



YAKIMA PUBLIC SAFETY COMMUNICATIONS CENTER

200 South 3rd Street
Yakima, WA 98901

February 10, 2022 0900-1000 SunComm CORE Room 911 ADMIN & Operations Joint Board Meeting

911 OPERATIONS BOARD			911 ADMIN BOARD		
Sheriff	Bob Udell	X	County Commissioner	Amanda McKinney	X
Alternate	CarriAnn Ross		Mayor of Yakima	Janice Deccio	X
Yakima PD Chief	Matt Murray		Alternative		
Alternate	Lt. Tory Adams		Mayor UV Cities	Sherry Raymond	X
Upper Valley PD Chief (Moxee, Tieton, or UG)			Mayor Sunnyside	Francisco Guerrero	
Lower Valley Law representative #1	John Clary		Mayor LV Cities		
Lower Valley Law representative #2			Fire Commissioner LV	Dave Charvet	X
Yakima FD Chief	Aaron Markham	X	Fire Commissioner UV	Brad Helms	
Alternate	DC Jeremy Rodriguez		Guests		
YFD #5 Chief	Ken Shipman	X			
Alternate	DC Ken Shipman				
Upper Valley FD Chief	Jim Lange	X			
Alternate	Nathan Craig	X			
Lower Valley FD Chief	Tim Smith				
Director of Emergency Management	Tony Miller	XX			
Director of Emergency Medical Services (EMS)	Tony Miller				
SunComm 911 Director	Erica McNamara				

- ❖ Introduction of Members-
- ❖ Approval of minutes from Sept, 9, 2021 motion to approve- Mayor Sherry Raymond- second Tony Miller. Motion passed unanimously.
- ❖ Report from the 911 Operations Chair- Chief Nathan Crag
 - EMD
 - Chief Craig expressed some concerns that there has been discussion of changes on EMD. We need to ensure we are not working outside the boards as they need approval from the 911 Operations, and Administrative Boards.
- ❖ SunComm Manger Erica McNamara stated no decisions were made regarding FD5 taking over there EMD this was discussed with Chief Shipman. Erica contacted other members of the 911 State Advisory Committee. They were able to provide her with the State's 911 Call Transfer Standards which outlines that the State simply requires a primary PSAP to determine a location and the nature of the call prior to transferring it to the secondary PSAP.

Providing Emergency Communication Services to Yakima County

Business Phone: 509.248.9911

Business Fax: 509.576.6555

3.2 PSAP call takers should not question callers except as required to determine the nature and location (including city or area) of the emergency, unless the call takers at the PSAP are also the dispatchers for one or more of the three (3) basic services (Police, Fire, and EMS). All other calls shall be immediately transferred to the PSAP dispatching the appropriate service.

There is no requirement for the Primary PSAP to provide EMD for an agency that they don't dispatch for. EMD takes a significant amount of time depending on the nature of the call such as CPR or trauma it could be longer. This is a national expectation. The funds from the 911 Excise tax is to maintain components off the 911 infrastructure.

- ❖ Pro QA-
 - We are currently utilizing King County EMD. There are some valid concerns of not providing adequate EMD instructions and there is a concern of liability. Looking for a module that is efficient.
 - ProQA ensures that your communication center meets universal best practice standards that reduce an agency's liability risk near to zero.
 - ProQA integrates into Spillman and would make training easier.
 - It gives the Telecommunicator walk through steps:
 - Receive the call
 - Location
 - Generic medical aide
 - Case entry
 - Will move you to the appropriate ProQA card
 - 5 determinate codes
 - This would decide on engine or ambulance
 - This would speed up the process
 - Potential heart attacks calls will take a bit more time due to the nature
 - There are timers
 - Pro QA does not allow the call taker to ask if they want to start CPR it directs.
 - Pro QA cost approximately \$230,000.00, if both SunComm and Lower Valley were to provide EMD. Erica is still waiting on a quote for just SunComm.
 - Chief Craig is in support of a new EMD ProQA and encourages Erica to look into a new ProQA program.
- ❖ Report from 911 Administrative Board Chair Commissioner McKinney-
 - 911 Dispatch- widespread shortage across the state. Discussion that there were multiple agencies that are short staffed. FD5 is fully staffed and SunComm is almost staffed
 - It is a difficult job as out Telecommunicators hear death, DV calls, and in the future, we will see videos, etc.
 - We are at 82% one in backgrounds, operational are at 55% dues to staff on FMLA.
 - We only have two vacancies and just opened another recruitment.
 - Attempted to utilize part time employees and it was denied.
 - Sheriff Udell mentioned that staffing can change quickly.
- ❖ Annual Legislative update-
 - There was a legislative update. The next gen 911 the goal in to increase data sharing and back up plans. This includes cloud base systems that counties could share. Erica will provide the bill numbers. Commissioner McKinney requested to be emailed directly.
- ❖ Redistribution of payroll –
 - We are moving to Telecommunicator. Everyone will be crossed trained this will allow the pool of staffing to be greater. Will align us with the rest of the state. Makes for a better all-around employee and more efficient.
- ❖ Reclassification of the Telecommunicator this gives them access to better pay and retirements.
- ❖ Smart 911 Rave- we are renewing and was included in the 2022 budget by interim Manager Wayne Wantland.
- ❖ Adjourned 1006

