

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

January 9th, 2025

The Multi Agency Communications Center (MACC) Board of Directors met January 9th, 2025. 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
Joey Kriete	Grant County Sheriff's Office
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:

David Durfee	Grant County Fire Dist. #3
Sheena Ohl	Grant County Sheriff's Office
Ryan Green	Quincy Police Department
Gary Mansford	Grant County Sherrif's Office
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC
Jennifer Pitt	MACC
Chris Dodds	BLM/BOR-Phoned In
Mohit "Mo" Vij	365Labs
Quinn Green	365Labs

PUBLIC COMMENTS: None

Board Chairman: Chairman Jeremy Burns called for nominations for the Chairman of the MACC Board for 2025. Dave Sands nominated Jeremy Burns for Chairman no further nominations were made.

Motion made and seconded to nominate and elect Jeremy Burns as the 2025 MACC Board Chairman. m/s (Kriete/Fish). Motion approved.

Board Vice- Chairman: Chairman Jeremy Burns called for nominations for the Vice-Chairman of the MACC Board for 2025. 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 2025 MACC Board Vice-Chairman.

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m/s (Sands/Fish). Motion approved.

Board Committee Membership will remain as it stands for 2025.

The Grant County Police Chiefs will meet to discuss their membership representatives on the MACC Board.

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: We have two lateral Dispatchers currently in training. We are extending conditional offers to three candidates who will start in late January or early February.

365Labs Public Safety Software: The go-live was on Tuesday morning and from our perspective it went relatively well. Jennifer discussed operationally how it went. We went live at 5 am and although it did go well, we continue to make improvements. 365 Labs staff are on site here as well as at the jail and some of the agencies to see what improvements they can make. We are working with the agencies to see what issues they are having and what can be fixed or changed to make it better. There is overall frustration with learning something new, but we are triaging issues and fixing things very quickly.

Mohit "Mo" Vij, 365Labs, shared that he appreciates the positive attitudes and everyone's willingness to learn and move forward. This Go-Live was unique in that CAD, RMS, and JMS went live at the same time. We have done several where it goes in segments; jail, records, patrol, dispatch etc. but not everyone at once. Remember that even when we are not on site any longer, we can help you from wherever we are. We are also able to make some changes per agency and they don't all have to be the same.

D.T. thanked Jennifer for all her work on the project training, not only our staff, but all the police agencies and records staff as well. He also thanked Gerrit for all his behind-the-scenes work on the project. After 25 years with Spillman it is a big deal.

Joey Kriete spoke to 365Labs letting them know that the next project they implement that has a Sheriff's Office to consider that encompasses the entire law and justice system. It is the legal side as well as patrol.

Mo brought up that this is a great time to look at all the processes that we have been doing for 25 years and streamline as much as possible.

Financial Services Manager: Our initial candidate was unsuccessful in the background process. We are offering the position to one of our other candidates.

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Remote Work: D.T. brought the devices to show the group that provides power and internet for remote operations and there is a draft policy to talk about in New Business.

2024 – Summary of Year in Review:

- o Successfully bargained with the union for a new, three-year collective bargaining agreement.
- o Hired a Dispatcher Supervisor and promoted a Lead Dispatcher.
- o MACC IT continued making improvements to our network resiliency.
- o Implemented an IVR to handle Non-Emergency Calls.
- o Began using the Dispatcher-on-Demand program.
- o We laid the groundwork for the new CAD/RMS/JMS with 365Labs.
- o Developed and presented the LTE project for radio communications.

2025 – Looking Ahead:

- o Implement the LTE project.
- o Develop remote work policies and procedures to begin testing remote work on a limited basis.
- o Further develop AI for use in training, quality assurance, and real-time assisting of Dispatchers.

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

Emergency Communication Sales and Use Tax: The December 2024 distribution was \$405,021.66. The year to date is \$4,305,154.97.

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

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

The User Fee Income Statement was reviewed, and the result was 70.13% of the budget was spent and 92% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 83.14% of the budget was spent.

The Sales Tax budget is spent at 52.37% with multiple line items overspent.

The Washington State Auditor's Office is continuing the 2022-2023 Accountability and Financial Audits. I expect them to be wrapped up soon, but they have not indicated a date or timeline to us.

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

Since 2022 when I accepted the Technical Services Manager position, we have had a plan to take technology to the level that would allow dispatching from anywhere with an internet connection. This included phones, CAD and radio. As we implemented 365Lab this week another milestone has been reached. The last piece is next and that is the radio system.

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CAD 365 Labs Project: From a technology perspective I think the go-live went very well. We had a few things come up, but we were able to resolve them. We had some internet slowdowns but successfully moved to another internet solution.

Radio Site Maintenance: Racom investigated reports of paging problems at the Coulee City Radio Site. Several things have been done including having the technicians respond to the site. They have not found anything wrong but both TAIT and Racom are continuing to monitor the system. Coulee City Fire reports page reception problems from four locations in or around Coulee City, however GCFD 6 appears to be receiving pages without problems.

Dejero Gateway Issues: MACC is currently experiencing some issues with our Dejero Gateways. Both IPAccess and Dejero are looking into the issues that are causing some intermittent network slowdown. Alternate plans are in place if the issue persists or gets worse. The Dejero team is coming on site soon.

GovWorxs AI Training and QA Platform: MACC has purchased the GovWorxs AI Training and QA platform. We are working with the vendor to interface with Public Safety Software, Radio System and Phone System. This will provide end-to-end QA on all calls received by MACC 911. It will also provide a realistic training environment to train call takers for the low frequency – high impact events. In future releases, this will also allow us to train dispatchers for a variety of radio events.

Cybersecurity and Awareness: FBI Cybersecurity division went public last week that there was a data breach at the US Department of Treasury. The attack was conducted by a foreign nation. The endpoints from the attack were located on client user desktop PCs. The root cause has not yet been published. MACC has received two new firewalls and is working with Compunet to schedule their deployment. MACC is also working with Compunet to have a minimally intrusive MFA compliant solution deployed at the dispatch terminals.

Please ensure that your agency is taking the appropriate steps to ensure cybersecurity and MFA requirements. This applies to every law enforcement agency, small networks or home networks, steps must be taken to protect your business data.

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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UNFINISHED BUSINESS:

- 1.

NEW BUSINESS:

1. Radio System Managed Services: No Proposal.
2. Remote Work Policy Draft: This draft policy is in your packets for your review. It encompasses all the things we have talked about as well as incorporating the Kitsap County policy and CJIS manual requirements. I would like you to review it and I will bring it next month for approval.

TABLED:

1. RFP-VHF Paging System Upgrade Project- Tabled

POLICIES:

- 1.
- 2.

Agenda items for February 13th, 2025, Board Meeting:

1. Remote Work Policy
- 2.

Motion made and seconded to adjourn the board meeting. m/s (Sands/Kriete.) The meeting adjourned at 9:44 hours.

Christal White, Financial Services Manager