

Thurston 9-1-1 Communications



TCOMM 911

POLICE | FIRE | MEDICAL
Your Emergency – Our Priority

2020 ANNUAL REPORT

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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 0.2% 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.



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



SYLVIA ROBERTS

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



Interim Chief Aaron Jelcick—Vice Chair
Olympia Police Department



Chief Steve Brooks
Lacey Fire District #3



Interim Chief Robert Almada
Lacey Police Department



Assistant Chief Brian Hurley
Tumwater Fire Department



Chief Jon Weiks
Tumwater Police Department



Undersheriff Ray Brady
Thurston County Sheriff's Office



Chief Todd Stancil
Yelm Police Department



Chief Brian VanCamp
Thurston Co. Fire Chiefs Assoc.



Kurt Hardin, Administrator
Medic One

EXECUTIVE DIRECTOR'S MESSAGE



For TCOMM911, 2020 was the year impacted by two major events – COVID-19 and the Thurston County Emergency Radio Network (TCERN) Radio Replacement Project.

Through very stringent adherence to workplace guidelines issued from the CDC, State Health Department, State Labor and Industries, and the County Department of Health, TCOMM was able to mitigate the effects of COVID-19 on our workforce.

For a large part of the year non-essential workers operated remotely; only physically present in the workplace when absolutely necessary. All meetings were converted to on-line access only and the building was closed to the public – only allowing entry for essential functions. Minor modifications were made in the communications center providing additional safety from exposure. The overall cost to the agency for mitigation efforts and COVID related workforce expenses was well within the 2020 budget's ability to absorb. We are thankful that the impacts of COVID-19 were not more severe than those we experienced.

The TCERN project began in earnest at the beginning of 2020. Staff in conjunction with Motorola Solutions and ADCOMM Engineering quickly established a major-project rhythm by standing up multiple weekly project meetings, implementing decision logs, task trackers, risk assessment tools, and project management and schedule maintenance tools. It is hard to quantify the magnitude of the workload associated with this project but it is significant for all TCERN staff including all managers, some operations personnel and some support staff.

Here's a bullet list of TCERN items accomplished in 2020:

- ◆ Completion of the Detailed Design Review. This intense process took 10 months to complete.
- ◆ Change order number one added two tower sites to the plan and moved one site to a different location – all to improve coverage
- ◆ Hired two additional staff members – Senior Radio Systems Technician and Radio Systems Administrative Assistant. Added temporary augmentation help through ADCOMM Engineering.
- ◆ Leased a new location for Radio Systems staff
- ◆ Civil work began – permitting processes on all sites, new and existing
- ◆ Completion of Member Agency inventory and needs assessment for subscriber equipment
- ◆ Asset tracking and ownership transfer processes were established
- ◆ Early mobile radio installations were completed for 4 Member Agencies

The completion of the NG911 telephone conversion was another significant project that TCOMM staff completed in 2020. The project began in 2019 with implementation taking place in late summer and fall of 2020. The NG911 network replicated the existing network configuration of two host sites capable of hosting multiple remote sites. The new configuration added another remote site – River-Com 911 in Wenatchee, WA.



2020 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

	2020
Revenue	
Emergency Communication Sales Tax	\$ 10,868,449
E911 Excise Tax	3,030,783
Communication Services	348,486
WA State E911 Funding	67,827
Rent/Leases	56,491
Law Enforcement Record Management System (LERMS)	141,087
Investment Interest	103,761
Grant Proceeds	193,441
Misc.	11,639
Total Revenue	\$ 14,821,965
Expenditures	
Administration	\$ 943,387
Information Technology	593,399
Radio Technology	4,563,732
911 Dispatch	6,679,938
LERMS	131,494
Total Expenditures	\$ 12,911,950
Net Change in Fund Balance	\$ 1,910,015
Beginning Fund Balance as of January 1st	7,460,889
Ending Fund Balance as of December 31st	\$ 9,370,904



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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.

2020 Employee of the Year Maegan Congdon

Congratulations to Maegan Congdon -the 2020 Employee of the Year. Maegan exemplifies the values and mission of TCOMM911 in her service to our user agencies and the citizens of Thurston County.



KELSEY LOFTNESS

1st Quarter



MIRIAM GORDON

2nd Quarter



MAEGAN CONGDON

3rd Quarter



JENN RODGERS

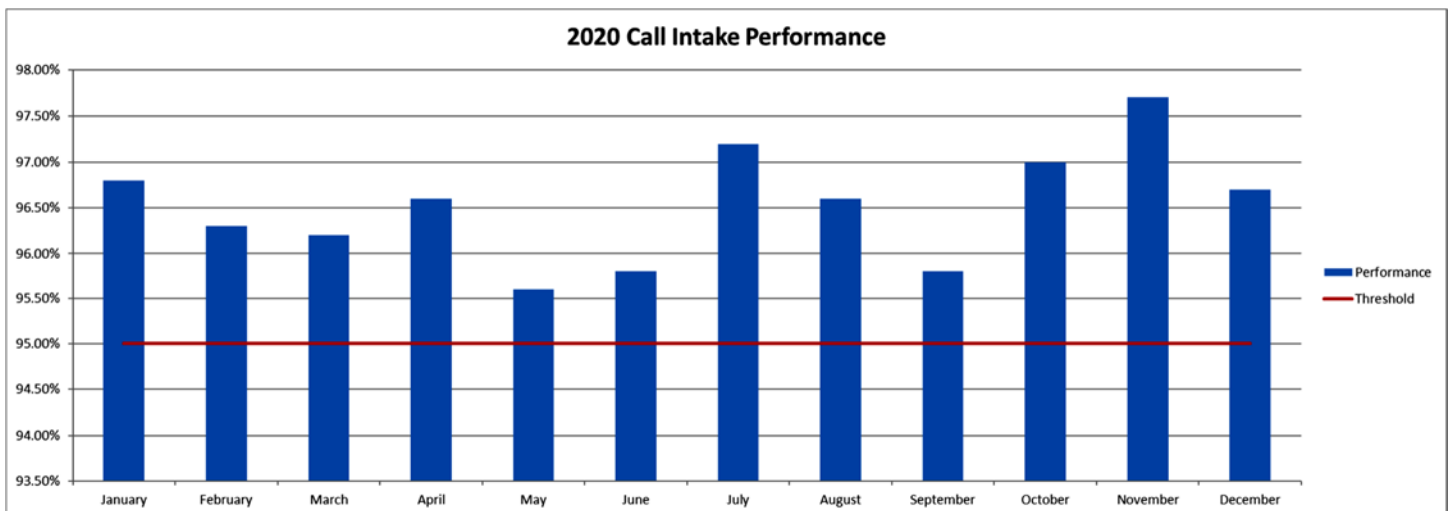
4th Quarter

STATISTICS:

Call Intake and Dispatch Standards and Performance

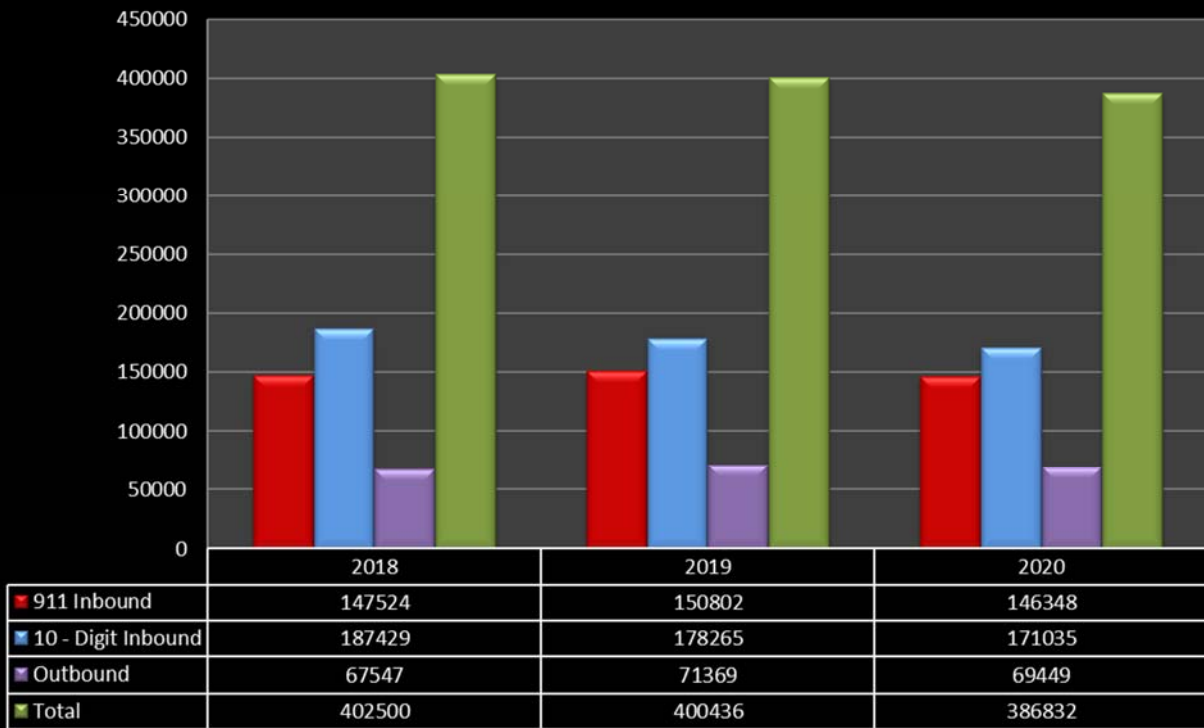
National Emergency Number Association (NENA) standard for answering 911 calls:

“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.”

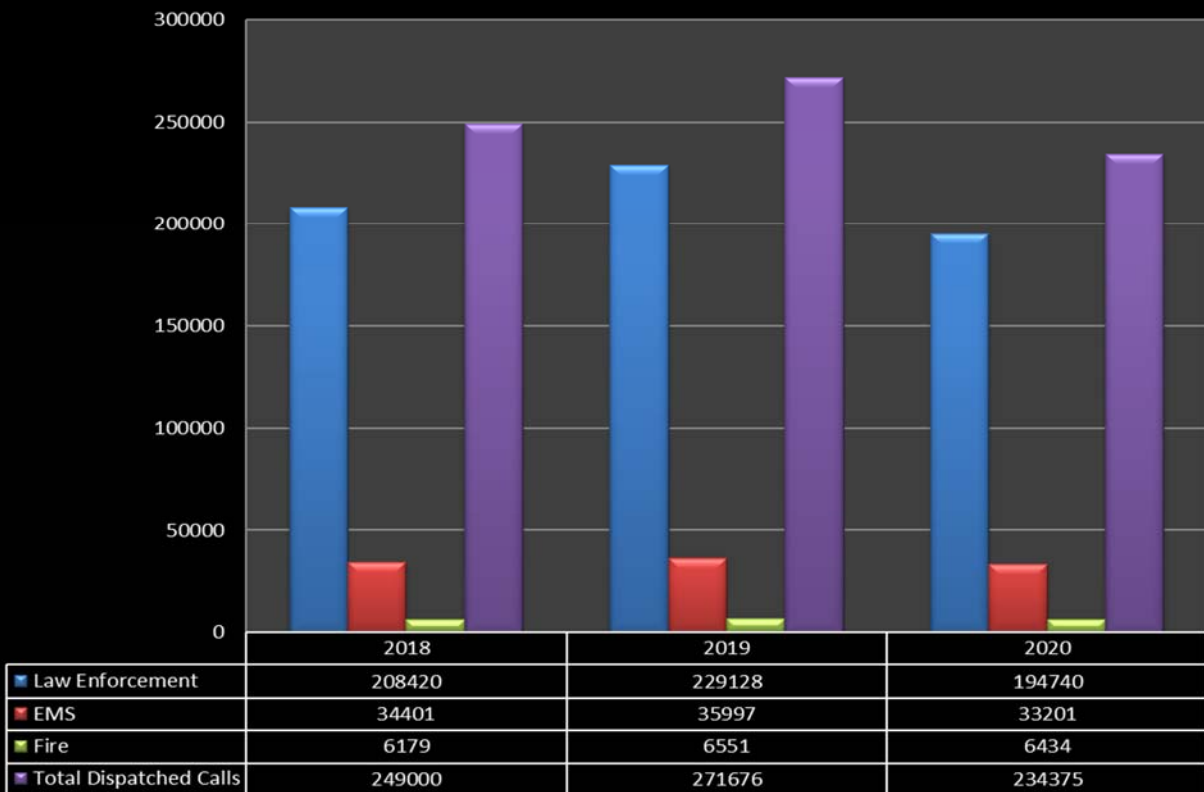


STATISTICS:

TCOMM 911 Telephone Activity by Type by Year



Dispatched Incidents by Discipline by Year



STATISTICS

2020 Law Enforcement Events Dispatched:

AGENCY	TOTAL DISPATCHED
Thurston County Sheriff's Office	57,837
Olympia Police Department	51,101
Lacey Police Department	39,009
Tumwater Police Department	21,867
Yelm Police Department	14,223
Nisqually Tribal Police	2,897
Tenino Police Department	3,877
Chehalis Tribal Police	3,878
Evergreen State College	51
Combined Total Dispatched Responses	194,740

2020 Fire Service Events Dispatched:

AGENCY	TOTAL DISPATCHED
Lacey Fire District #3	12,528
Olympia Fire Department	11,436
Tumwater Fire Department	4,004
SE Thurston Fire Authority	3,425
West Thurston Regional Fire Authority	2,727
McLane/Black Lake Fire District #9	1,567
South Thurston Fire & EMS District #12	945
South Bay Fire District #8	957
East Olympia Fire District #6	999
Griffin Fire District #13	553
Bald Hills Fire District #17	386
Bucoda Fire Department	98
Combined Total Dispatched Responses	39,625



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