

Photo By: Leah Leider, TCOMM Employee

Thurston 9-1-1 Communications

2019 ANNUAL REPORT



TCOMM 911

POLICE | FIRE | MEDICAL
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ABOUT TCOMM 911

Since 1970, TCOMM911 has been the single-source 911 call and dispatch center in Thurston County. Thurston 911 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.



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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.



LENNY GREENSTEIN
CHAIR

City of Lacey



LEATTA DAHLHOFF
VICE CHAIR

City of Tumwater



GARY EDWARDS

Thurston Co.
Commissioner



JOHN SNAZA

Thurston Co. Sheriff



MEREDITH HUTCHINS

Thurston Co. Fire
Commissioner



JUDY WILSON

Lacey Fire Dist. #3



TRACEY WOOD

South Co.
Representative



RENATA ROLLINS

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).



Chief Mike Buchanan - Chair
Olympia Fire Department



Chief Ronnie Roberts—Vice Chair
Olympia Police Department



Chief Steve Brooks
Lacey Fire District #3



Chief Ken Semko
Lacey Police Department



Chief Scott LaVielle
Tumwater Fire Department



Chief Jon Weiks
Tumwater Police Department



Undersheriff Tim Braniff
Thurston County Sheriff's Office



Chief Todd Stancil
Yelm Police Department



Chief John Wood
Thurston Co. Fire Chiefs Assoc.



Kurt Hardin, Administrator
Medic One

EXECUTIVE DIRECTOR'S MESSAGE



2019 was a banner year for the agency. We accomplished a long-established goal to secure sustainable funding for capital replacement projects (some very large) and operations for the foreseeable future. The effort required to accomplish this goal was phenomenal. Looking back on it, I am amazed at how it all came together in one single year.

Late in 2017, the Administration Board of Directors determined the best solution for long-term funding of the agency was the emergency communications sales & use tax. The tax had an established limit of 0.1% since 2002 which Thurston County voters approved for TCOMM911. It would take an act of the legislature to increase the limitation. Preparation for the legislative effort began in June of 2018. The legislature held its long session, 105 days, starting in January 2019. During the lead up to this session, we were able to secure sponsors for the legislation in both the Senate and House of Representatives. Sponsors on the House side included all Thurston County legislators from both the minority and majority parties. The legislators most responsible for the bill's passage include Senator Sam Hunt, Representative Beth Doglio, and Representative Dan Griffey. This was not solely a Thurston County effort, we had active support from Washington APCO-NENA Association, the State Fire Chiefs Association and Washington Association of Sheriffs and Police Chiefs and many county 911 Coordinators.

The story does not end there...The enactment of the increase to 0.2% within Thurston County required a ballot measure and voter's approval. The support and actions of the County Manager, Ramiro Chavez, the three County Commissioners, Gary Edwards, John Hutchins, and Tye Menser were critical to the overwhelming approval by Thurston County voters in November 2019. In addition to the government officials, a citizens committee was formed to conduct the campaign which resulted in a 73% positive vote for the measure. The emergency communications tax increase will take effect in 2020 and will be used to replace an aging 40-year old public safety radio system.

By the end of the year, a contract was in-place with Motorola Solutions, Inc. to replace the radio system. A project management team was also contracted to represent TCOMM911's interests in this multi-million dollar project that will span the next three years to complete.



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2019 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

	<u>2019</u>
Revenue	
Emergency Communication Sales Tax	\$ 6,111,297
E911 Excise Tax	2,902,730
Communication Services	424,369
WA State E911 Funding	48,275
Rent/Leases	70,225
Law Enforcement Record Management System (LERMS)	138,298
Investment Interest	128,805
Grant Proceeds	5,467
Misc.	15,061
Total Revenue	\$ 9,844,525
Expenditures	
Administration	\$ 868,896
Information Technology	577,100
Radio Technology	666,333
911 Dispatch	5,979,978
LERMS	130,124
Total Expenditures	\$ 8,222,431
Net Change in Fund Balance	\$ 1,622,094
Beginning Fund Balance as of January 1st	5,838,796
Ending Fund Balance as of December 31st	\$ 7,460,890



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DEPARTMENT

Radio Systems

The Radio Systems Department provides on-going service and support for all of the twenty one (21) 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.

Below: David Taylor, Radio Systems Manager. Survey and microwave path analysis is done for the 2019 Yelm to Crawford microwave replacement project.



Below: Extreme high winds had blown this large antenna out of alignment in a storm and had to be physically realigned. TCOMM911 Radio Systems maintains the system from 'board-level' electronics to the end antenna systems.

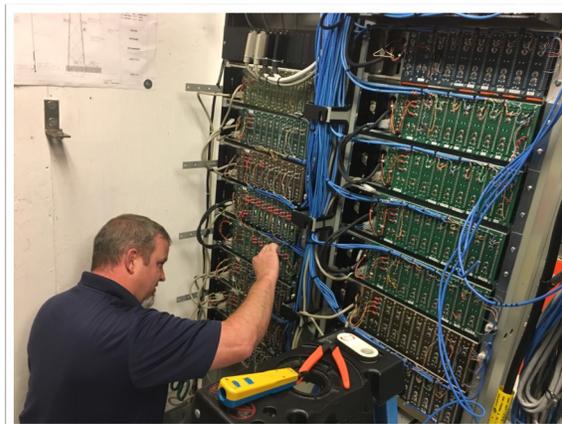


2019 Accomplishments:

- Replaced Microwave to the City of Yelm.
- Added a new radio site at the Chehalis Tribe in support of the police department.
- Replaced the City of Lacey Coverage Receiver site location with a new cabinet, antennas, and infrastructure as well as added additional radio resources.
- Replacement of all primary site battery backup systems.
- Strategic planning for radio systems redesign.
- HVAC replacements at the Crawford Mountain facility.

Looking forward in 2020:

Radio Systems will be fully engaged in beginning the process to procure, design and build a new radio system. The complex nature, technical requirements and a high set standard for coverage and usability insure that it will be a busy and challenging year ahead.



Left: Radio Systems Technician, Jeremy Prine, finishes up work on adding a controller in support of Olympia Fire Department's radio repeater.

DEPARTMENT

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.

2019 Accomplishments:

- Successfully updated all TCOMM systems to Windows 10 due to Windows 7 end of life announcement. This upgrade helps ensure that TCOMM systems are up to date and secure, and help us achieve Federal Criminal Justice Information Services (CJIS) compliance.
- Upgraded the HIGHERGROUND audio logging system hardware to new DELL PowerEdge servers. The old hardware was older than 5 years and no longer carried a manufacturer’s warranty.
- Upgraded all Server operating systems to Server 2016 or later to ensure security and compliance with CJIS.
- Upgraded CAD system to build 24.56a. This upgrade included a fix to assist with an issue caused by migrating to Windows 10, as well as numerous other minor bug fixes and enhancements.
- TCOMM GIS took a major leap forward in the statewide NG 911 GIS Subcommittee by taking a leadership role within that group. We now chair the committee that is responsible for making sure that all GIS data meets the stringent requirements of Next Generation 911.



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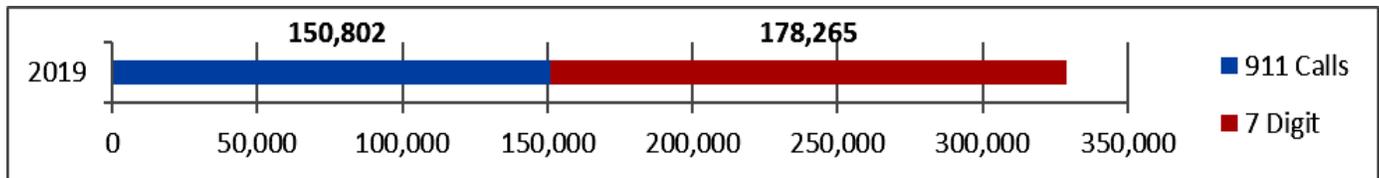
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DEPARTMENT

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 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 2019



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. 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.

2019 Highlights:

While larger projects such as the replacement of the NG 911 telephone system began, the department also kept busy working with user agencies to refine and enhance current processes and protocols, such as finalizing the county-wide High Impact Response Load (HIRL) plan. The updated plan provides better notification to all user agencies when events occur that might trigger a larger than normal call volume and/or need a higher level of response from field units. Staff also worked with fire/EMS agencies to create a water resource response package that allows for more shared resources to be utilized when a water response rescue is needed. The Operations department continues to explore other protocols that, in conjunction with our user agencies, can benefit from a team-oriented review and update.

In addition to the above, three new hire academies were held in 2019, due in part to two retirements and a promotion of a Public Safety Telecommunicator to Operations Supervisor. New hire academies and the one-to-one training that follows involves many employees throughout the process, from Certified Training Officers to Supervisors, with the average time from hire to becoming completely cross-trained taking approximately 18 to 24 months.



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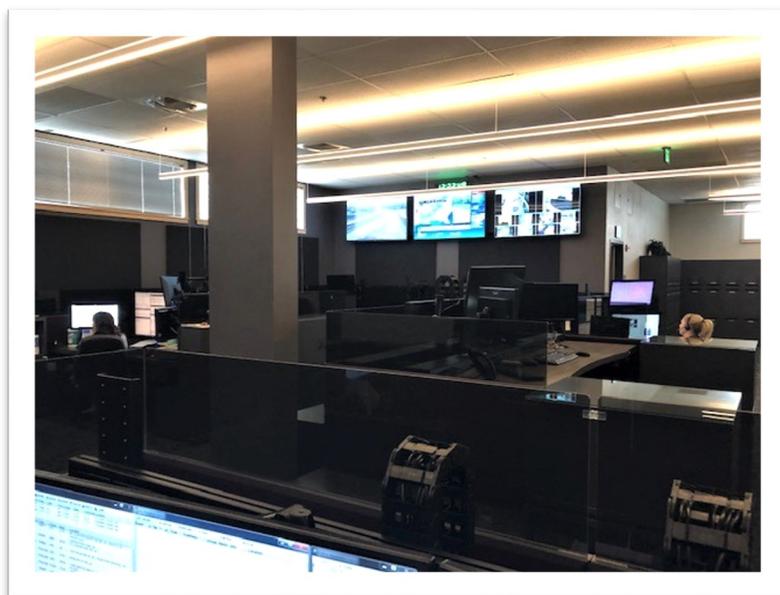
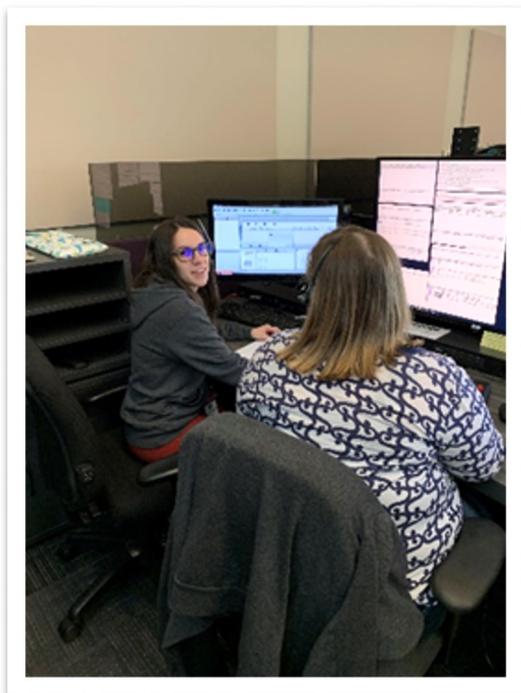
DEPARTMENT

Operations

Training:

In late 2019, TCOMM's long-term Training Supervisor retired, and the Agency was fortunate to be able to select from many internal applicants to fill this critical role. The Training Supervisor administers the training program for the Agency, a critical component to reduce liability in a high-risk profession. Staff are 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 CJIS Division.

In addition to the above duties, the Training Supervisor also oversees the Communications Training Officer (CTO) program. The CTO program consists of 10-15 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.



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.

2019 Employee of the Year Krista Thrift

Congratulations to Krista Thrift-the 2019 Employee of the Year. Krista exemplifies the values and mission of TCOMM911 in her service to our user agencies and the citizens of Thurston County.



KAYLEE SWOPE

1st Quarter



CHELSEA BACKMAN

2nd Quarter



KAYLEE SWOPE

3rd Quarter



KRISTA THRIFT

4th Quarter

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.”

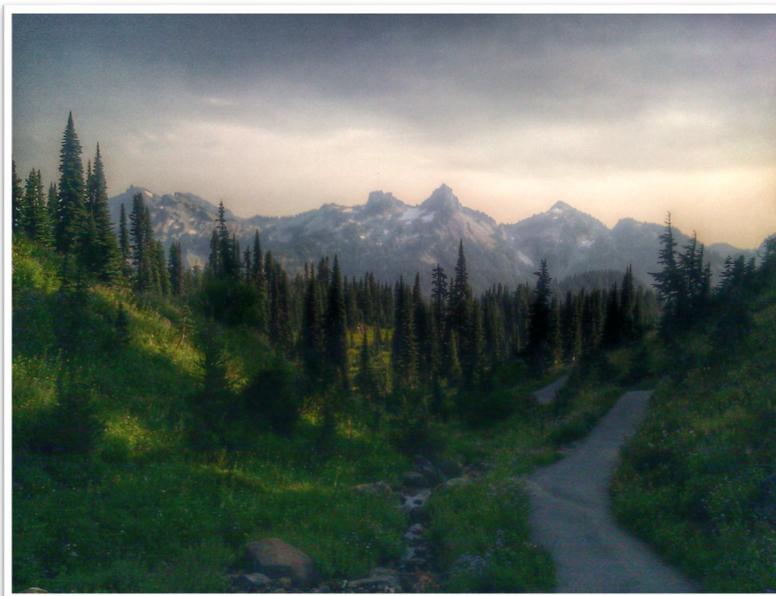
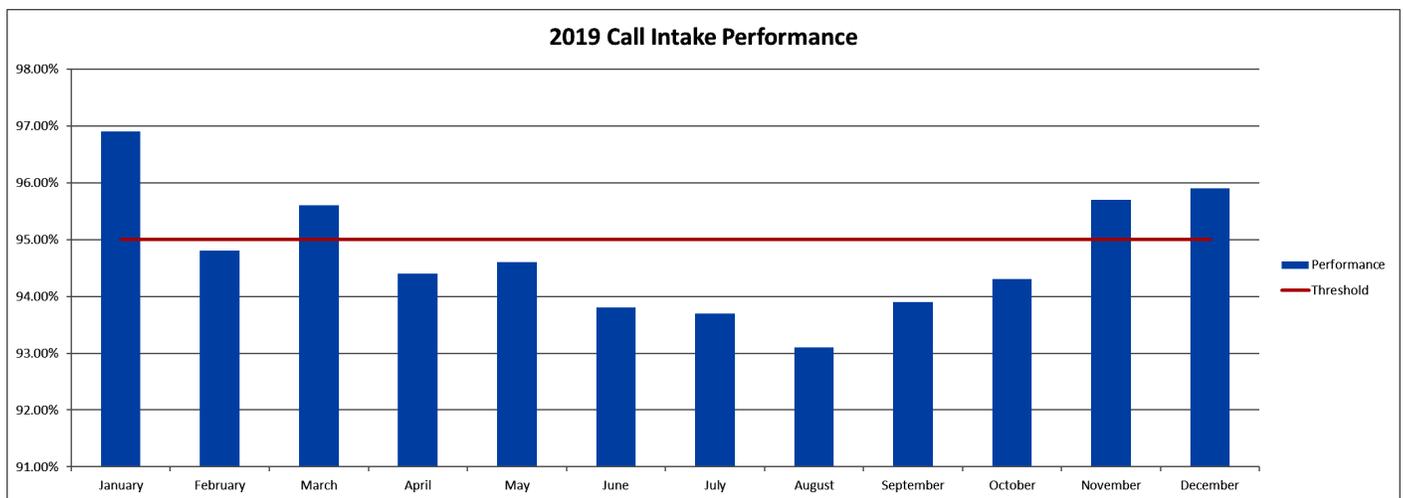
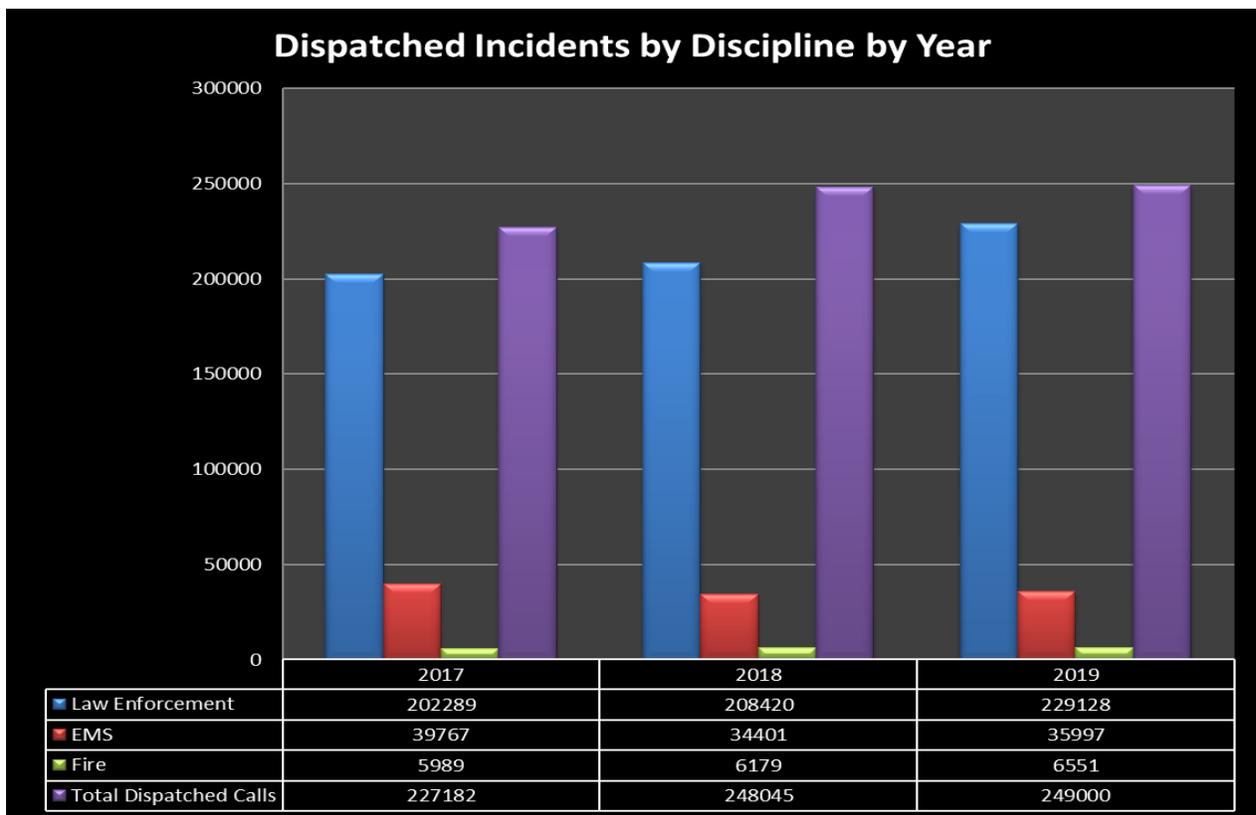
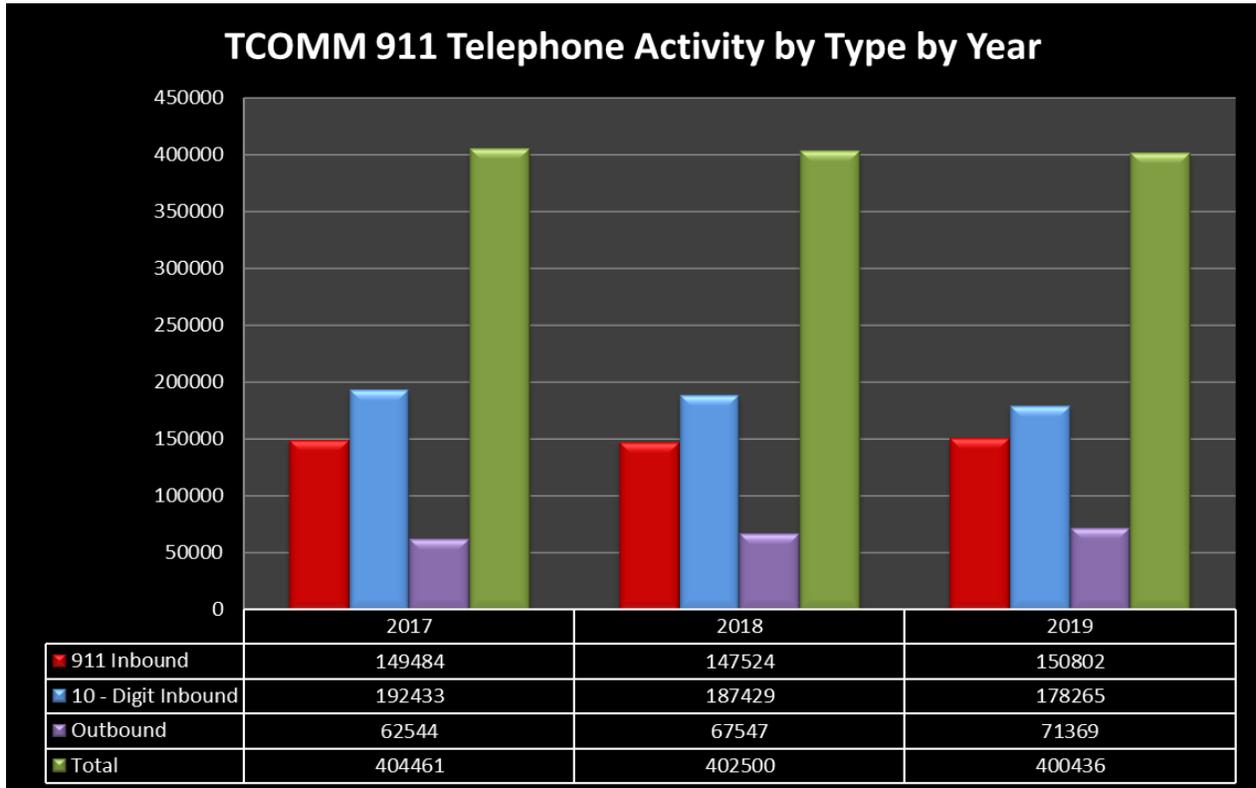


Photo By:
Ed Trevorrow,
TCOMM Employee

STATISTICS



STATISTICS

2019 Law Enforcement Events Dispatched:

AGENCY	TOTAL DISPATCHED
Thurston County Sheriff's Office	73,364
Olympia Police Department	51,796
Lacey Police Department	46,843
Tumwater Police Department	25,347
Yelm Police Department	18,377
Nisqually Tribal Police	4,808
Tenino Police Department	3,379
Chehalis Tribal Police	5,047
Evergreen State College	91
Combined Total Dispatched Responses	229,052

2019 Fire Service Events Dispatched:

AGENCY	TOTAL DISPATCHED
Lacey Fire District #3	15,127
Olympia Fire Department	13,746
Tumwater Fire Department	5,460
SE Thurston Fire Authority	3,725
West Thurston Regional Fire Authority	3,108
McLane/Black Lake Fire District #9	2,109
South Thurston Fire & EMS District #12	1,165
South Bay Fire District #8	1,202
East Olympia Fire District #6	1,191
Griffin Fire District #13	546
Bald Hills Fire District #17	492
Bucoda Fire Department	106
Combined Total Dispatched Responses	47,977



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Thurston 911 Communications

2703 Pacific Ave SE, Suite A

Olympia, WA 98501

360-704-2730