

Thurston 911 Communications



Photograph By Patrick "PK" Long, TCOMM911



TCOMM 911

POLICE | FIRE | MEDICAL
Your Emergency – Our Priority

ANNUAL REPORT ***2017***

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Photograph By Jason Wilson, TCOMM911

The TCOMM Mission is:

To connect you to public safety responders during your emergency!

The TCOMM Vision is:

- To Deliver for the Present
- To Focus on the Future
- To Think Outside of the Box
- To Be Innovative
- To Be a Model Communications Center
- To Lead with Technology



The TCOMM Values are:

- **R**apidly identify your emergency
- **A**ccurately ensure your safety
- **P**rofessionally provide service with compassion
- **I**ntegrity by taking ownership in our performance and accomplishments
- **D**ynamic Technology to stay on the leading edge

TCOMM911 ORGANIZATION

Since 1970, TCOMM911 has been the single-source 911 call and dispatch center in Thurston County. Thurston 9-1-1 Communications (TCOMM911 or TCOMM) provides three vital public service functions in Thurston County. First, TCOMM receives and records all 911 emergency calls for help from within the County. The second vital function is dispatching the appropriate public safety responders to the emergency – TCOMM provides dispatch services to all law enforcement (except Washington State Patrol), Fire Districts and Departments, and Medic One in the County. Third, TCOMM operates and manages the Thurston County Public Safety Radio network.

TCOMM is an independent, non-profit governmental agency. Established by an intergovernmental agreement and incorporated as a 501(c)3 charitable organization, the agency is governed by an eight member Board of Directors known as the Administration Board. In addition to the Administration Board, a ten member Operations Board is established within the intergovernmental agreement.

TCOMM telecommunications professionals are available 24 hours a day, seven days week to receive and record both 911 and ten digit emergency calls from the public. These calls are dispatched at the appropriate level of public safety response based on protocols determined in conjunction with law enforcement, fire service and Medic One.

The agency is self-sufficient, funded by three revenue sources: a Thurston County 0.1% Sales/Use tax designated for emergency communications; excise taxes collected from carriers on all telecommunications equipment that are capable of accessing 911, and non-member fees. The sales/use tax contributes the largest portion of funding, with the excise tax making up the majority of the remaining expenditures. Prior to implementation of the sales/use tax in 2003, all member agencies contributed user fees to the agency. Since that time, member agencies do not contribute any user fees.



Cole Buringrud, Public Safety Telecommunicator

GOVERNANCE & MANAGEMENT

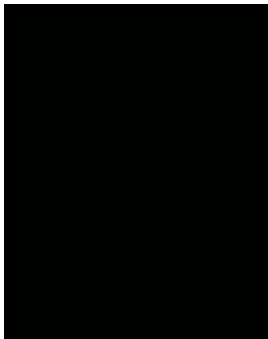
ADMINISTRATION BOARD

The **Board of Directors** is made up of eight elected officials representing the jurisdictions that are parties to the Intergovernmental Agreement. The Board's primary responsibilities include: fiscal responsibility and approval authority for the final budget, acquisition of new equipment recommended by the Operations Board, establishment of agency policies, the hiring authority and performance evaluation of the Executive Director, and reviewing and/or changing the funding formula.



TCOMM 911

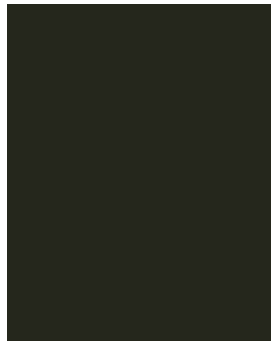
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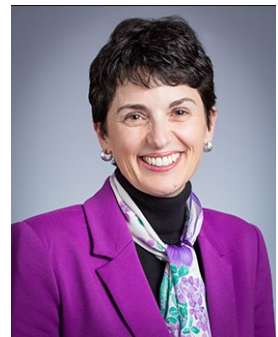
Judy Wilson - Chair
Lacey Fire District #3



Lenny Greenstein - V. Chair
City of Lacey



Gary Edwards
Thurston Co. Commissioner



Julie Hankins
City of Olympia



Ed Hildreth
City of Tumwater



Tracey Wood
South County Representative



John Snaza
Thurston Co. Sheriff



Gary Pearson
Thurston Co.
Fire Commissioner

GOVERNANCE & MANAGEMENT

OPERATIONS BOARD

A ten member **Operations Board** is comprised of appointed officials; the Undersheriff, Police Chiefs, Fire Chiefs and the Medic One Administrator that represent the County, large and small cities, towns, and the fire districts. The Board is primarily responsible for: developing operational priorities; developing policies and procedures that meet the needs of member agencies; reviewing requests for additional communication services to determine if such services should be provided; and ensuring the law enforcement data communications network and information received complies with the purposes in Chapter 10.97 RCW (Washington State Criminal Records Privacy Act).



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Undersheriff Tim Braniff - Chair
Thurston County Sheriff's Office



Chief Mike Buchanan - Vice Chair
Olympia Fire Department



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Chief Steve Brooks
Lacey Fire District #3



Chief Dusty Pierpoint
Lacey Police Department



Chief Scott LaVielle
Tumwater Fire Department



Chief Jon Weiks
Tumwater Police Department



Chief Ronnie Roberts
Olympia Police Department



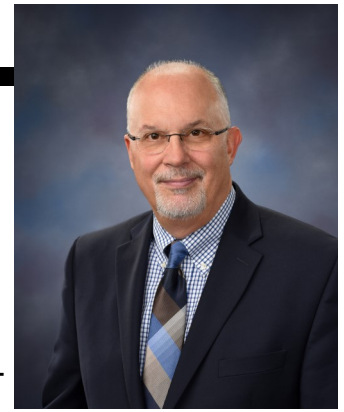
Chief Todd Stancil
Yelm Police Department



Chief John Wood
Thurston Co. Fire Chiefs Assoc.



Kurt Hardin, Administrator
Medic One



In 2017, TCOMM911 continued team building, making incremental improvements and preparing for major agency projects. The management team continued to focus on improving customer service, product quality and staffing. The Director's message, at the annual all-employee meeting and training, explained performance expectations on the core elements of our mission and conveyed encouragement to act as a team to accomplish greater things. Because our mission is vital to public safety, there is often a great deal of pressure that sometimes translates into a negative environment. Teamwork is the answer to alleviating the pressure and reducing or eliminating the negativity.

Here are highlights of TCOMM's 2017 accomplishments:

- TCOMM added two more public safety telecommunicators at the beginning of the year which brought the agency to within one of the 2013 staffing levels.
- Expanded the Operations Quality Assurance and Quality Improvement Process for implementation in 2018
- Completed Service Level Agreements with Olympic Ambulance and AMR
- Completed the Radio System Replacement Consulting Project—on time and under budget
- Managed the contract for professional services that completed the Region 3 Tactical Interoperable Communications Plan (TICP) revision and updated the TIC Field Operating Guide (FOG) smart phone application
 - > Extended the contract to include revisions to the Regional PSAP Continuity of Operations Plan (COOP) in 2018
- Purchased Smart911 Application for 2018 implementation
- Managed the Agency 2017 Budget with higher than budgeted revenues and lower than budgeted expenses, resulting in higher than budgeted ending fund balance.
- Nominated and secured the TCOMM Operations Team of the Year award from APCO-NENA
- Earned the Well City award for the fifth consecutive year from the Association of Washington Cities who provides the agency's healthcare benefits. This program is truly a win, win, win proposition for the agency, the employee and the healthcare benefit provider.
- Completed review and revision of agency policies and procedures.

A lot of energy and effort was dedicated to the Public Safety Radio System project in 2017. By the end of the year the TCOMM Administration Board of Directors had received information from the Public Safety Radio System Steering Committee and from the consultants, Hatfield & Dawson. The information provided to the Board will enable them to give direction to TCOMM staff on how to proceed in 2018.

All of these accomplishments are directly linked to strategic planning items identified in the 2015 Strategic Plan. The plan extends five years into the future and is revisited every year before the annual budget process. Periodic progress reports are provided to the Administration Board.

DEPARTMENTS: ADMINISTRATION

ADMINISTRATION

The Administration Department is comprised of the Executive Director, Deputy Director, Financial Manager and Administrative Assistant. This department provides a wide range of functions for the agency, including developing and implementing policies and procedures, processing public records requests, and serving as staff to the Board of Directors, Operations Board, and various law enforcement and fire service subcommittees. The department is also responsible for coordinating large scale projects; developing, implementing and managing the agency budget; and maintaining legal compliance in all business-related matters.

In 2017 the Executive and Deputy Directors expanded community outreach by meeting with local jurisdiction councils and boards, providing informative presentations on the mission of TCOMM and how the agency serves our member agencies and the citizens of Thurston County.

Also in 2017, TCOMM received the AWC WellCity Award for the fifth consecutive year, due to efforts of the Wellness Committee in providing positive worksite wellness activities to TCOMM employees. This award equates to a substantial discount in rates the agency pays for the coverage. In order to earn the award, employees must meet or exceed thresholds of participation, throughout the year in health and wellness promoting programs.

In April, the Wellness Committee and TCOMM Administration honored employees during Telecommunicator Week with fun activities, raffles and individual recognition. Additionally, TCOMM continued its worksite beautification projects, including the 2nd annual photo contest where additional employee pictures were framed and displayed in the hallways. The TCOMM garden was successfully planted and harvested for the 4th year and the on-site Flu Shot Clinic provided to employees received record attendance. Lastly, three TCOMM Teams who participated in the AWC “Walktober” Wellness challenge finished in the top 20 statewide!



Photograph By Jan Morgan-Leiferman, TCOMM911

2017 FINANCIAL STATEMENT

FINANCE

TCOMM uses cash basis accounting, which is an Other Comprehensive Basis of Accounting (OCBOA) that is prescribed by the Washington State Auditor's Office under the authority of Washington State law, Chapter 43.09 RCW. TCOMM is audited by the Washington State Auditor's Office biannually and has historically received clean audits.

Thurston 9-1-1 Communications Statement of Revenues, Expenditures, and Changes in Fund Balance

	2017
Revenue	
Emergency Communication	
Sales Tax	\$ 5,404,305
E911 Excise Tax	2,733,872
Communication Services	287,299
WA State E911 Funding	144,994
Rent/Leases	104,684
Law Enforcement Record Management System (LERMS)	132,937
Investment Interest	43,273
Grant Proceeds	57,027
Misc.	103,687
Total Revenue	\$ 9,012,078
Expenditures	
Administration	\$ 1,084,391
Information Technology	499,066
Radio Technology	935,365
911 Dispatch	5,366,809
LERMS	123,395
Grant Expenditures	39,762
Total Expenditures	\$ 8,048,788
Ending Fund Balance as of December 31st	\$ 4,803,981

DEPARTMENTS: RADIO SYSTEMS

RADIO SYSTEMS

The Radio Systems Department provides ongoing service and support for all of the nineteen radio sites, 911 dispatch radio consoles, microwave backhaul solutions, infrastructure systems support, and all other aspects of the county-wide public safety radio system. Our goal is to maintain the highest degree of reliable communications possible and to make improvements to systems and operations when feasible. The Radio Systems Manager and the Radio Systems Technician endeavor to provide operational stability while working on capital improvements, and repair and replacement of legacy equipment.



2017 Accomplishments:

- Microwave Backhaul: Bucoda to Capitol Peak, Emergency Services Center (ESC) prime site to Kamilche Ridge, and the ESC prime site to Bald Hills microwave links were all replaced in 2017. Legacy microwave backhaul dating back to 1999 that was non-protected type units were replaced with Aviat, “Hot-Standby” backed up, high bandwidth, new microwave radios and antenna systems.
- Radio Site HVAC Systems: Four sites including: Dupont, West Olympia, Yelm and Kamilche Ridge were replaced with modern split duct type units for quiet, efficient, cost effective air conditioning.
- Replacement of legacy radio systems test equipment: The old radio systems service monitor (1998) was replaced with an Cobham/Aeroflex 3920B digital systems test device. This unit is firmware upgradable to handle any future radio systems deployment as well as fully supports all of our current list of sophisticated communications equipment.
- A power system and backup power bank were replaced at the Kamilche Ridge radio site.
- A long term project of adding Bush Mountain as new radio site was completed.
- **Radio Systems Strategic Planning:** A radio replacement analysis report was completed by a consulting firm, TCOMM staff and the Radio Steering Committee.

Capitol Peak: Raising a 6 foot parabolic reflector “drum” microwave antenna as part of the Bucoda microwave replacement.



DEPARTMENTS: INFORMATION TECHNOLOGY

INFORMATION TECHNOLOGY (IT)

The Information Technology Department is comprised of one IT Systems Administrator, one Geographic Information Systems (GIS) Administrator, one Records Management Systems (RMS) Administrator and the IT Manager. The department focuses on maintaining system availability to support the mission of the 911 center and provide outstanding service to the community when they need us most. In an effort to achieve this goal, we strive to keep our staff cross-trained where possible to help eliminate knowledge “silos” that could be detrimental to the service we provide, implement technologies to help us be proactive with systems maintenance and health monitoring, look for ways to become more efficient, and maintain effective partnerships with our user agencies. The vision of the IT department is to ensure that we get the *“right people to the right place at the right time”* through the use of innovative technologies.

2017 Accomplishments:

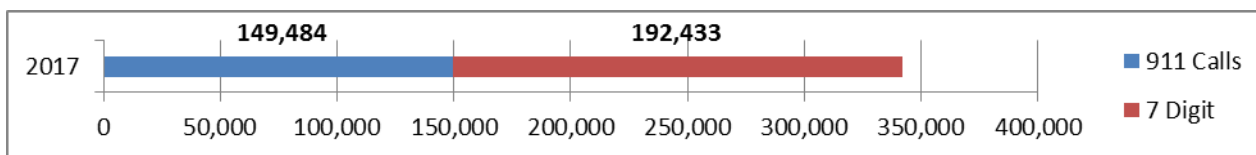
- **DOL Photo Interface** - TCOMM IT and Trittech implemented a new interface on CAD that allows dispatchers and field personnel to query the Washington State Department of Licensing message switch to obtain the image associated with a driver's license to help identify citizens more quickly.
- **Replaced On-Site FTP Server with Hosted Solution** - IT implemented a hosted box.com account to help securely store and share files among ourselves and our partner agencies.
- **Streamlined Network Storage Hierarchy** - IT re-organized the network folder structure agency-wide to create a more streamlined and standardized file structure.
- **Web Access to Audio Recording Servers** - TCOMM IT upgraded the recording server software to include a newly integrated web access interface for partner agencies. This interface allows an authorized agency to quickly search and retain audio files associated with 911 calls without requiring TCOMM staff time.
- **Monthly Server Maintenance Cross Training** - In an effort to increase cross-training and eliminate work bottlenecks, we increased the number of associates that are able to perform monthly server maintenance from two to three.

DEPARTMENTS: OPERATIONS

OPERATIONS

The primary mission of the Operations Department is to answer 911 calls and provide emergency dispatch services for Thurston County. The department consists of 43 Public Safety Telecommunicators, seven Supervisors and one Training Supervisor, all overseen by the Deputy Director. In addition to connecting citizens with the help they need during an emergency, Public Safety Telecommunicators continuously monitor the safety of emergency responders out in the field. They are highly-trained to provide critical and compassionate care to those in need.

Emergency Calls Answered in 2017:



TCOMM Supervisors are responsible for overseeing the work of the Telecommunicators and handling the daily administrative duties that arise within the communications center. They provide guidance and leadership to staff on a daily basis and coordinate the more complex emergency events that arise, such as the May microburst and Amtrak train derailment in December. They work as a team in conjunction with the Executive and Deputy Directors to sustain and improve upon the quality of service that the Agency provides to the community and the public safety agencies as a whole.

2017 Highlights:

In 2017, Operations staff began work on expanding the current Quality Assurance/Quality Improvement (QA/QI) program for Telecommunicators in order to provide a larger review of call intake within the communications center. Customer service is extremely important in an organization like TCOMM, and the newly revised QA/QI process, once implemented in early 2018, will provide evaluators with information on gaps in training as well as highlight exemplary actions of specific individuals and/or calls. Additionally, 2017 was the first full year of accepting text to 911 at TCOMM. Throughout the year, 210 texts to 911 were received, averaging approximately 18 texts per month in the communications center.

As a public service organization staffed 24/7, recruitment and retention efforts are critical to ensure that staffing levels are met and employees are able to maintain a healthy work-life balance. As in previous years, TCOMM operated at full-staffing levels at all times in 2017, due in part to low turnover as well as an on-going recruitment program that included one new hire academy in May, 2017.

DEPARTMENTS: OPERATIONS

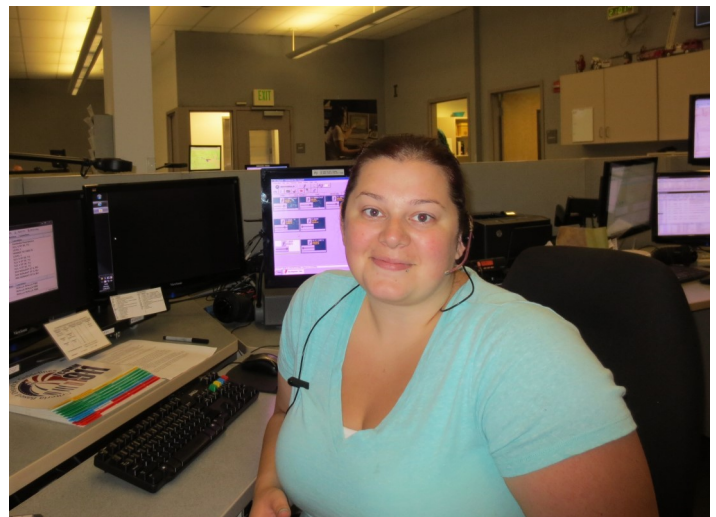
Training:

The TCOMM Training Supervisor administers the training program for the Agency, a critical component to reduce liability in a high risk profession. Staff is cross-trained in all dispatch functions to enable them to assist in any sudden change in workload or large scale event. In addition to the required training expected of all TCOMM employees, Telecommunicators receive a minimum of 24 hours of continuing education every year. The Training Supervisor ensures all training is up to date and certifications remain current with the Criminal Justice Training Commission's Telecommunicator Programs Telecommunicator I and Telecommunicator II (TI/TII), and Washington State AC-CESS. The Training Supervisor also oversees the Agency's compliance with the Federal Criminal Justice Information Services (CJIS) Division.

In 2017, the Communications Training Officer (CTO) program was restructured to make better use of the skills and talents of in-house Operations staff. The CTO program consists of twelve certified training officers who provide new employees with both classroom-based and one-on-one training as they learn the disciplines of call receiving and police and fire radio dispatching. CTOs are also called on to provide training to those that have been in the profession for longer periods of time or for neighboring agencies when needed. They play a large role in the success of the training program, serving as role models and mentors to new employees just beginning their career at TCOMM.



Brian Trevorrow, Public Safety Telecommunicator



Angela Courter, Public Safety Telecommunicator

TCOMM911 EMPLOYEE SPOTLIGHT

The Employee of the Year is selected from quarterly award recipients and is based on actions considered over and above the normal performance of job duties. The employee selected is presented with the award at a TCOMM Board of Directors meeting. Recognition for Employee of the Year also includes attendance at a major professional training conference.



1st Quarter
Jennifer Rodgers



2nd Quarter
Emily Maxwell



3rd Quarter
Ed Trevorow



4th Quarter
Lisa Mason

2017 Employee of the Year Ed Trevorow

Congratulations to Ed Trevorow, the 2017 Employee of the Year. Ed exemplifies the values and mission of TCOMM911 in his service to our user agencies and the citizens of Thurston County.



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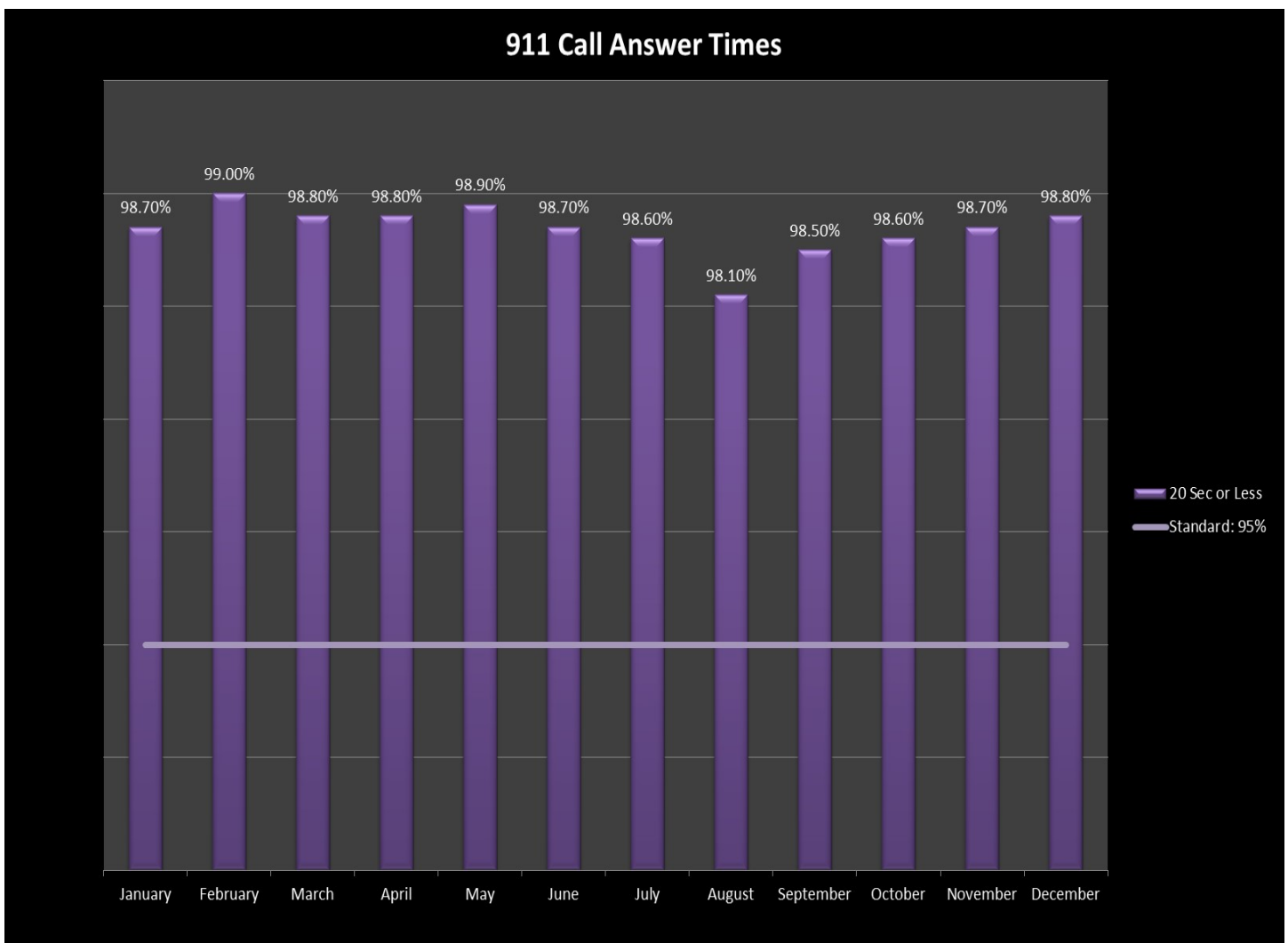


STATISTICS

Call Intake and Dispatch Standards and Performance:

National Emergency Number Association (NENA) standard for answering 911 calls:

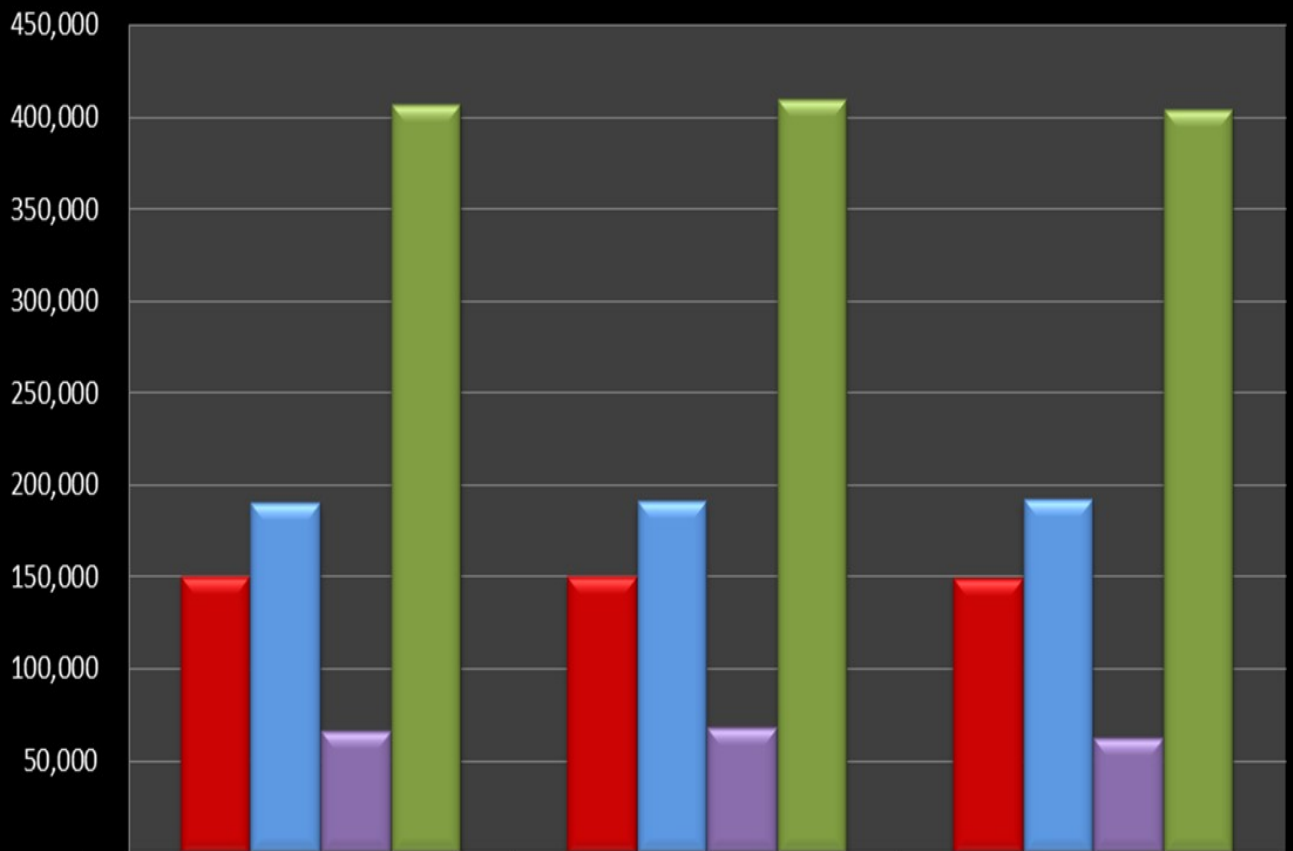
“Ninety percent (90%) of all 911 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five [percent] (95%) of all 911 calls should be answered within twenty (20) seconds.”



STATISTICS

Telephone Activity:

TCOMM 911 Telephone Activity by Type by Year

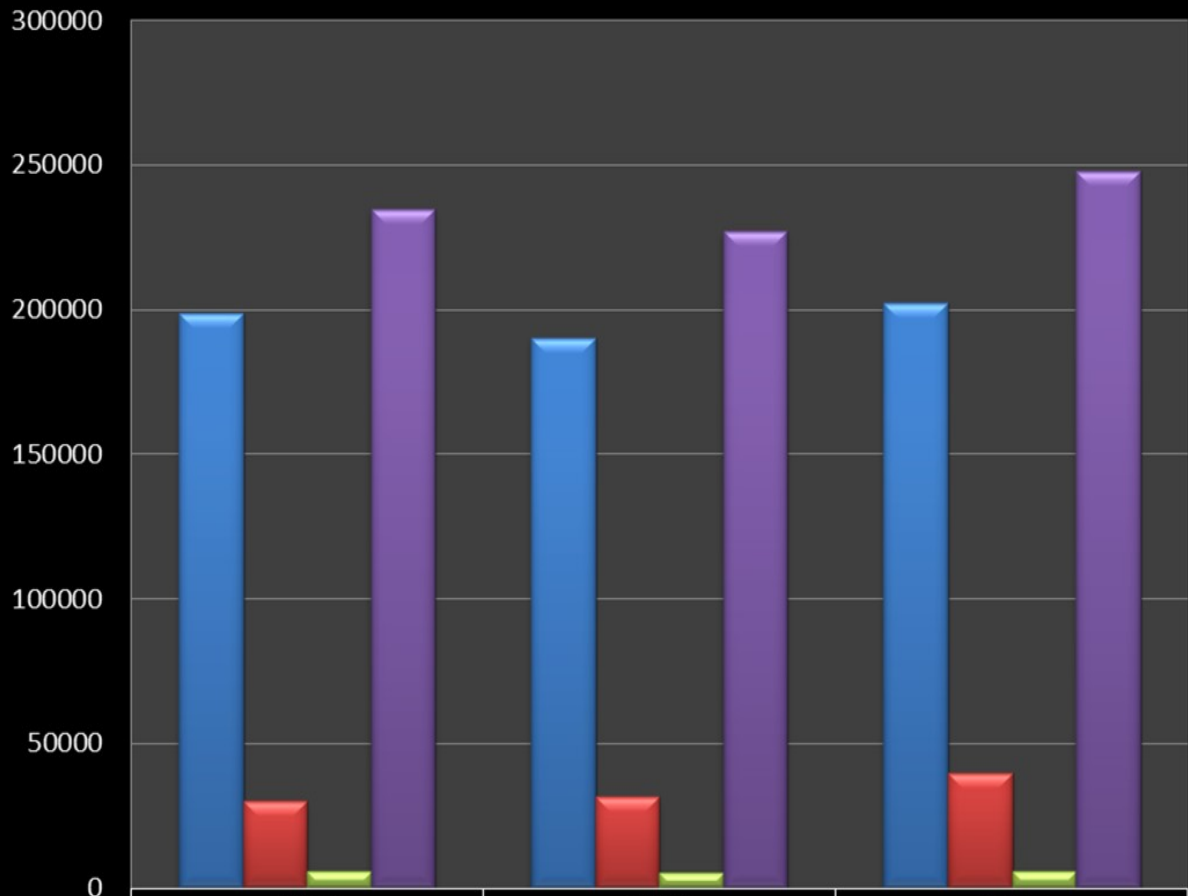


	2015	2016	2017
911 Inbound	150,095	149,846	149,184
10 - Digit Inbound	190,621	191,579	192,433
Outbound	66,322	68,219	62,544
Total	407,038	409,644	404,461

STATISTICS

Dispatch Activity:

Dispatched Incidents by Discipline by Year

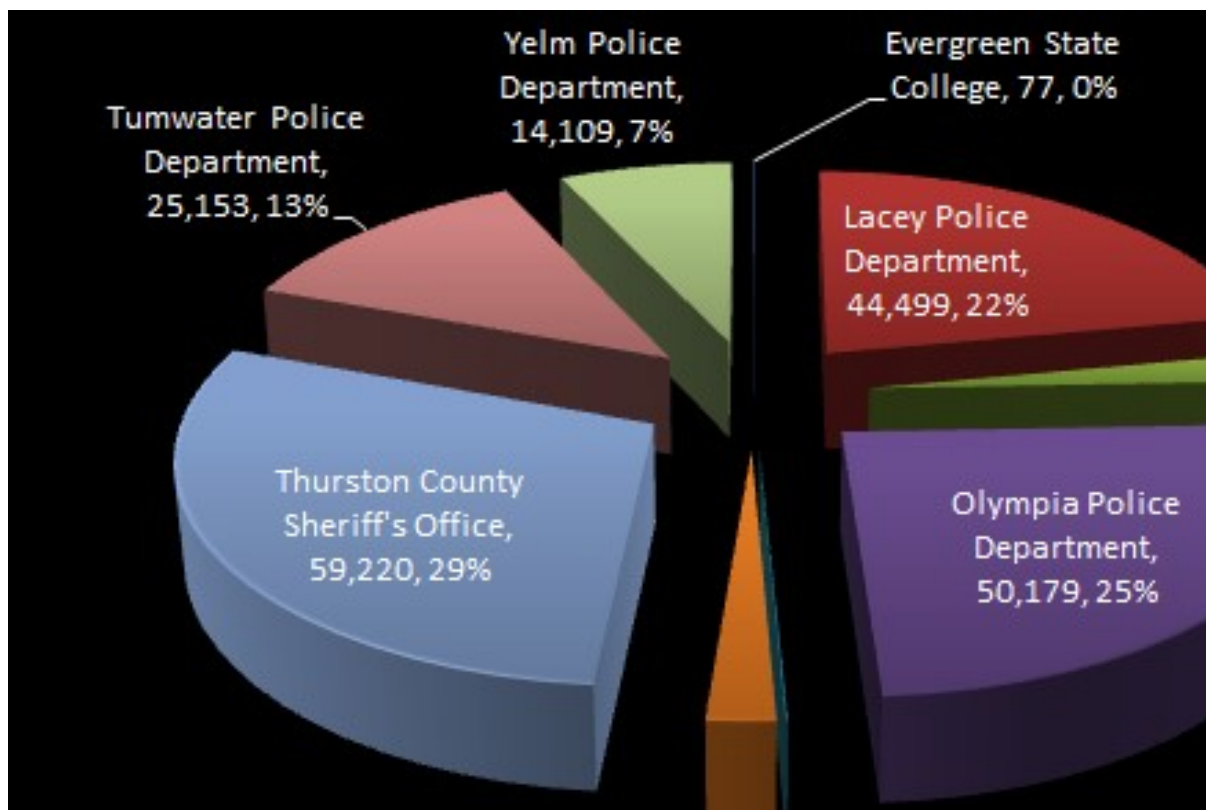


Law Enforcement	198799	190270	202289
EMS	29909	31519	39767
Fire	5957	5393	5989
Total Dispatched Calls	234665	227182	248045

STATISTICS

2017 Law Enforcement Events Dispatched:

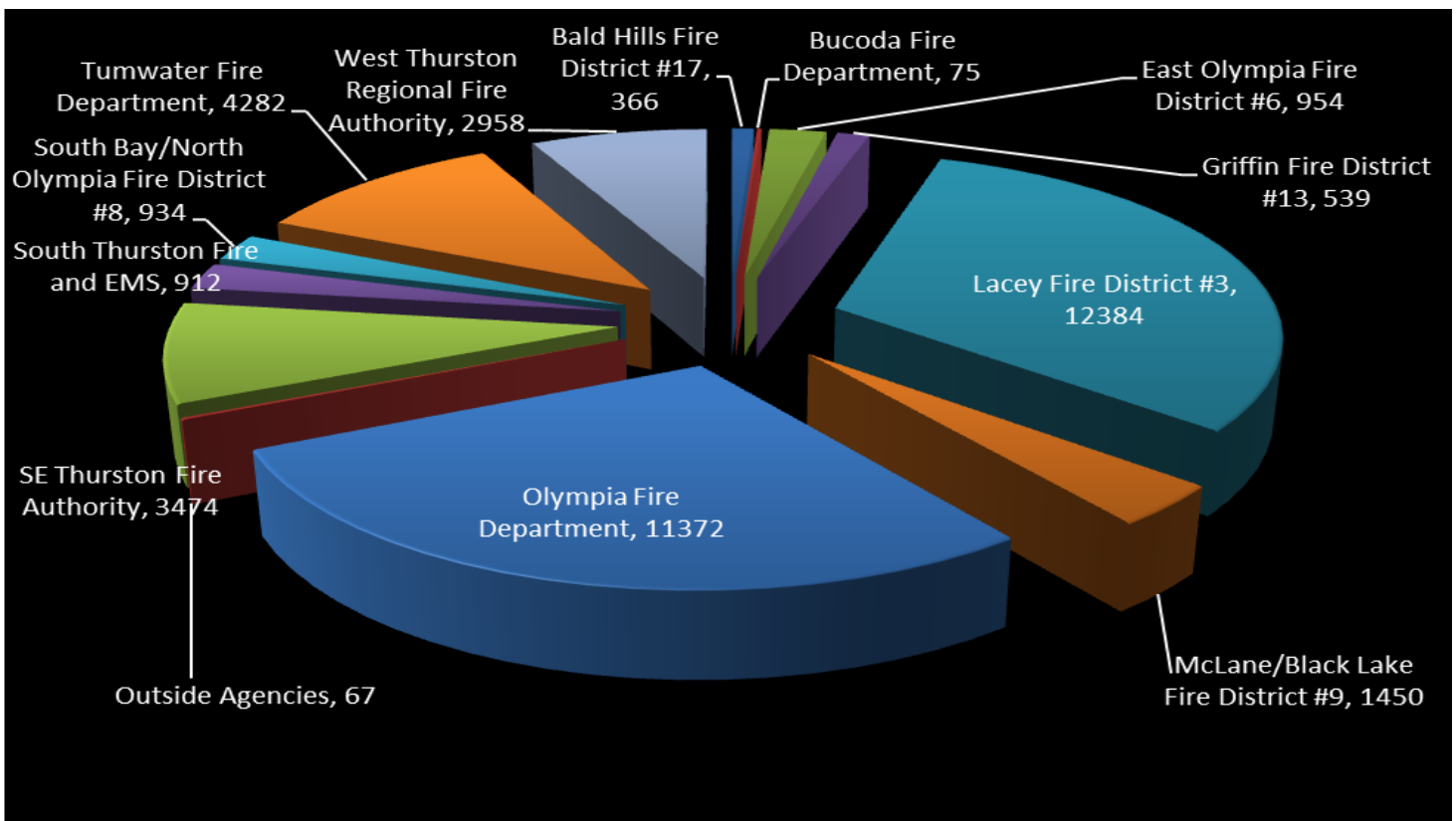
AGENCY	TOTAL DISPATCHED RESPONSES
Evergreen State College	77
Lacey Police Department	44,499
Nisqually Tribal Police	4,807
Olympia Police Department	50,179
Outside Agencies	126
Tenino Police Department	4,119
Thurston County Sheriff's Office	59,220
Tumwater Police Department	25,153
Yelm Police Department	14,109
Combined Total Dispatched Responses	202,289



STATISTICS

2017 Fire Service Events Dispatched:

AGENCY	TOTAL DISPATCHED
Bald Hills Fire District #17	366
Bucoda Fire Department	75
East Olympia Fire District #6	954
Griffin Fire District #13	539
Lacey Fire District #3	12,384
McLane/Black Lake Fire District #9	1,450
Olympia Fire Department	11,372
Outside Agencies	67
SE Thurston Fire Authority	3,474
South Thurston Fire and EMS	912
South Bay/North Olympia Fire District #8	934
Tumwater Fire District	4,282
West Thurston Regional Fire Authority	2,958
Combined Total Dispatched Responses	39,767



AGENCIES SERVED BY TCOMM911

FIRE SERVICE

Bald Hills Fire District #17
Bucoda Fire Department
East Olympia Fire District #6
Griffin Fire District #13
Lacey Fire District #3
McLane/Black Lake Fire District #9
Olympia Fire Department
SE Thurston Fire Authority
South Bay/North Olympia Fire District #8
South Thurston Fire and EMS
Tumwater Fire Department
West Thurston Regional Fire Authority



NON-MEMBER THURSTON COUNTY DEPARTMENTS / AGENCIES

LAW ENFORCEMENT

Evergreen State College
Lacey Police Department
Nisqually Tribal Police
Olympia Police Department
Tenino Police Department
Thurston County Sheriff's Office
Tumwater Police Department
Yelm Police Department

Amateur Radio Emergency
American Medical Response
Animal Services
Lacey Public Works
Olympia Public Works
Olympic Ambulance
Search and Rescue
Thurston County Coroner
Thurston County Emergency Management
Thurston County Judges
Thurston County Public Works
Thurston County Roads and Transportation
Tow Companies (13)
Tumwater Public Works



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