

# Thurston 911 Communications

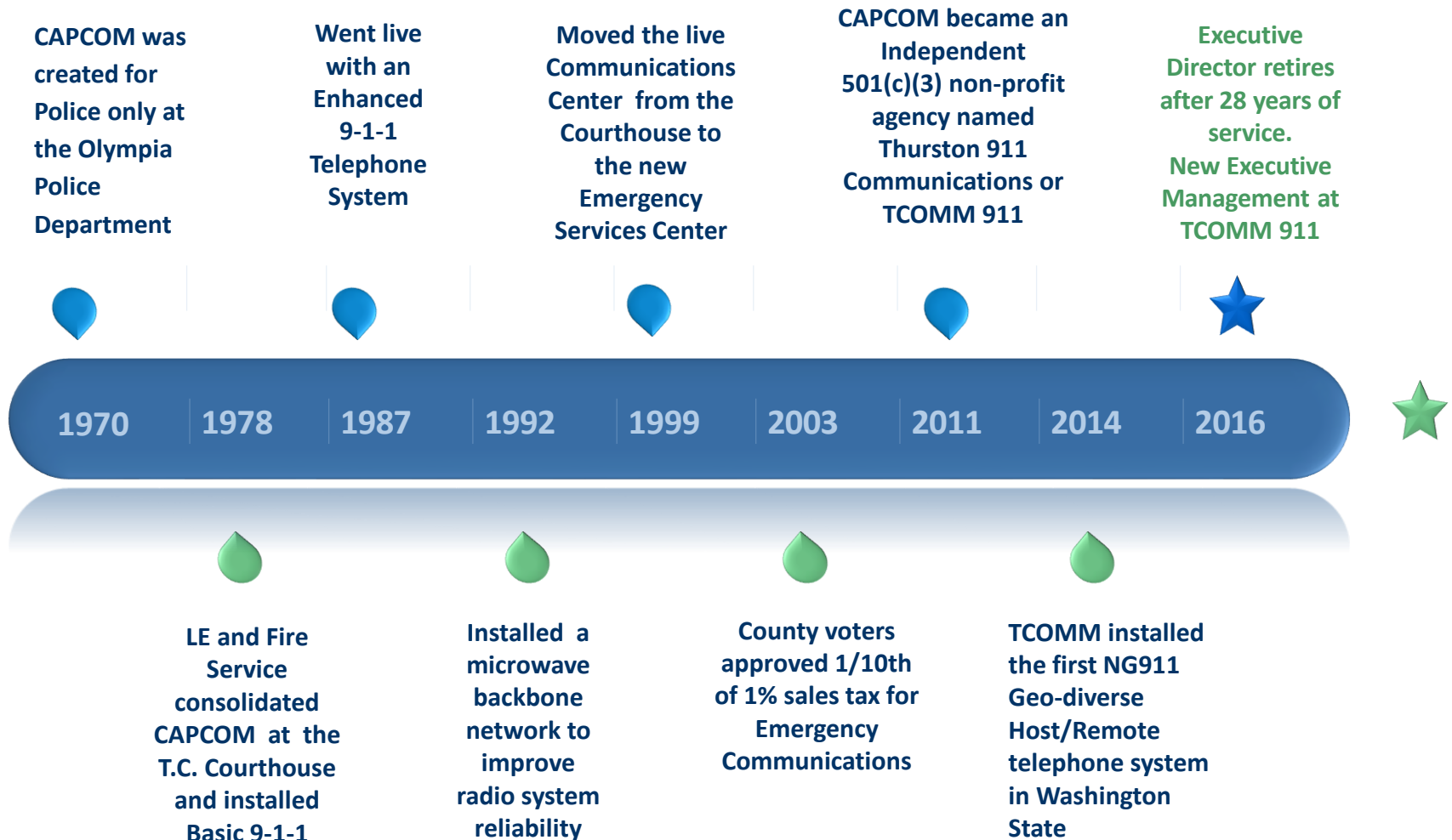


**TCOMM 911**

POLICE | FIRE | MEDICAL  
Your Emergency – Our Priority

<http://tcomm911.org/>

# TCOMM 911 – Brief History



# TCOMM 911 – Mission

## **To connect you to public safety responders during your emergency**

By providing these services and functions:

- Answering and processing all 911 and 10 digit emergency calls within Thurston County
- Dispatching all public safety first responders within Thurston County, except WSP
- Maintaining the public safety land mobile radio system that connects first responders to each other, to other out-of-county resources and to TCOMM 911.

# TCOMM 911 – Services and Functions

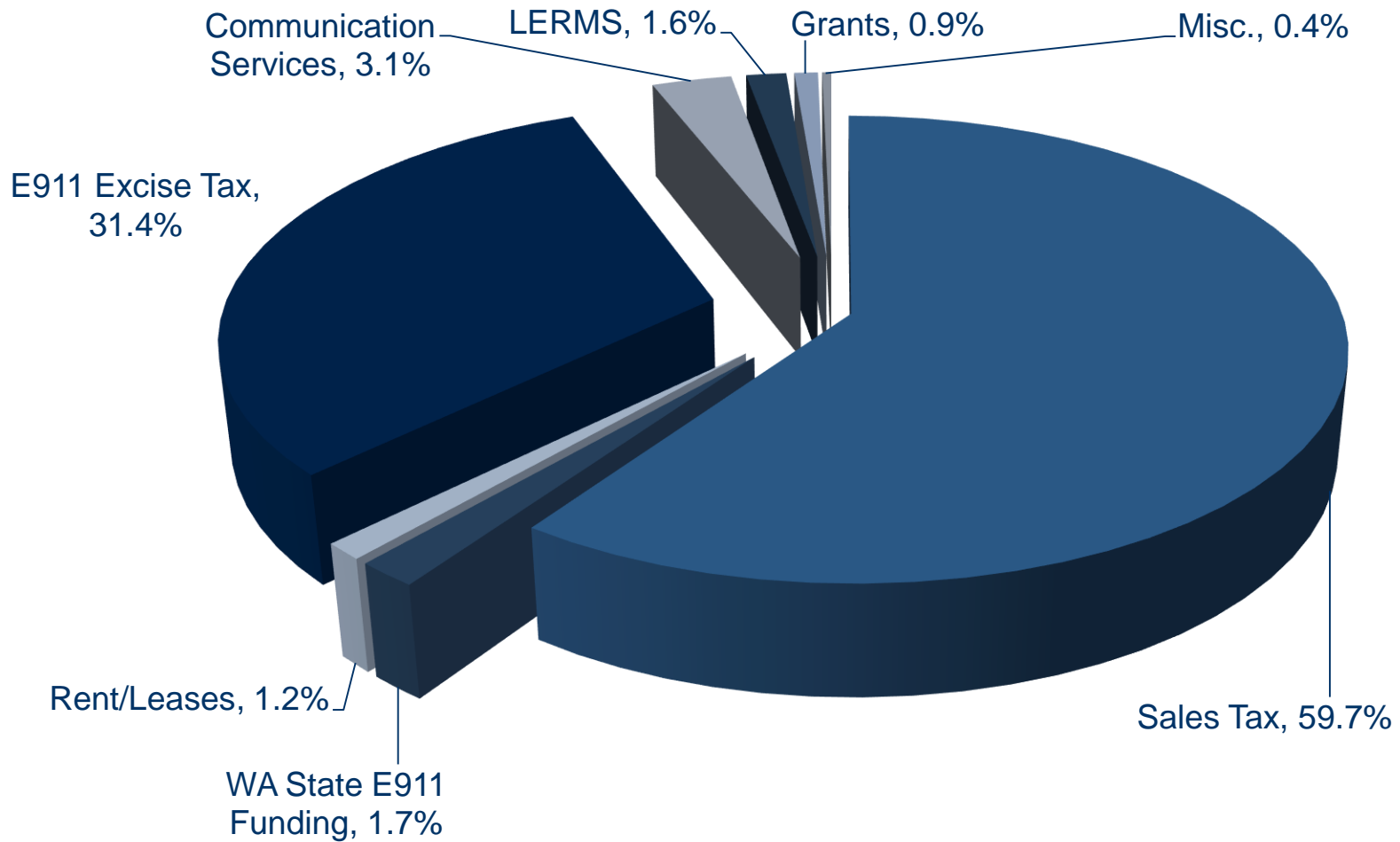
- **Track responding units/personnel within the Computer Aided Dispatch (CAD) system.**
- **Communicate with responding units.**
- **Record all telephone, radio, TTY, and data for evidence and/or legal purposes and retain as required by Washington State archive schedules.**
- **Design, engineer, build and maintain a public safety radio backbone**
- **Maintain a mobile computer data network backbone system that supports law enforcement, fire service and Medic One needs.**

# TCOMM 911 – Governance and Accountability

- **Thurston 911 Communications is an intergovernmental organization formed under RCW 39.34; Interlocal Cooperation Act.**
- **TCOMM is incorporated as an independent 501(c)(3) non-profit quasi-governmental agency.**
- **TCOMM receives direction from 2 Boards and is audited by the State Auditor, like a county, city or fire district.**
  - **Administration Board of Directors – Eight (8) Directors (Elected Officials)**
  - **Operations Board – Ten (10) Members (Agency and Department Chiefs)**

# TCOMM 911 – Funding

## TCOMM 2017 REVENUE BUDGET



# TCOMM 911 – Funding

## Revenue Sources:

- **1/10th of 1% Sales and Use Tax for Emergency Communications**
- **9-1-1 telephone excise taxes (\$.70) on residential, business, cellular and Voice over Internet Protocol phones**
- **Non-Member Service Fees (Public Works, Coroner, Animal Services, Private Ambulance, Tow Companies, and leases of TCOMM radio tower space)**

2017 Budget Operating Revenue	
Sales Tax	5,081,244
WA State E911 Funding	147,983
Rent/Leases	97,964
E911 Excise Tax	2,675,197
Communication Services	264,222
LERMS	132,937
Grants	78,000
Misc.	30,420
Total	\$8,507,967

# TCOMM 911 – Personnel

2017

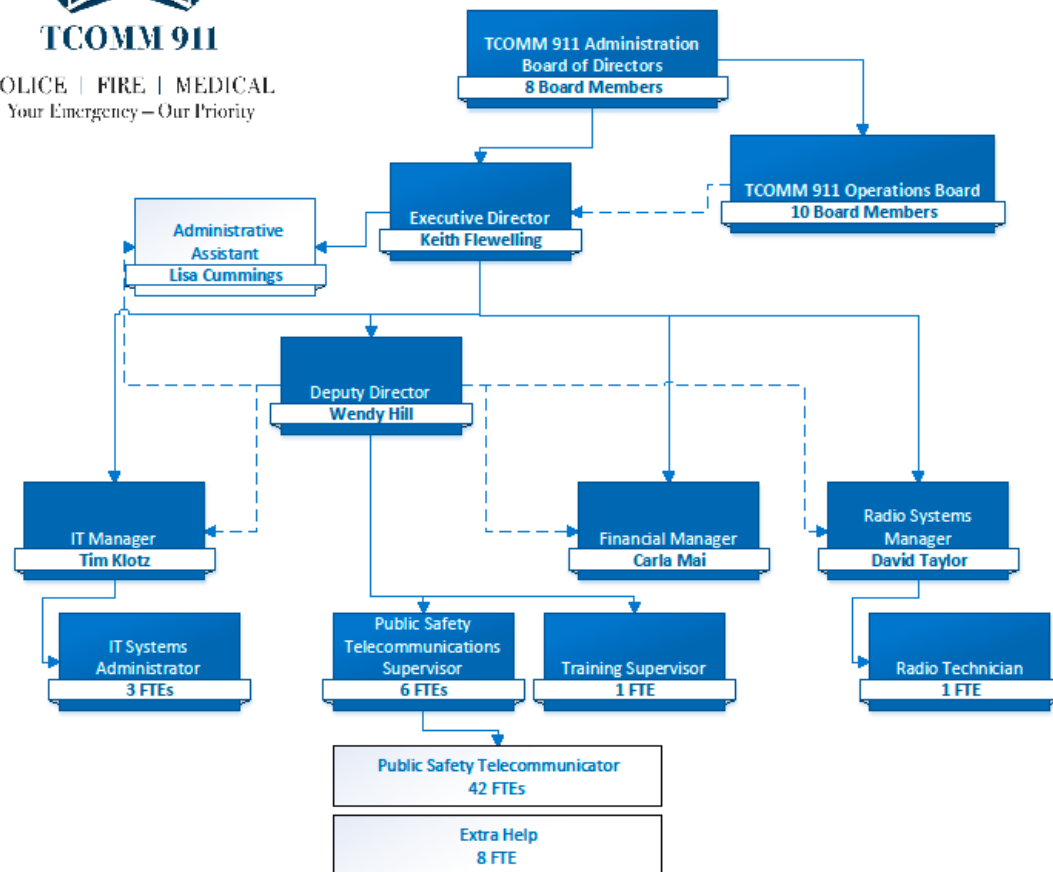
59 Full Time  
Equivalent  
Employees

- 42  
Public Safety  
Telecommunicators
- 7  
Operations  
Supervisors
- 4  
Information  
Technology
- 2  
Radio Systems
- 4  
Administration



## TCOMM 911 Organization Chart

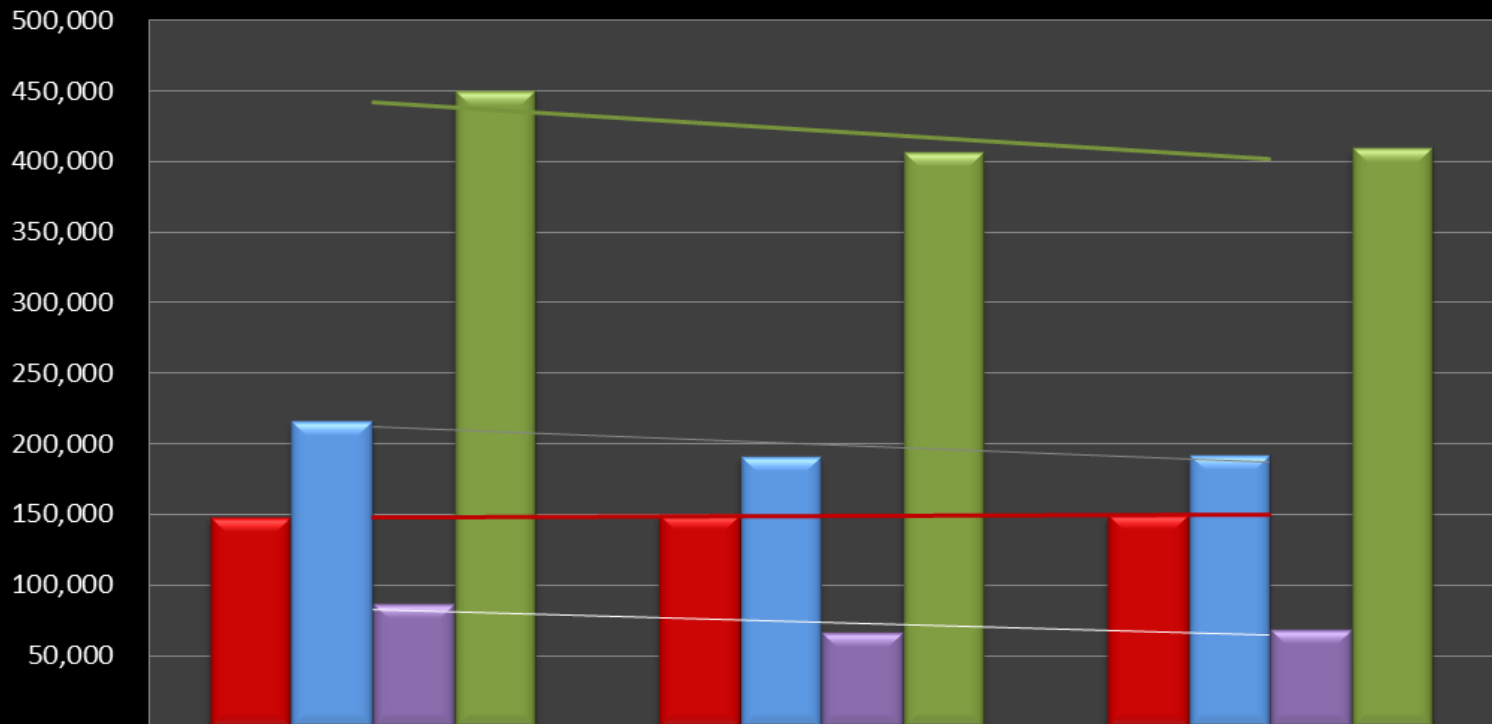
January 2017





# TCOMM 911 – Telephone Activity

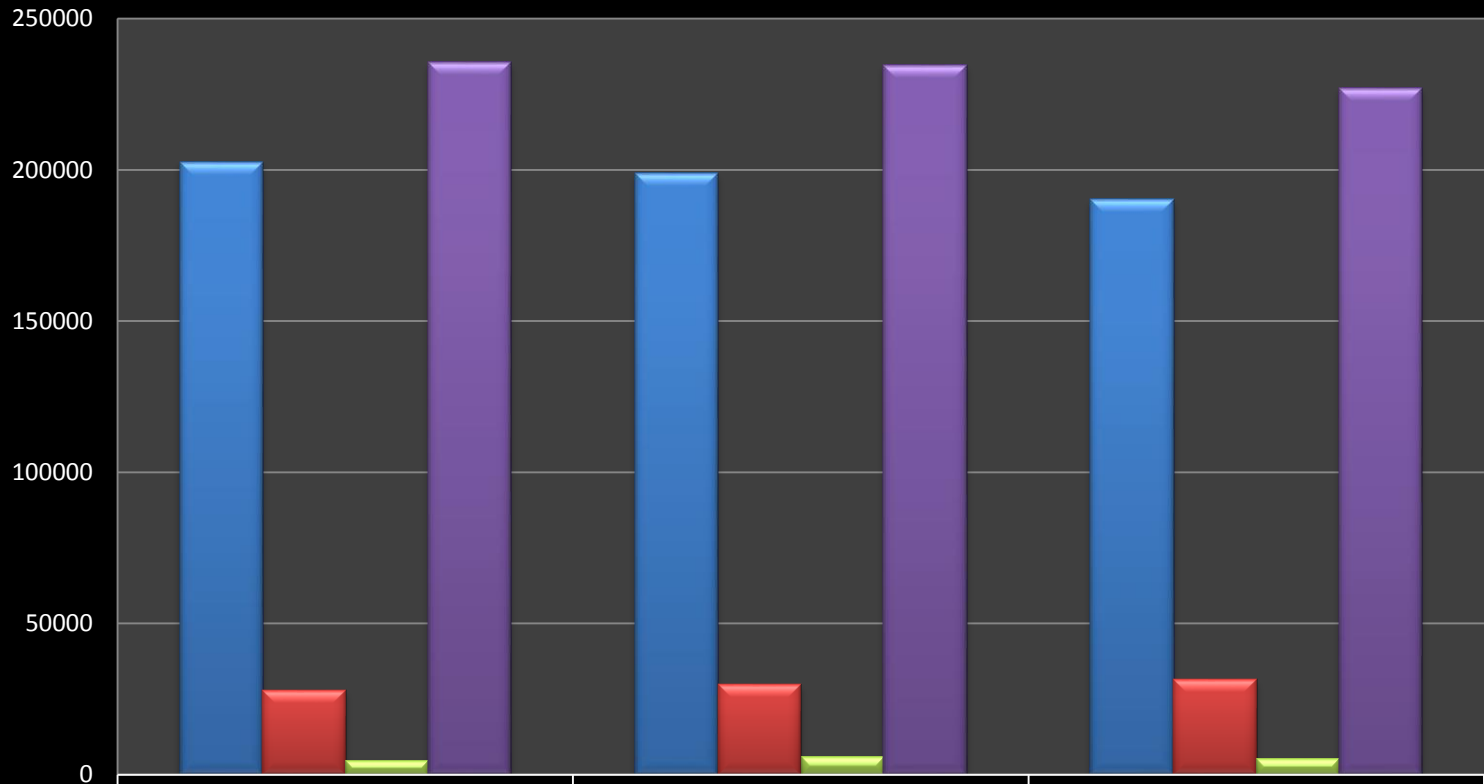
## TCOMM 911 Telephone Activity by Type by Year



	2014	2015	2016
911 Inbound	147,868	150,095	149,846
10 - Digit Inbound	216,006	190,621	191,579
Outbound	86,089	66,322	68,219
Total	449,963	407,038	409,644

# TCOMM 911 – Dispatch Activity

## Dispatched Incidents by Discipline by Year



Law Enforcement

2014

202606

2015

198799

2016

190270

EMS

28030

29909

31519

Fire

4909

5957

5393

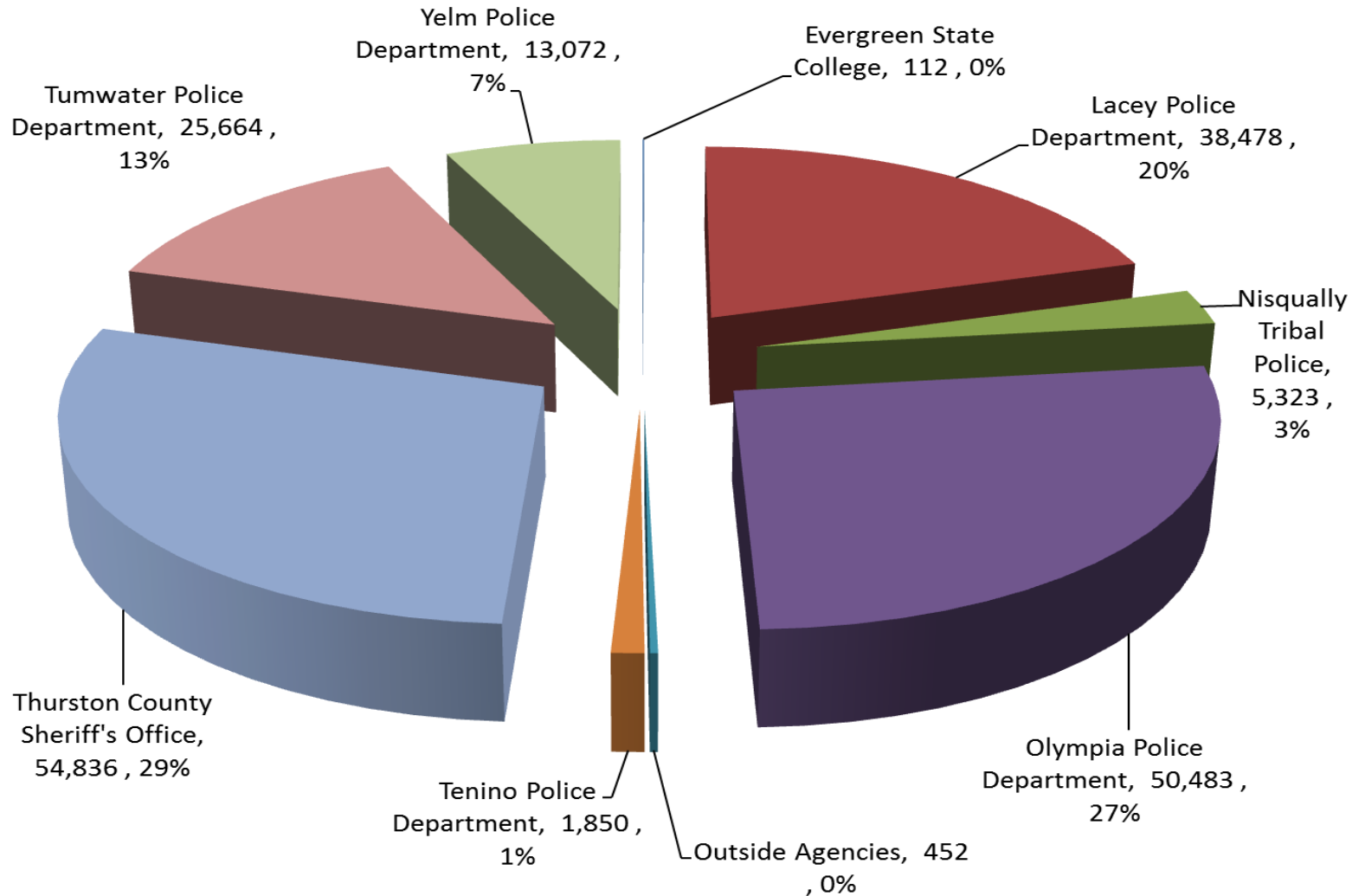
Total Dispatched Calls

235545

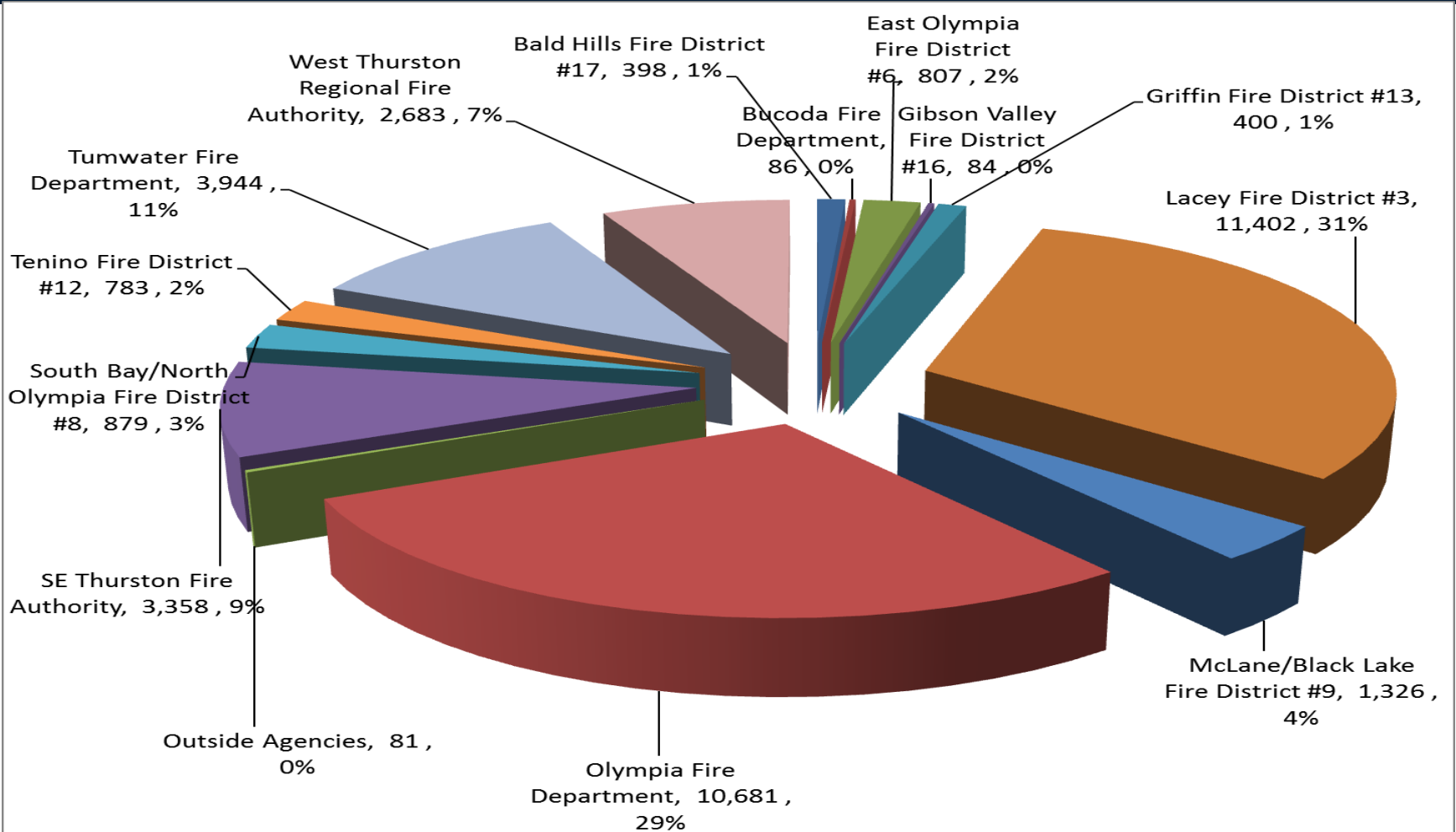
234665

227182

# 2016 Law Enforcement Dispatches



# 2016 Fire Dispatches



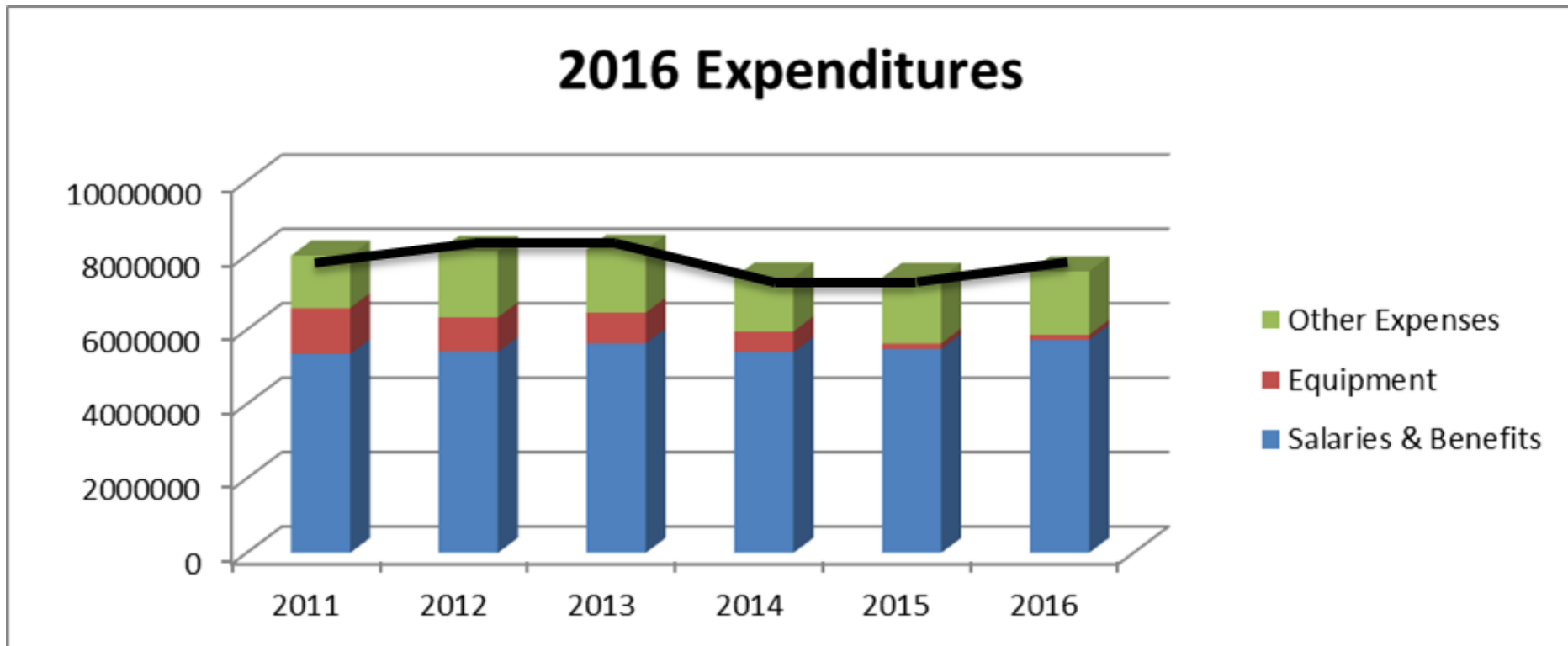
# TCOMM 911 – Challenges

- Staffing
  - In 2013 economics forced the agency to make substantial staffing changes.
    - The agency has not yet caught up with those reductions.
  - Workload analysis shows that 2013 staffing levels will not meet the workload demand.
- Equipment Repair and Replacement (ER&R)
  - Large dollar value items are due for replacement in the near future.
  - TCOMM has ER&R funds but may not be sufficient to meet all of the expenses.

# TCOMM 911 – Challenges (cont'd)

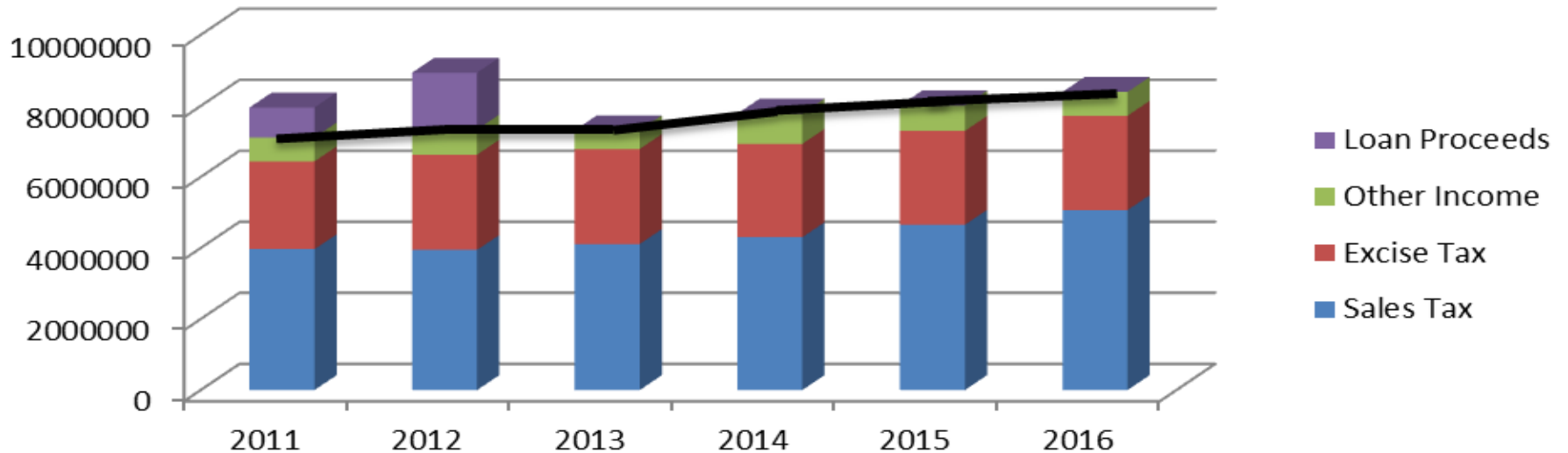
- Thurston County Public Safety Radio System
  - Two major components of the system are coming to the end of manufacturer support in the near future (2018 & 2020)
  - Current system coverage and capacity issues are of concern with the system stakeholders.
  - A Public Safety Radio System Steering Committee is gathering information and are making recommendations to the TCOMM 911 Administration Board.
  - TCOMM 911 is hiring a consultant to help with the strategic plan for radio system replacement.
  - Replacement and upgrading of the system will be a costly undertaking.

# TCOMM 911 – Challenges (cont'd)



# TCOMM 911 – Challenges (cont'd)

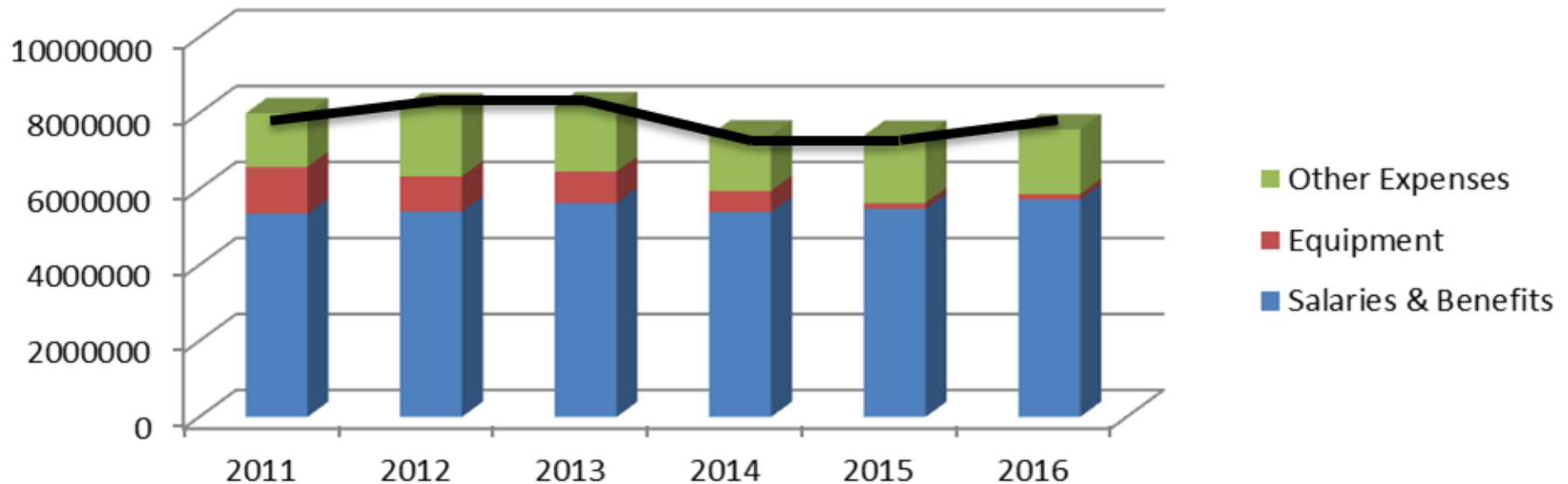
## 2016 Revenue





# TCOMM 911 – Challenges (cont'd)

## 2016 Expenditures



## Questions and Discussion