



VALLEY COMMUNICATIONS CENTER 2019 ANNUAL REPORT



INTRODUCTION

I am pleased to share with you the 2019 Annual Report outlining the activities and accomplishments of Valley Communications Center, the 911 call answering and emergency services dispatch center serving South King County residents, workers and public safety agencies.

Valley Com continues to benefit from strong governance support. The mayors of our five owner cities of Auburn, Federal Way, Kent, Renton and Tukwila, serve as the Administration Board and provide guidance and direction to the Center. An Operations Board, consisting of police and fire chiefs from the owner cities and contract agency representatives, provide guidance on the operational policies and practices of the Center. Together, these Boards recognize the critical role Valley Com has in the delivery of 911 emergency services. I appreciate their support and partnership.

The heart and soul of Valley Com continues to be the talented men and women who are here to answer the 911 call and dispatch police, fire and medical resources to the scene of an emergency. In addition, we have a dedicated team of personnel to provide technical and administrative support to ensure these "first of the first-responders" have the tools and abilities required to serve the public. My thanks to this collective group of individuals who work so hard to carry out the mission of this Center.

I hope you will find this Annual Report informative. If you have any questions, please contact me at LoraU@valleycom.org.



2019 LEADERSHIP

VCC ADMIN BOARD

Mayor Nancy Backus,
Auburn

Mayor Jim Ferrell,
Federal Way

Mayor Dana Ralph,
Kent

Mayor Denis Law,
Renton

Mayor Allan Ekberg,
Tukwila

VCC OPERATIONS BOARD

Chief Bill Pierson,
Auburn Police

Chief Ken Thomas,
Des Moines Police

Chief Andy Hwang,
Federal Way Police

Chief Rafael Padilla,
Kent Police

Chief Keith Keller,
King County Medic One

Chief Matthew Morris,
*Puget Sound
Regional Fire Authority*

Chief Ed VanValey,
Renton Police

Chief Rick Marshall,
Renton Regional Fire Authority

Chief Al Church,
South King Fire & Rescue

Chief Jay Wittwer,
Tukwila Fire

Chief Bruce Linton,
Tukwila Police

Chief Brent Swearingen,
Valley Regional Fire Authority

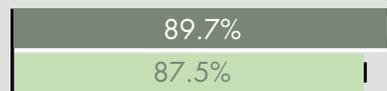
Chief Charlie Krimmert,
Vashon Fire

SCORECARD

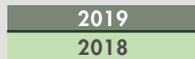
OPERATIONS

INDUSTRY 911 CALL ANSWERING STANDARD

DESIRED GOAL: Answer 90% of calls within 10 seconds

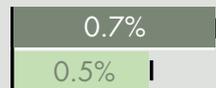


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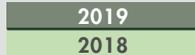


QUALITY ASSURANCE

DESIRED GOAL: 2% of calls receive a quality review



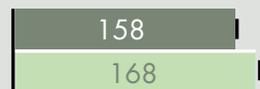
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AVERAGE CALL OCCUPATION TIME

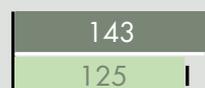
DESIRED GOAL: Reduce time duration on calls while gathering pertinent information

911 Average Call Occupation in Seconds:

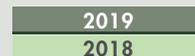


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10-Digit Average Call Occupation in Seconds:



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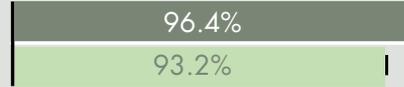


Source: 2019 VCC Operational Data

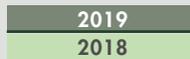
CUSTOMER AGENCY

CUSTOMER APPRECIATION

Metric: % who are "Extremely Satisfied," "Very Satisfied," or "Somewhat Satisfied" in the value of services provided by VCC

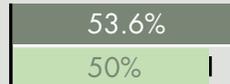


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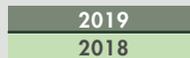


AGENCY APPRECIATION

Metric: % who are "Extremely Confident" or "Very Confident" in the representation of their interests

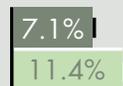


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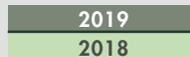


TECHNOLOGY FORESIGHT

Metric: % who identified "A contact at VCC" as the most reliable source of information about emerging technologies and services in the realm of public safety



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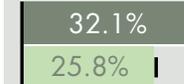


Source: 2019 VCC Customer Satisfaction Survey
Sample Size: 28 Responses

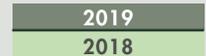
EMPLOYEES

EMPLOYEE RETENTION

Metric: % who plan to continue to work at VCC for 10+ years

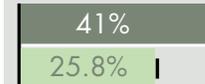


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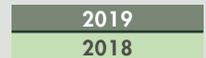


SUPPORTIVE WORK ENVIRONMENT

Metric: % who "Strongly Agree/Agree" that VCC has a supportive work environment



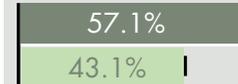
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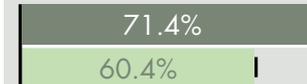
EMPLOYEE APPRECIATION

Metric: % who "Strongly Agree/Agree" their work is appreciated by Management, Immediate Supervisor, and the Media

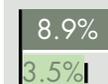
Management



Immediate Supervisor



Media



TREND +



Source: 2019 VCC Employee Satisfaction Survey
Sample Size: 56 Responses

STRATEGIC PLAN IMPLEMENTATION

2019 UPDATE

Next Generation Valley Com: Roadmap 2023 is organized around six guiding principles and six goals in order to achieve our vision of being an industry-leading, regional public safety hub with a team of dedicated public safety professionals working together to provide our community with responsive and coordinated emergency and other essential services. The plan and accompanying implementation guide were developed in 2018 and had wide participation from employees, partner agencies and other 911 Centers in the region.

As this annual report will show, work in 2019 was centered around the plan and the guiding principles that literally guided our decisions and actions. As we worked through the

short-term initiatives, we reaffirmed goals and identified where strategies needed to be modified, either right then or in the future, to align with current conditions or to better clarify intent.

The Center has accomplished much in the last year and we are proud of the good work that has been done. Call Receivers, Dispatchers, Supervisors, Technical and Administrative Staff, and Labor leadership have all embraced this effort and contributed to a successful first year. We remain committed to working through the remaining initiatives in the next four years to continue our work to position Valley Com 911 as an industry-leading agency.

Guiding Principles



Reliability – We are always there when you need us.

Transparency – We are direct and clear in all our decision making and communication.

Compassion – We look out and care for each other with genuine concern.

Accountability – We are responsible and respectful stewards of the contracts and expectations of our partners and the public.

Teamwork – We foster understanding, support, collaboration, and professionalism across our organization.

Continuous Improvement – We will constantly improve and innovate our services by regularly reviewing performance and investing in our staff.



STRATEGIC PLAN IMPLEMENTATION

YEAR ONE MILESTONES

G1 | Public Safety Governance & Communication

- Executive Leadership attending regional advisory meetings.
- Expand Community Involvement via social media connections.
- Adjusted governance with addition of police, fire and EMS membership on the Administrative Board and EMS membership on Operations Board.

G2 | Trust & Team Building

- Established regular Supervisor/Com Room One-on-One meetings as an opportunity for two-way feedback.
- Holding monthly Leadership Team Meetings with Management and Labor Leadership.
- Implemented platform for all to recognize the contributions of others and for supervisors to transparently track interactions with employees.
- Established committee to administer formal employee recognition.
- Incorporated process for employees to provide feedback of supervisor performance.

G3 | Current & Future Services

- Statement of Impact document and process created
- Completed evaluation and adjustments to long-standing funding model setting the stage for development of service level agreements with all agencies.

G4 | Support & Resources

- Implemented platform for supervisors to share day-to-day activities in support of situational awareness.
- Established an employee Wellness Committee to communicate and promote wellness, earning the AWC Well City status for year 2020.
- Established committee of employees to provide feedback on proposed policy and operational changes that may impact workflow.
- Established process to collect and analyze call answering data and trends.

G5 | New Technologies and Services

- Launched pilot of ESRI based dashboard allowing field units greater situational awareness.

G6 | Data Management & Access

- Implemented Power DMS for searchable database for policies, memos, and information.
- Implemented web-based public records platform allowing streamlined delivery of public records requests.

CHALLENGES

Challenges

The challenges facing Valley Com are shared by the 911 Community nationwide.

Staffing – Human Talent

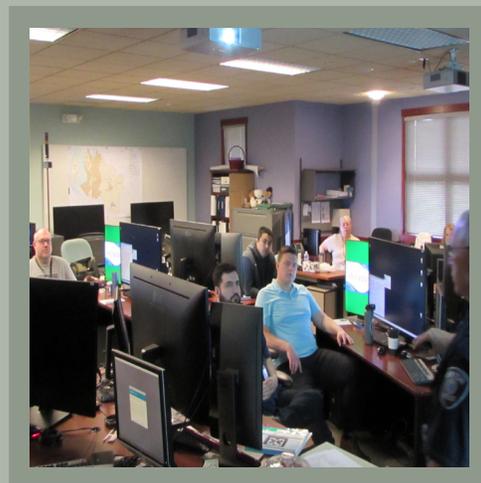
- Finding, hiring and retaining qualified employees to adequately staff the Center; reducing impacts of exhausting staff with overtime
- Managing the pace of change at an operational level; Next Generation 911 impacts of receiving text, videos and telematics (crash-data), changes and upgrades in technology that alter the way employees interact with systems
- Managing negative impacts to employee mental health due to work-related trauma experiences

Financial Challenges

- Rising costs associated with increasing pace of change of technology
- Personnel costs; staying competitive in the Seattle Metro job market
- Ability to meet and support customer agency demand for new and improved technologies and service offerings within capabilities and availability of existing technology staff

Security – Physical and Cyber

- Ensuring our network security is reliable, resilient and protected in the face of evolving and increasing cyber-security threats
- Ensuring the physical safety of employees and visitors as worker violence and active threats increase nationwide



ACCOMPLISHMENTS

Accomplishments

The accomplishments achieved by Valley Com are shared by leadership, staff, and partner agencies.

Strategic & Regional Planning

- Successful Year 1 of Roadmap 2023 with 19 of 24 Short Term initiatives achieved and incorporated into organizational culture
- VCC governance reviewed resulting in adjustment of Administration Board to include representatives from Fire, Police and EMS
- VCC funding formula reviewed, resulting in adjustment to reflect impacts of city fire departments becoming regional fire authorities
- Participated in the Tri-County Complex Coordinated Terrorist Attacks (CCTA) Grant Program
- Joined the Houston-Galveston Area Council Cooperative Purchasing Program to expedite certain purchases and ensure competitive pricing

Tech Implementation

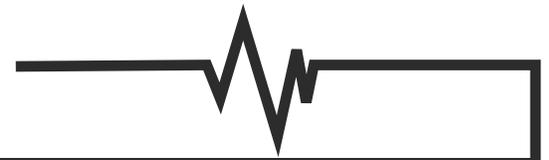
- ESRI dashboard deployed providing situational awareness for customer agencies
- Completed Computer Aided Dispatch (CAD) 2.9.2 upgrade
- Cut over to the State's Emergency Service IP Network (ESInet II) to allow for more 911 information flow and more flexible emergency call routing options
- Deployed RapidSOS Portal to provide more precise location information of cellular callers

Center Development

- Promoted two Dispatchers to Supervisors
- Promoted eight Call Receivers to Dispatchers
- Held two Call Receiver Academy classes introducing a total of 14 new employees
- Held a Community 911 Day to introduce the public to 911
- Completed the Admin Remodel project improving the working space for administrative staff
- Earned Government Finance Officer Association (GFOA) Distinguished Budget Presentation Award, the highest form of recognition in governmental budgeting

"My thanks to this collective group of individuals who work so hard to carry out the mission of this Center." ~ Executive Director, Lora Ueland

EXCEPTIONAL STORIES



In keeping with Valley Communication Center's newly adopted strategic plan, the Management Team has chosen to recognize three employees whose embodiment of the Center's Guiding Principles is exceptional. These employees exemplify a commitment to the principles of Reliability, Transparency, Compassion, Accountability, Teamwork, and Continuous Improvement.

Communications Officer I (COI) **Lorrie Broming** exemplifies Valley Com 911's guiding principles compassion, teamwork and continuous improvement for her dedication to the job and her proactive approach to improving operations.

Lorrie volunteers for several committees including the Recognition, Safety, Employee Sounding Board and SOP Advisory Committees. She is passionate about recognition and is always looking for new ways to celebrate her peers. Lorrie organizes team activities, cooks breakfast for on-duty staff and even handmakes personalized ornaments for all com room employees during the holiday season.

Lorrie is willing to drop whatever she is doing to help a peer or volunteer for a special project. She genuinely treats everyone with kindness and respect. She is welcoming to new call receivers offering advice or geography expertise.

Lorrie is detail oriented and uses her critical eye to review policies and training materials. Not only does she recommend changes to bring policy and practice into compliance, she rewrites it for you too! Lorrie is an all-around exemplary employee.



Lorrie Broming

"Lorrie shows her care for her fellow employees in many ways. I don't think her coworkers have an idea of how much she does here of her own volition. She is a leader and a luminary in a league of her own." ~ Supervisor I, Veronica Arrants

EXCEPTIONAL STORIES



Supervisor I **Matt Conneway** personifies Valley Com 911's guiding principle of continuous improvement for the positive changes he has made within the Safety Committee. As a newly promoted supervisor, Matt was tasked with chairing the committee in January 2019. The committee is responsible for the inventory and upkeep of emergency supplies, tracking injury reports and the overall protection of employees.

Since Matt has taken over, he has scheduled regular team meetings, assisted in updating applicable policies and facilitated an OSHA review to ensure Valley Com follows the expected standards. As the chair of the committee, he coordinates regular Center wide communications providing safety tips during times of inclement weather or other scenarios in which the committee deems necessary.

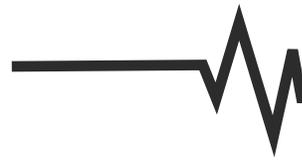
In his first year as a supervisor, Matt easily transitioned into the role welcoming his new responsibilities with optimism. He has taken a committee that was stagnant and turned it into a high functioning team that is focused on the wellbeing of the Center and its employees.



Matt Conneway

*"**Matt** never backs down from a challenge! He is eager to problem solve and learn new things which is a great trait to have as a supervisor." ~ Operations Manager, Angee Bunk*

EXCEPTIONAL STORIES



If you are looking to get a job done, Amy's the one. **Amy Leaitu** is the Center's Human Resources Analyst and has been with us since 2016. Amy has proven herself to be a valuable member of the Valley Com team. Amy's HR responsibilities include recruiting, benefits administration, and employee wellness. She also supports payroll processing.

Through her hard work Amy successfully lead the Center's efforts in earning our first Well City Award from the Association of Washington Cities and was able to get our training program recognized by the Department of Veteran's Affairs. This has not only made Valley Com a preferred employer for our Veteran's it provides them with additional financial resources as they transition back into civilian life.

Amy is often the first contact many of our potential employees make when they apply. Recently a newer employee commented that Amy made Valley Com their employer of choice, "her efforts made Valley Com stand above other potential employers. She communicated and responded quickly and efficiently. Her efforts stood out and contributed to making it feel that Valley Com genuinely wanted me to be a part of the team".



Amy Leaitu

"Amy's greatest attribute is the way she treats people. Whether it is the candidate navigating our long hiring process or the employee retiring with 30-plus years of service. Amy show's them same level of courtesy and respect." ~ HR Manager, Sean Morrow

AWARDS & CELEBRATIONS

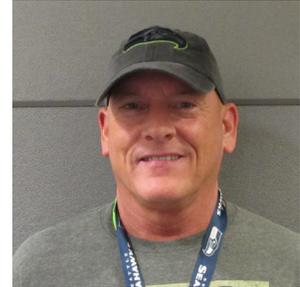


Valley Com recognizes these individuals for exemplifying excellence in one or more of the Guiding Principles: Reliability, Transparency, Compassion, Accountability, Teamwork and Continuous Improvement. In 2019, the following employees were recognized:

Employee of the First Quarter

Hank has been with Valley Com for 29 years, he was nominated in the category of Reliability, Compassion and Teamwork. In his nomination it was noted that "Hank is calm and unwavering while dispatching calls and fielding unit requests, even on the busiest consoles". "He is always helpful, kind and calm with angry, excited or frightened callers".

Also nominated for the 1st Quarter was Olivia Manu.



Hank Anthony

Employee of the Second Quarter

Tara has been with Valley Com for almost 20 years, she was nominated in the category of Reliability, Compassion, Accountability and Teamwork. In her nomination it was noted that "Tara Massey's commitment to Valley Com and its core values is unprecedented. She is the epitome of reliability, professionalism, and dependability." "Tara's interactions with dispatchers and call receivers is always cooperative and with the best intent."

Also nominated for the 2nd Quarter were Cece McGuire (receiving 2 nominations), Sarah Lawson, Amy Leaitu, Olivia Manu, Tracy Fitzgerald, Sydney McGlothlen, Laura Hall, Laura Blechen, and Donna Bourne.

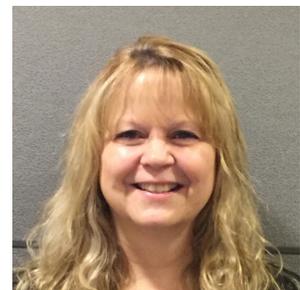


Tara Massey

Employee of the Third Quarter

Tracy has been with Valley Com for 8 years, she was nominated in the category of Reliability, Accountability, and Continuous Improvement. In her nomination it was noted "Tracy's "can do!" attitude, willingness to take on any assignment given, efficiency and resourcefulness are above par!" "She tackles any assignment given, will interrupt her normal duties to jump in and help others and is happy to assist at any time."

Also nominated for the 3rd Quarter was Cece McGuire.



Tracy Fitzgerald

AWARDS & CELEBRATIONS



Employee of the Fourth Quarter and 2019 Employee of the Year

Cece has been with Valley Com for nearly 12 years, she was nominated in the category of Reliability, Transparency, Compassion, Accountability and Teamwork. In her nomination it was noted that " When it comes to getting the job done, officer/ firefighter/citizen safety and staying on top of accurate information being given to responding units Cece is no nonsense. She is thorough and leaves nothing unclear. In regards to teamwork and having a cooperative work atmosphere, Cece's sense of humor and genuine care for her coworkers add a greatly appreciated positive element to the daily grind of operations and eases the stress in our often difficult and exacting work environment."



Cece McGuire

Also nominated for the 4th quarter were Lorrie Broming (receiving 3 nominations), Joe Martinez, Jeff Valdanbrini, Tatyana Bogush-Stakhov, Christina Fisher and Megan Hoang.

Between the thin Red line and the thin Blue line,

Lies the **Thinnest Gold** line.

The calm voice in the dark night.

AWARDS & CELEBRATIONS



EMS/Exemplary Sustained Performance Award

Yvonne started her career as a Telecommunicator in 2008 as a Call Receiver. Throughout her 12 years at Valley Communications Center, she has displayed professionalism and compassion for the public and agencies she serves as well as those she works close to within the center. She consistently seeks ways to improve the service that is provided by asking questions and offering suggestions.



Yvonne Sparacio

Prior to Valley Com, Yvonne spent 4 years with Tri Med Ambulance as an EMT and 4 years in the trauma center at St Joe's Hospital. In addition to maintaining her EMT certification, she also acts as the Assistant Medical Director for the Special Olympics Medical Team, volunteers at the Pierce County EOC, and participates on the Western Region EMS and Trauma Care Counsel. Additionally, Yvonne is an active member of the Valley Com Mentor Program for new hires and Co-Team Lead of the Peer Support Team at the center, taking the initiative to reach out to her peers and offer general help or words of encouragement during difficult times.

Yvonne supports the CBD guidelines and makes prompt and efficient decisions when processing EMS calls all while remaining professional and compassionate in her interviews. She supports the direction provided by KC EMS and center leadership by assigning appropriate levels of response, giving pertinent vital points and prearrival instructions, and assigning accurate IDC codes.

EMS of the Year/Critical Incident of the Year Award

This call came in as **Shauna** was training a newly hired call receiver. The reporting party (RP), the teenaged neighbor, called regarding an infant turning blue, not breathing normally and slow to respond. After the trainee verified the address, initiated a response, and began the interview, Shauna took over the call to promptly and effectively provide emergency prearrival instructions.



Shauna Stark

As Shauna provided the instructions to the RP, he quickly and calmly relayed them to the patient's mother. Shortly after initiating choking guidelines, the infant could be heard crying in the background and relief was expressed by the patient's family. Shauna continued to be assertive with the instructions while also presenting a compassionate and encouraging tone. When aid arrived, Shauna took the time to show gratitude for the maturity and calmness the RP displayed and even encouraged him to seek out public safety as a career!

Shauna began her public safety career in 1999 when she joined Valley Communications Center as a call receiver. In her nearly 22 years of service, she has displayed a passion for providing high quality customer service and performance. She reacts promptly and professionally to the varying types of calls she receives but always remains calm and confident while displaying an abundance of compassion. Shauna supports and follows the CBD guidelines and provides feedback when a process can be improved and is valuable in training guideline expectations.

AWARDS & CELEBRATIONS



WASHINGTON STATE APCO/NENA CHAPTER Telecommunicator Sustained Superior Performance

Marean Dussert

Like APCO International, the Washington State Chapter of APCO/NENA recognizes professionals who serve within the State. The four categories are Technician of the Year, Team of the Year, Telecommunicator Sustained Performance and Telecommunicator Handling of a Critical Incident.

Marean was recognized at the October 2019 Annual State Conference in Kennewick, WA.



Also nominated were:

Telecommunicator of the Year for Sustained Performance: Jennifer Gildehaus.

Team of the Year: Marean Dussert, Scott Castonguay, Kristen Snow and Donna Bourne for a multi-jurisdictional pursuit of a Seattle shooting suspect.

Team of the Year: Jeremy Vanek, Chancli Conaway, Misty Atkinson, Mark Elliott and Sheryl Kowalczyk for handling a pursuit resulting in an officer involved accident and a second officer down who ultimately lost his life.

Critical Incident: Whitney Vordahl for a tragic domestic violence call.

Critical Incident: Jason Gardner for a Kent shooting with 3 separate victim locations.

Thank you for your service and best wishes in your future endeavors!



Donna Bourne
23 Years



Mary Quinn
28 Years



Kristi Smith
28 Years

AWARDS & CELEBRATIONS

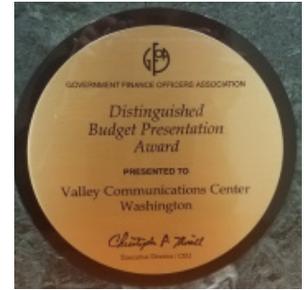


GOVERNMENT FINANCE OFFICERS ASSOCIATION Distinguished Budget Presentation Award

The Government Finance Officers Association (GFOA) represents public finance officials throughout the United States and Canada deeply involved in planning, financing, and implementing thousands of governmental operations. GFOA's mission is to advance excellence in public finance. GFOA established the Distinguished Budget Presentation Awards Program in 1984 to encourage and assist state and local governments to prepare budget documents of the very highest quality that reflect both the guidelines established by the National Advisory Council on State and Local Budgeting and the GFOA's best practices on budgeting and then to recognize individual governments that succeed in achieving that goal.

Valley Communications Center has received the Distinguished Budget Presentation Award for the 2019-2020 budget document. It's the first budget award in the history of our Center and is the highest form of recognition in governmental budgeting for excellence. The award represents a significant achievement for our Center that is worth celebrating! Check out a video on the VCC website from the GFOA Executive Director congratulating Valley Communications Center on winning the Budget Award!

As part of issuing the Distinguished Budget Presentation Award for the 2019-2020 budget document, GFOA also recognized **Tatyana Bogush-Stakhov**, VCC Finance Manager, with a Certificate of Recognition for Budget Preparation.



**Finance
Department**

WASHINGTON FINANCE OFFICERS ASSOCIATION Professional Finance Officer Award

The Washington Finance Officers Association (WFOA) promotes excellence in governmental finance through leadership, education and communication for the public benefit. WFOA's Professional Finance Officer Recognition program provides an opportunity for members to be recognized for their continued professional development and achievements in the governmental finance arenas. WFOA sunset this program in 2019 and recognized Tatyana Bogush-Stakhov, VCC Finance Manager, for earning the annual Professional Finance Officer award for 11 consecutive years! The award is not automatic and requires ongoing educational and professional excellence on the part of each and every individual receiving the award.



**Tatyana
Bogush-Stakhov**

PROMOTIONS



Valley Com is fortunate to have exceptionally qualified staff from which to select for promotional opportunities. In 2019, the following promotions occurred:



**Crystal Zietzke
Mark Elliott**



**Emily Judd
Andrea Mortenson**



**Sydney McGlothlen
Teresa Voss-Curry**

Supervisor I

Crystal Zietzke; Mark Elliott

Responsible for day-to-day functions of the Communications Room and employees. A team of Communications Officer I (Call Receivers) and II (Dispatchers) report to Supervisor I.

Dispatcher

**Emily Judd; Andrea Mortenson; Sydney McGlothlen;
Teresa Voss-Curry; Brooke Johnson; Ariel Higuera;
Marcia Tschida; Vanessa Young;**

Responsible to dispatch calls for service to police, fire and EMS personnel via radio and monitor status via computer aided dispatch (CAD) system.



Brooke Johnson



Vanessa Young



Marcia Tschida



Ariel Higuera



In conjunction with the VCC Strategic Plan, maintaining connection and supporting public safety governance, community, and industry associations are essential. In 2019, the following connections were achieved:

Puget Sound Emergency Radio Network (PSERN)

Board Member

PSERN is a state of the art, land mobile radio communication system that will provide voice communication and limited data capabilities for first responders and other essential service providers in King County and replaces the aging and obsolete system in use today. Representing the five VCC Owner Cities, Director Ueland is one of four voting Joint Board Members, along with representatives from King County, City of Seattle and the Eastside Public Safety Communications Agency, The Board provides project oversight by making budget decisions, setting policy and overseeing the project schedule.



**Contributions by
Lora Ueland**

Community Connectivity Consortium (C3) Board

Board Secretary

C3 is a regional, non-profit organization comprised of cities, universities, school districts, hospitals and 911 Emergency Communications Centers (PSAPs) to provide resilient, secure and available connectivity to meet the needs of our community institutions. Valley Com 911 uses C3 fiber for high-speed connectivity to our back-up 911 facility in Renton, part of our continuity of operations plan. VCC is also one of six node-hosts for the network.

King County E-911 Regional Advisory Governance Board (RAGB)

President

Established by King County Council in 2018, the RAGB is charged with informing and advising the King County E-911 Program Office, the King County Executive, and the King County Council on the regional E-911 system. Lora is currently serving as Chair of the Board.

Washington Chapter APCO/NENA

President

The mission of the Chapter is to lead, learn and leverage our collective influence for the benefit of the 911 profession, the public-safety workforce and the public. Director Ueland is serving as President in the 2019-2021 term.

Rotary Club of Renton

Member

A Past-President of the club, Rotary's mission is service above self in the Renton community and beyond. Lora has been a member since 2012.

Sunset Area Transformation Advisory Council (City of Renton)

Charter Member

Representing Valley Com 911, Renton Rotary and Sunset Community Church, Lora is a Charter member of the Advisory Council which exists to provide input to City leadership on efforts to improve the diverse Sunset neighborhood in the Renton Highlands.



**Contributions by
Mary Sue Robey**

APCO International Group Leader Chair

The mission of Association of Public-Safety Communications Officials (APCO) is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit the members and the public. Mary Sue currently serves as the Chair of Group Leaders acting as a liaison between the Board of Directors and the committees overseeing the associations committee work.

Washington Chapter APCO/NENA Westside Ambassador

The mission of the Chapter is to lead, learn and leverage our collective influence for the benefit of the 911 profession, the public-safety workforce and the public. Mary Sue is serving as Westside Ambassador, and works on the Conference and the Member Chapter Services Committees.

Commission on Accreditation for Law Enforcement Agencies (CALEA) Assessor

The mission of CALEA is to improve the delivery of public safety services by maintaining a body of professional standards that support the administration of accreditation programs. Mary Sue is a CALEA Site-Based Assessment Team Member ensuring 911 Communication Centers around the country meet the best practice standards set by the Commission.

Kent Food Bank & Emergency Services Board of Director

The mission of the Kent Food Bank and Emergency Services exist to serve the citizens of the Greater Kent Area. Mary Sue serves on the Board of Directors representing Valley Com.

King County EMS Advisory & Levy Committee Committee Member

Deputy Director Vonnie Mayer participates on these regional committees – both focused on short term and long-term planning for the delivery of emergency medical services. The committees provide Valley Com 911 a voice in how we deliver lifesaving pre-hospital care.



**Contribution by
Vonnie Mayer**

Regional Communications Board (RCB) Alternate Board Member

The Regional Communications Board is responsible for central coordination of radio services and was created in 1993 by an interlocal agreement, which states the terms under which the RCB and its participating members will govern the system. Lamanna, represents Valley Communications Center as one of 4 partners; Eastside Public Safety Communications Agency (EPSCA), City of Seattle, and King County that makes up the Regional Communications Board.

**Contribution by
Dino Lamanna**



**Contributions by
Angee Bunk**

PSERN Operations Board Board Member

The PSERN Operations Board is an advisory committee comprised of members that are considered the link between the PSERN Project and radio system users. They advise the Joint Board on operational matters. Operations Manager Angee Bunk serves on this board and represents Valley Communications' cities.

Central Area Puget Sound Interoperability (CAPSI) Oversight Committee Committee Member

Operations Manager Angee Bunk serves as a member of the CAPSI Oversight Committee. This committee is responsible for the management of the Tactical Interoperable Communications Plan (TICP). The TICP was created for the Central Area Puget Sound Region which includes King, Snohomish, Pierce and Kitsap counties and is intended for use by first responders and may be used by governmental or non-governmental organizations and personnel requiring communications or coordination during an incident or planned event.

APCO International Awards Committee Member

The mission of Association of Public-Safety Communications Officials (APCO) is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit the members and the public.

Tri-County Complex Coordinated Terrorist Attacks (CCTA) Workgroups Communications Workgroup Members: Angee Bunk and Denese Moore

King County Emergency Management was awarded a FEMA grant to prepare communities in King, Pierce and Snohomish counties in the event of a Complex Coordinated Terrorist Attack. Operations Manager Angee Bunk and Supervisor II Denese Moore are both members of the Communications Workgroup. Denese is also part of the Training Workgroup while Angee participates on the Exercise Workgroup. Angee also serves as a backup on the Oversight Committee. Several call receivers and dispatchers participated in drills and training as part of CCTA during 2019 as well.



**Contributions by
Denese Moore**

APCO International Awards and Professional Development Events Committee Member

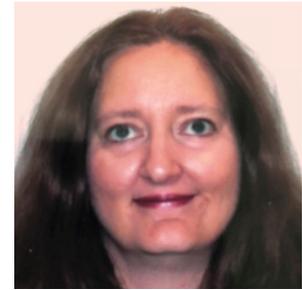
The mission of Association of Public-Safety Communications Officials (APCO) is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit the members and the public. Denese currently serves on the Awards and Professional Development Events Committees.



Regional Communications Board (RCB)

Board Member

The Regional Communications Board is responsible for central coordination of radio services and was created in 1993 by an interlocal agreement, which states the terms under which the RCB and its participating members will govern the system. Technical Services Manager Meitzler, represents Valley Communications Center as one of 4 partners; Eastside Public Safety Communications Agency (EPSCA), City of Seattle, and King County that makes up the Regional Communications Board.



**Contributions by
Kristin Meitzler**

Puget Sound Emergency Radio Network (PSERN)

Joint Board Alternate Member

PSERN is a state of the art, land mobile radio communication system that will provide voice communication and limited data capabilities for first responders and other essential service providers in King County and replaces the aging and obsolete system in use today. Representing the five VCC Owner Cities, Technical Services Manager Meitzler is one of four voting Joint Board Members, along with representatives from King County, City of Seattle and the Eastside Public Safety Communications Agency, The Board provides project oversight by making budget decisions, setting policy and overseeing the project schedule.

King County EMS Dispatch Workgroup

Workgroup Members: Jeremy Vanek, Connie Tolson, Corina Plummer, Evan Nelson, Vonnie Mayer

Supervisor Jeremy Vanek acts as Valley Com’s liaison with King County EMS. He, along with Call Receivers Connie Tolson, Corina Plummer, Training Manager Evan Nelson and Deputy Director Vonnie Mayer, also participate in the Dispatch Workgroup that meets to revise and update the Criteria Based Dispatch (CBD) Guidelines. The CBD Guidelines are used on all EMS related calls.



**Contribution by
the Workgroup**

Community Connectivity Consortium (C3) Operations

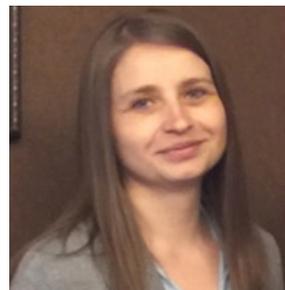
Committee Member

C3 is a regional, non-profit organization comprised of cities, universities, school districts, hospitals and 911 Emergency Communications Centers (PSAPs) to provide resilient, secure and available connectivity to meet the needs of our community institutions. Valley Com 911 uses C3 fiber for high-speed connectivity to our back-up 911 facility in Renton, part of our continuity of operations plan. VCC is also one of six node-hosts for the network.



**Contribution by
Hope Bourne**

CONNECTING



**Contributions by
Tatyana
Bogush-Stakhov**

GFOA Budget Awards Program Reviewer

GFOA established the Distinguished Budget Presentation Awards Program (Budget Awards Program) in 1984 to encourage and assist state and local governments to prepare budget documents of the very highest quality that reflect both the guidelines established by the National Advisory Council on State and Local Budgeting and the GFOA's best practices on budgeting and then to recognize individual governments that succeed in achieving that goal. Documents submitted to the Budget Awards Program are reviewed by selected members of the GFOA professional staff and by outside reviewers with experience in public-sector budgeting.

Special Review Committee for GFOA CAFR Program Member

The GFOA established the Certificate of Achievement for Excellence in Financial Reporting Program (CAFR Program) in 1945 to encourage and assist state and local governments to go beyond the minimum requirements of generally accepted accounting principles to prepare comprehensive annual financial reports that evidence the spirit of transparency and full disclosure and then to recognize individual governments that succeed in achieving that goal. The goal of the program is not to assess the financial health of participating governments, but rather to ensure that users of their financial statements have the information they need to do so themselves. Reports submitted to the CAFR program are reviewed by selected members of the GFOA professional staff and the GFOA Special Review Committee (SRC), which comprises individuals with expertise in public sector financial reporting and includes financial statement preparers, independent auditors, academics, and other finance professionals.

CERTIFICATION

Continuous improvement is one of Valley Com's guiding principles. We support and encourage the professional development of our employees and seek out certifications that reflect the expertise and professionalism of the agency. In 2019, the following accomplishments were achieved:

Supervisory Skills Credential Program (WCIA) Training Manager

The WCIA Supervisory Skills Credential Program is a four-part training program designed to provide new supervisors and managers with essential leadership and communication skills to be effective in their new roles. In addition, supervisors gain knowledge and awareness of the various laws regulating personnel matters to help them make informed decisions and ensure they follow proper channels within their organization to mitigate legal exposures.



Evan Nelson

RECOGNITION OF SERVICE



Valley Com enjoys a dedicated, skilled and tenured employee base. In 2019 we recognized the following individuals for their many years of service:

40 Years



Dispatcher

Marean Dussert



Lora Ueland

25 Years



Executive Director

Lora Ueland

20 Years



Dispatcher

Tara Massey

Call Receiver

Andrea Raker

Call Receiver

Christina Robertson

Call Receiver

Shauna Stark

Dispatcher

Missy Swift



Shauna Stark



Tara Massey

10 Years



CAD Administrator

Zach Cloyd

Dispatcher

Ellie Steed-Stewart



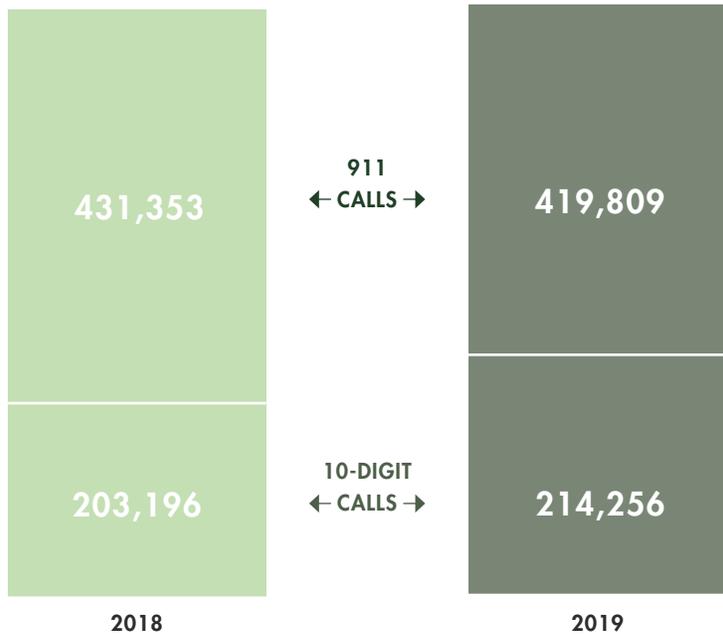
Missy Swift



Zach Cloyd

OPERATIONAL PERFORMANCE YEAR-END CALL STATISTICS

Calls for Service



IN 2019 VCC RECEIVED...

1 CALL EVERY 49 SECONDS

OR **1,737 CALLS EVERY DAY**

Dispatchable Calls for Service

538,465

2019

↑ 3%

522,594

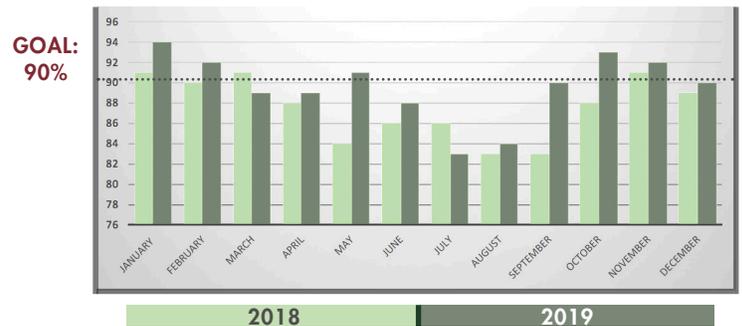
2018

911 Call Answering Standard

HIGH: 94%

LOW: 83%

CURRENT: 90%



Helpdesk Tickets*

Resolved by the Technical Services Department

3,828

2019

↓ 49%

7,868

2018

*Reduction due to change in workflow

Top 3 Languages

Accessed via Language Line

SPANISH

SOMALI

VIETNAMESE

Overtime (OT) Hours

20,962

2019

↑ 12%

18,644

2018

OPERATIONAL PERFORMANCE FAST FACTS

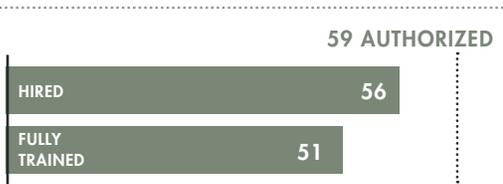


443*
SQUARE MILE
Service Area

481,195*
PEOPLE
Served by Police

785,525*
PEOPLE
Served by Fire/EMS

*estimated



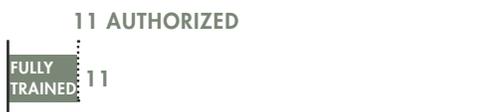
DISPATCHERS



CALL RECEIVERS



ADMIN



SUPERVISORS

IN 2019 VCC PROCESSED...

5,650
PUBLIC DISCLOSURE REQUESTS

OR **15**
REQUESTS EVERY DAY

PARTNERS

13 FIRE DEPARTMENTS	9 POLICE AGENCIES
1 PARAMEDIC	1 CORRECTIONAL FACILITY

4.8
COMMUNITY SATISFACTION

Based on annual average (1-5 scale) of community survey

0
FOUNDED INTERNAL INVESTIGATIONS

Based on 1 internal investigations

1
FOUNDED PUBLIC COMPLAINTS

Based on 19 citizen complaints

*Data from: December 2019

FINANCIAL PERFORMANCE BY THE NUMBERS

Valley Communications Center is an Enterprise Fund, funded by user fees based on the calls for service. A funding formula determines contract agency fees on a per call basis and contributions from owner agencies. The Center's biennial budget is available at www.valleycom.org.

During 2019, the Center underwent two independent accountability and financial statement audits done by the Washington State Auditor's Office. The Center's audited financial statements with audit reports are available at <https://www.sao.wa.gov/reports-data/audit-reports/>. 2019 marked the 21st consecutive year free of audit findings for the Center!

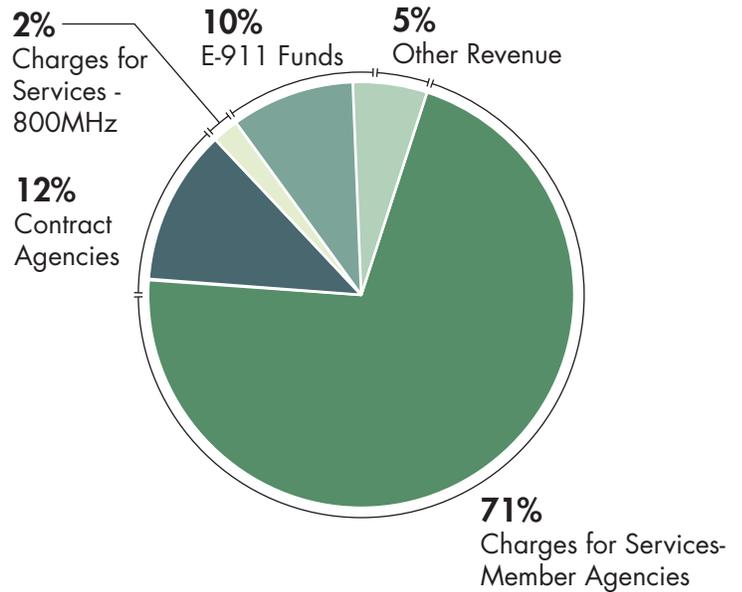
These charts show actual revenues and expenses for the Center. During 2019, 83% of revenue was received through charges for services and 10% from the E-911 King County excise tax.

During 2019, 78% of the Center's expenditures were for personnel costs, 18% for operation and maintenance, and only 4% for capital outlays.

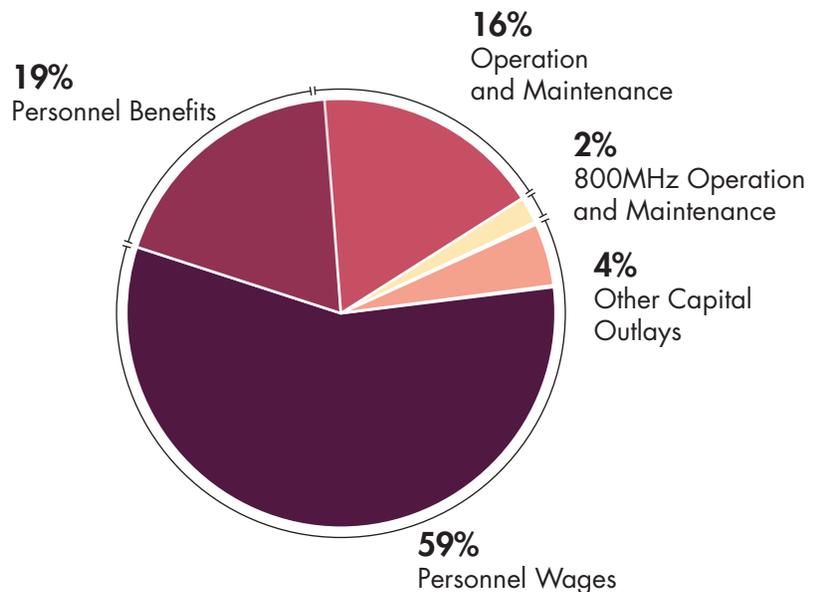


VCC 1st GFOA Budget Award
2019

2019 REVENUE



2019 EXPENSES



Valley Communications Center proudly serves:

Algona Police

Auburn Police

Black Diamond Police

Des Moines Police

Federal Way Police

Kent Police

Pacific Police

Renton Police

Tukwila Police

Enumclaw Fire

King County International Airport AARF

KCFD #2/Burien/Normandy Park Fire

KCFD #20/Skyway Fire

KCFD #47/Kangley-Palmer Fire

Mountain View Fire & Rescue

North Highline Fire

Puget Sound Regional Fire Authority

Renton Regional Fire Authority

South King Fire & Rescue

Tukwila Fire

Valley Regional Fire Authority

Vashon Island Fire & Rescue

King County Medic One

South Correctional Entity/SCORE Jail



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