

Annual Report - 2019

**911 COMMUNICATIONS CENTER DIVISION
&
RADIO SERVICES DIVISION**



Prepared by
Scott Smitherman, Administrator
Lewis County 911 Communications

I. INTRODUCTION

Administrator's Message

2019 was a year of building upon the progress made in personnel, finance, services, and relations with our First Responders. We continued work on our Quality Control Program, Training Program, and Fire Radio Communications Guide. We also collaborated with our Fire responders to re-define Fire Nature Codes, establish a pre-arrival instruction guide, and re-assigning the responsibility of illegal burns to Law Enforcement Agencies. We look forward to working with our Law partners in the near future on several projects to enhance the safety & security of all citizens and first responders.

We excelled in 2019 in meeting our Public Safety Mission and our quality of service in promoting trust, confidence, and a feeling of safety & security.

911 Operations

Our 911 Communications Department continues to excel and work diligently to provide service to our nearly 80,000 residents and our 29 Police, Fire and EMS user agencies. Last year our Telecommunication Officers answered an average of 306 911 calls and calls for service per day. Our Telecommunication Officers continue to serve as the vital link between the community and first responder agencies we serve.

Radio Operations

Our Radio Operations staff continues to keep our infrastructure and user agency equipment up and running. This is a difficult task given the age of the infrastructure in Lewis County. They also were the lead on a countywide infrastructure study. They provided the majority of technical specifications and local terrain knowledge. We look forward to seeing the fruits of the study come to fruition.

Public Education

Our Public Education Coordinator & Staff attended several events in 2019. They educated adults & children in topics to include railroad safety, crosswalks, bus safety, Lewis County Alert, and the proper use of 911.

Training Coordinator

Our Training Coordinator, Operations Chief, Supervisors, and Trainers saw many new trainees in 2019. They also completed a comprehensive training manual for Lewis County 911; a work that had been in progress for over a year.

We look forward to another year of serving the citizens of Lewis County, the First Responders, and all those that come to visit our county.



Scott Smitherman, Administrator
Lewis County 911 Communications

II. About Lewis County 911 Communications

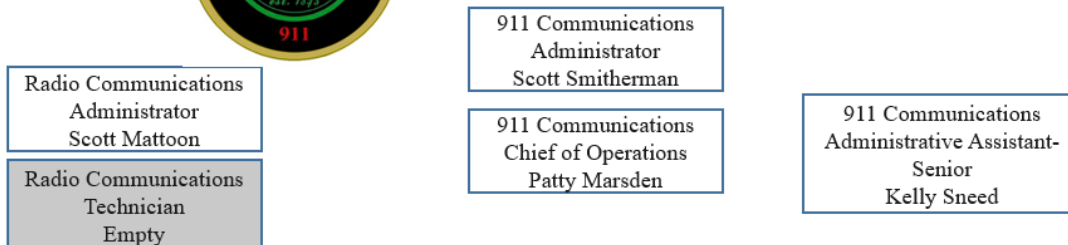
Lewis County 911 Communications has provided single source call taking and dispatching services to the citizens and first responders of Lewis County since the mid-1980s. Since that time, there has been evolutionary changes in the level of service, organization structure, and governance of the program.

Lewis County 911 Communications provides three essential services for Lewis County. As the Primary Service Answering Point (PSAP), they receive and record all 911 emergency calls. The second essential function is dispatching the appropriate response agencies to each emergency. The Third essential function, Lewis County 911 Communications operates and manages the vast majority of radio infrastructure within the county. Lewis County 911 Communications provides service to all Fire Districts and Departments, Law Enforcement agencies, American Medical Response (AMR), Lewis County Medic One, and several other agencies.

Lewis County 911 Communications is a county agency, run by an Administrator with a direct line to the County Manager and Board of County Commissioners. This is in conjunction with an Inter-local Administrative Agreement with the Fire, Law, & EMS agencies.



911 Communications Organizational Structure



Supervisor Elizabeth (Liz) Casteel	Supervisor <u>Davene Rodocker</u>	Supervisor	Supervisor <u>Jennifer Ducummon</u>
TCO <u>Michelle Schlecht</u>	TCO Landon Cruickshank	TCO Alan Huang	TCO Lisa Brockmueller (Lead)
TCO Cheyenne Lalone	TCO Jeanetta Yund (Lead)	TCO Eric Connor (Lead)	TCO Jasmine Lopez
TCO Ashley Jackson	TCO Kayci Cail	TCO Maranda Owen	Trainee Elicia Estrada
TCO-Trainee Part-time Lance Pennington	TCO-Trainee Bryanna Wells	TCO-Trainee Rebecca Woeller	TCO-Trainee Brittany Snyder

AGENCIES SERVED

LAW ENFORCEMENT

- Lewis County Sheriff
- Centralia PD
- Chehalis PD
- Napavine PD
- Winlock PD
- Toledo PD
- Morton PD

FIRE AGENCIES

- LCFD #1-Onalaska
- LCFD #2-Toledo
- LCFD #3-Mossyrock
- LCFD #4-Morton
- LCFD #5-Napavine
- LCFD #6-Chehalis
- LCFD #8-Salkum
- LCFD #9-Mineral
- LCFD #10-Packwood
- LCFD #11-PeEll
- LCFD #13-Curtis
- LCFD #14-Randle
- LCFD #15-Winlock
- LCFD #16-Doty
- LCFD #18-Glenoma
- Cowlitz-Lewis #20
- Riverside Fire Auth.
- Chehalis FD

OTHER AGENCIES

- American Medical Response
- Coroner's Office
- Public Works/DEM
- US Forest Service

911 Communications Center – Staffing, Training & Programs

- Current staff of 18.5 Telecommunication Officers.
- There were 208,386 telephone and radio calls for service received at the 911 Communications Center. Of that total, 30% (61,870) created a dispatch service. There were no public inquiries (grievances) received and only 10 Sustained inquiries (.016%) from the response groups.
- Continuing TCO training verifications.
- Maintained Quality Assessment & Improvement program. All TCOs exceeded National Emergency Number Association (NENA) standards for answering 911 calls.
- Initiated recognition program with seven (7) categories and eight (8) non-monetary awards.
- County Outreach programs included Safety City, Southwest Washington Fair participation, and operating a Facebook page.

911 Communications Center – Policies & Administration Matters

• Public Records Requests (PDR)

PDRs- utilized 312.5 hours to process 348 requests that consumed one-fourth of the Administrative Assistant FTE.

• CALEA Policy Standards Adopted for 911 Center

Reorganized the 911 Communications Center policies into the Commission on Accreditation for Law Enforcement Agencies (CALEA) policy format.

Communications Infrastructure

• Communications Infrastructure Study

Established the scope of services to update the 2005 ADCOMM Communications Study.

1. Published a Request for Qualifications (RFQ) to hire a consultant. The RFQ was posted through the end of 2018 with selection and contract for services ratified in early 2019.
2. Revised a Homeland Security grant to cover approximately \$28,000 of the costs.
3. Study completed/posted. Final cost of the study=\$80,509.

FLEX Computer Aided Dispatch Server Upgrade

Purchased and upgraded three Flex CAD servers. Two to be maintained as primary servers within the IT department. One being maintained as a backup at the alternate Communication Center.

2019 Staff Levels

Staff Positions				
911 Communications Center			Radio Services	
TCO	16	13	Administrator	1
Supervisor	4	3	Technician	1
Operations Chief	1	1		
Manager	1	1		
Admin. Asst.	1	1		
Total FTEs	23.0	20		2.0

Lewis County Department of Emergency Services

Mission Statement



Make a positive difference by seeking and finding ways to affirmatively promote and preserve trust, confidence and a feeling of safety, security and quality service for all members of our community.

Lewis County Department of Emergency Services

Our Vision

Our community will recognize the Department of Emergency Services as a progressive, professional organization and trusted partner in working to foster a safe and secure, community.

We will have a solid reputation for showing fairness and compassion in the actions we take and the service we provide.

We will be recognized for making a positive difference through being accountable, transparent, and providing the first response community with professional services.

We will seek and find ways to promote collaborative relationships and progressive programs to ensure positive relationships with all members of our community.

We will work together to provide the most timely, effective and professional communications service for our community and the First Responders that we partner with.

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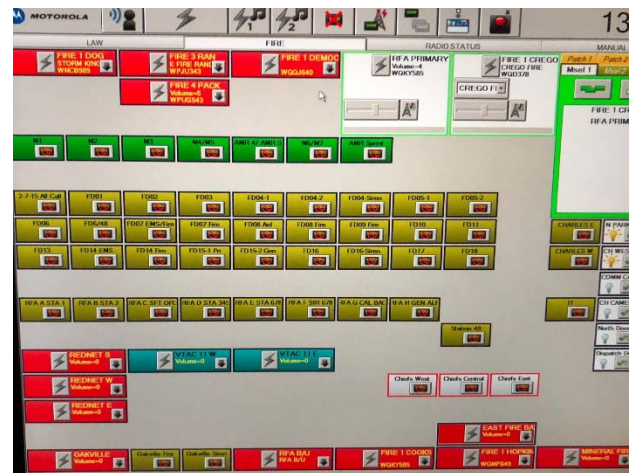
IV. Budget & Finance

A. Radio Services-Revenue

Revenue Source	2019 Total
User Fees:	\$276,069
HLS Grant:	\$26,040
LC Current Expense Support:	\$25,000
Total 2019 Revenue	\$327,109

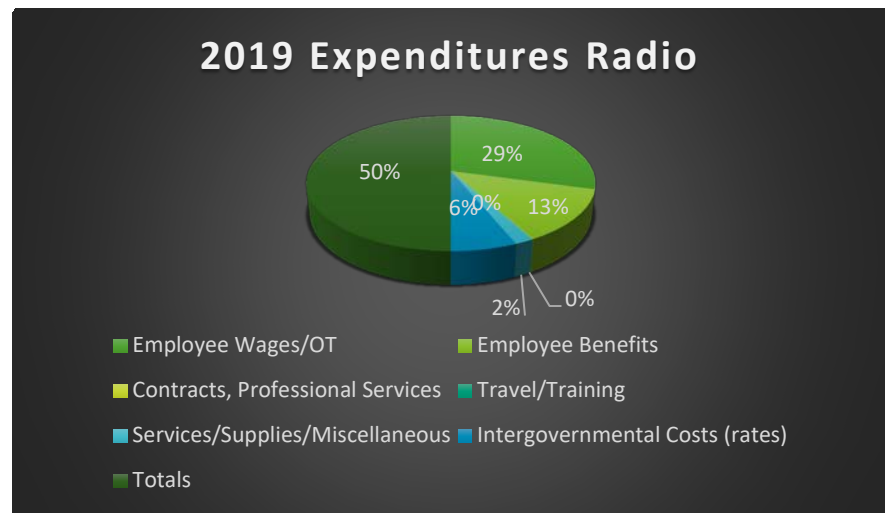
B. 911 Communications Center-Revenue

Revenue Source	2019 Total
Enhanced 911 Sales and Use Tax - Wireless	\$446,502
Enhanced 911 Sales and Use Tax - Prepaid	\$124,389
Enhanced 911 Sales and Use Tax - VOIP	\$61,709
Enhanced 911 Sales and Use Tax - Switched	\$132,380
WA Military Dept. - CPD Grant	\$33,718
Fire Rates	\$575,670
Law Rates	\$1,343,231
AMR Contract - Dispatch Services	\$86,166
County Department Rates	\$24,526
Miscellaneous/Other	\$13,047
Total 2019 Revenue	\$2,841,338



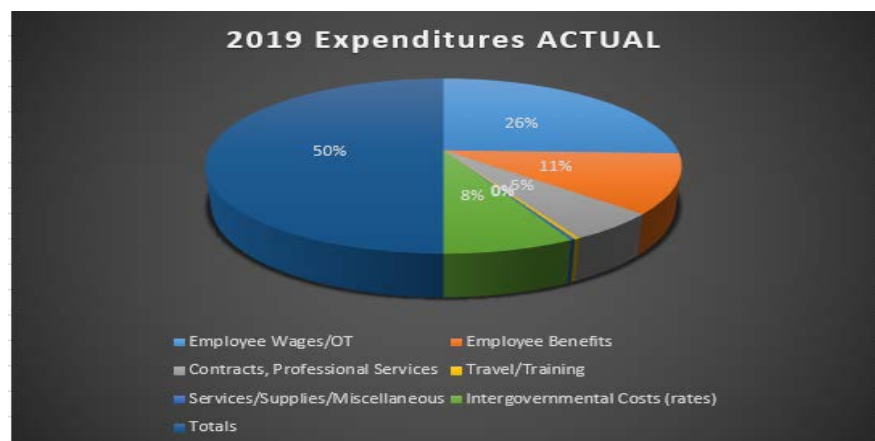
C. Radio Services-Expenditures

2019 Expenditures OPS	
AMOUNT DESCRIPTION	ACTUAL
Employee Wages/OT	\$149,944
Employee Benefits	\$64,456
Contracts, Professional Services	\$365
Travel/Training	-
Services/Supplies/Miscellaneous	\$9,252
Intergovernmental Costs (rates)	\$31,925
Totals	\$255,942



D. 911 Communications –Expenditures

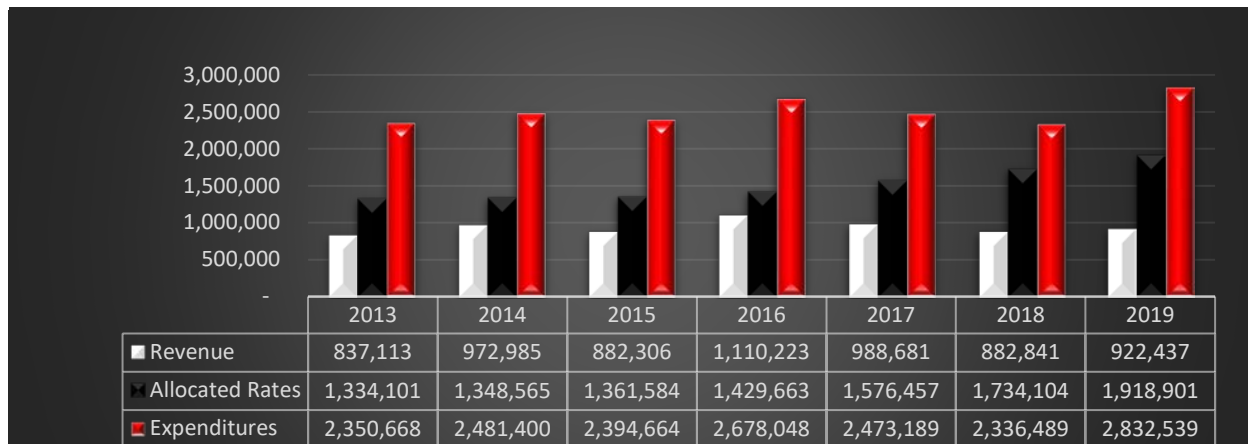
2019 Expenditures	
AMOUNT DESCRIPTION	ACTUAL
Employee Wages/OT	\$1,308,527
Employee Benefits	\$563,745
Contracts, Professional Services	\$274,459
Travel/Training	\$15,064
Services/Supplies/Miscellaneous	\$13,495
Intergovernmental Costs (rates)	\$428,124
Totals	\$2,562,223



E. 911 Communications & Radio-Intergovernmental cost

911 Comm-Intergovernmental Costs:		Radio Intergovernmental Costs:	
Info Services	\$168,616	Info Services	\$9,960
Radio Services	\$140,852	HR	\$1,000
Roads	\$30,000	ER&R-MP	\$5,328
Postage	\$3,345	Postage	\$34
HR	\$11,191	Op Rentals	\$0
Op Rentals	\$1,980	ER&R-IT	\$780
ER&R-IT	\$13,788	Self-Insurance	\$4,237
Self-Insurance	\$6,729	County Ins	\$9,183
County Ins	\$10,729	Unemployment	\$473
Unemployment	\$4,435	Facilities	\$930
Facilities	\$36,459	Total	\$31,925
Total	\$428,124		

F. 911 Communications Historical Fund Data



2013-2019 Revenue and Expenditures - Comm Center

REVENUE		2013	2014	2015	2016	2017	2018	2019
Total Other Revenue		837,113	972,985	882,306	1,110,223	988,681	882,841	922,437
% Change Communication Revenue			16%	-9%	26%	-11%	-11%	4%
EXPENDITURES		2013	2014	2015	2016	2017	2018	2019
Total Communications Operations Cost		2,350,668	2,481,400	2,394,664	2,678,048	2,473,189	2,336,489	2,832,539
% Change Communications Operations			6%	-3%	12%	-8%	-6%	21%
Total Communications Cost less Other Revenue		1,513,555	1,508,415	1,512,358	1,567,825	1,484,508	1,453,648	1,910,102
Rates Charged to Law and Fire		1,334,101	1,348,565	1,361,584	1,429,663	1,576,457	1,734,104	1,918,901
% Change in Rates Charge			1%	1%	5%	10%	10%	11%
Total Use of Fund Balance		(179,454)	(159,850)	(150,774)	(138,162)	91,949	280,456	2,834
Cumulative Total Use of Fund Balance		(179,454)	(339,304)	(490,078)	(628,240)	(536,291)	(255,835)	(253,001)

G. 2019 USER RATES

2019 COMMUNICATIONS RATES		
FIRE	2019 Rate	Quarterly Rate
Fire -Riverside Fire Authori	195,944.00	48,986.00
Fire District #48 Chehalis	84,865.00	21,216.25
Fire District #1 Onalaska	17,943.00	4,485.75
Fire District #2 Toledo	27,990.00	6,997.50
Fire District #3 Mossyrock	13,873.00	3,468.25
Fire District #4 Morton	18,155.00	4,538.75
Fire District #5 Napavine	50,574.00	12,643.50
Fire District #6 Chehalis	40,267.00	10,066.75
Fire District #7 Vader/#20	17,553.00	4,388.25
Fire District #8 Salkum	20,923.00	5,230.75
Fire District #9 Mineral	4,966.00	1,241.50
Fire District #10 Packwood	9,509.00	2,377.25
Fire District #11 Pe Ell	6,562.00	1,640.50
Fire District #13 Boistfort	5,080.00	1,270.00
Fire District #14 Randle	11,772.00	2,943.00
Fire District #15 Winlock	39,404.00	9,851.00
Fire District #16 Doty	3,191.00	797.75
Fire District #18 Glenoma	7,099.00	1,774.75
Fire Total	575,670.00	143,918

2019 COMMUNICATIONS RATES		
LAW	2019 Rate	Quarterly Rate
SO -Lewis County-LCSO	457,302.89	114,325.72
PD Centralia	561,470.43	140,367.61
PD Chehalis	232,781.88	58,195.47
PD Morton	26,327.32	6,581.83
PD Mossyrock	3,143.16	785.79
PD Napavine	14,896.43	3,724.11
PD Pe Ell	3,868.50	967.13
PD Toledo	16,750.09	4,187.52
PD Vader	3,425.24	856.31
PD Winlock	23,264.76	5,816.19
Law Total	1,343,230.70	335,807.68

V. SERVICES

A. RADIO SERVICES

Radio Service staff maintain and service a network of 22 communications sites throughout the county that provide first responder radio coverage.

Additionally, they provide local trouble-shooting services (and limited technical assistance) to outside vendors to assist in identifying and making emergency repairs when equipment fails in the Communications Center.

In 2019, they continued maintenance of mobile, portable and fixed base radio equipment for the county and agencies supported by contract.

The Radio Services Administrator manages the Homeland Security equipment grants. This includes researching models, purchasing equipment, preparing/maintaining records, and includes installation of anything pertaining to the backbone communications system. (Contract records are maintained by the 911 Communications Center Office.)

B. 911 COMMUNICATION CENTER SERVICES

1. 2019 911 Communications Center Services Provided

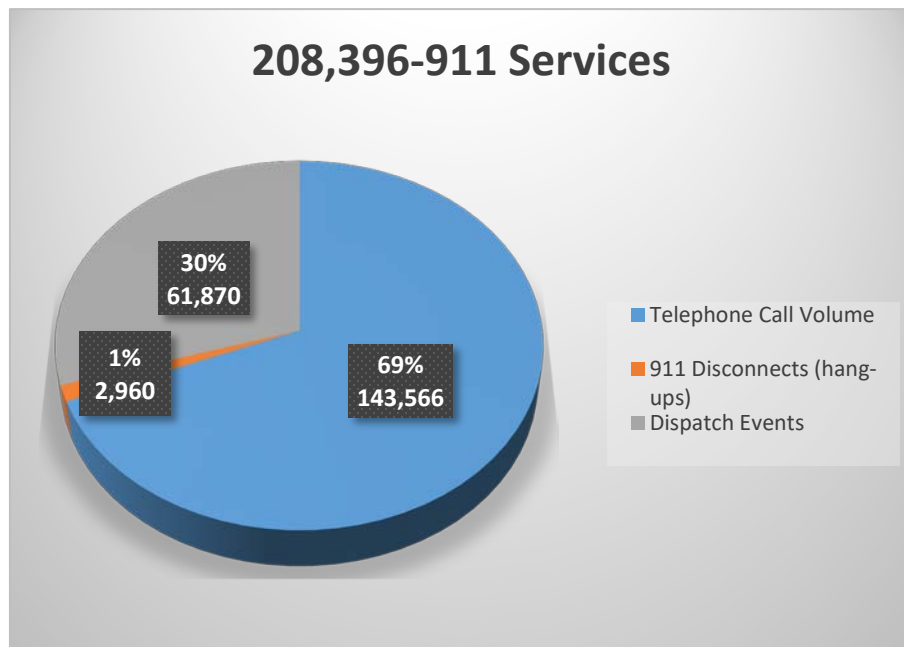
The 911 Communications Center performs communications services for all Lewis County response groups.

a. Total 2019 Calls/Dispatch Services

Three types of services were tracked for this report: Dispatch Events, Telephone Call Volume (emergency and administrative), and 911 Disconnects (hang-ups). In 2019, the total number of these three tracked services was 208,396.

2019 911 Services

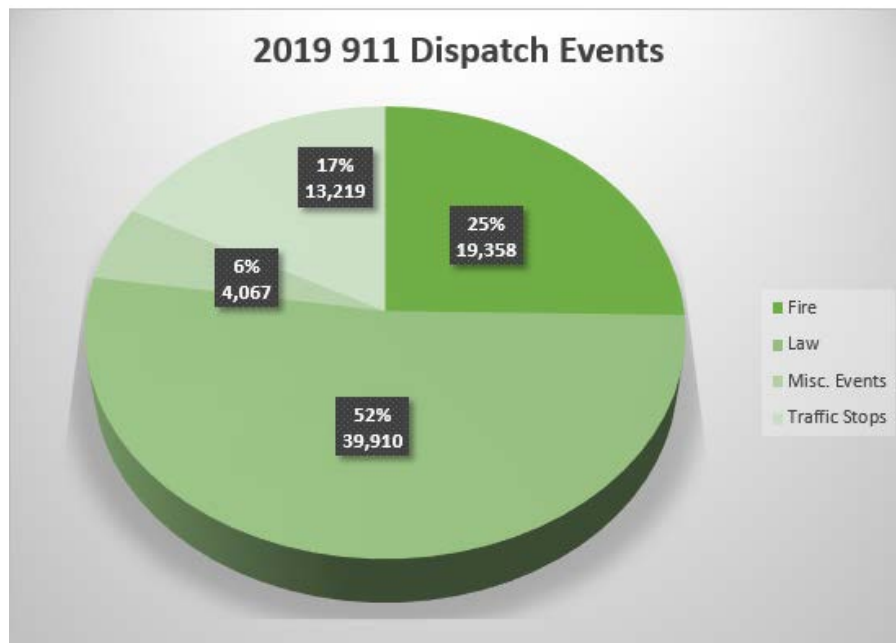
Telephone Call Volume	143,566
911 Disconnects (hang-ups)	2,960
Dispatch Events	61,870
2019 Tracked Services	208,396



b. **DISPATCH EVENTS**

2019 911 Dispatch Events

Fire	19,358
Law	39,910
Misc. Events	4,067
Traffic Stops	13,219
2019 Tracked Services	76,554



VI. CAPITAL IMPROVEMENTS

A. 911 COMMUNICATIONS CENTER

- **Installation of new FLEX Computer Aided Dispatch Servers- complete**
Replaced existing Spillman Servers. These servers not only aid 911 Communications in dispatching calls, they are connected to every first responder in Lewis County. This project was purchase by Lewis County Communications out of existing fund balance at the cost of \$220K.

VII. PERSONNEL

A. 911 COMMUNICATIONS CENTER

1. Lewis County 911 Communications and the Lewis County Dispatchers Guild were able to ratify a new Collective Bargaining Agreement in 2019. The previous contract had expired four years prior. This ratified contract is for three years, providing much needed stability to staff and management alike.

2. A standardized training manual and program was completed. Each Telecommunication Officer has received a new training manual and testing is conducted frequently.

3. Quality Assurance is being conducted according to the National Emergency Number Association guidelines. Three categories are rated for every Telecommunication Officer: Law call taking, Fire call taking, EMS call taking. The staff finished the year scoring 91% of all call taking requirements as set by the National Emergency Number Association.

4. 2019 Inquiries

In 2019, the Lewis County 911 Communications Center did not receive any inquiries (grievances) from the public. However, there were 13 grievance inquiries from response groups.

Each inquiry was thoroughly investigated and resulted in a finding of:

- Sustained
- Sustained with Mitigating Factors (A finding of Sustained with Mitigating Factors would be the result of an inquiry with merit but the resulting investigation revealed the actions during the incident were reasonable.)
- Not Sustained
- Unfounded.

The 13 inquiries resulted in the following findings:

8	Sustained
2	Sustained with Mitigating Factors
0	Not Sustained
3	Unfounded

There was a 72% reduction from 2018 in sustained and sustained with mitigating factors categories.

5. Public Education

The Lewis County 911 Communications Public Education Officers attended events to further the message of the proper use of 911 and several other topics.

Safety City

As part of our goal to provide public education, we participated in the 2019 Safety City Program. This program partners with other Lewis County Emergency Services Agencies to provide education in 5 focus areas. The focus areas are 911 emergencies, street safety, school bus safety, boating safety and railroad safety. The 911 program's focus is to educate students preschool-3rd grade about emergency services. Students were taught what an emergency is, how to call 911, when to call 911 and what to say. Our 2019 Safety City event reached over 850 students from 14 Lewis County schools. This was an increase of over 200 students from 2018.



Mossyrock High School Mock-Distracted Driving

In 2019, we also participated in a mock-distracted driving presentation in partnership with Mossyrock High School leadership students. This presentation reached approximately 250 students from Mossyrock & White Pass High Schools. The primary focus of this event was to teach high school students the dangers of driving distracted.



Southwest Washington Fair

Our community outreach efforts continued at the Southwest Washington Fair. At our information booth, we engaged with approximately 2,300 citizens of all ages. We provided activities focused on teaching citizens about 911 emergencies, knowing their location, and how to call 911. Staff from the 911 Communications Center were on hand to answer general questions throughout the duration of the fair.



2019 Annual Award Recipients





911 Communications administrative staff, L-R: Scott Mattoon, Radio Services Administrator; Patty Marsden, Operations Chief; Kelly Sneed, Administrative Assistant; Scott Smitherman; Administrator, 911 Communications/Radio Services