee Fire, Tait Engineering was able to isolate the problem. Racom replaced multiple pieces of equipment (P25 and VHF) Another issue we have to deal with at that site is the fabric roof peeling off of the site. I am attempting to find concrete sealers in the area that can resolve. This needs to be completed prior to winter.

We have multiple control channel Issues at the Quincy Site. The replacement equipment shipped from New Zealand on August 30th. And should be in the United States this week. Will schedule with Racom to get the site work completed.

There were radio Issues reported in the greater Wilson Creek Area but they were vague. I am not sure we have enough information to respond.

Other radio issues reported but I did not have enough information to get Tait to investigate. I need the radio id, portable or mobile, physical location and a clear understanding of the problem.

Tait Lifex Product Investigation: MACC has recently began talking to Tait about a new product called LifeX. It could be a key component of a remote work solution. This can potentially replace our legacy console vendor and logging recording system. This will provide us a platform to launch LTE channels on request and be able to expand our interoperability capabilities. With new "staged" channels, on the fly and user mapping from the LTE device. It is Cloud Native therefore not reliant upon an in-house system and connections.

CAD 365Labs Project: The project is moving into the final phases. The mock go live will be on September 23, 2024 at 08:00 hours. This will serve as our "go, no-go" test. The go live is scheduled for the week of October 7, 2024. There will be more information release soon. A change in procedure document will be released to agency CEO's prior to go live to get your staff ready.

Dave Sands asked when the procedure document will be released. He is concerned that we are less than a month out. Gerrit said he will have the list out next week.

MACC has received complaints that training has not been provided. This is not true. Agencies has been given the ability to directly interact with designated trainers if needed. MACC cannot stress enough: make sure you people are training in the system every day. Rapid development at 365Labs has addressed a lot of the go live issues. The software is in a very good place and I fully expect it to be ready to take over our operations.

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Ryan Cox shared that they have not been able to get in 365Labs at all. Gerrit will look into it.

Maintenance: The annual UPS and battery systems maintenance has been completed and no issues were found.

Aurelian and Other A.I. Platforms: Since the end of May, Aurelian has processed in excess of 23,000 non-emergency calls for service. Over 1200 emergencies were detected and forwarded to a dispatcher for processing.

Our partners at Aurelian are working to expand services of the AI in order to process alarm calls and officer messages. 365Labs and Aurelian are working on an AI to CAD interface that will help calls get into the system even faster. It is taking dispatchers under a minute to process non-emergency calls from the IVR into the CAD as opposed to being on the phone with a caller approximately 3 minutes per call.

MACC has been contacted by multiple large agencies about use of this technology. We believe Snohomish County 911 (Washington) has just signed a contract with Aurelian.

Joey Kriete asked if the AI can learn and get smarter. When he is out at community events he gets lots of comments about people being frustrated with the system and saying they will never call again. Gerrit shared that Ava can't learn and get smarter but it is being improved. The group discussed a need to get some public education materials that could be handed out at events. It is important for people to continue to call and report things and not be frustrated to the point that they won't call. D.T. said he has called back frustrated callers to see if he could help them. Kriss said she went to the web site and found where people have the ability to go on the MACC web site and make a report and wondered if they should share that on their web sites.

MACC has deployed a new ticketing system to replace IssueTrak. HappyFox was deployed this month. The core of HappyFox has A.I. built into it. Since deploying the new software, MACC has processed some 200 tickets. This has helped reduce our turnaround time.

GIS and Mapping: The county is growing. MACC IT is trying to keep up with the development. If possible, try to have your planning departments communicate with Gerrit or Nathan about new streets and addressing. Some jurisdictions are really good at this, others are not. This will help us get new information into the system quicker

State IGN Connection Migrated to modern platform: MACC has migrated the state IGN connection to a modern platform, on a new router. This new platform replaces a relatively expensive T1 line between us and Olympia.

Joey Kriete mentioned that he is not able to be at the LTE demo on Friday but his IT staff have questioned the need for another device given they have Cradle Point devices. Gerrit said the difference is the Cradle Point devices only use one cellular modem where the Dejero allows for multiple cellular paths and also satellite technology.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

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Law TAC: No Meeting-Nothing to Report.

Fire/EMS TAC No Meeting-Nothing to Report.

UNFINISHED BUSINESS:

1. **Preliminary 2025 Budget**-The total budget is \$8,026,404.78 which is up 10.75% over the 2024 budget.

Revenue:

\$1,357,125.52 Fund Balance-17%
\$1,069,761.21 E-911 Tax & CPD Contract-13%
\$2,099,518.07-User Fee Billing-26%
\$3,500,000.00-Sales Tax-44%

Expenditures:

\$2,689,518.06-User Fees-34%
\$1,069,761.21-E-911-14%
\$4,267,125.52-54%

The budget has the new salary schedule & benefits factored in for the negotiated Teamsters contract. It has not been finalized yet. The admin wages have a 4% salary increase budgeted with the exception of the dispatch supervisors who will be raised to avoid compression with the dispatchers. There are no new FTE's/positions in the budget. It is budgeted to hire the new Financial Services Manager position in January and Christal continue on through May/June 2025 to train. The budget is 15.07% more than last year in the salary & benefit category and 10.75% more overall.

The capital project list totals \$1,018,000.00 which Gerrit reviewed at the last meeting and the detail is in your packets.

Motion made and seconded to approve the 2025 MACC Budget=\$8,026,404.78. m/s (Cox/Shuler)

Motion approved.

NEW BUSINESS:

- 1.

TABLED:

1. **RFP-VHF Paging System Upgrade Project**- Tabled

POLICIES:

1. **216 Annual Leave Time Off**-Updated-The approved policy has been updated to include letter H. which allows administrative staff with at least 10 years of service to cash out their vacation leave into their deferred comp/457 plan in the year prior to retirement. The Internal Revenue Service has rules on how much can be contributed and also allows a catch up in addition to the limit-but not in the year of retirement. This language was vetted and approved by Katherine Kenison

Motion made and seconded to approve the updated Policy #216. m/s (Sands/Cox)

Motion approved.

Agenda items for the October 10th 2024, Board Meeting:

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1. Dispatchers on Demand

Motion made and seconded to adjourn the board meeting. m/s (Sands/Cox.) The meeting adjourned at 10:00 hours.

Christal White, Financial Services Manager