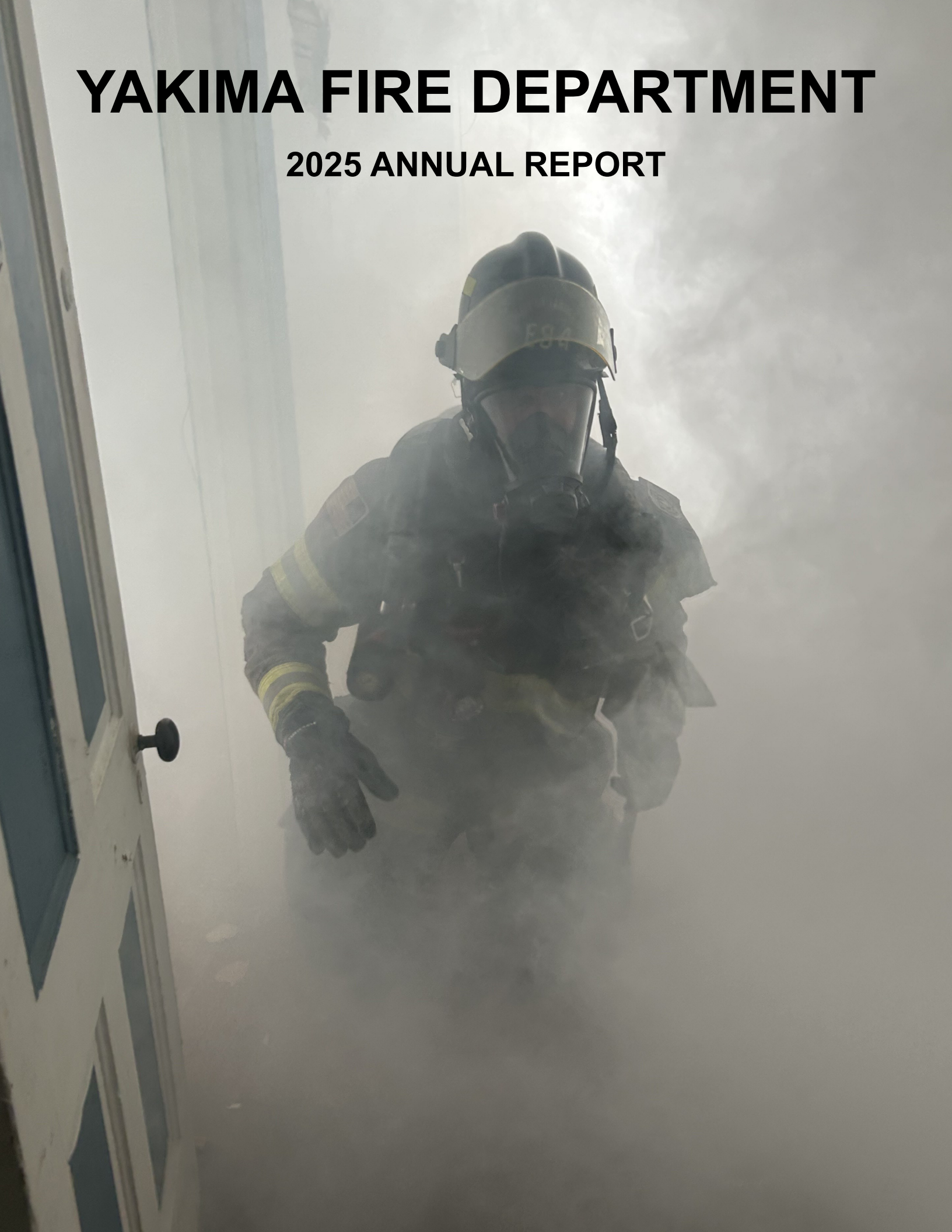


# YAKIMA FIRE DEPARTMENT

## 2025 ANNUAL REPORT



# Yakima Fire Department 2025 Annual Report

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# Message From the Fire Chief

February 23, 2026

Honorable Mayor and Yakima City Councilmembers,

The Yakima Fire Department would like to present the 2025 annual report. This report illustrates the activities and response data for the department. The year started off on a very somber note in February with the unexpected passing of our fire mechanic Paul Weeks. In honor of his dedication to keeping our fire apparatus repaired and maintained, a decal with his initials and a wrench was placed on engine 91. We also faced very challenging times navigating a difficult budget situation and the potential of a fire station closure.

In 2025, our department responded to 9,844 calls. This included structure fires, medical emergencies, wildland fires, and technical rescue incidents. Each response reflects the professionalism and commitment of our firefighters, who work tirelessly to ensure the safety of our residents. As a department that responds to all hazard emergencies, countless hours of training are required to maintain our operational readiness and provide safety for our teams.

Beyond emergency responses, we also focused on community risk reduction through prevention and education. We accomplished this through community outreach programs, education in our elementary schools, and fire and life safety inspections.

Our 2026 goals are to enhance our engagements in the community, to continue to work on our operational readiness and response capabilities, and to improve pre-incident data collection through occupancy surveys with our local business partners.

On behalf of the entire department, I want to thank you for your continued support. It is an honor and privilege to serve you as the Chief of the Yakima Fire Department.

Respectfully,

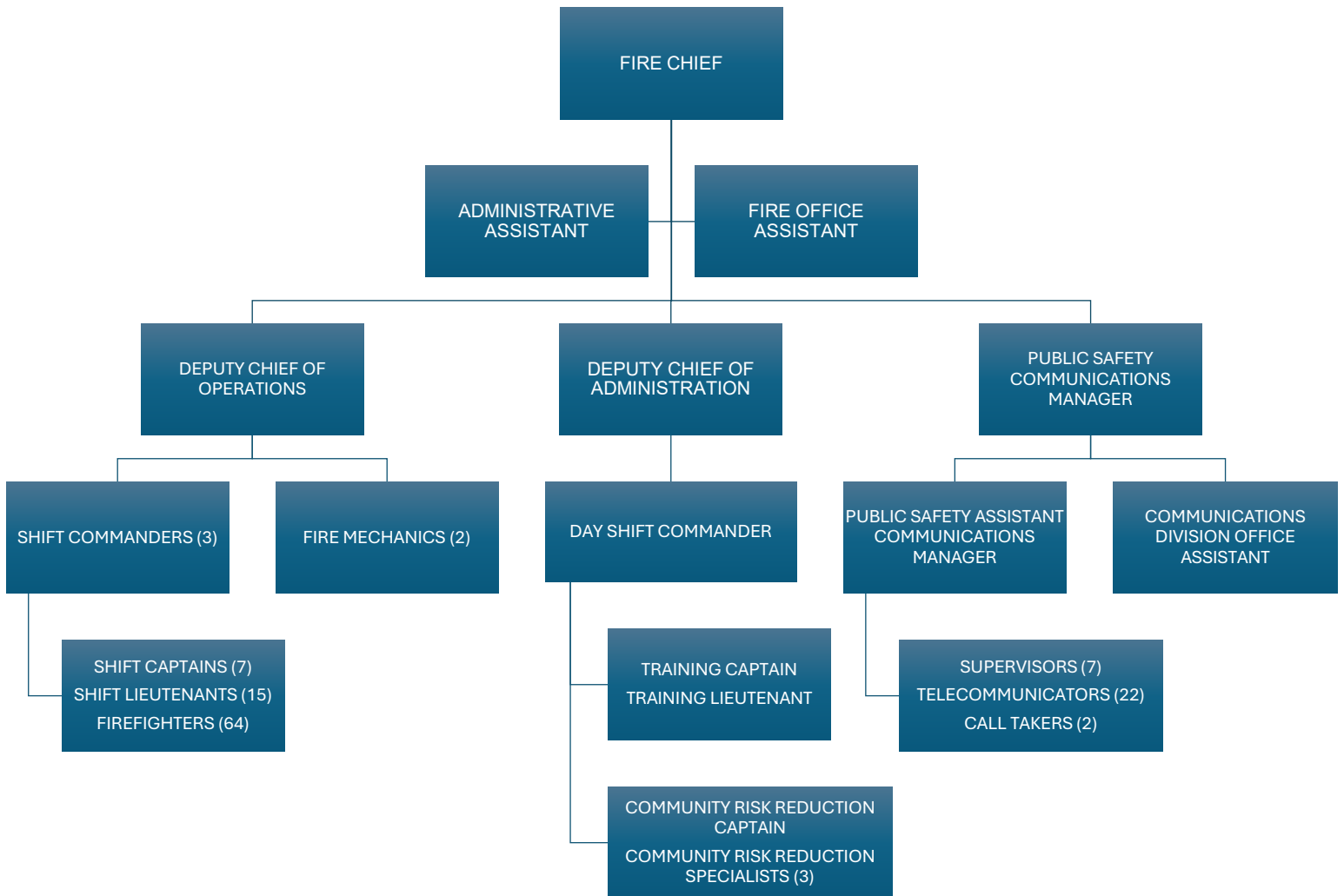


Aaron J. Markham  
Fire Chief



Evan Abell, Yakima Herald-Republic

# Yakima Fire Department Organizational Chart



# Promotions, Awards and Recognition

## **Promotions**

Lt. Patrick Riffie promoted to Captain  
Lt. Chad Williams promoted to Captain  
FF Kelley Melcher promoted to Lieutenant  
FF Patrick Golie promoted to Lieutenant

## **Awards and Recognition – Fire**

Each year, the Yakima Fire Department recognizes members whose dedication, leadership, and service reflect the highest traditions of the fire service. The following awards highlight firefighters and officers who made significant contributions to the department and the community during 2025. Their actions demonstrate the professionalism, compassion and commitment that define Yakima Fire Department.

### **Rusty Hauber Firefighter of the Year**

The Yakima Fire Department's Firefighter of the Year award is named in honor of Firefighter Rusty Hauber, who died in the line of duty while serving the Yakima community. His sacrifice represents the courage, commitment and selfless service that defines the fire service profession.

Each year, the Rusty Hauber Firefighter of the Year Award recognizes a firefighter who best exemplifies those values through exceptional performance, dedication to training and commitment to both the department and the community.

### **Firefighter Peter Gresham**

Firefighter Peter Gresham was selected as the 2025 recipient for his exceptional professionalism, technical expertise and commitment to training. As a member of Truck 91 and the department's Technical Rescue Team, firefighter Gresham frequently leads training initiatives that enhance operational readiness and skill development within the department and across the region. His willingness to mentor others and strengthen the capabilities of those around him reflects the values embodied by the award's namesake.

### **Officer of the Year**

#### **Lieutenant Heilman**

Lieutenant Heilman received the Officer of the Year award for his significant work supporting the department's transition to a new records management and incident reporting system. His

dedication, technical knowledge and countless hours spent improving reporting processes helped streamline documentation and prepared the department for upcoming national reporting requirements. His work will ensure that Yakima Fire Department continues to maintain accurate, efficient and modern reporting going forward.

### **Distinguished Service Awards**

The Distinguished Service Award recognizes individuals whose leadership, initiative and long-term contributions have made a lasting impact on the Yakima Fire Department.

#### **Firefighter Jakob Stone**

Firefighter Stone was recognized for his involvement in the State Mobilization operational planning, policy development and strengthening of interagency partnerships. The plan resulted in Yakima Fire Department's preparation and readiness for a State Mobilization Wildfire incident.

#### **Captain Jeremiah Stilley**

Captain Stilley was recognized for revitalizing the department's Community Risk Reduction Division and expanding community outreach programs. Through partnerships with local schools and organizations, he strengthened public safety initiatives including home fire safety surveys, smoke alarm installations and car seat safety programs.

#### **Shift Commander Tim Kerns**

Shift Commander Kerns was recognized for his extensive leadership across numerous departmental initiatives, including policy development, logistics improvement and technology implementation. His mentorship of firefighters and officers, combined with his organizational leadership, has strengthened operations throughout the department.

#### **Shift Commander Mike Trujillo**

Shift Commander Trujillo received this award for his leadership in the department's Day Shift Commander role, where he has strengthened collaboration between field personnel, department administration and city leadership. His work has supported training improvements, public education programs and ongoing departmental initiatives.

### **Letters of Appreciation**

#### **Firefighter Jakob Stone**

#### **Firefighter Will James**

Firefighters Stone and James were recognized with Letters of Appreciation for their compassionate and professional response while assisting citizens during a medical emergency involving a pet. While covering calls during a community event, the crew encountered an unresponsive dog and provided immediate care, including airway assessment, CPR, oxygen administration and rapid transport to a veterinary clinic. Their efforts demonstrated empathy, quick decision-making, and a commitment to helping members of the community in need.

## **Awards and Recognition – SunComm**

Each year, SunComm recognizes employees whose professionalism, dedication and service reflect the highest standards of public safety communications. The following awards highlight staff members who made significant contributions to the center and the community during 2025. Their actions demonstrate teamwork, compassion and commitment to both colleagues and citizens.

### **Employee of the Year – Jesus Arceo**

Jesus Arceo was selected as SunComm’s 2025 Employee of the Year for his exceptional dedication, positivity, and teamwork. Since joining the center in July 2024, Jesus has supported colleagues in every aspect of center operations, including call-taking, radio support and translation services for Spanish-speaking citizens. Peers highlighted Jesus’s infectious positivity, calm demeanor and unwavering commitment to helping others. His approach to call-taking provides comfort and reassurance to the public during emergencies, exemplifying the values SunComm recognizes in its employees.

### **Call Taker of the Year – Wendy Knack**

Wendy Knack was recognized as SunComm’s 2025 Call Taker of the Year for her professionalism, reliability and dedication over her 19 years of service. In 2025, she answered and processed **15,231** 911 calls—approximately 10% of all the calls received by SunComm, demonstrating exceptional consistency and skill. Wendy is known for her willingness to cover shifts on short notice and consistently volunteering for overtime. As one of SunComm’s last dedicated call takers, her knowledge and experience provide a model for new staff.

### **ProQA High Compliance Award – Miriam Ruiz**

Miriam Ruiz received the inaugural ProQA High Compliance Award for 2025 in recognition of her mastery of the ProQA emergency medical dispatch software. Her expertise and attention to protocol set a benchmark for peers, ensuring high-quality medical response for Yakima County citizens. Miriam’s performance demonstrates the critical role of precise, professional dispatching of emergency medical services.

### **Stork Award – Jesus Arceo**

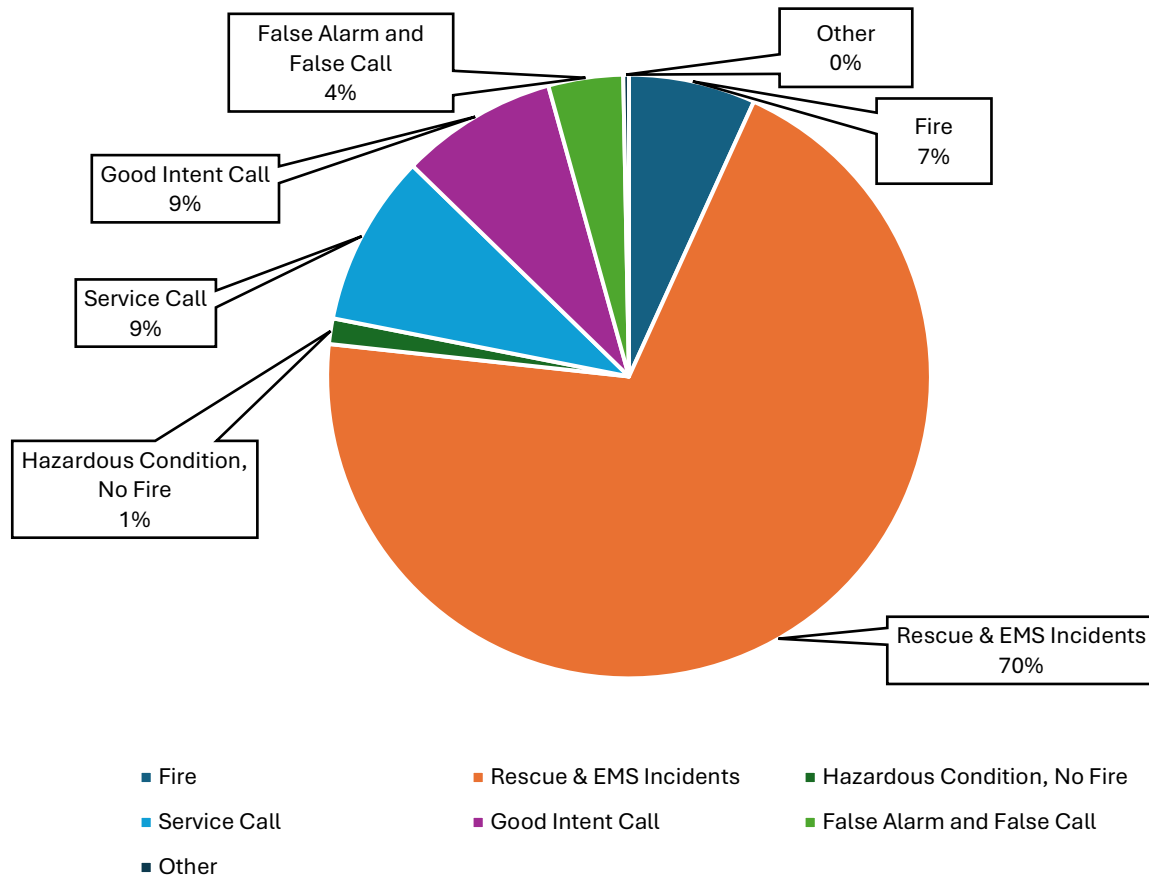
Jesus Arceo received the Stork Award for delivering two babies via 911 calls within six days. Despite having less than a year of experience, he calmly guided callers through each delivery, ensuring the safety of both mothers and newborns until EMS arrived. This rare accomplishment highlights Jesus’ composure, skill and dedication in high-pressure situations.

### **Distinguished Service Award – Jesus Arceo, Jessica Finnell and Andrew Zuber**

On January 6, 2026, these three dispatchers responded to multiple fires in Union Gap. They took immediate action with fire extinguishers alongside a YPD officer to mitigate property loss while awaiting emergency units. Their selfless actions, performed outside normal duties and in the face of potential risk, exemplify the spirit of service and dedication honored by this award.

# Total Alarms in 2025

This includes incidents within the City of Yakima, the City of Union Gap, Fire District #10, Fire District #11 and Mutual Aid Responses



MAJOR INCIDENT TYPE	NUMBER OF INCIDENTS	PERCENTAGE OF TOTAL CALLS
Fire	668	6.79%
Rescue & EMS Incidents	6881	69.93%
Hazardous Condition, No Fire	135	1.37%
Service Call	905	9.20%
Good Intent Call	827	8.40%
False Alarm & False Call	394	4.00%
Other	30	0.30%
Total	9840	100.00%

# Response Time Standards

In 2006, the Washington State Legislature adopted a measurement tool to help local governments that provide Fire and Medical Emergency Services (EMS) to evaluate their Fire Departments. RCW 35.103 requires fire departments to adopt response time standards and to report to their governing body annually their performance in relation to those adopted standards.

In 2007, the City of Yakima and the Yakima Fire Department adopted the nationally recognized time standards for responses. These standards represent fire service best practices and help maximize a fire department's chances of saving lives and property in various emergencies. Meeting these time standards is critical to the fire department's ability to save lives and property.

Continued annexations, new construction and a rapidly increasing call volume are resulting in extended response times and overall failure to meet our adopted time standards. A Standards of Coverage Document is needed to adequately assess the Yakima Fire Departments staffing levels, station locations and community needs. This type of assessment has not been done for the Yakima Fire Department in over 50 years.

2025 brought challenges in documenting precise data that could be relied upon for accurate response time reporting. One of the challenges was the change from documenting times by the use of Spillman in the apparatus to documenting times via radio communications with dispatch. Another challenge was the transition to ImageTrend. Emergency Reporting had been the Records Management and Incident Reporting system for Yakima Fire Department since 2005. While we are presenting the data as documented, going forward we are making changes to the processes to continue to improve the accuracy of the data we document and share.

## Structure Fires

**Turnout Time:** The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for a fire suppression incident. The department should meet this standard 90% of the time.

2025 Average- 181 Seconds  
Met standard- 28%

**Travel Time:** The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for the arrival of the first engine company to a fire suppression incident. The department should meet this standard 90% of the time.

2025 Average- 201 Seconds  
Met standard- 72%



Playground equipment fire on the Greenway

**Full First Alarm Assignment:** The City of Yakima Fire Department has adopted a response time standard of 480 seconds for the arrival of the full complement of a first alarm response to a fire suppression incident. The department should meet this standard 90% of the time.

2025 Average- 512 seconds  
Met standard- 52%

### **Emergency Medical Service (EMS)**

**Turnout Time:** The City of Yakima Fire Department has adopted a turnout time standard of 90 seconds for an EMS incident. The department should meet this standard 90% of the time.

2025 Average- 124 Seconds  
Met standard- 29%

**Travel Time:** The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for an EMS incident. The department should meet this standard 90% of the time.

2025 Average- 221 seconds  
Met standard- 67%

### **Special Operations (Hazardous Materials and Technical Rescue)**

**Turnout Time:** The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for a technical rescue incident. The department should meet this standard 90% of the time.

2025 Average- 209 seconds  
Met standard- 41%

**Travel Time (Hazmat Ops Only):** The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for a special operations incident. The department should meet this standard 90% of the time.

2025 Average- 336 Seconds  
Met standard- 11%

### **Aircraft Rescue and Firefighter (ARFF)**

**Turnout/Travel Time:** The City of Yakima Fire Department has adopted a turnout/travel time standard of 179 seconds for an ARFF incident. This standard should be met 100% of the time.

2025 Average- 131 seconds  
Met standard- 75%

### **Wildland Fire**

**Turnout Time:** The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for a wildland fire incident. The department should meet this standard 90% of the time.

2025 Average- 204 Seconds  
Met standard- 59%

**Travel Time:** The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for a wildland fire incident. The department should meet this standard 90% of the time.

2025 Average- 485 Seconds  
Met standard- 68%

# Training Division

## Overview

In 2025, the Yakima Fire Department's Training Division advanced firefighter readiness, technical expertise and professional development. Through recruit academies, certification programs and specialized training, the division strengthened operational capability and ensured personnel were fully prepared to respond safely and effectively to emergencies across Yakima. In total, the Training Division facilitated over 7,000 hours of training across all programs, spanning all ranks from new recruits to senior officers, emphasizing both technical proficiency and leadership development.

## Recruit Academy

In May and June, Yakima Fire Department (YFD) conducted a condensed two-month Central Washington Fire Training Academy (CWFTA) for six experienced recruits employed by the City of Yakima, Kittitas Fire and Rescue and Sunnyside Fire Department. Led by Firefighter Holly and Training Lieutenant Ty Brown, with specialty instruction from YFD personnel, the Academy provided over 2,700 hours of training. Recruits achieved nationally recognized standards, earning IFSAC certifications in Firefighter I, Hazmat Awareness and Hazmat Operations. These certifications ensure readiness for front-line operations as well as comply with national standards.



New recruits at Academy Graduation

## Driver/Operator & Aerial Apparatus Training

Probationary firefighters completed a month-long Driver/Operator Academy, achieving IFSAC Driver/Operator (Pumper) certification. YFD also hosted a two-day Regional Aerial Apparatus Academy for personnel from neighboring agencies, including Selah, West Valley, Toppenish, Yakima County Fire District 5 and Sunnyside. These programs expanded the number of trained Driver/Operators and Aerial Apparatus Operators while fostering multi-agency collaboration and strengthening regional emergency response capacity.

## Certification & Leadership Development

The division emphasized IFSAC certifications across all ranks and implemented an Officer Development Program, providing structured pathways for leadership and professional growth. A

clear career pathway connects Recruit Academy graduates to senior leadership roles, reinforcing professional development and organizational stability.

## Specialized Training

In 2025, YFD advanced several specialized programs to enhance technical skills, investigative expertise and operational readiness:

- **Fire Investigator Training:** Personnel received advanced instruction in fire scene analysis, evidence preservation and investigative techniques, preparing them to handle a wide range of fire cases, including felony arson. Coordination with law enforcement ensured legal compliance and strengthened investigative judgment.
- **Hazardous Material (HazMat) Technician Training:** HazMat personnel trained in identification, containment and mitigation of hazardous substances, decontamination procedures, specialized equipment use and incident command integration with fire, EMS and law enforcement. This enhanced readiness for chemical, biological, radiological and other high-risk hazardous material incidents.
- **Drone Operator Training:** Personnel learned safe drone deployment, aerial scene assessment, data collection and coordination with incident command. These skills improve situational awareness, operational efficiency and interagency collaboration for fire investigations, search and rescue incidents and large-scale incident management.
- **Water Rescue Training:** Twelve personnel obtained swift water rescue certification through joint exercises with the Yakima County Sheriff's Office, focusing on safe rescue techniques, multi-agency coordination and operational readiness. This builds a foundation that supports future boat operations and large-scale water rescue exercises.

## Training Division Outcomes – 2025

- 7,000+ total training hours across all programs
- 2,700+ hours dedicated to Recruit Academy
- Six recruits trained and certified
- Expanded number of trained Driver/Operator and aerial apparatus operators
- Officers participated in leadership and professional development programs
- Twelve personnel certified in swift water rescue
- IFSAC certifications increased by 25% across all department members
- Active collaboration with multiple regional agencies
- Established a career pathway from Recruit Academy to Senior Chief Officer

## Looking Ahead to 2026

The Training Division will continue expanding operational readiness, growing certification opportunities and strengthening leadership development across all ranks. By maintaining a focus on safety, professional growth and regional collaboration, YFD ensures personnel remain highly skilled, confident and capable of delivering exceptional service to the Yakima community.

# Community Risk Reduction Division

## Overview

The Community Risk Reduction Division (CRR) works to prevent emergencies before they occur through data-driven inspections, community education and strategic partnerships. In 2025, the division emphasized outreach to high-risk populations, leveraging data to prioritize safety interventions and ensure the greatest impact on public well-being.

## CRR Impact

Preventive programs are crucial to reducing both the frequency and severity of emergencies. Key focus areas include:

- **Smoke Alarm Installation and Home Safety Surveys:** Protecting residents by ensuring smoke alarms are functional and by identifying potential fire hazards in the home.
- **Youth Fire Safety Education & Juvenile Fire Setter Programs:** Teaching children safe behaviors and intervening early with at-risk youth to prevent future incidents.
- **Car Seat Safety Inspections:** Ensuring proper installation to prevent injury during vehicle collisions.
- **Fall Prevention and Consistent Care Advocacy:** Addressing other safety risks in homes, especially for seniors, to reduce injuries and hospitalizations.



Crew member checking a Smoke Alarm

These initiatives minimize property loss, reduce injuries and foster community awareness and preparedness. We would like to acknowledge our Community Partners who collaborated with us on these programs: The American Red Cross, the School Safety Operations and Coordination Center (SSOCC) and Yakima and West Valley School Districts.

## Community Risk Reduction – 2025 by the Numbers

Program	Total
Smoke Alarms Installed	21
Home Safety Surveys Completed	6
School Visits/Student Contacts	12 schools/650 students
Car Seats Installed/Inspected	16
Juvenile Fire Setter Interventions	5
Community Events Attended	10

## Operations & Code Enforcement – 2025 by the Numbers

Inspection Type	Total
Annual Commercial Fire Inspections	188
Annual School Inspections	35
Compliance Re-Inspections	900
Annual Daycare Inspections	168
Fire System Hazard Inspections	328
Quarterly Fuel Inspections	20
Event Inspections	16
Site Visits/Knox Box Checks	70
Business Fire Inspections	1650

## Public Engagement & Communication

- Expanded social media presence and local media coverage to increase public awareness of safety programs.
- Integrated public information responsibilities with CRR messaging, ensuring consistent outreach and community engagement.
- Enhanced internal training so all personnel are equipped to communicate prevention strategies effectively.

## Looking Ahead to 2026

The CRR Division plans to expand outreach, refine inspection programs and strengthen partnerships. Initiatives will include a self-inspection program for low-risk occupancies, aiming to reach 100% of occupancies within city limits while broadening safety awareness.

# Fleet Maintenance Division

The Fleet Maintenance Division ensures the operational readiness, safety and reliability of the department's emergency response fleet, equipment and facilities. The division's work directly supports frontline operations by keeping apparatus and critical systems in peak condition for emergency response.

## Staffing & Certification

The division is staffed by two full-time mechanics who maintain and repair all fire apparatus and specialized support equipment. In compliance with Washington State law, repairs to firefighting components of emergency vehicles must be performed by a certified Emergency Vehicle Technician (EVT), National Institute for Automotive Service Excellence (ASE) certified technician or factory-qualified individual.

- **Fire Mechanic II** holds EVT Level I, Level II and Level III Master Certification as well as M1 Fleet Management Level I certification.
- **Fire Mechanic I** holds EVT Level I and one Level II certification. He is also actively progressing toward Master-level certification.

These certifications represent the highest professional standards in emergency vehicle maintenance and ensure full regulatory compliance.

## Fleet & Equipment Maintenance

Under the supervision of the Deputy Chief of Operations, the division maintains approximately 60 emergency and support vehicles, including:

- Fire engines
- Ladder trucks
- Rescue vehicles
- Brush trucks
- Support vehicles
- Rescue boat and raft
- Command vehicles
- 6x6 UTVs
- Backhoe
- Bucket truck
- Forklift

In addition to fleet maintenance, the division services and repairs critical life-safety systems, facility infrastructure and specialized equipment, including:

- Self-Contained Breathing Apparatus (SCBA) air systems
- Air compressors for engines and ladder trucks
- Station generators
- Vehicle exhaust removal systems
- Specialized firefighting tools and equipment
- Programming and installation of mobile and portable radios
- Installation and upfitting of emergency lighting systems

The division also maintains frontline operational tools used daily by firefighters, including chain and circular saws, portable and vehicle-mounted generators, hydraulic rescue tool systems, positive pressure ventilation fans and small hand tools.

## Operational Activity

In 2025, the division completed 551 repair and maintenance work orders submitted by on-duty fire crews. Work orders included apparatus repairs, emergency lighting and radio programming, communications equipment service, facility maintenance, preventative inspections and critical emergency apparatus repairs. These efforts ensured all vehicles and equipment remained in peak operating condition and were response-ready at all times.

## Commitment to Readiness & Safety

The Fire Maintenance Division plays a vital role in firefighter safety, regulatory compliance and uninterrupted emergency response capability. Through preventative maintenance programs, ongoing professional certification and rapid response to repair needs, the division ensures dependable equipment for every emergency response.

# Fire Department Facilities

Yakima Fire Department operates out of five fire stations, three of which have been in service for over 50 years, located throughout the City of Yakima. These fire stations house both personnel and equipment for 24-hour emergency response; firefighters live and work out of these fire stations during their assigned shift. The oldest fire station was built and placed in service in 1968 while the newest fire station was built in 1996.

Annual facility needs have been a challenge for staff to maintain because of the aging infrastructure of these buildings. Yakima Fire Department, in coordination with other city divisions, has been working to address those needs.

## Accomplishments for 2025

- Emergency generator installed at Station 93. This generator powers the station when a power outage occurs and had been out of service for over two years. We were able to complete this capital improvement with assistance from REET funds.
- Reroof over apparatus bay and kitchen area of Station 94. This roof had been showing signs of leaking and damage to the interior of the apparatus bay for over a year. We were able to complete this capital improvement with assistance from REET funds.



New emergency generator at Station 93

## 2026 Projected Projects

- Remodel of sleeping area for personnel at Station 95. This will involve enclosing the bedrooms and installing new flooring to improve quality of life.
- Replace failing concrete at Station 92. This concrete has settled over the past 10 years and is becoming a safety concern as potential failure could cause damage to fire apparatus.
- Hardscape/Xeriscape of large grassy areas at Stations 93 and 95. This project is designed to help reduce water consumption during drought conditions in the region.

# SunComm

## Call Statistics

In 2025, SunComm handled significant call volume across multiple communication channels:

Total 911 Calls: 147,030  
Abandoned 911 Calls: 10,912  
Incoming Administrative Lines: 34,233  
Outgoing Calls: 86,398

### **911 Call Answer Times**

The National Emergency Number Association (NENA) standard requires that 90% of 911 calls be answered within 15 seconds and 95% within 20 seconds. SunComm exceeded these benchmarks during all hours of operation.

### **Answer Time Performance:**

0–10 seconds: 97.75% (143,726 calls)  
11–15 seconds: 1.60% (2,354 calls)  
16–20 seconds: 0.39% (567 calls)  
Over 20 seconds: 0.26% (387 calls total)

Overall, more than 99% of calls were answered within 15 seconds, and nearly 99.75% were answered within 20 seconds.

## Dispatch Statistics

### **Yakima Police Department**

Dispatched Incidents: 23,809  
Traffic Stops: 27,602

### **Toppenish Police Department**

Dispatched Incidents: 1,037  
Traffic Stops: 499

### **Union Gap Police Department**

Dispatched Incidents: 5,657  
Traffic Stops: 1,946

### **Yakima Fire Department**

Dispatched Incidents: 9,868

### **Yakima Training Center Fire Department**

Dispatched Incidents: 158

## Warrant Entry

SunComm entered 2,542 Yakima Police Department warrants into Spillman, WACIC, and NCIC, ensuring statewide and nationwide accessibility within 72 hours in compliance with Washington State ACCESS standards. Each warrant required approximately 20 minutes to process, totaling an estimated 947 staff hours dedicated to warrant entry in 2025.

## Record Requests

In 2025, SunComm processed approximately 2,826 record requests. These included 911 audio recordings, radio recordings and CAD incident records requested by partner agencies, investigators, prosecutors and members of the public.

## Personnel

SunComm maintained 34 allocated positions in 2025, including administrative, supervisory and line-level staff. By year-end all administrative positions were filled as were all seven supervisory positions. Of the 24 line-level positions 22 were staffed with two vacancies remaining. During the year, nine telecommunicators were hired and seven separated from employment. Improved staffing levels reduced overtime, increased opportunities for time off and enhanced focus and efficiency while on duty.

## Training

In 2025, Washington State implemented the Public Safety Telecommunicator Certification Program, requiring certification prior to independently answering or dispatching 911 calls. Existing employees received Legacy Certification and completed at least 24 hours of continuing education. New hires completed classroom and on-the-job training and earned Initial Telecommunicator Certification while working toward required continuing education hours. Agency-wide training focused heavily on Emergency Medical Dispatch (EMD) protocols through the International Academies of Emergency Dispatch (IAED). Employees also participated in leadership, peer support, wellness and software trainings including CodeRed and StarChase. Six employees completed probation and were cleared for independent work, while six others remained in training.

## Public Education and Community Outreach

SunComm expanded its Public Education Program in 2025, participating in interagency training, school presentations, career fairs and community events throughout the region. These outreach efforts strengthened community partnerships and increased public awareness of 9-1-1 services and career opportunities in emergency communications.

## Peer Support Team

All six Peer Support Team members became certified Peer Supporters through the State of Washington, completing 48 hours of training. The team responded to dozens of callouts and

conducted hundreds of peer support contacts in 2025, reinforcing employee wellness and resilience.

## TERT Participation

SunComm maintained active participation in the Washington State Telecommunicator Emergency Response Team (TERT). While no deployments were required in 2025, members maintained certification and readiness to deploy.

## ProQA Quality Assurance

The ProQA Quality Assurance Team completed 808 reviews in 2025, including 695 random and 113 focused reviews. More than 60,000 individual questions and instructions were evaluated for accuracy and compliance, ensuring high standards in emergency medical dispatch protocols.