

# Technical Manager

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TO: Board of Directors  
Mike Fletcher, Executive Director  
FROM: Nathan Hughes, Technical Manager  
SUBJECT: January 2024 Update

- Vesta 911
  - I am looking into Vesta CommandPOST to allow call taking away from the dispatch console. This will allow dispatchers to continue answering calls if we need to evacuate dispatch or need more call takers during an emergency.
  - Dannell and I received further training on Vesta's analytics software.
- MAJCS
  - The MAJCS (Metro Area Joint CAD System) group updated the operating system of the servers hosting CAD (Computer Aided Dispatching). A technical issue during the update prolonged the outage of certain components within CAD.
  - The MAJCS mobile user group met again to discuss the new MDC (Mobile Data/Digital Computer) interface development. The group is making progress on the final design.
- Admin Phone System
  - We are working on getting quotes for upgrading the phones in the admin offices.