

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

October 9th, 2025

The Multi Agency Communications Center (MACC) Board of Directors met October 9th, 2025. Chairman Jeremy Burns called the meeting to order at 9:00 am.

Board Members present were:

Jeremy Burns	Ephrata Fire Department
Dave Sands	Largest City or Town-City of Moses Lake
Ryan Fish	EMS Emergency Medical Council-Phoned In
Joey Kriete	Grant County Sheriff's Office – Phoned In
Kristine Shuler	Grant County Cities & Towns-Phoned In

Others present were:

David Durfee	Grant County Fire District #3
Erik Koch	Ephrata Police Department
Travis Svilar	Grant County Fire District #4
Damon Powell	Quincy Police Department
D.T. Donaldson	MACC
Gerrit Klein	MACC
Darci Homesley	MACC
Jennifer Pitt	MACC
Amanda Scott	MACC
Charli Dittmann	MACC
Helen Stokoe	MACC

PUBLIC COMMENTS: None

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

MACC Board REPORTS:

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

Staffing: We have three new employees that started October 7th, to begin dispatcher training. Our DOD's have proven critical for staffing on multiple occasions. Amanda pointed out that Niria stepped up and dispatched for us from S. Carolina, and it worked flawlessly.

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Quality Assurance (QA): Our new AI-based QA software allows us to evaluate 100% of calls rather than only the small sample possible with manual evaluations. So far, the evaluations show that our Telecommunicators do an excellent job, with overall average scores in the high 80% range. A special thanks to Charli (Supervisor) for helping to set up the new QA system and linking up the protocols.

CAD Project: D.T. asked that the report please be read that was submitted to the board. He then shared several articles from other dispatch centers who have implemented new CAD's in the past and the present that have experienced exactly what we are going through now. Stating that user concerns are "normal" we just don't realize it because we only change CAD's every 20 years. Investigating the "bugs" is the hard part, fixing them is less difficult. As long as we're fixing issues, things are going well. Moses Lake Chief Police Dave Sands says that he just wants a system that stays on and works, and as soon as that is confirmed, he will have a shift test it. Sheriff Joey Kriete has a unit of people testing it now, and he is not going to make any decisions until he gets all the information back from his officers. Jeremy Burns stated that even if it takes 4 more months of training and testing before this CAD is fully implemented it is not a failure. Patience and working in the system is what it takes to move forward, there are so many variables.

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

Emergency Communication Sales and Use Tax: The September 2025 distribution was \$345,526.29. The year to date is \$3,189,110.90.

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

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

The User Fee Income Statement was reviewed, and the result was 59.3% of the budget was spent and 66% of the year has elapsed. The budget is not overspent in any of the categories.

The E911 Income Statement was reviewed, and the result was 59.5% of the budget was spent.

The Sales Tax budget is spent at 46.34% with multiple line items overspent.

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

Radio System

Radio Component Repairs: Tait is repairing damaged parts. Invoices are still coming in. Five additional components have been pulled from production and need repair; they will be submitted back to Tait shortly. Another Reciter was located without proper licensing. We have authorized purchasing of additional SFE licensing for the equipment for approximately \$29,000 dollars. This is the second piece of equipment we've sent in that did not have appropriate licensing.

Oct 9, 2025

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

Microwave Maintenance: Coulee City to Grand Coulee - Communications Northwest performed maintenance on the dish and system at our longest stretch. Because the path crosses water (Banks Lake) the signal quality is paradoxically worse on clear days due to reflections. A full redesign proposal is expected, with implementation planned for 2027.

Intertalk Enlite Console Testing: Acceptance testing with Intertalk for the Enlite console was positive. We are awaiting additional equipment to integrate audio streams into a single headset. A remote dispatcher did use this in a production setting on October 2, 2025.

P25 Paging Project: Communications Northwest provided a quote for a single-channel P25 paging solution. It is estimated at \$252,248.40, for the equipment and programming. The project start date is targeted for the first Quarter of 2026. We are over budget on this project as costs have gone up due to federal tariffs. Once we enter 2026, we will be coming to the board with a resolution for review.

ESChat SD7 Update: ESChat confirmed scanning capability for the SD7 devices will be released the week of October 20th. This should significantly enhance LTE radio operations.

USBR MOU Agreement: The U.S. Bureau of Reclamation accepted the MOU addendum submitted July 31st, 2025. This concludes negotiations dating back to May 2024 and secures agreement terms until May 2029.

Site HVAC Preventative Maintenance: Hartline Microwave Site - Both blower motors were offline. MacDonald-Miller scheduled to replace both units. PM's have been completed for Coulee City and Grand Coulee sites since last update.

CAD System

365Labs CAD Project: Live testing was executed during the weeks of September 29th and October 6th. Multiple non-critical issues were identified and are being addressed.

ESO - 365Labs Integration: Ephrata Fire Department went live with the new ESO - 365Labs Interface. They will test and evaluate before rollout to additional ESO users. This eliminates prior legacy interfaces (Spillman, iSpyFire, etc.) to ESO.

GIS Work: Current projects include a fire district annexation near Coulee City and defining Washington State Patrol response zones along state highways. We also need to load several hundred new address points, and redefining city of Ephrata City limits, post annexation.

Technical Services Generally

Dispatch Console Security Upgrades: RF card readers and high-performance cameras have been installed at each dispatch console. Staff Enrollment into HID Digital Persona is in progress. Once completed, this project will be closed out.

Oct 9, 2025

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

UPS Maintenance: Eaton came onsite during the week of September 29th to start preventative maintenance work on our UPS at the Moses Lake Tower site. The UPS has been maintained and new batteries for the UPS have been installed. This UPS is now under a regular maintenance contract that lines up with the primary contract for our facility.

Carbyne Phone "Blips": Investigation into intermittent disruptions (not impacting connection) continues. Staff are asked to provide structured incident details: location, time, whether isolated/system-wide, error messages, and duration. IP Access has been instrumental in troubleshooting this with Carbyne and MACC. We believe we may be looking at a network flaw with the 3rd party Masergy Network at this point; the investigation is still ongoing.

SLR Recorder Replacement: The Exacom team and the MACC 911 team are currently under contract negotiations for the new Hindsight product.

Microsoft Bookings Rollout: Deployed and integrated with Outlook calendars. This improves scheduling visibility and reduces missed commitments. Available for staff upon request.

PERSONNEL COMMITTEE: Nothing to report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

LAW/FIRE TAC: Combined Meeting September 18, 2025

UNFINISHED BUSINESS:

1.

NEW BUSINESS:

1. Update on 365 Labs – Mid-Week Testing Progress – Already Discussed during Activity Reports
2. The Chaplain Program Policy was Reviewed and Discussed by Amanda, a Supervisor at MACC. It is a program put in place to help our Peer Support Program. A motion was made and seconded to accept the new Chaplain Program Policy **m/s (Sands/Kriete) approved**
3. It was discussed to add a Contracted Assistant to the Financial Services Manager position. It has been planned and budgeted for. Darci mentioned that there was still approximately \$25,000.00 in the 2025 budget and \$75,000.00 budgeted for 2026 to help cover this cost. MACC Director is authorized to negotiate and enter the contract. A motion was made and seconded that a Contracted Assistant Position be added. **m/s (Burns/Fish) approved**

MULTI AGENCY COMMUNICATIONS CENTER

BOARD OF DIRECTORS MEETING

TABLED:

1. RFP-VHF Paging System Upgrade Project- Tabled

POLICIES:

- 1.

Agenda items for November 13, 2025, Board Meeting:

1. Update on 365Labs Testing
2. Phased Upgrading Fire Vehicles with Dejero Devices in Early 2026

Motion made and seconded to adjourn the board meeting. m/s (Sands/Fish) The meeting adjourned at 10:05 hours.

Darci Homesley, Financial Services Manager