



200 South 3rd Street
Yakima, WA 98901

YAKIMA PUBLIC SAFETY COMMUNICATIONS CENTER

May 11, 2023

0900-1000

SunComm CORE Room

911 ADMIN & Operations Joint Board Meeting

911 OPERATIONS BOARD			911 ADMIN BOARD		
Sheriff	Bob Udell	X	County Commissioner	Kyle Curtis	X
Alternate	CarriAnn Ross		Mayor of Yakima	Janice Deccio	
Yakima PD Chief	Matt Murray		Alternative		
Alternate	Lt. Tory Adams		Mayor UV Cities	Sherry Raymond	X
Upper Valley PD Chief (Moxee, Tieton, or UG)	Dan Christman		Mayor Sunnyside	Dean Broersma	
Lower Valley Law representative #1	John Clary	X	Mayor LV Cities	Jose Trevino	
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				
Alternate	Greg Klutts	X	County IT	Stephen Bland	X
Upper Valley FD Chief	Nathan Craig	X			
Alternate	Jim Lange	X			
Lower Valley FD Chief	Tim Smith	X			
Director of Emergency Management	Tony Miller	X			
Director of Emergency Medical Services (EMS)	Tony Miller	X			
SunComm 911 Director	Erica McNamara	X			

❖ Introduction of Members-

❖ Approval of Minutes from February 9, 2023 – Motion to approve the minutes as presented-Motion to Dave Charvet Second - Ken Shipman.

❖ Report from 911 Operations Chair Chief Nathan Craig- EMS Admin board money hoping funds to assist EMS office, EMD and Pulse Point.

❖ Report from 911 Administrative Board Chair Commissioner Kyle Curtis

Providing Emergency Communication Services to Yakima County

Business Phone: 509.248.9911

Business Fax: 509.576.6555

- ❖ Tuesday protest regarding the AMB RFP
- ❖ Appreciation of EMS week
- ❖ County efforts regarding a drug ordinance.

❖ Report from 911 Director Erica McNamara

❖ Staffing-

- We have 14 fully trained- 5 in training- 8 in backgrounds-10 in pipeline
- We have been aggressive in recruitment attending job fairs, high schools.

❖ Rave /Prepared 911

- Smart911 where residents could input their information. The Rave software that we currently have is 50k if we were to stay with Rave we would need a new server 2k. The current program we have not very many enrollments.
- Rapid SOS is a free program
 - Prepared live interfaces with our program at no cost. We have prepared live in a test demo at the moment.
 - Erica would like to get rid of RAVE
 - With the extra savings update the phone lines with abandoned 911 calls. Update phone lines This feature would allow the calls an automatic call back. The enhanced phone lines would cost approx. 12k which would be a substantial savings. One single login for our Tele. Within in last couple months Erica provided the test portal to the secondary PSAP's.
 - Commissioner Curtis would like the current RAVE subscribers a notification that informs the move of systems.
 - We have 415 subscribers. Erica would look into notifying the RAVE subscribers.
 - Rapid SOS does offer a free version that would be beneficial.

i. Motion to approve Rapid SOS in replacement of RAVE and Everbridge. Motion to approve Tony Miller- second Chief Ken Shipman.

❖ SIP Lines (session initiation protocol)

- **Motion to approve the enhanced lines Motion to approve Tony miller- second Chief Markham.**

❖ Phone Upgrade Update

- Scheduled for Aug 12 -21 only SunComm this does not include the backup center due to cost. The upgrade doesn't have not happen simultaneously.
 - The delay was cost and the maintenance agreement.

❖ EMD

- Demo with Pro QA and APCO

- Greg stated he likes Pro QA; but feels that it will be difficult for our county.
 - He feels APCO is a huge improvement and more suited for our environment.
- Tony stated that no one in the state is using APCO and they are unaware to state if they can do upgrades etc. Pro QA is efficient and proves they can do what we need it to do.
- Pro QA is not web based would still be able to utilize if the system were to go down.
- Agencies can select their own response plan.
- Difference in cost 30k
 - Pro QA is 120k first year-maintenance fee every year after.
- Contract wise – Erica will look into things we can select what we want.
- Pro QA is more structured
 - Asks 10 questions that could send immediate response etc.
 - Series of questions that at the end provides you a determinant code.
 - APCO was not definite that they could provide service as they stated.
 - Per Chief Shipman we need to have Dr. Hodges approve.
 - Training for PRO QA is a three-day class.
- Erica looked into Power Phone they were not able to assist us with our agencies and recommendations.
- Erica stated whatever program we decide on that we should have consistency across the board. This is not going to fix our resource problem or if an ambulance is not available.
- Pro QA integrates with CAD.
- Pro QA triages calls more efficiently
- Timeline is approximately 6 months to one year to be active after training.
 - i. **Motion to make the recommendation to recommended Pro QA for next EMD program with the reviewal and approval of Dr. Hodges. Motion to approve Chief Markham- second Chief Craig.**

❖ Report from any member-