

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

July 10th, 2025

The Multi Agency Communications Center (MACC) Board of Directors met July 10th, 2025. Chairman, Jeremy Burns called the meeting to order at 9:02 am.

Board Members present were:

Ryan Fish	EMS Emergency Medical Council
Jeremy Burns	Grant County Fire Chiefs and Commissioners
Joey Kriete	Grant County Sheriff's Office
Kristine Shuler	Grant County Cities and Towns
Dave Sands	Largest City or Town – City of Moses Lake

Others present were:

Erik Koch	Ephrata Police Department
Mike Sunisa	Ritzville Police Department
Brooke Scheel	City of Ritzville
D.T. Donaldson	MACC
Christal White	MACC
Gerrit Klein	MACC
Darci Homesley	MACC
Jennifer Pitt	MACC

PUBLIC COMMENTS: None

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

MACC Board REPORTS:

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

Staffing: We currently have two people in training to become dispatchers; one of our trainees was not successful in training and we recently terminated her employment at MACC.

CAD Project: We plan to begin formal training in 365Labs for full deployment after training is completed. We have had a MACC supervisor doing drives around the county testing 365Labs. We have been using 365Labs for Fire dispatching since January. Aside from issues related to a third-party integration, it has gone relatively well. We continue to make improvements and adjustments.

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Remote Work: D.T. is approaching his 5-year anniversary with MACC. One of the things he was originally tasked with was addressing 12-hour shifts. That has been successfully completed, and we are now going well beyond that to sustainably address the staffing issue itself. Remote work offers resiliency, and travelling dispatchers will help solve this problem. We currently have a previous MACC employee living in South Carolina, who will start taking calls next week, along with the two contract dispatchers in Colorado that have been helping out. They took some of the pressure off over the 4th of July. These DOD's (dispatchers on demand) are currently being 100% monitored by our supervisors.

The City of Ritzville has made a formal request to contract with MACC. The Police chief and one of the Council Members attended the meeting and said they would like to leverage technology and use our services. The group discussed it is something we are going to continue to investigate and bring back to the board later this fall.

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

Emergency Communication Sales and Use Tax: The June 2025 distribution was \$333,002.27. The year to date is \$2,013,093.24.

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

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

The User Fee Income Statement was reviewed, and the result was 37.2% of the budget was spent and 41.66% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 31.12% of the budget was spent.

The Sales Tax budget is spent at 29.06%.

After the board meeting today, we'd like to have a short finance committee meeting to review the 2026 budget.

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

Radio Site Maintenance: MacDonald Miller has accepted the Moses Lake Site HVAC replacement project. We are awaiting project details and dates.

Communications Northwest was on site June 25 -27, 2025. The P25 system, across both broadcast zones, operates at 75% and 6 of 8 control channels are online in each zone. The primary failure of channels is either due to old equipment or licensing that was not transferred. Communications Northwest is working to resolve the licensing issue with Tait. MACC is repairing old equipment as quickly as possible. The Communications

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Northwest technician stated that the microwave system is getting old and we should start planning on replacing it. We may have to plan on a 2027 or 2028 microwave replacement project.

We discovered a damaged microwave dish at the Beverly Site. It was determined that it will require a tower crew and replacement dish, we are waiting for the cost estimate.

Two of the SEL GPS Clocks have arrived and are ready to be installed at the Moses Lake site. Pending a successful installation and performance, we will be requesting new GPS clocks for all of our sites. The cost will be approximately \$225,000 for this project.

LTE Convergence Radio Project: Phase two work is still in progress. There are currently 116 SD7's in the field and being actively used. We have the bluetooth microphone problem identified and are actively working on a permanent solution to fix it. Siyata has advised that they have a new radio product in testing that is LTE and LMR compatible, the expected release date is winter 2025. GCFD 5 has been doing some work with the Siyata UV350, a mobile LTE radio. This has shown some promising results including superior reception and voice quality. It also supports multiple software services including Vigil and ESChat. ESChat does not support the UV350 platform but does support another Digatalk product. GCFD 5 found a Digatalk radio to experiment with. Phase three work is kicking off. MACC has already purchased two Dejero vehicle kits and they are being installed into Sheriff's Office vehicles. This will test connectivity and reliability of the product before mass deployment.

Legacy Power Completed Yearly PM: Legacy Power has completed the yearly PM cycle on all MACC generators. All generators function normally, but a few need batteries replaced. Transfer testing was successful as was the load bank testing.

Cloud Radio Consoles: MACC has kicked off a new project with Intertalk. Intertalk is planning on having our environment ready by the end of July. This is the final key to remote dispatching. The Colorado DOD center has proven successful thus far. Cloud CAD deployed and awaiting full go live. Remote dispatchers are actively using the platform, for example the Colorado center.

P25 Fire Paging: The VHF QS2 paging system is in disrepair and errors are becoming more and more common. Failures are occurring at greater frequency as there is no way to further repair or replace the QS2 system without a complete overhaul. MACC has engaged with Communications Northwest to assist in migrating the Fire/EMS users onto a P25 paging platform. This is currently being utilized by Lifeline Ambulance on their TP9400 radios. MACC has submitted a project proposal and deliverables to Communications Northwest to get a quote. MACC is planning on utilizing Communications Northwest to build paging profiles for each fire and EMS agency. Communications Northwest will build the paging template for the P25 pagers, for programming. They will also program a fire alert channel to consolidate to a single "tap out" channel. Once the quote is received, we will have a better idea of the route to go. This project has already been approved by Fire TAC. The current plan is to have this ready for mass deployment by Spring 2026.

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CAD System 365Labs Project: 365Labs is actively publishing new releases. Everything is moving in a positive direction. I highly recommend getting your teams working in the software and making training a priority. An end of summer or early autumn “go live” is likely. The supervisors of MACC conducted some field testing with a new version of the software with positive results.

365Labs and ESO Interface: We had seven fire agencies invoiced for a CAD system migration from ESO based off a prior board resolution, MACC worked with ESO directly to address the interface fees. MACC negotiated with ESO for a better price and signed a third-party payer agreement. As of July 2, 2025, we have concluded work on Interface fees. MACC will cover all migration fees for our seven partner agencies.

Radio Network Firewall: The new Palo Alto firewall is on site and is being configured. We are working through some certificate issues on the radio network but should be deploying the new firewall soon.

MFA Requirements: In line with Board Resolution 08-2025, MACC has moved forward with the procurement of Digital Persona using the OMNIA Master purchasing agreement. We are currently testing the MFA software, the single sign on (SSO) is being set up and is showing good results so far, with limited testing. Facial recognition in conjunction with MACC RFID card will act as the log on. This appears to be a very effective solution that can benefit all of the MACC staff.

GIS Work: MACC has integrated commercial satellite imagery into the GIS program. MACC has started utilizing UP42.com for imagery of new developments. Since subscribing, we have purchased three satellite images. We have spent less than \$100.00 and have been able to add three new neighborhoods to our maps. These areas are not scheduled for Ortho overfly for several years. If something new is developed and we need immediate imagery, UP42 has the ability to purchase satellite time and provide imagery. This is a game changer for our GIS program. We are attempting to share our data with other GIS professionals in Grant County.

2026 Project Planning: Multiple 2026 IT projects are going to be proposed to the board for approval. P25 Fire/EMS paging and pagers, LTE Phase 3 project deployment, dispatch PC replacement, additional cloud radio console licenses, two HVAC replacements at the radio sites, CSSI interface for radio console, possible DC powerplant replacement at radio site, and possibly a drone first responder. 2026 will be as busy as 2025, if not more so. Whatever is not addressed in time for 2026 budget meetings, will be left out and addressed later via budget amendment.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: Will meet after the board meeting for 2026 Budget Review.

Law TAC:

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Fire/EMS TAC:

UNFINISHED BUSINESS:

1.

NEW BUSINESS:

1.

TABLED:

1. RFP-VHF Paging System Upgrade Project- Tabled

POLICIES:

1.

Motion made and seconded to adjourn the board meeting. m/s (Fish/Kriete) The meeting adjourned at 9:49am.

Christal White, Financial Services Manager