

## 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