

# Thurston 9-1-1 Communications



## 2018 ANNUAL REPORT



**TCOMM 911**

POLICE | FIRE | MEDICAL  
Your Emergency – Our Priority



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# About TCOMM 911

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 inter-governmental 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 a 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 is 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 the 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.

# 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, the establishment of agency policies, the hiring authority and performance evaluation of the Executive Director, and reviewing and/or changing the funding formula.



**Judy Wilson - Chair**  
Lacey Fire District #3



**Lenny Greenstein -  
V. Chair**  
City of Lacey



**Gary Edwards**  
Thurston County  
Commissioner



**John Snaza**  
Thurston Co.  
Sheriff



**Meredith Hutchins**  
Thurston Co.  
Fire Commissioner



**Leatta Dahlhoff**  
City of Tumwater



**Tracey Wood**  
South County  
Representative



**Lisa Parshley**  
City of Olympia



# 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).



**Undersheriff Tim Braniff - Chair**  
Thurston County Sheriff's Office



**Chief Mike Buchanan - Vice Chair**  
Olympia Fire Department



**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

# Executive Director's Message



The primary focus for TCOMM911 administration in 2018 was securing funds for the public safety radio system replacement project. The Executive Director led the effort but the entire leadership team provided support throughout the year.

Early in the year, there were several options for funding the public safety radio replacement project and two options for implementing the project. Throughout 2018, TCOMM911 was invited to provide an update on the project by Olympia, Tumwater, and Lacey City Councils. In June, TCOMM911 hosted a legislative luncheon to which all 12 Thurston County legislators were invited. Seven of the twelve either attended in-person or sent legislative aides. TCOMM911 and Radio Steering Committee members were able to present the case for replacement of the public safety radio system and the need to find additional revenue to fund the project. Discussion regarding funding focused the priority on two sources – the State Capital Budget and the Emergency Communications Sales/Use Tax.

In October, TCOMM911 formally requested inclusion in the Governor's proposed biennial budget for partial funding of the public safety radio project. Additionally, in seeking state capital funding for the project it was decided to pursue a partnership with Washington State Patrol for the replacement of the radio system itself. This decision was driven by two considerations: 1) partnering with another organization would save money and be more efficient than building a standalone system, and 2) partnering with a state agency could have a positive influence for the Governor to include some funding in his proposed budget. Unfortunately, the request was subsequently denied. Simultaneously, work continued to modify RCW 82.14.420 to raise the authorized level of taxation to 0.2%. Increasing the taxation level of the emergency communications sales/use tax would permit counties to present this option to their voters for approval, which in turn, if approved, would provide additional revenue for emergency communications centers. By the end of the year, TCOMM911 had secured a legislative sponsor for the bill in the Senate, and work continues on this effort in 2019.



# DEPARTMENTS: Administration

## Here are some highlights of accomplishments in 2018:

- Complete remodel of the communications center.
- Two Operations FTEs were added this year, one Public Safety Telecommunicator and one Public Safety Telecommunications Supervisor, which brings the total count back up to 2013 levels.
- The expanded Quality Assurance and Quality Improvement process was fully implemented in May.
- The agency's continuity of operations plan (COOP) was refreshed. The consulting work was funded by a regional homeland security grant.
- Smart911 was implemented and presented to Thurston County residents in conjunction with Thurston County Emergency Management's community notification system, TC Alert.
- Once again, TCOMM911 earned the WellCity award for the sixth consecutive year from the Association of Washington Cities, who provides the agency's healthcare benefits.
- A successful transition to the new statewide emergency services internet network (ESInet). This new network enables full next generation 911 (NG911) functionality.

All of these accomplishments are aligned with the agency strategic plan. The plan is due for a full-scale refresh in 2020.



# 2018 Financial Statement

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

Revenue	2018
Emergency Communication Sales Tax	\$ 5,823,642
E911 Excise Tax	2,840,941
Communication Services	306,898
WA State E911 Funding	139,055
Rent/Leases	99,763
Law Enforcement Record Management System (LERMS)	136,130
Investment Interest	73,890
Grant Proceeds	43,727
Misc.	6,143
<b>Total Revenue</b>	<b>\$ 9,470,189</b>
<b>Expenditures</b>	
Administration	\$ 991,545
Information Technology	583,966
Radio Technology	555,601
911 Dispatch	6,136,140
LERMS	125,983
Grant Expenditures	42,139
<b>Total Expenditures</b>	<b>\$ 8,435,374</b>
Net Change in Fund Balance	\$ 1,034,815
Beginning Fund Balance as of January 1st	4,803,981
<b>Ending Fund Balance as of December 31st</b>	<b>\$ 5,838,796</b>



# DEPARTMENTS: Radio Systems

The Radio Systems Department provides ongoing service and support for all of the twenty 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. The Radio Systems Department is made up of a Radio Systems Manager and one Radio Technician.

## 2018 Accomplishments:

- The upgrade of primary microwave radio communications test equipment.
- The Radio Systems staff attended tower climbing and tower rescue school.
- The main microwave backhaul system's network was replaced with an Ethernet managed overlay.
- TAC 1, the primary law enforcement radio channel, received a 'receiver voting network' upgrade. Two additional radio sites were added for improved portable radio coverage.



Above: David Taylor the Radio Systems Manager. Survey and microwave path analysis is done for a potentially new radio site.



Above: Water damaged outdoor microwave equipment from the 'Maxwell Hill' radio site. Radio Systems had a significant increase in storm related and other damage to system infrastructure. Redundant systems and prioritized repair procedures kept all systems functioning throughout the year regardless of individual subsystem failures.



Above: Radio Systems Technician, Jeremy Prine, performs tower maintenance at the Capitol Peak radio site.

# DEPARTMENTS: Information Technology

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.

## 2018 Accomplishments:

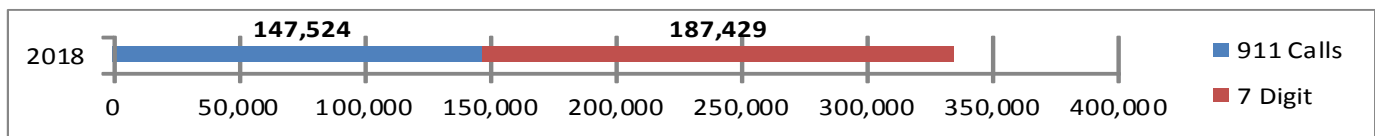
- CAD Database server virtualization: TCOMM IT successfully migrated the primary CAD database SQL server from a “physical server” to a high availability virtual cluster environment. This migration allows IT to more easily maintain the server infrastructure and removes several single points of failure that are common with a physical server environment.
- CAD Data purge: Implemented a new process in the CAD environment that keeps our data online for a specific retention period, currently set at 6 years. Keeping this data only as required by retention policy allows for a much smaller database that can be easily backed up and encrypted for offsite storage at our backup facility in case of disaster.
- Smart 911: Deployed the Smart 911 client to all CAD computers which allows dispatchers instant access to critical emergency information as provided by our residents of Thurston County. This Smart 911 service is free to all residents and provides our dispatchers and first responders with access to information that we would not normally have, which can help improve response times and increase service quality.
- Dispatch center remodel: IT staff were key players in getting the dispatch center remodel project done on time and under budget. This included things like installing a new video distribution system to display content on 9 newly installed large screen monitors around the room; updated time clocks that are more strategically placed, easier to read and easier to maintain; upgrade primary CAD monitors to a large screen format; running all new cables and properly managing the cable runs to allow for quick and easy troubleshooting and better access to the CPU; upgrade all video connections to digital; and the installation of new CAT 6 inside wiring and new cable patch panels for easier and cleaner cross -connects.
- CAD and RMS Message switch XML conversion: Working with WSP, we upgraded our CAD and RMS message switch connections to be compliant with encrypted XML as required by ACCESS. This allows for true end to end encryption without the need for a separate VPN tunnel connection to protect the message switch traffic.

# DEPARTMENTS: Operations

## Operations:

The primary mission of the Operations Department is to answer 9-1-1 calls and provide emergency dispatch services for Thurston County. The department consists of 43 Public Safety Telecommunicator Full-Time Equivalents (FTEs), seven Public Safety Telecommunications Supervisors, and one Training Supervisor, all overseen by the Deputy Director. In addition to connecting citizens with the help they need during their 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 2018

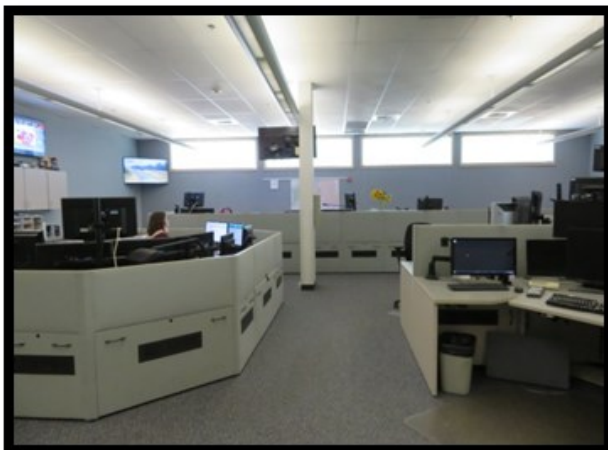


TCOMM Supervisors are responsible for overseeing the work of the Telecommunicators and handling the daily administrative duties that arise within the communications center. They provide guidance and leadership to staff on a daily basis and coordinate the more complex emergency events that arise, such as the wildfire along the I-5 corridor/Rochester area in the summer of 2018. They are a vital part of the TCOMM team and help to ensure that the level of customer service to our citizens and responders is maintained to the highest standard.

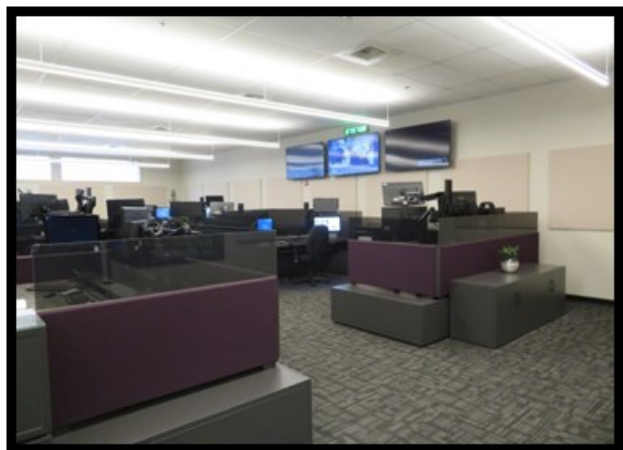
## 2018 Highlights:

2018 was a busy year for Operations staff and included a complete remodel of the 19-year-old communications center. This involved relocating the center to a temporary location for just short of two months while the existing center underwent extensive renovations, including new carpet, lighting, wall treatment, and dispatch consoles. The new center provides better functionality for employees to perform the critical work that they do, and updated equipment that was well beyond its end of life support.

Before.....



After.....





## DEPARTMENTS: Operations

Also in 2018, a more comprehensive QA/QI program was implemented to provide a larger review of call intake within the communications center. The newly expanded QA/QI process was designed to show gaps in training as well as highlight exemplary actions of specific individuals and/or calls. Additionally, two new hire academies were held, enabling TCOMM to continue to operate at full staffing for most of the year. Ongoing recruitment and retention efforts are critical in a 24/7 operation to ensure that staffing levels are met and employees are able to maintain a healthy work-life balance.

### **Training:**

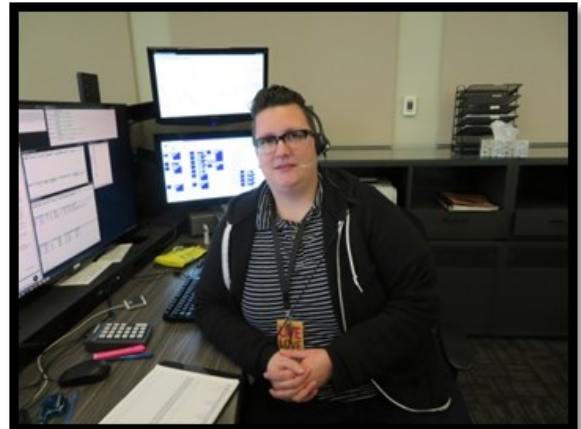
The TCOMM Training Supervisor administers the training program for the Agency, a critical component to reducing liability in a high-risk profession. Staff is cross-trained in all dispatch functions to enable them to assist in any sudden change in workload or large scale event. In addition to the required 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 TI and TII, and Washington State ACCESS. The Training Supervisor also oversees the Agency compliance with the Federal Criminal Justice Information Services (CJIS) Division.

In 2018, TCOMM completed the extensive application process for APCO International's Agency Training Program Certification (P33). This certification is based on an agency's meeting or exceeding all requirements addressed in APCO's Minimum Training Standards for Public Safety Telecommunicators. The application process was completed in the Fall of 2018, and TCOMM was awarded the certification shortly thereafter.

In addition to the above duties, the Training Supervisor also oversees the Communications Training Officer (CTO) program. 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.



*Andrea Jansen, CTO*



*Krista Thrift, CTO*



# TCOMM911 Employee Spotlight



## 1st Quarter

Darlena Iverson

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.



## 2nd Quarter

Tiffany Smith



## 3rd Quarter

Sherry Rice



## 4th Quarter

Angela Coulter



## 2018 Employee of the Year

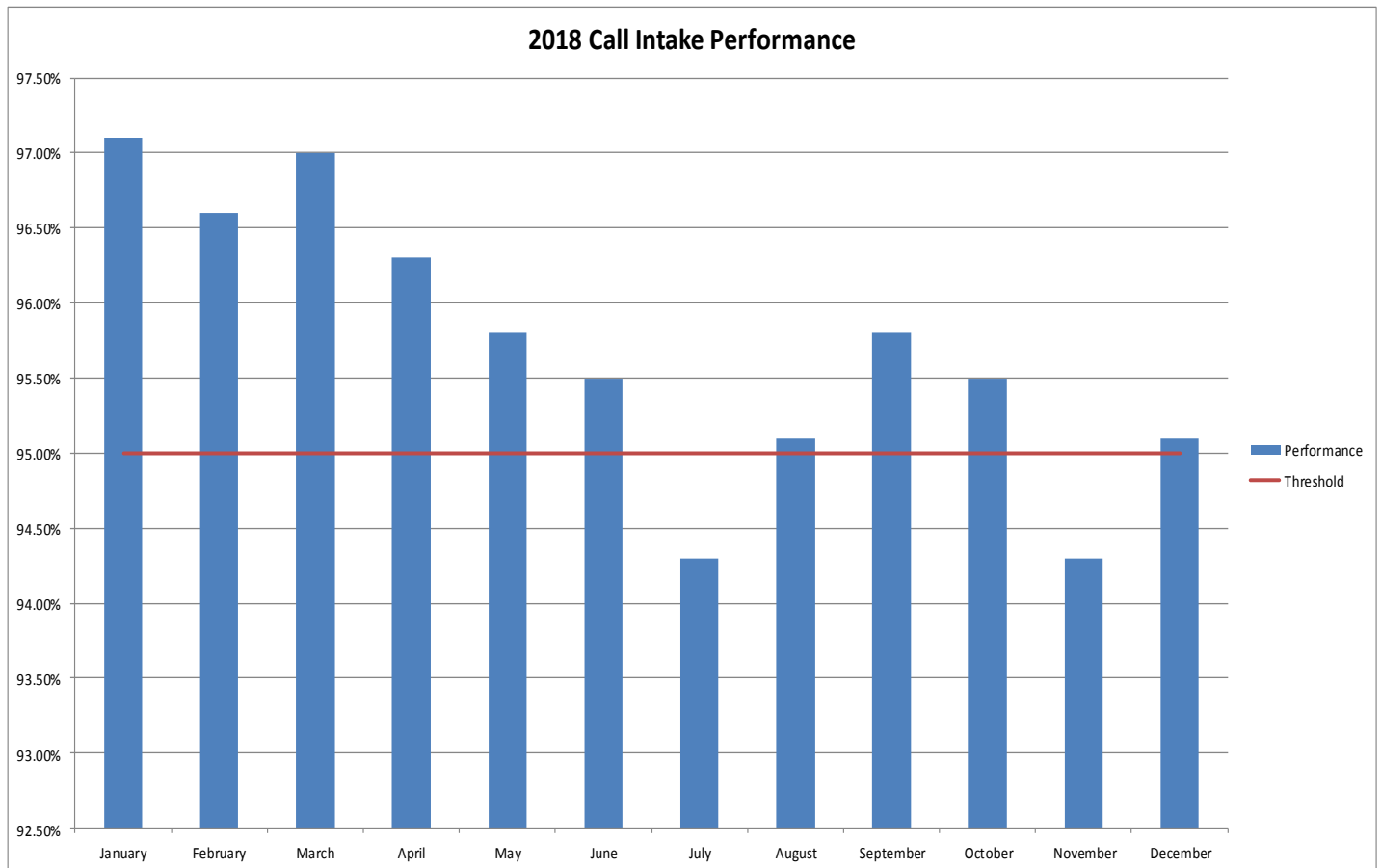
Tiffany Smith

Congratulations to Tiffany Smith-the 2018 Employee of the Year. Tiffany exemplifies the values and mission of TCOMM911 in her service to our user agencies and the citizens of Thurston County.

# Statistics

## Call Intake and Dispatch Standards and Performance

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

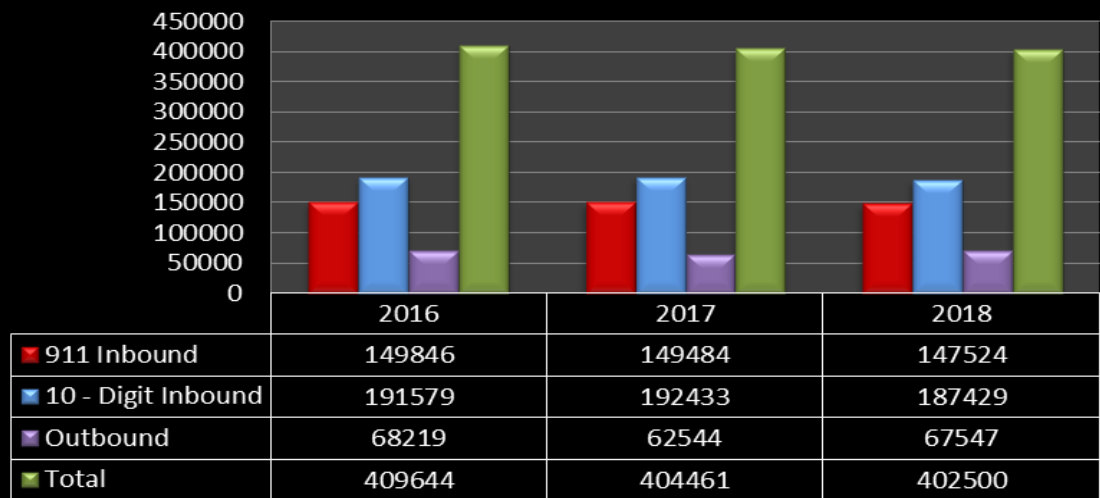


“Ninety percent (90%) of all 911 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five [percent] (95%) of all 911 calls should be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

# Statistics

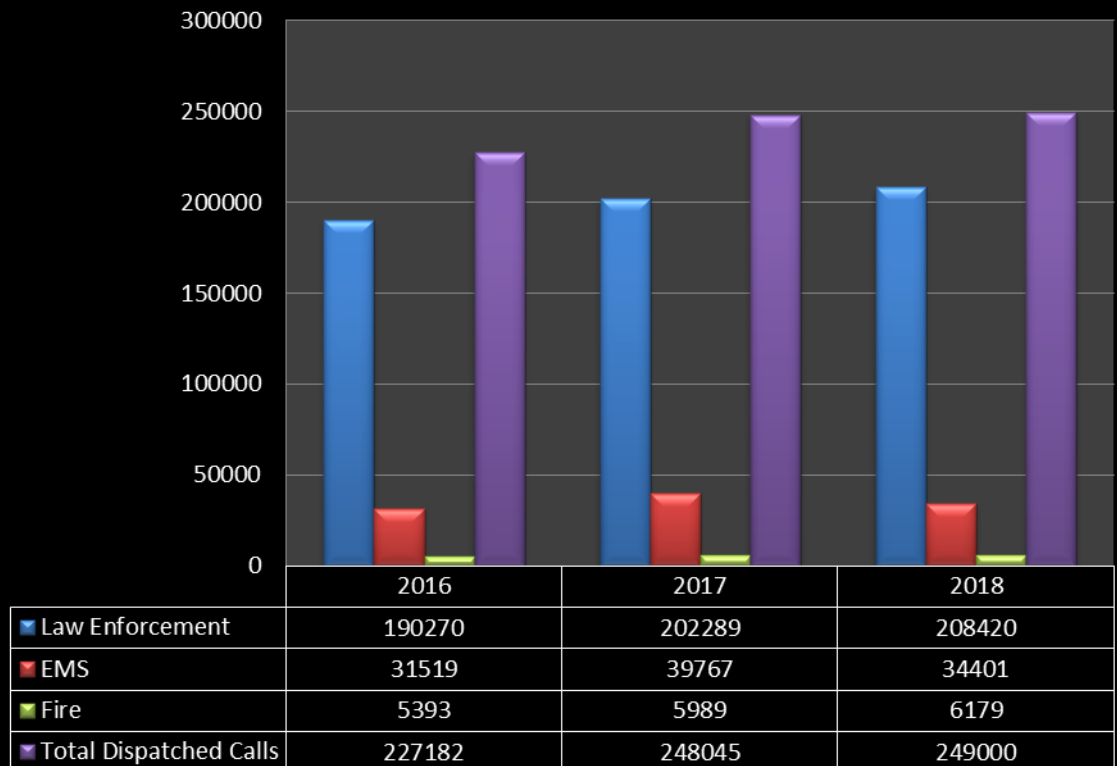
## Telephone Activity:

**TCOMM 911 Telephone Activity by Type by Year**



## Dispatch Activity:

**Dispatched Incidents by Discipline by Year**



# Statistics

## 2018 Law Enforcement Events Dispatched:

AGENCY	TOTAL DISPATCHED
Thurston County Sheriff's Office	68,524
Olympia Police Department	51,660
Lacey Police Department	39,916
Tumwater Police Department	25,121
Yelm Police Department	14,933
Nisqually Tribal Police	3,932
Tenino Police Department	3,257
Chehalis Tribal Police	814
Evergreen State College	62
<b>Combined Total Dispatched Responses</b>	<b>208,219</b>

## 2018 Fire Service Events Dispatched:

AGENCY	TOTAL DISPATCHED
Lacey Fire District #3	12,413
Olympia Fire Department	12,154
Tumwater Fire District	4,198
SE Thurston Fire Authority	3,503
West Thurston Regional Fire Authority	2,915
McLane/Black Lake Fire District #9	1,538
South Thurston Fire & EMS District #12	996
South Bay Fire Department District #8	975
East Olympia Fire District #6	929
Griffin Fire District #13	493
Bald Hills Fire District #17	362
Bucoda Fire Department	92
<b>Combined Total Dispatched Responses</b>	<b>40,568</b>