

## **MULTI AGENCY COMMUNICATIONS CENTER BOARD OF DIRECTORS MEETING**

**December 11, 2025**

The Multi Agency Communications Center (MACC) Board of Directors met December 11, 2025. Chairman Jeremy Burns called the meeting to order at 1:30pm

**Board Members present were:**

|                 |   |
|-----------------|---|
| Ryan Fish       | EMS Emergency Medical Council             |
| Jeremy Burns    | Grant County Fire Chiefs & 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 |

**Other's present were:**

|                 |                               |
|-----------------|-------------------------------|
| David Durfee    | Grant County Fire District #3 |
| Charli Dittmann | MACC                          |
| Nikolas Morfin  | MACC                          |
| Amanda Scott    | MACC                          |
| Jennifer Pitt   | MACC                          |
| Jeff Gann       | Warden Police Department      |
| Erik Koch       | Ephrata Police Department     |
| D.T. Donaldson  | MACC                          |
| Gerrit Klein    | MACC                          |
| Darci Homesley  | MACC                          |

**Public Comments:** None

**Consent Agenda:** A motion was made and seconded to accept the Consent Agenda. **m/s (Fish/Kriete)** Consent Agenda approved.

**MACC Board Reports:**

### **DIRECTOR ACTIVITY REPORT**

Director D.T. Donaldson reviewed the Director's Activity Report.

**Staffing:**

- Three trainees are currently in training and progressing as expected.
- A DOD contract dispatcher will be on-site for two weeks to assist during staff vacation periods.

- Supervisor floor hours to cover minimum staffing have decreased over the past two years allowing supervisors to focus on supervisory responsibilities.

#### **Technology and Service Improvements:**

- The Aurelian IVR system for non-emergency calls processed its 100,000th call. The vendor has expanded from two to nearly 30 employees and serves 13 counties in Washington State.
- Axon announced the acquisition of the Carbyne phone system, which MACC was among the first agencies to adopt.
- An external agency has inquired about MACC providing dispatch services, enabled by current system capabilities such as LT radio.

## **FINANCIAL REPORT**

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

**Emergency Communication Sales and Use Tax:** The November 2025 distribution was \$383,401.85, bringing the year to date is \$3,976,471.32.

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

**Income Statements:** The Income Statements were reviewed for October 2025.

The User Fee Income Statement was reviewed, and the result was 73% of the budget was spent and 83% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 68.10% of the budget was spent. The Sales Tax budget is spent at 56.43% with a couple of line items overspent.

## **TECHNICAL SERVICES REPORT**

The Technical Services Manager, Gerrit Klein, reviewed the Technical Services Report.

#### **P25 Paging Project:**

- Inventory rosters collected from all partner fire agencies except Port of Moses Lake and Moses Lake Fire.
- 593 pagers requested.
- Purchase order is scheduled for signing on 1/05/26 with a Quarter 1 completion target.
- LTE equipment installation scheduled for March–April.

#### **Microwave Network Modernization:**

- Communications Northwest provided a quote for a system-wide upgrade planned for 2027.
- Estimated project cost: \$2,793,910.05.

CAD System (365Labs Software Suite):

- Board focus group is ongoing.
- Issues addressed via development sprints with strong vendor responsiveness.
- Successful ESO and 365Labs interface live evaluation by Ephrata Fire Department.

**Spillman Server Replacement:**

- Motorola provided a quote to maintain Spillman as a historical system for 7–8 years.
- Standard server option: \$190,000.
- Disaster recovery option: \$250,000.
- Data migration: \$10,000.
- Annual maintenance: \$135,000.
- GIS migration: \$10,000.
- Total estimated cost: \$345,000–\$400,000.

**Moses Lake Fire Project:**

- Transition to two response zones completed in approximately eight weeks.
- Next phase will focus on AVL-based closest-unit dispatching.

**Microsoft 365 Project:**

- Project kickoff with an estimated 10-week timeline.
- Scope includes Intune endpoint management, SharePoint Online migration, and Universal Print.

**Other Updates:**

- VPN security certificates updated in November.
- Vendors are investigating intermittent Carbyne phone system disruptions.
- Hosted City of Spokane representatives for a technology review.
- HVAC duct heater installation scheduled for December 22–23.

**PERSONNEL COMMITTEE:** No Meeting-Nothing to Report.

**EXECUTIVE COMMITTEE:** No Meeting-Nothing to Report.

**FINANCE COMMITTEE:** No Meeting-Nothing to Report.

**Law TAC:** Met November 20<sup>th</sup>, 2025.

**Fire/EMS TAC:** Met November 20<sup>th</sup>, 2025.

## UNFINISHED BUSINESS

**Resolution 18-2025.01** – Pager Purchase: To authorize the purchase of P25 Pagers and the associated programming.

- Original request for 615 pagers was adjusted to 593 after agency review.
- Recommendation to proceed with 615 pagers to maintain surplus.
- Transition avoids approximately \$1.5 million in VHF system replacement costs.
- Pagers provide redundant alerting and benefit WSRB ratings.

**Action:**

A motion was made and seconded to approve Resolution 18-2025.01 **m/s (Fish/Kriete)** Motion passed.

## NEW BUSINESS

**365 Labs Focus Group:**

- Reviewed approximately 160 system concerns.
- Determined which issues were resolved, unresolved, or training-related.
- Ephrata Police Department reported full operational use of the system despite workflow challenges.
- Key areas requiring improvement include RMS, JMS, and the civil module.
- Recommendation made to pursue a third-party system and implementation review.

**Consultant Review:**

- Three nationwide vendors identified.
- Two quotes approximately \$30,000; one quote approximately \$50,000.
- Review timeline estimated at 45 days.
- Focus group will reconvene to review all vendor information prior to recommendation.

**TABLED:** None

**POLICIES:** None

Agenda items for January 8<sup>th</sup>, 2026, Board Meeting:

1. Update from 365Labs Focus Group

Motion made and seconded to adjourn the Board Meeting. **m/s (Kriete/Sands)** The meeting adjourned at 2:19pm.

Darci Homesley, Financial Services Manager