



YAKIMA PUBLIC SAFETY COMMUNICATIONS CENTER

200 South 3rd Street
Yakima, WA 98901

November 7, 2019

0900-1000

2403 South 18th St.

CORE Conference Room

Union Gap, WA 98903

- ❖ Approval of Minutes
 - ❖ Operations Board Minutes Motion to approve DC Reid- Second Chief Frazier.
- ❖ Report from Chairperson
 - ❖ Operations Board- None
- ❖ Report from any Member- None
- ❖ Report from Director
 - ❖ State Mil Division Regionalization Survey Study.
 - ❖ An issue affecting a greater amount of PSAPs in Washington State is the rising costs of CPE refresh and replacement costs. The state is looking at the review of the PSAP centers. The State of WA Mil received 100K in funding from the state legislature to conduct a study. This will answer some funding questions of the backup centers. We just recently received an invoice from Century Link it was a third more than what we paid for the original system. The end state of report should provide a comprehensive assessment if the progression of modernization and full operating costs if PSAPS's. Thurston county, Clark county and Douglas Chelan county.
 - ❖ Staffing-
 - We are back down to 10 calltakers- one resignation last week. One calltaker on probation resigned.
 - Brad and Stacey met with Chief Markham to discuss changing the hiring process. Trying to get a plan to present to HR.
 - Maximum call takers are 14
 - Stacey and Brynn have been assisting in coverage.
 - We are getting applicant's some candidates not passing the screening.
 - It takes so long to get through the process and then after time spent applicants don't pass the background screening.
 - Nathan asked if we should approach the 911 ADMIN suggestions regarding the hiring process. DC Reid stated that city council would have to approve. It is recommend if we bring to the ADMIN board we need to wait for January 2020.
 - Most of the new hires that we have get to the 3 month process and the employee resigns. Benton County is also experiencing the same issue.
 - Frazier asked what the pay rate it is for 911 Calltaker is. Per the Master Ordinance rate is \$20.12 - \$25.73 without differed comp.
 - We observed that if families at home doesn't support the call takers and Dispatchers employees the employee will resign.
 - DC Reid asked Brad if we are doing exit interviews with the call takers. Yes we are the whole bottom-line the calltakers leave after 3-4 months. The stress level is just too much. Is there a way to build in the screening process of the stress level the

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candidate will reach? Brad is trying to get HR to send out a briefing with the job announcements

❖ Training

- Brynn Suncomm Training coordinator discussed information regarding the QA review from Moetivations.
 - Currently we are at 100% for the call takers. They follow the NENA, APCO standards.
 - The QA's allows us to address issues more one on one.
 - The call taker that recently resigned- Moetivations discovered that the employees QA's were failing.
 - The QA's show that the employees are improving gathering caller names, Alarm company operator information, descriptions of suspects, fire calls have gone up, and asking about HAZMAT.
- Suncomm uses a program called Guardian Tracking (GT). This program is used for documentation of the employees status good or bad, the Supervisor can use it for evaluations and a tool to learn from.
- We don't use interrogation cards. We ask the 6 W's. DC Reid asked why we don't use standard interrogation cards across the board. Brynn stated that they are beneficial for Fire and EMS not for Law.
- There are no issues with the EMD cards.
- We are only using cards for EMD.
- Brad asked would the board like Brynn to do something different.
 - Moetivations is worth the money Brynn stated it is beneficial.
- Brynn mentioned that we are in the middle of a policy overhaul.

❖ Old Business

Century Link up grade.

- That was supposed to be installed however the attorneys are still reviewing. Hopefully we will get an answer in a couple days and we can renew the contract.

❖ New Business

FY20 State Contract

- WA State got the 2.5 grant.
- OMB released the national 911 grant funding. State of Washington will receive approximately 2.5 mil. The majority of the funds will go to offsetting the expenses for the EsiNET II (COMTEC) network.

Call stats

- Call stats are looking good there was some issues with gaining access to the MIS link.
- DC Reid asked what the issue was it was an issue with CenturyLink MIS.
- It was working fine in June July time frame.
- Stacey pulls state number for Becky for WA state report.

Standardized Fire Format

- DC Reid inquired about Standardized Fire Format and asked why we are not doing it like the EMD calls. This way we have standardization. DC Reid made the motion that Brad brings this information back to the next meeting on February 6, 2020. This is a check box format that the caller goes through. Question raised if it is it because is it cost driven or institutional that we are not doing this? Brad stated it not a huge cost just a training method. Pass the information to District 5 and they and they can continue the format.
 - **DC Reid made the Motion to create a task for Brad research a Standardized Fire Format and present to the board in February- Second Frazier. Motion passed unanimously.**

