



200 South 3<sup>rd</sup> Street  
Yakima, WA 98901

## YAKIMA PUBLIC SAFETY COMMUNICATIONS CENTER

**February 6, 2020  
0900-1000  
2403 South 18<sup>th</sup> St.  
CORE Conference Room  
Union Gap, WA 98903  
911 Operations Board**

### Agenda:

- ❖ Introduction of Members
- ❖ Approval of Minutes
  - ❖ Operations Board Minutes: November 2019
    - Motion to approve the minutes DC Reid- Second Chief Ruggles.
- ❖ Report from Chairperson
  - ❖ Operations Board
    - Discussion on outage for Spillman
- ❖ Report from any Member
  - ❖ None
- ❖ Old Business:
  - ❖ Director's Report
    - The contract has been signed for 2019 and 2020 once that happened Century Link started the implementation of the new phone system. Everything is on the local system. Also working on the abandoned call piece. The reason we didn't go with the ACD is if the call taker is active on the call they are unable to rotate.
      - Chief Craig inquired regarding during a high call volume i- more than three rings it will put the call in que don't hang up. To be an abandoned call it has to ring more than one time. The text messages are not integrated in this project it will occur on the next phase.
  - ❖ Call Takers-
    - We currently have two call takers in training.
  - ❖ QA issues we are at the end of the contract we have a few things in the works to handle the QA internally. Brad may ask the board to help integrate funds for a part time position to help assist with PDRs etc.
  - ❖ No new numbers from the county as of yet still waiting.
  - ❖ Justify how we can get assistance from the state to cover backup center line cost.
  - ❖ Century Link up grade
    - Status on Abandoned calls and ACD
  - ❖ Will be replacing the PC and then the backup center.
  - ❖ State Mil Division Regionalization Survey Study.
  - ❖ Bills to support 911/Dispatchers for PTSD
  - ❖ Our call volumes are staying pretty study.

**Providing Emergency Communication Services to Yakima County**

- The nurse line will probably go away. It went from 20-60 call. Last Chiefs meeting it was voted against the nurse line.
- Question for Brad Chief Craig was concerned about the abanded calls they are still documented. Per yes they are entered just like a regular call.
- ❖ Last meeting questions regarding our call taking standards. All agencies stick to the 6 W's it's the standard across the board. Reid stated he is concerned yesterday there was a call put in and it ended up being a SF. Reid stated that Suncomm works for Fire not PD. Reid is not blaming the dispatchers but he is blaming the system. Stacey is working on the policies. Reid stated that he could assist with Brynn with interrogation questions. If it was defined a bit better it would be a lot through for Fire. Chief Smith stated that it's a population thing too... as they don't provide good information. Might be a good discussion at the Mutual aid meeting coming up in a few weeks.
- ❖ Chief Craig discussed the Coronavirus questions Stacey stated that it is in our EMD question s
- ❖ Chief Smith stated that there was a call where the city's changed three times. Stacey asked for the call information so it could be addressed. Chief Smith stated that there was a language barrier.
- ❖ Stacey and Brad are discussing that they may need to increase minimums.
- ❖ There are arguments that maybe PD needs to pay more. Chief Reid has asked has anyone done a workload determination. How does warrants affect the workload?
- ❖ Chef Reid stated we need to show the timeframe actually are dispatchers are working on other duties aside from dispatching.
- ❖ On March 4, 2020 another county separated as far as dispatching. Regarding dispatching.

❖ New Business

- ❖ CAD PC Update

Meeting adjourned

Next Meeting: May 7, 2020