

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

March 13th, 2025

The Multi Agency Communications Center (MACC) Board of Directors met March 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
Kristine Shuler	Grant County Cities & Towns
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
Erik Koch	Ephrata Police Department
Kevin McCrae	Grant County Prosecutors Office
Amanda Scott	MACC

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 Fish/Sands.)
Consent Agenda approved.

MACC Board REPORTS:

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

Staffing: We have three dispatchers in training. We did have four up until this week, but we had to terminate one of them.

We extended an offer to a candidate for the Financial Services Manager position, and she accepted. Christal added that the offer went to Darci Homesley. I worked with her 33 years ago at an aviation repair station. Her most recent job was with the Grant County Fairgrounds, she will start here at MACC on March 18th and be a great addition.

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365Labs Public Safety Software: Moving to a modern, cloud-native platform for CAD will maximize AI automation, facilitate future integrations, and improve resiliency (including redundancy and cyber security). While the transition is neither quick nor easy, it is very much analogous to the transition from horse and buggy to car. The two most important factors for the future, in my opinion, are a modern platform and responsive vendor customer service.

The potential AI automation includes report writing, analytics for people and locations, intelligent unit recommendations, and flagging unusual patterns. Potential integrations include drones (with thermal imaging), and Flock cameras. Other advantages include: speed of development and the use of smart phones.

We had a 911 call with a spanish speaking caller and per protocol the dispatcher tried two times to get Language Link on the line but there were no interpreters available. The dispatcher then used AI Assist translation, and it took no more time and worked well. I have requested a copy of the call.

Ryan Fish asked if it could translate other languages such as Russian? D.T. said currently we are just using it for Spanish but he will find out.

Kevin McCrae asked if he could get a copy of the call so he can see how it would work in the courtroom.

We have been working with our phone vendor to develop and test 911 assist an AI based assist to the call taker collecting and summarizing the information provided by the caller.

365Labs has reported that just over 40% of the items on the list have been completed, including critical issues, such as freezing. Approximately 30% of the items on the list are currently in various stages of completion. Approximately 12% of the items were design-related items to make the system function more like Spillman. These changes will be implemented over time, after go-live, and should not affect overall output. 365Labs still needs clarification for approximately 17% of the items. For example, there are multiple ways to optimize screens for laptops, and 365Labs needs additional input on what we prefer to determine the feasibility.

I would like to schedule meetings with 365Labs and key stakeholders over the next two or three weeks to address the items that require clarification. Then 365Labs would like to schedule a meeting with key stakeholders for the second week of April to ascertain whether we are satisfied with their progress. This will help them ensure they are addressing the issues effectively and meeting our expectations.

News Article: An article about MACC was published in the Columbia Basin Herald on February 18, 2025. The article contains inaccuracies stemming from insufficient or poorly conducted research. The group discussed the article, which was about the audit finding for the liability reporting for Subscription Based Information Technology Arrangements (SBITA.) They never actually interviewed MACC staff, and the article was fabricated and much different than the exit interview with the auditor.

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Radio Project: The first phase of the LTE radio project which is the ISSI-interfacing the LMR & LTE systems together is nearing completion. We plan to move to phase two which is getting devices in the field within the next few weeks. We hope to begin testing phase three before the summer which is devices in vehicles.

First Net: AT&T FirstNet originally gave us a date of 2026 to have direct to cell satellite, but it looks like they are pushing it up. I have a webinar scheduled with them on April 8th. This will be for voice, data and internet and will allow handheld devices to work in more locations.

Upcoming Projects: We will be exploring a Drone as First Responder (DFR) project for 2026 or 2027.

Remote Work: The MACC board approved the remote work policy and now the employee union (Teamsters) desires to bargain the impact of the remote work policy. We have an initial meeting scheduled for later this month.

Operations: The MACC Supervisors and line Supervisors from Law Enforcement agencies plan to meet regularly to discuss operational issues. They have already met once.

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

Emergency Communication Sales and Use Tax: The February 2025 distribution was \$353,430.87. The year to date is \$687,095.96.

Cash balances: All of the ending account balances were provided as of January 2025.

Income Statements: The Income Statements were reviewed for January 2025.

The User Fee Income Statement was reviewed, and the result was 8.88% of the budget was spent and 8.4% of the year has elapsed. All three budgets are overspent in the Staffing Expense category due to extra staffing as we adjust to working in both Motorola and 365 Labs CAD's. In addition, we have contracted for data entry between CADS for the smaller police agencies.

The E911 Income Statement was reviewed, and the result was 9.68% of the budget was spent.

The Sales Tax budget is spent at 9.56% with multiple line items overspent. Another factor in the line items being overspent is that many of the maintenance, insurance and subscriptions are due annually in January.

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

Radio Site Maintenance: MacDonald has started the Spring 2025 PM Cycle for site HVAC systems. Communication Northwest is scheduled to be out at our radio sites this week doing inventory and maintenance assessments. Many clocks are failing at the sites and are in need of replacement. We are consulting with TAIT to see if a more local product vendor is compatible.

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LTE Convergence Radio Project: Substantial work has proceeded with this project since the last meeting. MACC did have to purchase the budgeted \$180K ISSI connection to ESChat. We have been working with Tait to establish the ISSI connection to ESChat and clone the Team PTT environment into their ESChat Environment. I have begun to onboard Siyata SD7 devices into ESChat for demo units. The scanning capability will be available in Q3 2025 according to ESChat.

ESChat has identified a few “best practices” and efficiencies we could deploy in the ESChat environment, and we are currently deploying their recommendations for unit management and device deployment. It has been noticed that there are multiple users in the environment that are no longer active with agencies so we will need a management mechanism to track users, so they don’t get forgotten about in the system.

ESChat does not charge per channel – rather they charge for simultaneous usage. We have 12 licenses available that can be utilized at any given time resulting in 12 simultaneous transmissions across the system. With that in mind, I have requested that all P25 channels be onboarded into the ESChat system.

I ordered 20 Siyata SD7 devices, AI Noise Cancelation MIC’s, Belt/Bandelier (molle) harnesses and law enforcement earpieces for a test group.

For App users, please delete the Tait Team PTT app and replace it with the ESChat PTT app found in your app store.

MACC has also requested Wi-Fi network information in places challenged by poor LMR and Cellular connectivity. We plan to program these Wi-Fi networks into the Siyata devices for an additional layer of connectivity.

CAD 365Labs Project: 365Labs was given a list of approximately 140 issues to be resolved before Law Enforcement agency resume system use. MACC did not edit the list or assign priorities. Many items on the list were directly related to training while some others were new feature requests.

365Labs is actively working on the items that can be worked on and communicating with agencies on items that need more details.

Jeremy Burns asked how the staff felt the responsiveness from 365Labs has been. Both Jennifer Pitt and Gerrit Klein felt that it was good and they do not have any concerns.

MACC has begun onboarding fire users into the Gismo CAD and Fire Mobile Environment. There is a small group of test users currently. Once we know the deployment of Fire Mobile is good, we will include more fire users.

For the 365Labs and iSpyFire Interface MACC has shared contact information for personnel with iSpyFire and personnel at 365Labs to collaborate in fixing the interface. 365Labs stated they delivered what they

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committed to delivering. iSpyFire states they cannot see what is being delivered in the interface. Both companies were asked to communicate with each other, and they did met earlier in the week.

365Labs may have a fire alerting product available to use if we cannot get iSpyFire working reliably again. MACC is interfacing ESO away from iSpyFire and making the connection between 365Labs and ESO directly. This project is in progress and the interface has been purchased.

For enhanced AVL MACC has purchased 20 OBDII GPS units for testing in 365Labs Fleet. The units will provide all vehicle analytics directly from the in-car computer and upload them to Fleet and it will include the AVL data. The Ephrata Police Department, Quincy Police Department and Grant County Fire District 7 will be testing the units. Once the units pass testing, we will be able to onboard more devices. Depending on how much data is used, MACC may need to evaluate the option of sharing the data costs on the AVL devices. We do not know this yet, but something to be aware of. MACC has already negotiated away the on-going subscription costs for the devices and access to Fleet.

Spillman Northwest Users Group (SNUG): Gerrit was invited to present at the SNUG on March 03, 2025. The presentation encompassed 365Labs, Carbyne and Aurelian.

MACC Training Room: The MACC Training Room has been completed and is in use.

Firewalls: MACC has deployed a new set of Palo Alto firewalls for data infrastructure security. The firewalls are going live on March 18th. Once they are live, agencies who need a VPN to MACC will need to remove Cisco AnyConnect and download Global Protect.

PERSONNEL COMMITTEE: The committee met on February 13th to discuss an applicant for the Financial Services Manager position. The committee agreed to advance an offer.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

Law TAC: -Special Meetings February 20th, & 27th 2025-no discussion.

Fire/EMS TAC -Special Meetings February 20th 2025-no discussion.

UNFINISHED BUSINESS:

- 1.

NEW BUSINESS:

- 1.

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TABLED:

1. RFP-VHF Paging System Upgrade Project- Tabled

POLICIES:

1. #232 Employee Recognition Policy Update: This policy has been updated to add the RCW language which states awards may not exceed two hundred dollars in value per award. In addition, we added a few more allowable categories.

Policy #232 Employee Recognition Policy: Motion was made and seconded to accept the updated Employee Recognition Policy. m/s (Sands/Shuler.) Policy #232 approved.

Agenda items for April 10th, 2025, Board Meeting:

- 1.
- 2.

Motion made and seconded to adjourn the board meeting. m/s (Sands/Fish.) The meeting adjourned at 9:38 hours.

Christal White, Financial Services Manager