

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

September 11, 2025

The Multi Agency Communications Center (MACC) Board of Directors met September 11th, 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 and Commissioners
Joey Kriete	Grant County Sheriff's Office – Phoned In
Kristine Shuler	Grant County Cities and Towns
Dave Sands	Largest City or Town – City of Moses Lake
Rob Jones	Grant County Board of County Commissioners

Others present were:

Erik Koch	Ephrata Police Department
Ericka Rose	Odessa Police Department
Amy Hardung	Odessa Police Department
David Durfee	Grant County Fire District #3
D.T. Donaldson	MACC
Gerrit Klein	MACC
Darci Homesley	MACC
Jennifer Pitt	MACC
Amanda Scott	MACC

PUBLIC COMMENTS: Board Chairman Jeremy Burns, on behalf of the City of Ephrata, wanted to thank the MACC Dispatchers for their excellent service during the 9/01/25 water emergency they had in Ephrata. He stated that our AI was great, they received a call back within 30 seconds.

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

MACC Board REPORTS:

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

D.T. remembered today being September 11th, thinking back 24 years ago and even yesterday and the act of terror that took place in our country and the impact it has on 911 dispatchers. He talked about the role dispatchers play while having to be on the phone while someone is facing death on the other end of the line.

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Staffing Update: We have a trainee that is fully certified now, and the other we expect to be fully certified within the next 4 weeks. We are performing background checks on our three dispatcher candidates who were successful during our interview process last month. They were polygraph tested earlier this week, and if all goes well, we plan to extend job offers and to hire all three in early October. We continue to work with DOD / remote staffing and continue to build out our staffing model.

CAD Project: We recently asked 365Labs to stop adding features, except for ones that are considered critical for operations, and to focus on system stability. Based on the incoming feature requests (e.g. nice-to-haves, requests to perfectly match former workflows, contradictory requests between users, etc.), the current system functionality appears to be sufficient for core operations. It is recommended that we plan and conduct a full-scale test later this month and prepare to go live in October, pending the outcome of the testing and after providing training to staff. Joey Kriete asked if we can do the testing September 29th to October 13th, this will be a live testing period of 2 full weeks. Jennifer said she would get it set up with all the agencies.

Requests for MACC Services Outside of Grant County: In addition to Ritzville, another police agency from outside Grant County has inquired about MACC services. Two representatives are here today, Odessa Police Chief Ericka Rose and Amy Hardung from the Odessa Police Department. Chief Rose spoke of the need for MACC services, stating that Lincoln County will not give them access to Spillman, and they have no reporting system. They would like to use our services for safety reasons.

FINANCIAL REPORT: The Financial Services Manager, Darci Homesley, provided updates to the financial report.

Emergency Communication Sales and Use Tax: The August 2025 distribution was \$435,509.73. The year to date is \$2,843,584.61.

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

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

The User Fee Income Statement was reviewed, and the result was 50.57% of the budget was spent and 58% of the year has elapsed. No lines are overspent.

The E911 Income Statement was reviewed, and the result was 41.3% of the budget was spent. The Sales Tax budget is spent at 42.83%.

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

Radio System

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Radio Component Repairs: Tait is repairing our damaged parts. To date, the costs for older radio part repairs total approximately \$16,827.77, with one outstanding repair estimate of \$29,163.19. We are awaiting confirmation from Communications Northwest on whether the unlicensed reciter is required by our system before approving or declining the \$29K license purchase.

Radio Site Fall PM: Preparations are underway for fall preventative maintenance at all radio sites. MacDonald Miller will also conduct our fall HVAC preventative maintenance.

HVAC Replacement (Moses Lake Site): The project was completed successfully by MacDonald Miller, coming in a few thousand dollars under budget. Planning is already in place for two more HVAC replacements in 2026.

Radio Network Firewall: Migration to a new modern firewall appliance is completed. Multi-Factor Authentication (MFA) requirements have been deployed on the firewall. We intend to add network resiliency using a Dejero device.

InterTalk Radio Platform: Development is progressing well. Current efforts focus on audio aggregation within a headset to better simulate a full dispatch terminal. The early results are promising, and the project is steadily advancing. CSSI Connection has been purchased pursuant to our Board Resolution. The installation licensing has been received.

LTE Radio Project Purchasing: MACC purchased (4) Dejero 211 go kits pursuant to Resolution 09-2025.

LTE Radio Project Deployment: The Grant County Sheriff's Office has taken possession of two vehicles equipped with Dejero 211 units for testing and evaluation. The Quincy Police Department has requested to onboard six patrol officers onto the LTE platform.

CAD System

365Labs CAD Project: The project is progressing strongly. The Vigil module has been updated with new features (messaging and scheduling) requested by MACC. Agencies have been notified that onboarding is open, though no additional agencies have joined yet. Fire/EMS users are now being onboarded into CAD Mobile. Pending successful testing, this will be the first time MACC can provide a dedicated fire mobile platform for Fire and EMS Agencies.

Spillman Work Orders: Agencies continue submitting Spillman work orders, some involving large projects. MACC is asking agencies to defer major work until 365Labs is fully live. We recommend doing the work in the new system versus the system that is being depreciated.

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Technical Services Generally

HVAC Unit Failure (Electrical Room): The unit went down and required inspection by MacDonald Miller. A rabbit had chewed through wiring after finding its way inside. Parts are on order, with repairs expected to restore operation this week.

UPS Maintenance: Eaton conducted maintenance on-site. No issues were found with the primary UPS. The secondary UPS at the Moses Lake radio site requires maintenance. Eaton has submitted quotes to place it on a maintenance contract and to restore it to full health. A new Service Contract was signed, and repairs were ordered for the secondary unit.

Battery Maintenance: EnerSys performed routine wet cell battery maintenance. Three minor issues were found, all of which can be solved with small replacement parts. We are still awaiting EnerSys's report so I can get the repairs completed.

Phone Outages (Sept 5–7): Lumen experienced service issues affecting Warden, Moses Lake, and Ephrata, impacting both 911 and non-emergency landline calls. Verizon and AT&T also had outages in the same areas. While service was restored, no root cause was provided. MACC suspects a core TelCo network connectivity issue.

Site Logging Recorder (SLR) Replacement: MACC has been in discussions with Exacom for the past year regarding SLR needs. Exacom re-engaged in mid-August, providing another demonstration and offering significantly lower pricing to their previous quote. Resolution 12-2025 has been drafted and submitted for Board approval. Due to serious problems with our current platform, MACC is highly recommending we move forward with this acquisition. This will eventually open up options for our customers to be able to self-serve records requests for radio traffic and phone calls and not wait for our availability.

Carbyne Updates: Carbyne has deployed Apex version 6.46.7. MACC has installed the new version on non-production workstations for evaluation.

Cybersecurity: All MACC VPN users are now required to use multi-factor authentication (MFA) to log onto the MACC network. Hardware installation for MFA on the dispatch floor is underway. Initial testing of a key card + facial recognition MFA method has shown positive results. The training room is scheduled to be ready for testing by the end of this week. There was another attempted cyberattack on one of our partner networks. Phishing campaigns targeted at public safety are a significant concern.

Drone as First Responder (DFR) Program Planning: MACC is evaluating vendors and platforms for a Drone as First Responder (DFR) program launch in 2026 or 2027. One vendor submitted ROM pricing at approximately \$50K per year, per unit, for a 5-year commitment. The platform appears robust with significant capabilities.

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Service Area Expansion Planning: Ritzville Police Department has engaged with their town council and has had positive feedback regarding the possibility of coming onboard with MACC 911. The City of Ritzville asked us to also evaluate the possibility of onboarding Ritzville Fire Department and the Adams County Hospital District, their local EMS provider. MACC has been evaluating this possibility and does not anticipate any meaningful system impact. The City of Ritzville is in negotiations with Adams County Communications Center currently.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE:

Law TAC: The September Law and Fire/EMS Meetings will be held together this month on September 18th, 2025.

Fire/EMS TAC:

UNFINISHED BUSINESS:

1.

NEW BUSINESS:

1. Darci presented an overview of the 2026 Budget, stating that the total MACC911 Budget for next year is \$8,558,644.03. It is up .41% from the 2025 budget and the comparison budgets are in your packets. She stated that Christal had gone over these numbers in the last (2) board meetings and asked if there were any further questions. A motion was made and seconded to approve the 2026 MACC Budget. **m/s (Sands/Jones) The 2026 MACC Budget was approved.**
2. Resolution #12-2025: This resolution is presented to authorize the sale of the MACC owned 2020 Cub Cadet RZTL Zero Turn 7000 Series riding lawnmower. It has been sitting unused in storage, and the proceeds from the sale will be credited to the sales tax fund from which it was purchased. A motion was made and seconded to sell the lawnmower. **m/s (Sand/Fish) The Motion was approved.**
3. Resolution #13-2025: This resolution is presented to authorize the purchase of a Cloud-Native Logging Recorder to replace our current Stancil Site Logging Recorder. It has become increasingly unreliable and offers no outside access for law enforcement records requests and resides on a physical server here in MACC's equipment room, limiting resilience and scalability. Exacom proposed pricing is

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based on a five-year subscription plan, with Year 1 at \$18,911.50 and subsequent years at \$16,411.50, resulting in an estimated five-year total cost of ownership at \$84,558.00. A motion was made and seconded. **m/s (Sands/Fish) The motion was approved to purchase a new Cloud-Native Logging Recorder.**

4. Resolution #14-2025: This resolution is presented to authorize the purchase of a Radio Network Aggregation Device for Redundancy and Resiliency. MACC 911 has identified the critical operational need for a third Dejero M6E6 network aggregation device to enhance redundancy and resiliency of the regional Tait P25 public safety radio network. IP Access International has provided a Quote in the amount of \$16,089.00 which includes the Dejero M6E6 Gateway with six integrated cellular modems and six Ethernet ports, bundled LTE antennas, and the first year of support. A motion was made and seconded. **m/s (Kriete/Sands) The motion was approved.**

TABLED:

1. RFP-VHF Paging System Upgrade Project- Tabled

POLICIES:

- 1.

Motion made and seconded to adjourn the board meeting. m/s (Fish/Sands) The meeting adjourned at 10:11am.

Darci Homesley, Financial Services Manager