

Thurston 9-1-1 Communications

Photo by: Jen Wood-Riddle; Radio tower with solar halo



2021 ANNUAL REPORT

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Photo by: Dana Spivey
Crawford Mountain tower site



TCOMM911



Message from the Executive Director -

I am pleased to share TCOMM911's 2021 annual report with our community and stakeholders, highlighting the activities and accomplishments over the past year. Since 1970, TCOMM911 has been the public safety answering point for Thurston County, receiving emergency calls from the public and dispatching emergency responders to help them in their time of need. An independent, non-profit governmental agency, TCOMM911

was established by an intergovernmental agreement and incorporated as a 501(c)3 charitable organization, and is governed by an eight-member Board of Directors. A ten-member Operations Board also assists the Agency in developing standard operational policies and practices that meet the needs of the user agencies we support.

2021 Accomplishments –

- Completed the second year of a multi-year project to replace the public safety radio communications network. Highlights include:
 - System design acceptance at Motorola's Chicago Staging Center;
 - Civil/Site work started at 13 of the 20 radio tower sites;
 - Early deployment of approximately 135 subscriber radios and
 - Creation of training committee comprised of representatives from all disciplines to ensure a successful transition once the new system is deployed.
 - Appointed new Executive Director in preparation for change in leadership due to the pending retirement of the Executive Director; hired new Deputy Director and Human Resources Manager.
 - Refreshed/renewed Intergovernmental Agreement with local jurisdictions.

2021 Challenges –

- Low staffing levels and a reduced candidate pool within the Telecommunicator classification impacted PSAPs nationwide, including TCOMM. Telecommunicators worked an extraordinary amount of overtime as the Agency increased recruitment efforts.
- COVID continued to impact staffing on an intermittent basis, increasing potential burnout on staff and the need for additional overtime.

Our strong team of Public Safety Telecommunicator professionals are always ready to answer the 911 call, supported by our technical and administrative personnel who ensure they have the right tools and resources needed to serve the public. They are resilient and dedicated individuals, and we are proud of the hard work they do for the citizens of Thurston County.

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 Steve Brooks—Chair
Lacey Fire District #3



Chief Jon Weiks—Vice-Chair
Tumwater Police Department



Chief Brian Hurley
Tumwater Fire Department



Undersheriff Ray Brady
Thurston County Sheriff's Office



Chief Brian VanCamp
Thurston Co. Fire Chiefs Assoc.



Chief Todd Stancil
Yelm Police Department



Chief Robert Almada
Lacey Police Department



Kurt Hardin, Administrator
Medic One



Asst. Chief Kevin Bossard
Olympia Fire Department



Interim Chief Rich Allen
Olympia Police Department

2021 FINANCIAL STATEMENT

The agency is self-supporting, receiving funding from a Thurston County 0.2% Sales/Use tax designated for emergency communications, an excise tax collected from carriers on all telecommunications equipment that is capable of accessing 911, and non-member fees. Member agencies have not been required to contribute user fees since the implementation of the Sales/Use tax in 2003.

Thurston 9-1-1 Communications		
Statement of Revenues, Expenditures, and Changes in Fund Balance		
		2021
Revenue		
Emergency Communication Sales Tax		\$ 15,521,127
E911 Excise Tax		3,102,288
Communication Services		330,196
WA State E911 Funding		47,203
Rent/Leases		74,291
Law Enforcement Record Management System (LERMS)		144,580
Investment Interest		70,688
Grant Proceeds		39,510
Misc.		31,124
Total Revenue		\$ 19,361,007
Expenditures		
Administration		\$ 1,007,798
Information Technology		812,378
Radio Technology		5,975,753
911 Dispatch		6,548,644
LERMS		137,429
Total Expenditures		\$ 14,482,002
Net Change in Fund Balance		\$ 4,879,005
Beginning Fund Balance as of January 1st		9,370,904
Ending Fund Balance as of December 31st		\$ 14,249,909

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.

2021 Employee of the Year - Lisa Goss

Congratulations to Lisa Goss - the 2021 Employee of the Year. Lisa exemplifies the values and mission of TCOMM911 in her service to our user agencies and the citizens of Thurston County.



JANEEN SANCHEZ

1st Quarter



ANGELA COURTER

2nd Quarter



PRISCILLA ZIESE

3rd Quarter



LISA GOSS

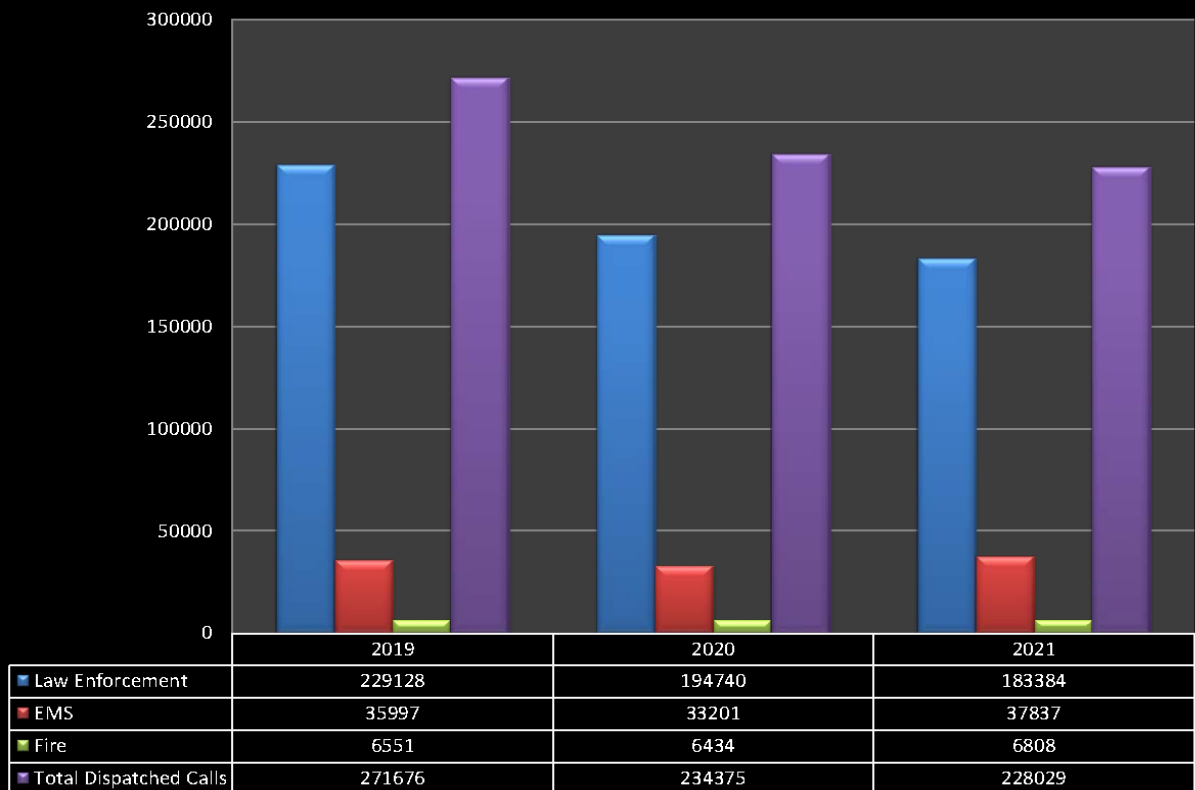
4th Quarter

STATISTICS

TCOMM 911 Telephone Activity by Type by Year



Dispatched Incidents by Discipline by Year



STATISTICS

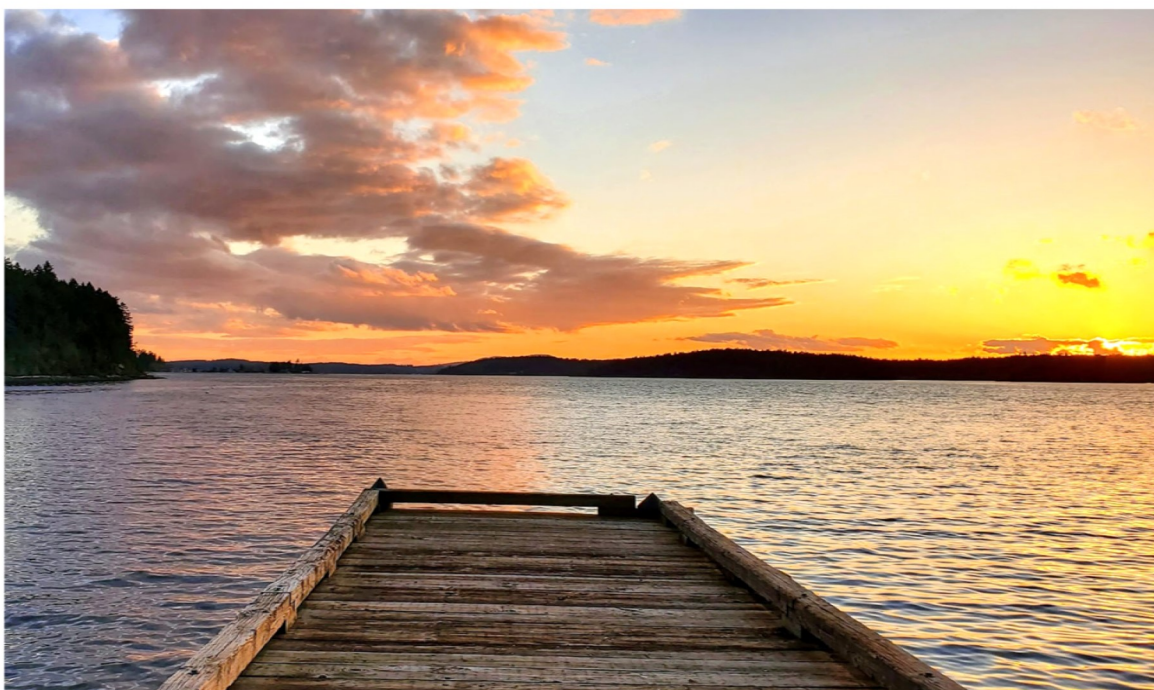
2021 Law Enforcement Events Dispatched:

AGENCY	TOTAL DISPATCHED
Thurston County Sheriff's Office	50,777
Olympia Police Department	49,247
Lacey Police Department	38,853
Tumwater Police Department	22,069
Yelm Police Department	13,221
Nisqually Tribal Police	2,271
Tenino Police Department	3,043
Chehalis Tribal Police	3,861
Evergreen State College	42
Combined Total Dispatched Responses	183,384

2021 Fire Service Events Dispatched:

AGENCY	TOTAL DISPATCHED
Lacey Fire District #3	14,622
Olympia Fire Department	12,478
Tumwater Fire Department	4,393
SE Thurston Fire Authority	4,017
West Thurston Regional Fire Authority	3,256
McLane/Black Lake Fire District #9	1,669
South Thurston Fire & EMS	1,016
South Bay Fire District #8	1,026
East Olympia Fire District #6	1,080
Griffin Fire District #13	539
Bald Hills Fire District #17	436
Bucoda Fire Department	99
Combined Total Dispatched Responses	44,631

Photo by: Aaron Moe; Lopez Island



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