



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

## YAKIMA PUBLIC SAFETY COMMUNICATIONS CENTER

**January 14, 2021  
1000-1100  
Zoom Meeting  
911 Operations Board**

- ❖ Present- Chair Chief Nathan Craig WVFD, Commissioner Ron Anderson, Wayne Wantland- Interim Manager Suncomm, Tim Bardwell- Toppenish Police, Chief Tim Smith- Toppenish Fire, Joel Byam-Fire District 5, Chief Aaron Markham-Yakima Fire Dept., Captain Shawn Boyle-YPD, Ed Levesque-YSO, and Stacey Garcia-Suncomm Assistant Manager.
- ❖ Approval of Minutes- Not attached will be sent out along with stats to finalize the 2020 year.
- ❖ Report from Chairperson
  - ❖ Operations Board- None
- ❖ Report from any Member- None
- ❖ Report from Suncomm Interim Director-
  - Wayne Wantland has been hired by the City of Yakima due to the resignation of Brad Coughenour. Brad resigned at the end of December. The City of Yakima hired Wayne to help with the transition of the Suncomm center as the Interim Manager role.
  - Hiring process- We currently have two new hires. One 911 Calltaker, and one Public Safety Dispatcher. Effective January 1, 2021 we also have one Public Safety Dispatcher with seven years' experience that has opted to return to us to fill a vacancy. We are trying to get qualified candidates in; however it does take time as there is a series of testing that is required. A couple of positions for 911 Calltakers and Public Safety Dispatcher are still vacant and our Human Resources Department is in the recruiting process.
  - Chief Nathan Craig stated that right now we are in the legislative session and we discuss if any bills will affect E911. With current legislation being a 105 day session we could ask for some 911 Capital items.
  - Chief Nathan Craig that this is the first year where the expenses outpaced revenue. Nathan mentioned getting more funds from the state of 911 tax dollars. It was discussed that the smaller counties get fully funded by the state. We are a larger county and don't qualify. Nathan mentioned concerns within the next couple years we are going to be facing challenges with our operational budget if we don't get more funding. Wayne mentioned that he was not aware that we would be dipping into the 911 reserves, as he has not seen that portion of the budget as of yet. Wayne will look into.
  - The state money we receive is related to training and due to COVID there has been set back due to classes being dropped, therefore we will not be reimbursed for expenses that didn't occur.
  - Nathan mentioned with the budget numbers presented we are short approximately \$200,000.00 forcing us to get into reserves. Our projected budget is \$2.358m and our revenue our \$2.554m. Nathan does not ever recall seeing this in the past.
- ❖ Old Business:
  - The Smart 911 and the Travis Bill- Yakima County will be a test site and Wayne has been working with the state. We have moved the start date to March 1, 2021. Wayne will need to get the contract reviewed and signed by County Commissioner. It is a three year contract with the first year being \$48,200 of

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which \$43,000 is the annual costs. It is unclear whether the state is going to cover the remaining years of the contract. Wayne said the system has many benefits beyond the Travis Alert function. Wayne has reached out to the state to see if they would cover funding for the three years; however he is still waiting for a call back. Nathan stated that the board was informed that the state would be funding the bill. Wayne look into will update the board further.

- ❖ New Business- None
- ❖ Good of the order- Ed Levesque mentioned that his center is short on personnel. A couple of his dispatchers have resigned and currently his dispatch manager is on ADMIN leave for an undetermined amount of time. They do have one candidate in their hiring process.
- ❖ Fire District 5 asked why no email or notification was sent out to the Chiefs when Brad resigned? Also Fire District 5 inquired how long Wayne's contract would be. Wayne stated he sent out a notification to the 911 Administration Board; however but not to the 911 Operations Board due to no access to the contact list. Wayne stated that he is on a four to six week contract but can be extended. On behalf of the Chiefs Fire District 5 states that the Chiefs really feel that they should have been notified of Brad's resignation and not hear it through the grapevine.
- ❖ Chief Nathan Craig stated that in March's meeting we need to discuss budget.
- ❖ Currently Brad's position is not open and not being advertised at this time.
- ❖ Wayne wanted to touch base regarding our Human Resources Division he stated that there are a lot of people involved to get people hired. They are keeping the positions open it is hard to get qualified candidates.
- ❖ Yakima Police Captain Shawn Boyle nothing to add.
- ❖ To wrap up the 2020 year here is a breakdown of stats for the 911 calls received in Suncomm.

August 1<sup>st</sup> 2020 to December 31<sup>st</sup> 2020

Total 911 Calls- 62,385

Abandoned Calls- 8,131

Call Answering Time-

95.7% in less than 10 seconds

3.99% in 10-20 seconds

- ❖ Meeting adjourned – 1031

Next Meeting: March 11, 2021