

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

February 13th, 2025

The Multi Agency Communications Center (MACC) Board of Directors met February 13th, 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
Rick Martin	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:

David Durfee	Grant County Fire Dist. #3
Sheena Ohl	Grant County Sheriff's Office
Ryan Green	Quincy Police Department
Joe Westby	Quincy Police Department
Troy Froewiss	Ephrata Police Department
Kevin McCrae	Grant County Prosecutors Office
Erik Koch	Ephrata Police Department
Amanda Scott	MACC
Charli Dittmann	MACC
Megan Lembcke	MACC
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC
Jennifer Pitt	MACC

PUBLIC COMMENTS:

Chief Ryan Green expressed concern and was critical of the 365Labs CAD project.

Grant County Prosecuting Attorney Kevin McCrae expressed concerns regarding the 365Labs project.

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

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MACC Board REPORTS:

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

Staffing: We have two new Dispatch candidates who started this week. That brings the total to 4 dispatchers in training.

We were unable to hire any of the first round of candidates for the Financial Services Manager position. We have recently met with another candidate who is interested and we would like to meet with the Personnel Committee after this meeting.

365Labs Public Safety Software: Last Friday we made the operational decision to temporarily use Spillman CAD for Law Enforcement agencies based on the information available at the time. To lessen the impact on agencies without adequate records staff MACC is providing data entry into 365Labs during this temporary period. As a reminder the Spillman server is on its last leg, and we have not performed any software updates in Spillman for over four years. In the past when we did a software update the system crashed and we did not receive sufficient support-and sometimes no support-from Spillman. This is what led to the decision to move to a different system. Currently, the Spillman map is not working due to an expired and unsupported security certificate.

Dave Sands discussed the decision to move back to Spillman for a short period of time and that he and the Sherrif were under the impression initially that they could go back and did not realize that all law agencies would have to follow.

What we are experiencing with 365Labs is very normal and on track for the timeline. We are currently a little over one third of the way into the first phase (Stabilization Phase) and a little less than 10% of the way in completing all three phases. The project is currently on track according to these conventional phases. I have been through two other CAD (Computer-Aided Dispatch) conversions, and it usually takes 6 to 12 months after a new CAD and RMS (Records Management System) go-live before most major bugs and workflow issues are resolved. The first 3-month phase is where you find the critical bugs and crashes are identified and patched. User feedback and training are essential in this phase.

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

Emergency Communication Sales and Use Tax: The January 2025 distribution was \$333,665.09. The year to date is \$333,665.09.

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

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

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The User Fee Income Statement was reviewed, and the result was 79.84% of the budget was spent and 100% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 88.20% of the budget was spent.

The Sales Tax budget is spent at 83.65% with multiple line items overspent.

The Washington State Auditor's Office has completed the 2022-2023 Accountability and Financial Audits. Jeremy Burns and Kriss Shuler attended the exit. All audit exit items have been corrected with the exception of a policy update and the ongoing attention to inventory.

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

Radio Site Maintenance: MacDonald Miller finished installing two new HVAC units at the Frenchman Hills Site. Unfortunately, it was intended to be a 2024 project but was invoiced after the 2024 budget was closed. We did budget money for 2025 as well, but we will need to evaluate if we do another site in 2025.

Cloud Native Radio Console Investigation: - We have had follow up meetings with two vendors; Intertalk is still in the informational gathering stage for MACC 911 and Tait LifeX is evaluating if they are ready to move forward with this type of project.

P25/VHF Radio Managed Services: Tait and Communications Northwest have submitted proposals. The Tait proposal is primarily for remote monitoring and much more expensive. The Communications Northwest proposal is to provide a senior technician on site each month. We have determined that having a technician on site is the best and least expensive option for now. We will continue to evaluate the need for remote monitoring.

CAD 365Labs Project: 365Labs went live on January 7th, 2025. At the time of go-live, fewer than 30 minor issues (bugs, glitches, etc.) were identified. Post-launch, MACC worked with 365Labs to address and resolve these issues. External issues reported to MACC were limited, primarily revolving around permissions. These were addressed by following the chain of command and adjustments from systems administrators. On January 24th, the Sheriff's Office announced plans to temporarily move back to Spillman. This decision was reportedly due to "bugs" and case backlogs. On the same day, MACC received a similar notification from the Moses Lake Police Department. They cited "functional issues" as the primary concern. GCSO and MLPD held a meeting with MACC on January 27th where both agencies expressed concerns about "crashing" of the system. This information was relayed to 365Labs. 365Labs released patches and version updates approximately three days later. By the end of the week, it appeared that many of these issues were resolved. No additional complaints were received. Instructional videos were shared by MACC 911 to ensure users implemented the fixes properly. Based on the absence of further complaints, it was assumed that the software experience had improved.

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On January 31st, both agencies communicated a desire to temporarily use Spillman again. Both agencies cited system “freezing” as a significant issue across both mobile devices and desktops. 365Labs suggested bandwidth issues as a potential contributing factor. Within 24 hours, 365Labs released another mobile software patch, and a new version was published. Instructions for the update and necessary settings changes were emailed to all agencies. To facilitate the update process, I went into the field to assist with installations. I worked directly with three MLPD officers and two GCSO deputies. I noted that installations had not been completed, and power settings had not been updated. After additional efforts, I confirmed that four out of the five users were no longer experienced freezing issues. This was verified over a three-hour period, after which no additional feedback was received. One issue appeared to be specific to a laptop, and another bug related to PC Affidavits was identified and immediately submitted to 365Labs.

On February 5th, both MLPD and GCSO confirmed their intent to temporarily use Spillman. MACC recommended against this action but worked to determine how to best support user agencies and the public if the action occurred. Two viable options were identified:

- Law enforcement users resume operations in Spillman while Fire and EMS remain on 365Labs.
- MLPD and GCSO revert to pre-mobile (radio only) dispatching.

After reviewing the available options, both MLPD and GCSO decided to proceed with Spillman in a limited capacity. Other law enforcement agencies expressed concerns about temporarily using Spillman. The department heads from these agencies were encouraged to address their concerns directly with MLPD and GCSO administrators.

On February 6th, MACC requested lists of critical issues that GCSO and MLPD need resolved prior to using 365Labs exclusively. Concerns of using Spillman include:

- The manual data migration required.
- The time invested in training and system simulations.
- The financial commitment to 365Labs.

Over the past three weeks, significant progress has been made by 365Labs in addressing concerns.

365Labs Interfacing Requests: MACC has submitted Resolutions in New Business to develop 3 additional interfaces with 365Labs.

- DataWorks: Fingerprinting Interface for Grant Co. Jail. It is understood that the Jail does a lot of fingerprinting and not having an interface is detrimental.
- ESO FRMS interface: MACC would like to migrate the iSpyFire ESO interface away from iSpyFire and offer a direct connection to ESO FRMS. • Eliminates an intermediate step and provides a clear system demarcation for failures. Most Fire and EMS agencies are utilizing ESO.
- GovWorxs Interface: MACC would like to establish an interface between 365Labs and GovWorx for call QA and training. It is an AI process that can provide QA on 100% of calls received by MACC 911. It is AI

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simulator for dispatcher training. The QA and Simulation training is a high priority for the operations team.

365Labs CCTV Integration: MACC has contacted multiple school districts to start conversations about gaining access to live CCTV footage. The intention is to broadcast the live CCTV footage into Realtime Crime center. Provide immediate eyes on events reported at schools. To date, the Moses Lake School District and the Royal City School District have been contacted. Any Law Enforcement Agency support with their CEO's would be appreciated.

GIS Updates: MACC has completed a drone mission in Ephrata Heights for imagery on a new housing project. MACC has also completed control point gathering for multiple new streets in Moses Lake. All are on the MACC CAD Map, none in commercial mapping services yet There are hundreds of new site structure address points have been added into our data set MACC drone flights and physically gathering coordinates for new construction. Multiple drone missions are being planned and scheduled for new construction in the area. Please ensure that your municipalities are getting new addressing and roadway information to MACC 911

MACC Training Room: The MACC Training Room has been updated to outfit it with dispatch-grade furniture. This will provide dispatch candidates with a more realistic environment in which to train. This will also provide MACC 911 with back-up and overflow space for major events or outages. It can also serve as an environment to demonstrate our systems and equipment in an area that will not hinder live operations

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.

UNFINISHED BUSINESS:

1.

NEW BUSINESS:

1. Radio System Managed Services: Replaced with Resolution 02-2025.
2. 365 Lab Discussion: There was no further discussion.

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3. Memorandum of Agreement (MOA)-CAD \$1500 Stipend: Teamsters Local 760 and MACC 911 Dispatchers one-time, non-proliferating stipend of \$1500. This is to acknowledge the additional stress and workload of converting to a new CAD system.

Memorandum of Agreement (MOA)-CAD \$1500 Stipend: Motion was made and seconded to accept the Teamsters Local 760 and MACC MOA. m/s (Sands/Fish.) MOA Approved.

4. Resolution 01-2025 Public Safety Software CAD Interfaces: The three interfaces detailed in the Technology Managers report; Data Works for fingerprinting at the Jail, ESO FRMS for migrating iSpyFire ESO, GovWorxs for MACC QA and training.

Resolution 01-2025 Public Safety CAD interfaces: Motion was made and seconded to accept Resolution 01-2025. m/s (Fish/Martin.) Resolution Approved.

5. Resolution 02-2025 Radio System and Microwave Support Agreement: The maintenance support agreement with Communications Northwest for a senior technician on site each month. This is a month-to-month agreement.

Resolution 02-2025 Radio System and Microwave Support and Maintenance: Motion was made and seconded to accept Resolution 02-2025. m/s (Sands/Kriete.) Resolution Approved.

TABLED:

1. RFP-VHF Paging System Upgrade Project- Tabled

POLICIES:

1. #235 Remote Work Policy: This policy is the language we provided for review last month. It is in policy format, and it has one change: The first bullet under Attestation: At least three (3) years of experience as a 911 Dispatcher or 911 Call-Taker and currently certified as such my MACC.

Policy #235 Remote Work Policy: Motion was made and seconded to accept the Remote Work Policy. m/s (Sands/Kriete.) Policy #235 approved.

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

- 1.
- 2.

Motion made and seconded to adjourn the board meeting. m/s (Kriete/Sands.) The meeting adjourned at 9:36 hours.

Christal White, Financial Services Manager