

**MULTI AGENCY COMMUNICATIONS CENTER**

**BOARD OF DIRECTORS MEETING**

April 10<sup>th</sup>, 2025

The Multi Agency Communications Center (MACC) Board of Directors met April 10th, 2025. Vice-Chairman Joey Kriete called the meeting to order at 9:00 am.

Board Members present were:

Ryan Fish	EMS Emergency Medical Council-Phoned In
David Durfee	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

Others present were:

Erik Koch	Ephrata Police Department
Nik Morfin	MACC
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC
Darci Homesley	MACC

**PUBLIC COMMENTS:** None

**BOARD MINUTES:** Motion was made and seconded to accept the Board Minutes. m/s (Sands/Durfee). Board Minutes approved.

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

**MACC Board REPORTS:**

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

Staffing: We welcome Darci Homesley, who started with us last month. She is training for the Financial Services Manager Position.

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Next week we kick off National Telecommunicator week with lots of activities. Among other things, the dispatchers will receive a yearbook that commemorates 2024. Then Gerrit and the Supervisors will work the floor so all the dispatchers can go to dinner together, which they'd never get to do otherwise.

CAD Implementation: D.T. recently attended the Washington APCO-NENA Spring Forum and had the opportunity to speak with the deputy director of a 911 center in King County. A few years ago, they were operating out of two separate CAD systems while transitioning to a single system. They had a similar experience to ours but ultimately had a successful outcome. D.T. believes we can do the same.

AI Assistance for 911 Calls: We have been operating on a cloud-native phone system for almost 18 months. After some initial growing pains during the first several months, the system is working well. The board members watched a short presentation on AI Assistance for 911 calls. There are many advantages of the system, some of which include the ability to operate remotely, two way translation and live transcription. In the future, we will start to see a shift where AI tools will become primary instead of secondary. We are now working with a vendor to develop AI assistance for 911 calls.

Remote Work: D.T. recently met with the MACC employee union (Teamsters) to bargain the impact of the remote work policy. The meeting went well.

We plan to test our remote operations within the next several weeks from a secure facility in Denver, Colorado.

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

Emergency Communication Sales and Use Tax: The March 2025 distribution was \$330,346.66. The year to date is \$1,017,442.62.

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

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

The User Fee Income Statement was reviewed, and the result was 15.28% of the budget was spent and 17% 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 CAD's.

The E911 Income Statement was reviewed, and the result was 16.41% of the budget was spent.

The Sales Tax budget is spent at 18.17% with multiple line items overspent.

We will amend the budget for these unexpected staffing and any other items mid-year.

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

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Radio Site Maintenance: MacDonald Miller is in the process of completing the Spring 2025 preventive maintenance cycle for site HVAC systems. No serious issues have been found.

MACC experienced a microwave failure in our system, causing issues between MACC and the Grand Coulee area. Communications Northwest, the new radio maintenance vendor, was dispatched to investigate. Within the course of 24 hours, the issue was isolated to the Frenchman Hills site, a radio card was replaced and the issue was resolved. MACC ordered additional replacement parts for the microwave system. All the parts replaced were well outside of warranty.

Prior to the microwave failure, a separate VHF system issue occurred that cut communications off with the Grand Coulee area. Communications Northwest investigated and suspected that a QS2 card failed. The issue resolved itself prior to the arrival of the technician. We are waiting for the root cause analysis to guide the next steps. In addition, yesterday we received a complaint from the Royal Slope area that we are currently investigating.

LTE Convergence Radio Project: Phase two work is in progress MACC has 20 Siyata SD7 devices. These devices are programmed and have a FirstNet SIM cards installed and verified. The device's second SIM is still locked, and we are waiting for the unlock codes from FirstNet. Once we get them unlocked, T-Mobile cards will be installed in the SIM 2 slot and the devices will be deployed as follows:

- 10 Devices - Ephrata Police Department

- 5 Devices - Grant Co. Fire District 7

- 1 Device - Has been deployed with BLM Law Enforcement

- 4 Devices – Will be programmed for the Grant Co. Sheriff's Office

The first 20 devices are provided with AI Assist, lapel mics, and belt clips. Ten of the devices had earpieces on order. Once the first 20 are deployed, we will confirm they are working and will then order more devices.

365Labs Project: The 365Labs team continues to work on resolving issues and has completed many of them that have been reported. While we all agreed that, prior to a second go-live, 365Labs needed to address the official list of issues county agencies provided to them on February 27th, 2025, 365Labs has also been working on additional requests they received after the initial date.

365Labs has released a new CAD beta that is being evaluated by our supervisor's. They released a version of JMS that caused some issues but was quickly debugged, the issues were resolved within 16 hours.

365Labs has engaged and is still engaging with county agencies to ensure the issues from the official list are adequately defined.

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Enhanced AVL: MACC purchased 20 OBDII GPS units for testing in 365Labs. The fleet devices were received last Friday. These devices will be deployed with the Quincy Police Department, Ephrata Police Department, and Grant Co. Fire District 7, for initial evaluation. Expect more information at the next board meeting.

Palo Alto Firewalls: MACC has deployed a new set of Palo Alto firewalls for data infrastructure security. We experienced some issues with the transition from Cisco AnyConnect to Palo Alto Global Protect, but we worked with CompuNet, and the issues were resolved.

Radio Network: The radio network firewall is older technology and needs replacement. It is experiencing memory failures and signs of multiple brute force cyber-attacks, that thankfully have been unsuccessful. We will be working with CompuNet to replace the existing firewall which will protect the radio network. We discussed having our new firewalls manage the radio network but want to maintain the “air gap” between the networks. It is a little more management, but keeps the networks physically separated for security. This is an unbudgeted project and will be coming back to the board when we have a recommendation and quote.

Multi-Factor Authentication (MFA) Requirements: In October 2024, Washington State Patrol changed regulations requiring MFA requirements for all communication centers that have access to criminal justice information (CJI). We have been working to find the best MFA solution that would be suitable for a dispatch environment. CompuNet has made a recommendation for MACC with a product line called “Digital Persona”. We will have a presentation ready for the next board meeting. This is an unbudgeted project that will need review and approval.

Physical Security System Review and Upgrade: MACC has been experiencing some minor breakdowns in its physical security hardware and software. It is more than 10 years old at this point. So far, none of these breakdowns have resulted in a security breach. We are exploring options for 2026 to upgrade our system.

Drone First Responder: MACC has started research on deploying a Drone First Responder (DFR) platform. It is possibly a project for 2026 or 2027. We are presently researching FAA regulation, mission and scope, management (via 365Labs RTCC) and sourcing. Some important uses would be, getting eyes on a fire scene quickly, checking on officers who are not answering status checks in remote areas, and active emergencies where basic arial surveillance is impactful.

The group discussed many examples and uses including using real-time crime center (RTCC).

PERSONNEL COMMITTEE: Nothing to report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

Law TAC: - Meeting March 20<sup>th</sup>, 2025 - Cancelled

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**Fire/EMS TAC** -Meeting March 20<sup>th</sup>, 2025 – No discussion.

**UNFINISHED BUSINESS:**

- 1.

**NEW BUSINESS:**

- 1.

**TABLED:**

1. RFP-VHF Paging System Upgrade Project- Tabled

**POLICIES:**

- 1.

Agenda items for May 8, 2025, Board Meeting:

1. Resolution 03-2025 Radio Network Firewall
- 2.

**Motion made and seconded to adjourn the board meeting. m/s (Sands/Kriete) The meeting adjourned at 9:45 hours.**

Christal White, Financial Services Manager