MULTI AGENCY COMMUNICATIONS CENTER
BOARD OF DIRECTORS MEETING

June 10, 2026

The Multi Agency Communications Center (MACC) Board of Directors met June 10th, 2026. Board Chair, Jeremy Burns, called the meeting to order at 9:00am.

Board Members present were:

Jeremy Burns	Grant County Fire Chiefs & Commissioners
Ryan Fish	EMS Emergency Medical Council (Phoned In)
Kristine Shuler	Grant County Cities and Towns
Ryan Green	Grant County Police Chiefs

Others present were:

Jeff Gann	Warden Police Department
Erik Koch	Ephrata Police Department
Jim Stucky	Grant County Fire District #13
Amanda Scott	MACC
D.T. Donaldson	MACC
Gerrit Klein	MACC
Darci Homesley	MACC

The board recognized MACC staff for their exceptional response during the windstorm on May 28, 2026, which was described as the most significant event in the past 16 ½ years.

Public Comments: None
Consent Agenda: A motion was made and seconded to accept the Consent Agenda. **m/s (Shuler/Green)** Consent Agenda approved.
MACC Board Reports:

DIRECTOR ACTIVITY REPORT

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

Staffing and recruitment efforts continue to move forward. A lateral dispatcher is currently undergoing a background investigation and is expected to begin employment within the next few months. Additionally, a dispatcher who is relocating out of the area will continue working as a remote DOD contract staff member. Recruitment for a Lead Dispatcher (internal) position is underway, with interviews expected in the coming weeks and a selection anticipated by August.

D.T. reviewed the May 28 windstorm event, which generated approximately 345 incoming 911 calls while AVA handled an additional 372 calls. He explained that the event compressed the workload of a typical Fourth of July into just a few hours and resulted in roughly 1,700 radio transmissions. He noted that MACC's staffing model and remote workforce was successful in helping manage the surge.

He also discussed an upcoming demonstration with Axon called Emergency Call Triage (ECT) regarding AI-assisted call triage technology. D.T. emphasized that the goal is not to replace dispatchers but to better manage extreme call surges by prioritizing life-threatening emergencies and assisting callers who might otherwise experience long wait times.

D.T. reported that the backup center (mini MACC) lease had been renewed for another year, although the organization is increasingly evaluating distributed remote staffing as a more resilient backup strategy. The original lease expires this month, and the extension is through June 2027.

MACC is hosting employee families for an open house next week. MACC's peer support team is organizing and planning it.

Finally, he addressed unusually low call-answer performance statistics appearing in the monthly report. He stated that the numbers appear to be the result of a vendor reporting issue that is affecting other agencies as well and that staff are working with the vendor to resolve the problem. Jeremy Burns requested a follow-up once the issue has been identified.

FINANCIAL REPORT

The Financial Services Manager, Darci Homesley, reviewed the Financial Report

Emergency Communication Sales and Use Tax: The April 2026 distribution was $439,961.29, bringing the year to date to $1,800,272.74.

Cash balances: All the ending account balances were provided as of April 2026.

Income Statements: The Income Statements were given for review for April 2026.

The User Fee Income Statement was reviewed, and the result was 33.59% of the budget was spent and 33% of the year has elapsed.

The E911 Income Statement was reviewed, and the result was 19.35% of the budget was spent. The Sales Tax budget is spent at 56.65% with a couple of line items overspent.

TECHNICAL SERVICES REPORT

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

P25 Paging Project: **Gerrit** reported that the P25 paging project is nearing completion. Most pagers have been programmed and distributed, and agencies are preparing for a June 15 go-live date. Testing conducted by Royal Slope Fire Rescue has been positive, and MACC is working with the Coroner's Office and Lifeline Ambulance to address specific operational needs before full implementation.

<u>Microwave Network Modernization</u>: Gerrit then provided an update on the microwave network modernization project. Adcom Engineering has begun evaluating the existing system, and the project is expected to take approximately nineteen months. However, Communications Northwest has expressed concern that portions of the current system may not remain operational long enough to support that timeline. Discussion followed regarding aging radio infrastructure. Gerrit explained that critical components such as GPS clocks, DC power systems, repeaters, and power amplifiers are reaching the end of their service life, with many replacement parts no longer being manufactured. D.T. estimated that maintaining the radio system could require as much as five million dollars over the next several years.

This led to a broader discussion about future communications technologies. Jeremy Burns asked how MACC should balance investments between traditional radio systems and emerging broadband technologies. Gerrit explained that broadband communications offer capabilities far beyond voice, including video and data services, while D.T. noted that the current radio infrastructure must still be maintained until broadband technologies mature enough for public safety use. The board agreed that planning for future technologies while preserving current operations remains the most practical approach.

CAD System

<u>Motorola Flex Issues</u>: All issues are being referred to Motorola for support.

<u>Automated Paging Interface</u>: MACC has been seeking a replacement solution that provides automatic paging services as well as station alerting.

<u>Technical Services Generally</u>

<u>M365 Identity & Endpoint Migration</u>: CompuNet and MACC 911 completed migrating our Endpoints to ENTRA. The MFA solution has been successfully deployed and our next project around Identity will be user migration As we are still using some legacy software (Flex), we may not be able to fully migrate, but our core mission of enabling MFA and device management, as well as current Endpoint protection, has been accomplished.

<u>GIS Work</u>: MACC received five proposals in response to the RFP for aerial imagery services for Grant and Adams counties. Proposal evaluations are underway and due back June 24, with annual costs ranging from $50,000 to $200,000. Following the evaluation, MACC will complete a budget assessment and may present a resolution to the Board for consideration at the July meeting.

MACC is also evaluating a GIS data governance and tracking solution from Bradshaw Consulting Services (BCS) while facilitating broader discussions among Grant County GIS contributors regarding data sharing and coordination. The BCS solution could help ensure timely GIS updates to MACC, provide a standardized tool for local agencies to assign addresses, support compliance with NENA v2 standards, and improve integration of address data into the 911 GIS dataset.

Grant County Administrative Services has acknowledged ongoing GIS data governance challenges among county agencies, and MACC is working with stakeholders to establish a more unified and sustainable GIS data management process regardless of the technology ultimately selected.

Priority Dispatch: Work is still in progress with rolling out the new Priority Dispatch protocols. Currently both Fire and Law TAC committees have been asked to review the protocol documentation and fill out all protocols.

Exacom SLR: Work is still in progress between Exacom, ComTech and Carbyne/Axon. Some strong movement forward has occurred over the past few weeks, and we believe the Exacom product will be coming online and available for use soon.

Tait Service Level Agreement: The SLA for Tait ends in July 2026 and MACC has received a new SLA quote from Tait. MACC has evaluated the offer and has compared it to the SLA with Communications Northwest. MACC's review of the current Tait Service Level Agreement (SLA) identified substantial overlap in service coverage and several deliverables that have not been completed for multiple years. These concerns were communicated to Tait; however, MACC has not yet received a response. The existing SLA expires in July. The proposed renewal amount is $60,000. This expenditure is included in the approved budget.

MACC Network Core Update: Scheduled June 12, 2026, at 01:00 hours. MACC will be doing a network core update that will bring down many in-house services. During the update, MACC will lose the ability to utilize our internal network. This will cause a loss of internet connectivity, iSpyFire, Motorola Flex, Carbyne and other services will become unavailable for use. MACC has planned for remote staffing to take over telephone service during this outage since remote staff are on a different network and they will be unaffected. Remote staff will receive calls and can input data into 365Labs. Remote staff will not be able to connect to Flex as it is an on-premises product. MACC IT is doing everything possible to minimize the amount of downtime for this event.

MACC Radio Interoperability Requests: MACC continues to receive an increasing number of radio interoperability requests, creating a growing imbalance between the level of support provided by MACC and the responsibilities assumed by partner agencies. Recent examples include MACC staff spending an entire week onsite programming radios for another agency, as well as managing Motorola radio keys and related resources. To better utilize limited staff resources, MACC plans to shift responsibility for programming coordination, licensing, programming keys, and contracted technical labor to interoperability partners, with work being performed through MACC-approved vendors rather than MACC IT staff. MACC is also evaluating processes for licensing, tracking, and managing P25 subscriber radios, as expanding interoperability use is generating additional administrative workload beyond support for MACC's primary user agencies. To help reduce this burden while maintaining interoperability capabilities, MACC recommends encouraging the use of ESChat whenever practical.

PERSONNEL COMMITTEE: No Meeting-Nothing to Report.

EXECUTIVE COMMITTEE: No Meeting-Nothing to Report.

FINANCE COMMITTEE: No Meeting-Nothing to Report.

LAW TAC: Held a regular meeting on May 21st, 2026; Jeff Gann, Warden Police Chief, reported that the Law Tech Committee has begun reviewing law enforcement dispatch protocols. He explained that the project has proven more complex than originally anticipated and will require significant effort to complete.

Fire/EMS TAC: Fire/EMS TAC had a regular meeting on May 14, 2026, at 10:00 a.m. Jeremy Burns reported that Fire EMS Tech plans to conduct an after-action review of the recent windstorm response.

UNFINISHED BUSINESS

Flex Upgrade Project: D.T. Donaldson reported that the Motorola Flex upgrade contract has officially been signed, marking the formal start of the project.

NEW BUSINESS

Board Governance and Alternate Representatives: Jeremy Burns raised concerns regarding board attendance and quorum issues. He emphasized the importance of each member agency maintaining an active alternate representative and ensuring alternates receive board packets and meeting information.

Kris Shuler reported that Grant County Cities and Towns will appoint a new representative and alternate at its July meeting due to her upcoming retirement. The board also discussed the need to review and clarify bylaws related to alternate representatives and agency representation.

Agency Service Requests: Jeremy Burns revisited previous discussions regarding service requests from the Othello Police Department and East Adams Rural Healthcare. D.T. Donaldson explained that future conversations may separate dispatch services from participation in the Flex platform and suggested revisiting the issue once the Flex implementation is complete. Jeremy emphasized the importance of applying consistent standards to all agencies requesting services.

TABLED: None

POLICIES: None

Agenda items for July 9th, 2026, Board Meeting: None

Motion made and seconded to adjourn the Board Meeting. **m/s (Green/Shuler)** The meeting adjourned at 9:54am.

Darci Homesley, Financial Services Manager