



Agenda  
Benton County Emergency Services Executive Board Meeting  
Thursday, September 25, 2025 ~ 7:30 AM  
Richland City Hall ~ Council Chambers  
625 Swift Boulevard

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## **Benton County Emergency Services (BCES) Executive Board Meeting**

### **Call to Order**

### **Attendance**

**Approval of Agenda** (Approved by Motion) All voting members.

**Public Comments:** Public comments will be limited to 2 minutes per speaker.

**Consent Calendar:** Items on the Consent Calendar have been distributed to Benton County Emergency Services Executive Board members in advance for reading and study, are considered to be routine, and will be enacted by one motion of the Board with no discussion. Board members may transfer individual Items of Business for deliberation before voting. All voting members.

1. Approval of the July 24, 2025 Benton County Emergency Services Regular Board Meeting Minutes  
- Jon Amundson, City Manager

### **Director's Report:**

2. Manager's Report  
- Jay Atwood, BCES Executive Director

### **Items of Business:**

Benton County Emergency Services (BCES) (Approved by Motion): Voting Members: Cities of Kennewick, Pasco and Richland; Benton and Franklin County - 2 votes each. Benton County Fire District; Cities of Benton City, Prosser and West Richland - 1 vote each.

3. Benton County Emergency Services Proposed 2026 Budget Review  
- Jay Atwood, BCES Executive Director

Benton County Emergency Management (BCEM) (Approved by Motion): Voting Members: Cities of Kennewick and Richland; Benton County - 2 votes each. Cities of West Richland, Prosser and Benton City - 1 vote each.

Southeast Communications Center (SECOMM) (Approved by Motion): Voting Members: Cities of Kennewick, Pasco and Richland; Benton and Franklin County - 2 votes each. Cities of Prosser and West Richland; Benton County Fire Districts - 1 vote each.

4. Aurelian Contract - Approval  
- Jay Atwood, BCES Executive Director

800MHz System (Approved by Motion): Voting Members: Cities of Kennewick, Pasco, and Richland; Benton and Franklin County - 2 votes each.

Benton County Microwave System (Approved by Motion): Voting Members: Cities of Kennewick, Pasco, and Richland; and Benton and Franklin Counties - 2 votes each.

**Strategic Advisory Team (SAT):****BCES/BiPIN Consolidation:****Discussion Items:****Adjournment**

Richland City Hall is ADA accessible. Any individual who has difficulty attending the meeting in-person may request to provide comments remotely. (Ch. 42.30 RCW) Requests for sign interpreters, audio equipment, and/or other special services must be received 48 hours prior to the meeting by calling the City Clerk's Office at 509-942-7389.



## BENTON COUNTY EMERGENCY SERVICES AGENDA ITEM COVERSHEET

Meeting Date: 9/25/2025

Agenda Category: Consent Calendar:

Prepared By: Jon Amundson, City Manager

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### Subject

Approval of the July 24, 2025 Benton County Emergency Services Regular Board Meeting Minutes

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### Recommended Motion

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### Summary

Draft minutes from the July 24, 2025 Benton County Emergency Services Regular Board Meeting are presented for the Board's consideration and approval.

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### Fiscal Impact

None.

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### Attachments:

- I. DRAFT July 24, 2025 BCES Meeting Minutes



**MINUTES – July 24, 2025 - 7:30 AM**  
**BENTON COUNTY EMERGENCY SERVICES EXECUTIVE BOARD**  
**REGULAR MEETING**  
**Richland City Hall ~ Council Chambers**  
**625 Swift Boulevard**

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**Call to Order**

Chair Jon Amundson called the meeting to order at 7:30 a.m.

**Attendance**

|                                               |                                |
|-----------------------------------------------|--------------------------------|
| Michael Alvarez                               | Benton County (2 Votes)        |
| Brian Dandel ( <i>in for Stephen Bauman</i> ) | Franklin County (2 Votes)      |
| Erin Erdman                                   | City of Kennewick (2 Votes)    |
| Jon Amundson                                  | City of Richland (2 Votes)     |
| Kevin Crowley                                 | City of Pasco (2 Votes)        |
| Brent Gerry                                   | City of West Richland (1 Vote) |
| Rachel Shaw                                   | City of Prosser (1 Vote)       |

**Absent**

|                |                                       |
|----------------|---------------------------------------|
| Stephen Bauman | Franklin County (2 Votes)             |
| Bill Reed      | City of Benton City (1 Vote)          |
| Paul Carlyle   | Benton County Fire Districts (1 Vote) |

**Also Present:** BCES Executive Director Jay Atwood; Emergency Management Manager Deanna Davis; Accounting Specialist Jordan George

**Other Attendees:** Benton County Deputy Administrator Matt Rasmussen; Benton County Sheriff's Office Lieutenant Michael Clark; Franklin County IS Director Beau Beckley; Kennewick Chief of Police Chris Guerrero; Kennewick IT Manager Tracy Troutman; Kennewick BIPIN Software Analyst II Travis Amundson; Kennewick BIPIN Business Analyst Kandy Gonsalves; Richland Chief of Police Martin Pilcher; Richland Assistant City Manager Drew Florence; Pasco Chief of Police Ken Roske; Pasco Deputy City Manager Richa Sigdel; Connell Chief of Police Chris Lee; Connell City Administrator Cathleen Koch

**Approval of Agenda**

**MATT RASMUSSEN MOVED AND BRENT GERRY SECONDED THE MOTION TO APPROVE THE AGENDA AS PRESENTED. MOTION CARRIED 12-0.**

**Public Comments**

None.

## **Approval of the Consent Calendar**

1. Approval of the June 26, 2025, Benton County Emergency Services Executive Board Regular Meeting Minutes

**BRENT GERRY MOVED AND BRIAN DANSEL SECONDED THE MOTION TO APPROVE THE CONSENT CALENDAR AS PRESENTED. MOTION CARRIED 12-0.**

## **Director's Report**

2. Manager's Report – Jay Atwood

### Staffing

There are forty-five (45) applicants in the screening process for the Emergency Communications Dispatcher position. Thirty-nine (39) candidates were sent typing tests and ten (10) were sent to the suitability assessment. There are thirteen (13) candidates in background and Executive Director Atwood has interviewed a couple of candidates. We are expecting up to three (3) people at the September Academy. Of the six (6) lateral applications, we are providing a conditional offer to one (1) applicant.

Executive Director Atwood will be reviewing the first cut on the current round of applications for the IS Manager position.

Carole Cimrhakl, Administrative Assistant, retired on July 16<sup>th</sup>, and we will be recruiting for the full-time Administrative Assistant position.

### Microwave

The project remains on track. The Franklin County ring will be completed in the first week of August and the Benton County ring should be completed in September. Systems are scheduled to be fully tested in October with system acceptance in December.

Classroom training on the Microwave System for Franklin County is scheduled for August and Benton County is tentatively scheduled for September.

### Radio System

Day Wireless has completed the apparatus census and found there were sixty less than anticipated resulting in cost savings for this project. The next step is getting an estimate for the radio installation.

Executive Director Atwood will be traveling to Chicago with Motorola in August for system staging for the Benton County upgrade components. Another staging event is scheduled for March to review the Franklin County upgrade components. At these events, they set the system up in lab environment to see how it operates before shipping them for installation. The gear will be installed by end of this year and will create system redundancy so if one site fails, there is a backup set up to keep systems running.

### Emergency Management

The funding provided from the Emergency Management Performance Grant (EMPG) is cut off moving forward due to new federal regulations. It may reopen later this year but due to the state's perspective and pending lawsuits, it may not be available. To cover the loss of EMPG funding, payroll for staff who have minimal to no duties for Emergency Management were reallocated. This includes moving 12% for the CAD Analyst from Emergency Management to E911.

Approximately \$40,000 of Homeland Security Grant Program (SHSP) funds are allocated towards the VHF engineering study. Executive Director Atwood and Richland Fire Chief Huntington confirmed these funds will be reallocated to fund CodeRed in 2026 and 2027.

### Independence Task Force

They recommend hiring professional help to prepare the ballot measure for the public safety tax. A workshop with elected officials to review progress and next steps is recommended. The attorney stated that each county will need to run the public safety tax and get it passed. The PDA sets the organization up to receive the funds but cannot run the tax. A new interlocal with the counties and user entities is being prepared and will detail how we would use these funds and steps to move forward, such as a matching charter or ordinance in both counties. This is required before the tax can be added to the ballot. SECOMM (Southeast Emergency Communications) is the recommended name for the new organization.

### **Items of Business**

#### Benton County Emergency Services (BCES)

3. Transfer of Funds from Fund Balance/Reserves for Gate Replacement – Approval

This transfer of funds from SECOMM Fund Balance in the amount of \$33,526 is to fund the replacement of the security gate which has been stuck open for most of the year. After multiple attempts to fix the gate, to safeguard our assets and ensure security for staff, the gate is being replaced.

**ERIN ERDMAN MOVED AND MICHAEL ALVAREZ SECONDED THE MOTION TO APPROVE THE TRANSFER OF \$33,526 FROM SECOMM FUND BALANCE FOR THE GATE REPLACEMENT AND TO ALLOW STAFF TO MAKE THE NECESSARY BUDGET ADJUSTMENTS. MOTION CARRIED 12-0.**

#### Benton County Emergency Management (BCEM)

None.

#### Southeast Communications Center (SECOMM)

4. E911 Coordinator Professional Development (CPD) Contract E26-018 - Approval

This annual contract in the amount of \$92,152 is for state mandated travel, 9-1-1 call taker, CAD/GIS and other training and state sponsored programs that exclusively support 9-1-1, translation services for emergency calls and public education materials and travel.

**ERIN ERDMAN MOVED AND BRENT GERRY SECONDED THE MOTION TO APPROVE THE E911 CPD CONTRACT E26-018 IN THE AMOUNT OF \$92,152 AND TO ALLOW STAFF TO MAKE THE NECESSARY BUDGET ADJUSTMENTS. MOTION CARRIED 12-0.**

800MHz System

None.

Benton County Microwave System

None.

**Strategic Advisory Team (SAT)**

None.

**BCES/BiPIN Consolidation**

None.

**Discussion Items**

None.

**Adjournment**

The meeting adjourned at 7:58 a.m.

APPROVED:

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Jon Amundson, BCES Executive Board Chair

ATTEST:

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Jordan George, Interim BCES Board Secretary

Date Approved:

Date Published:



## BENTON COUNTY EMERGENCY SERVICES AGENDA ITEM COVERSHEET

Meeting Date: 9/25/2025

Agenda Category: Director's Report

Prepared By: Jay Atwood, BCES Executive Director

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### Subject

Manager's Report

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### Recommended Motion

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### Summary

Monthly updates from Benton County Emergency Services Management

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### Fiscal Impact

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### Attachments:

I. 092525 Management Report



## **BENTON COUNTY EMERGENCY SERVICES EXECUTIVE BOARD MANAGER'S REPORT – Thursday, September 25, 2025**

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### **Southeast Communications (SECOMM) – Kim Lettrick/Gwen Stanley/Aimee Fournier-Plante**

#### July 2025 Statistical Information

9-1-1 Calls = 12,462

Text to 911 = 56 Sessions (450 messages sent back and forth between dispatch and text initiators)

Non-Emergency = 14,658

Law Enforcement Events = 26,577

Fire/EMS Events = 3,693

#### August 2025 Statistical Information

9-1-1 Calls = 11,222

Text to 911 = 85 Sessions (627 messages sent back and forth between dispatch and text initiators)

Non-Emergency = 13,042

Law Enforcement Events = 24,138

Fire/EMS Events = 3,420

#### Training

We have completed call-taking training for one employee. Their initial certification application has been received and is waiting for approval from the Certification Board.

One employee completed law position training in August. This employee and two others were approved by the Certification Board as dual certified call taker and law dispatcher.

We have Data training scheduled for two employees in November.

Our CTO group has nearly completed the Hilt Academy School of Leadership; that will conclude in December.

We have an EMD class scheduled for November 12-14 and are hosting two Hanford POC employees as well as our two call takers. This will include any new hires that start before the class.

Our next call taking class is scheduled for October 20. We have the potential for 5 employees for this class. We are planning for the next class to start November 17 for anyone in the process that can't start on October 20.

We are still waiting to hear back from the Certification Board about the approval of our training program. The reviewers asked for additional information that was provided, and we are still in a holding pattern to hear if the program will be approved.

## **Benton County Emergency Management (BCEM) – Deanna Davis**

### Planning

Two community outreach events were held during the week of September 8th as part of the adoption process for the updated preliminary Benton County Flood Insurance Rate Maps. When FEMA releases preliminary maps, it initiates a public review process that allows community members to submit comments and appeals during the 90-day appeal period. Although FEMA has collected the latest technical information about flood risk, it is crucial that people affected by these maps share their feedback and local knowledge. Comments and appeals can be submitted through the jurisdiction's local floodplain administrator.

The first public meeting was held in Benton City on September 9th and was attended by approximately 40 residents. The second meeting took place on September 10th at the Richland Public Library and was attended by approximately 30 residents. FEMA representatives and their contractors were to do the following:

- Present the preliminary maps
- Explain the process and science behind the flood map updates
- Compare old maps versus new maps
- Outline the process for public comment submission

Residents had the opportunity to meet individually with FEMA representatives, project contractors, and engineers to ask questions about how the updated flood maps affect their specific properties.

### Exercise

The FEMA evaluated Hostile Action Based Columbia Generating Station exercises are on February 24th and March 24th. February 24th will be the “practice” exercise in preparation for the March 24th FEMA evaluated Columbia Generating Station Hostile Action Based Exercise. This type of scenario is only demonstrated once every 8 years and the premise is that a Hostile Action against the plant has occurred. Our response to this type of event will differ from our “normal” CGS exercises. This type of event will be more law enforcement centric with SWAT and BCSO having a larger role in coordination with CGS security and relaying the essential information from the Incident command post back to the EOC.

### Siren Testing

The siren testing will occur on October 16th from 10 am - 12 am. The annual siren test will include sirens along the Columbia and Yakima rivers and in portions of both Benton and Franklin counties within about 10 miles of Columbia Generating Station. The siren test will be heard throughout these areas and along the Columbia River between the Vernita Bridge and Leslie Groves Park in north Richland. Sirens will also be heard at the Horn Rapids Off-Road Vehicle Park, Rattlesnake Mountain Shooting Facility, Columbia Generating Station and adjoining areas. Additionally, Benton and Franklin Counties will test their CodeRed system for residents living within approximately 10 miles of Columbia Generating Station only. This will not be a county wide test.

## **Radio and Microwave Project Update – Jay Atwood**

The Franklin County microwave system was completed and cutover to the new system in August. The Benton County MPLS and T1 cutover to the new system is planned for mid-October. We will have all the old microwave equipment and antenna systems decommissioned by mid-November.

The new Courthouse Subsite and DSR Core equipment has been received and inventoried. We are working on installation schedules at this time and will have a project schedule out soon. The Courthouse is planned for installation and turn up by November 2025 with a goal prior to the Thanksgiving break. The DSR core will be installed over the next couple of months but cannot go live until the system upgrade is completed in January next year. It is expected to be online in February 2026.

We placed a large mobile subscriber order in September. The subscriber codeplug is being finalized by your team. Once completed, we will begin programming and testing both mobile and portable subscribers with a goal to complete these no later than the end of the year. We will be selecting a contractor for installing the subscribers over the next couple of months in preparation for installation in Q1 2026.

We are having a small delay with site acquisitions but have identified paths forward to push through and have these completed by the end of November. Once these have been solidified, we will schedule our final design review and get the remaining subsite equipment ordered. We are still planning for staging and receiving of the equipment in March next year with an anticipated build-out schedule beginning in April 2026.



## BENTON COUNTY EMERGENCY SERVICES AGENDA ITEM COVERSHEET

Meeting Date: 9/25/2025

Agenda Category: Benton County Emergency Services (BCES) (Approved by Motion)

Prepared By: Jay Atwood, BCES Executive Director

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### Subject

Benton County Emergency Services Proposed 2026 Budget Review

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### Recommended Motion

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### Summary

The preliminary 2026 Benton County Emergency Services Budget is presented for the Board's consideration and review.

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### Fiscal Impact

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### Attachments:

- I. 2026 BCES Budget Presentation



# PROPOSED 2026 BUDGET

PRESENTED BY BCES  
DIRECTOR, JAY ATWOOD

# BUDGET CHANGES

MICROWAVE/MPLS REPLACEMENT - \$1,549,101 (\$309,820/Big Five Agency)

RADIO EXPANSION PAYMENT - \$4,121,017 (\$824,203/Big Five Agency)

LABOR INCREASE - \$654,753

- UNION (TEAMSTERS) NEGOTIATED 5% STEP INCREASE
- CPI DRIVEN UNAFFILIATED INCREASE
- ADDED FTE – 2 SECOMM SUPERVISORS, 1 RADIO TECHNICIAN

SOFTWARE LICENSE FEE INCREASE - \$57,616

- RECURRING MAINTENANCE RENEWALS (REGULAR INCREASES)
- ADDED FRESHWORKS FRESHSERVICE LICENSE RENEWAL (APPROVED EP IN 2025)

SITE LEASE DECREASE - \$55,690

- RECURRING SITE LEASE RENEWALS
- REMOVED MICROWAVE CIRCUIT FEE CHARGED TO 800 MHZ USERS

MAINTENANCE DECREASE - \$32,499

- RECURRING MAINTENANCE AGREEMENT RENEWALS (HEXAGON, LUMEN, LOCUTION, ETC)
- REMOVED DAY WIRELESS MAINTENANCE AGREEMENT SINCE IT WILL BE COVERED UNDER MOTOROLA CONTRACT

LIFECYCLE REPLACEMENTS DECREASE - \$27,543

- UPS BATTERY REPLACEMENT
- SECURESYNC CLOCK SYSTEM REPLACEMENT

INSURANCE DECREASE - \$8,247

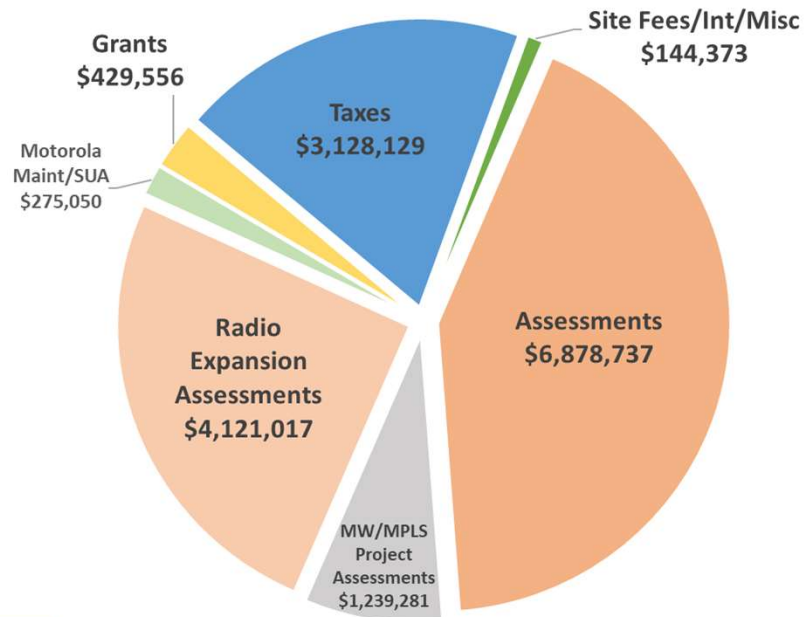
# 2026 PROPOSED BASELINE BUDGET

INCLUDES ASSESSMENT FOR MW/MPLS REPLACEMENT AND RADIO EXPANSION (BIG 5 ONLY) \$1,134,023/BIG 5 AGENCY

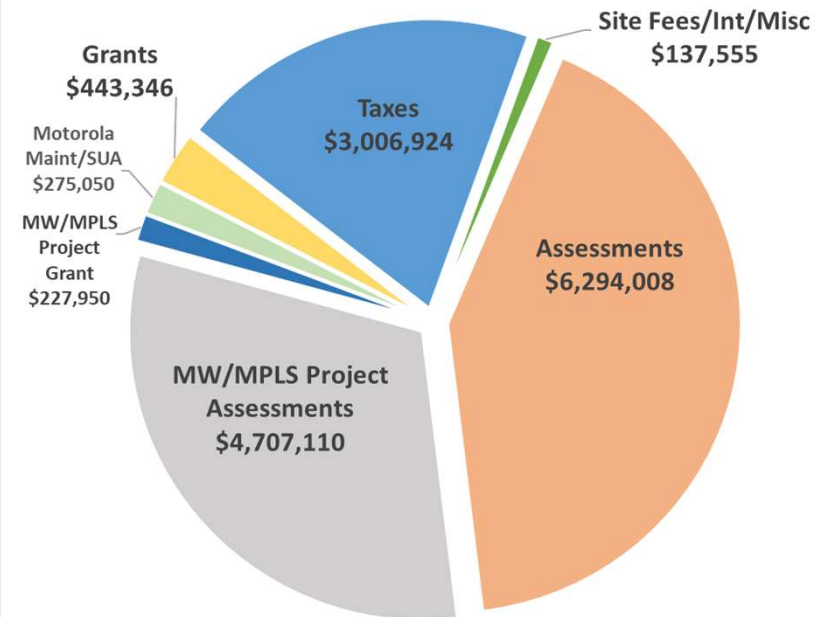
| AGENCY        | 2025      | 2026      | INCREASE/<br>DECREASE | AGENCY             | 2025              | 2026              | INCREASE/<br>DECREASE |
|---------------|-----------|-----------|-----------------------|--------------------|-------------------|-------------------|-----------------------|
| KENNEWICK     | 2,281,646 | 2,594,714 | 313,068               | WBFR #3            | 43,224            | 51,069            | 7,845                 |
| RICHLAND      | 2,063,362 | 2,343,057 | 279,695               | BCFPD #4           | 123,891           | 135,656           | 11,765                |
| W RICHLAND    | 422,053   | 432,403   | 10,350                | BCFPD #5           | 6,790             | 8,290             | 1,500                 |
| PROSSER       | 166,831   | 174,743   | 7,912                 | BCFPD #6           | 15,037            | 18,321            | 3,284                 |
| PASCO         | 2,170,077 | 2,469,231 | 299,154               | CBDR               | 2,329             | 2,276             | -53                   |
| FRANKLIN CO   | 1,657,421 | 1,862,959 | 205,538               | CONNELL FIRE       | 4,642             | 4,606             | -36                   |
| CONNELL PD    | 61,625    | 66,431    | 4,806                 | FCPHD #1           | 41,232            | 47,806            | 6,574                 |
| BENTON CO     | 1,767,064 | 1,867,723 | 100,659               | FCFD #1            | 9,804             | 12,933            | 3,129                 |
| BC PUD        | 73,956    | 45,485    | -28,471               | FCFD #2            | 4,284             | 7,296             | 3,012                 |
| FRAMATOME     | 8,994     | 10,359    | 1,365                 | FCFD #3            | 47,846            | 54,159            | 6,313                 |
| PROSSER AMB   | 526       | 606       | 80                    | FCFD #4            | 5,414             | 8,203             | 2,789                 |
| BENTON CITY   | 4,195     | 4,329     | 134                   | FCFD #5            | 5,433             | 7,705             | 2,272                 |
| PNNL          | 12,849    | 12,578    | -271                  | WWCFD #5           | 47,681            | 52,669            | 4,988                 |
| DEA           | 2,570     | 2,960     | 390                   | BF Chaplain/Hazmat | 0                 | 1,245             | 1,245                 |
| FIRE AGENCIES | 16,944    | 0         | -16,944               | FCEM               | 0                 | 448               | 448                   |
| BCFPD #1      | 111,108   | 118,052   | 6,944                 | Port of Pasco      | 17,879            | 11,228            | -6,651                |
| BCFPD #2      | 75,960    | 81,045    | 5,085                 | <b>TOTAL</b>       | <b>11,272,667</b> | <b>12,510,585</b> | <b>1,237,918</b>      |

# BCES BUDGETED REVENUES AND EXPENDITURES

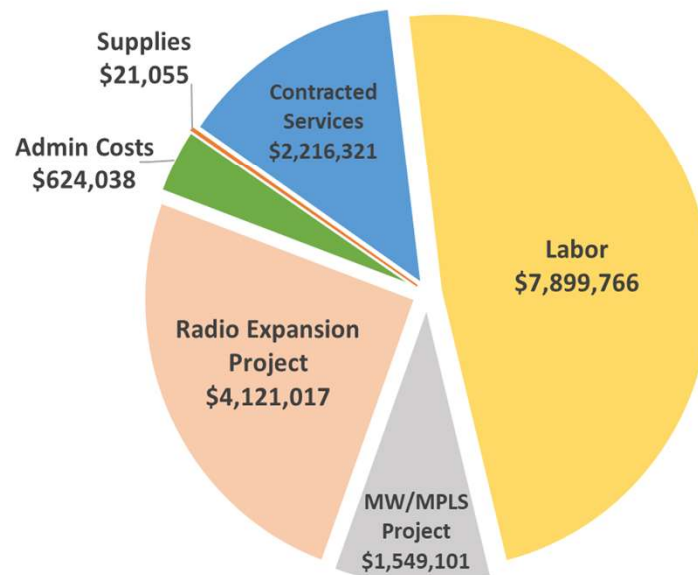
## 2026 REVENUES



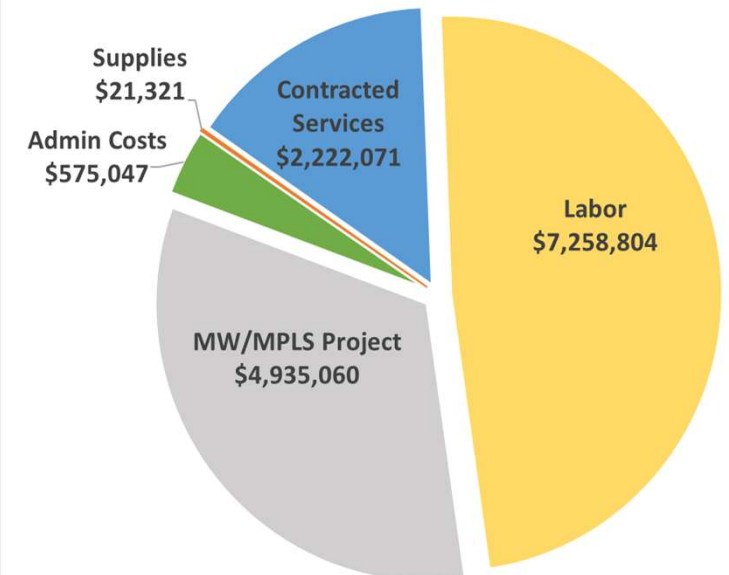
## 2025 REVENUES



## 2026 EXPENSES



## 2025 EXPENSES



# ASSESSMENT DETAIL

Assessment detail for  
each agency by fund.

MW/MPLS, Radio  
Expansion, and the SUA  
are split evenly between  
the Big Five Agencies.

| AGENCY                          | SECOMM    | 800 MHz | EM      | Microwave | Radio Expansion | MW/MPLS   | SUA II  | Proposed   |
|---------------------------------|-----------|---------|---------|-----------|-----------------|-----------|---------|------------|
| City of Kennewick               | 1,202,659 | 134,159 | 51,832  | 17,030    | 824,203         | 309,820   | 55,010  | 2,594,714  |
| City of Richland                | 1,010,917 | 85,728  | 45,029  | 12,349    | 824,203         | 309,820   | 55,010  | 2,343,057  |
| City of West Richland           | 386,057   | 30,617  | 13,338  | 2,390     | -               | -         | -       | 432,403    |
| City of Prosser                 | 143,689   | 22,824  | 6,188   | 2,042     | -               | -         | -       | 174,743    |
| City of Pasco                   | 1,144,668 | 120,242 | -       | 15,287    | 824,203         | 309,820   | 55,010  | 2,469,231  |
| Franklin County                 | 609,506   | 51,771  | -       | 12,648    | 824,203         | 309,820   | 55,010  | 1,862,959  |
| <i>Sheriff's Office</i>         | -         | -       | -       | 5,129     | -               | -         | -       | 5,129      |
| <i>Jail</i>                     | -         | -       | -       | 4,531     | -               | -         | -       | 4,531      |
| <i>Public Works</i>             | -         | -       | -       | 2,988     | -               | -         | -       | 2,988      |
| City of Connell                 | 63,294    | -       | -       | 3,137     | -               | -         | -       | 66,431     |
| Benton County                   | 776,910   | 167,003 | 28,612  | 15,984    | 824,203         | -         | 55,010  | 1,867,723  |
| <i>Sheriff's Office</i>         | -         | 111,892 | -       | 11,055    | -               | -         | -       | 122,947    |
| <i>Jail</i>                     | -         | 37,297  | -       | 3,336     | -               | -         | -       | 40,634     |
| <i>Animal Control</i>           | -         | 3,897   | -       | 349       | -               | -         | -       | 4,245      |
| <i>Juvenile Justice</i>         | -         | 11,134  | -       | 996       | -               | -         | -       | 12,129     |
| <i>Code Enforcement</i>         | -         | 1,113   | -       | 100       | -               | -         | -       | 1,213      |
| <i>IT Department</i>            | -         | 1,670   | -       | 149       | -               | -         | -       | 1,819      |
| BC PUD                          | -         | 41,751  | -       | 3,735     | -               | -         | -       | 45,485     |
| AREVA/Framatome                 | -         | 9,508   | -       | 851       | -               | -         | -       | 10,359     |
| Prosser Ambulance               | -         | 557     | -       | 50        | -               | -         | -       | 606        |
| Benton City                     | -         | -       | 4,329   | -         | -               | -         | -       | 4,329      |
| PNNL                            | -         | 11,545  | -       | 1,033     | -               | -         | -       | 12,578     |
| DEA                             | -         | 2,717   | -       | 243       | -               | -         | -       | 2,960      |
| <i>Divided by fire agencies</i> | -         | -       | -       | -         | -               | -         | -       | -          |
| BCFD #1                         | 111,828   | -       | -       | 6,224     | -               | -         | -       | 118,052    |
| BCFD #2                         | 76,066    | -       | -       | 4,980     | -               | -         | -       | 81,045     |
| WBFR #3                         | 47,035    | -       | -       | 4,033     | -               | -         | -       | 51,069     |
| BCFD #4                         | 131,623   | -       | -       | 4,033     | -               | -         | -       | 135,656    |
| BCFD #5                         | 6,946     | -       | -       | 1,344     | -               | -         | -       | 8,290      |
| BCFD #6                         | 15,980    | -       | -       | 2,340     | -               | -         | -       | 18,321     |
| CBDR                            | 2,276     | -       | -       | -         | -               | -         | -       | 2,276      |
| Connell Fire                    | 4,606     | -       | -       | -         | -               | -         | -       | 4,606      |
| N FrCo HD #1                    | 44,769    | -       | -       | 3,038     | -               | -         | -       | 47,806     |
| FrCFD #1                        | 10,194    | -       | -       | 2,739     | -               | -         | -       | 12,933     |
| FrCFD #2                        | 4,258     | -       | -       | 3,038     | -               | -         | -       | 7,296      |
| FrCFD #3                        | 49,777    | -       | -       | 4,382     | -               | -         | -       | 54,159     |
| FrCFD #4                        | 5,863     | -       | -       | 2,340     | -               | -         | -       | 8,203      |
| FrCFD #5                        | 6,211     | -       | -       | 1,494     | -               | -         | -       | 7,705      |
| Walla Walla Co Fire             | 47,341    | -       | -       | 5,328     | -               | -         | -       | 52,669     |
| BF Chaplains                    | -         | -       | -       | 797       | -               | -         | -       | 797        |
| BF Hazmat                       | -         | -       | -       | 448       | -               | -         | -       | 448        |
| FCEM                            | -         | -       | -       | 448       | -               | -         | -       | 448        |
| Port of Pasco                   | 10,622    | 557     | -       | 50        | -               | -         | -       | 11,228     |
|                                 | 5,913,094 | 678,978 | 149,329 | 133,836   | 4,121,017       | 1,239,281 | 275,050 | 12,510,585 |



## BENTON COUNTY EMERGENCY SERVICES AGENDA ITEM COVERSHEET

Meeting Date: 9/25/2025

Agenda Category: Southeast Communications Center (SECOMM) (Approved by Motion)

Prepared By: Jay Atwood, BCES Executive Director

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### Subject

Aurelian Contract - Approval

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### Recommended Motion

Approve the contract for Aurelian in the amount of \$125,005 using payroll savings and authorize staff to make the necessary budget adjustments.

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### Summary

Aurelian is AI software used by dispatch centers across the state and nationwide to handle non-emergency calls. The AI software will answer all non-emergency calls to collect information and route calls based on SECOMM's protocols. Aurelian will engage the caller in natural conversation (recognizing and speaking in multiple languages when necessary) and summarize the information gathered for our dispatchers. It will save a significant amount of time on routine administrative calls and reduce the workload for non-emergency calls so that our emergency communications dispatchers can direct their focus to handling 911 and monitoring critical radio traffic.

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### Fiscal Impact

The cost for the first year is \$125,005, including tax. It will be funded using payroll savings due to vacant positions. The renewal cost is \$141,310 per year. The funding for future years will be reevaluated after a review of the service.

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### Attachments:

- I. Aurelian Quote

# SECOMM

AUERLIAN | QUOTE

QUOTE

Products & Services



| Item & Description | Unit price | Total |
|--------------------|------------|-------|
|--------------------|------------|-------|

Aurelian payment due now:

|                     |                   |                     |
|---------------------|-------------------|---------------------|
| First year discount | \$115,000.00/year | \$115,000.00 / year |
|---------------------|-------------------|---------------------|

for 1 year

Aurelian payment starts:

|                                |                   |                   |
|--------------------------------|-------------------|-------------------|
| 365 days after initial payment | \$130,000.00/year | \$130,000.00/year |
|--------------------------------|-------------------|-------------------|

for 2 years

COMMENTS FROM MAX KEENAN

Aurelian quote for an estimated call volume of 155,000 calls / year.

|                 |                     |
|-----------------|---------------------|
| Annual Subtotal | \$115,000.00 / year |
| Due now         | \$115,000.00 / year |

QUOTE

# Future Payments Summary



| Item     | Total             |
|----------|-------------------|
| Aurelian | \$130,000.00/year |

starting 365 days after initial payment for 2 payments

**PURCHASE TERMS**

Includes all product implementation, support, and a CAD integration (not including the cost your CAD vendor may charge you).  
Contract is cancellable with a 30-day notice for a pro-rated refund during the first term.

Questions? Contact me – [max@aurelian.com](mailto:max@aurelian.com)





## Proven in the Field

Aurelian is deployed in ECCs across the US serving millions of residents. Every deployment is customized — with local routing rules, languages, and escalation protocols tailored to your center with the sole purpose of providing the best service possible to your community and user agencies.

- 200+ custom call routes per agency
- Voice, SMS, and Web Chat support
- Seamlessly handling 35+ different languages over voice and nearly 100 over chat

## Secure and Compliant

- All data stored in the United States
- Never trains on your data
- CJIS-aligned infrastructure
- SOC II Type 2 certified
- Full audit trails and local control

## Want to see Aurelian in action?



Scan the QR code to schedule a live demo or visit us at [aurelian.com](https://aurelian.com)

[contact@aurelian.com](mailto:contact@aurelian.com)

## Results that matter

MACC 911 reduced non-emergency call volume by

# 80%

within 60 days

Sno911 handled over

# 60%

of non-emergency calls with AI alone, reducing hold times and improving live answer rates across the board



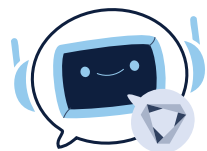
# Aurelian

1

**Admin call  
comes in**



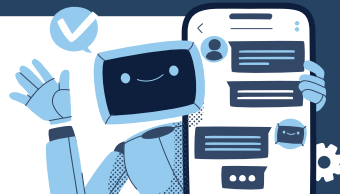
2



**Aurelian  
answers**

3

**Gathers  
caller info**

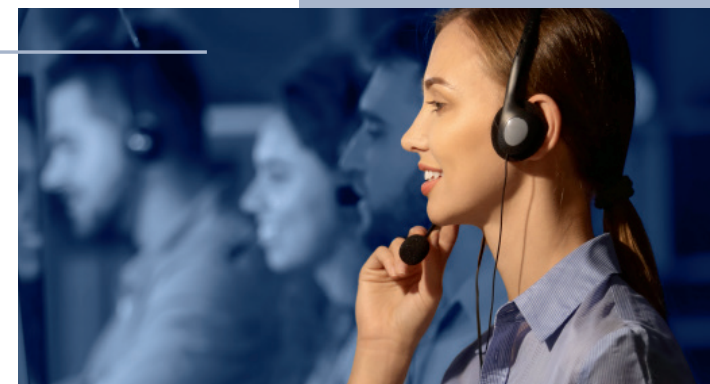


4



**Routes, triages,  
or resolves**

Every call doesn't need a telecommunicator.  
**Aurelian provides every caller the service  
they deserve while allowing your team  
to focus on the emergencies.**



## Offload Non-Emergency Calls Automatically

Your dispatchers are trained for emergencies – plane crashes, active shooters, but spend 70%+ of their time on routine admin calls. You train them as Navy Seals and you use them as mall cops. Aurelian is an AI voice agent that handles those calls — from intake to resolution — without tying up your team.

- Answers non-emergency calls in natural conversation
- Ensures the call is not an emergency
- Collects detailed information based on your protocols
- Automatically routes or creates calls for service

## No Complex Setup

No new hardware. No major IT lift.  
Most customers go live in 4-6 weeks.  
We manage the configuration. You stay in control.

**Save Hours.  
Improve Res-  
ponse Times.**

Automates an average of

# 74%

of non-emergency calls

Save each dispatcher  
an average of

# 3hrs

per day