



VALLEY COMMUNICATIONS CENTER 2020 ANNUAL REPORT



INTRODUCTION

I am pleased to share with you the 2020 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 and representatives from police, fire and EMS agencies 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.

2020 LEADERSHIP

VCC ADMIN BOARD

Mayor Nancy Backus,
Auburn

Mayor Jim Ferrell,
Federal Way

Mayor Dana Ralph,
Kent

Mayor Armondo Pavone,
Renton

Mayor Allan Ekberg,
Tukwila

Chief Rafael Padilla,
Kent Police

Chief Keith Keller,
King County Medic One

Chief Matthew Morris,
*Puget Sound
Regional Fire Authority*

VCC OPERATIONS BOARD

Chief Dan O'Neil,
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 Vic Pennington,
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



Executive Director Lora Ueland

VCC LEADERSHIP

Lora Ueland,
Executive Director

Vonnie Mayer,
Deputy Director

Angee Bunk,
Operations Manager

Mary Sue Robey,
Administrative Services Manager

Sean Morrow,
Human Resources Manager

Tatyana Bogush-Stakhov,
Finance Manager

Kristin Meitzler,
Technical Services Manager

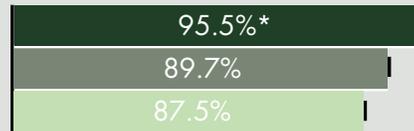
Evan Nelson,
Training Manager

SCORECARD

OPERATIONS

INDUSTRY 911 CALL ANSWERING STANDARD

DESIRED GOAL: Answer 90% of 911 calls within 15 seconds

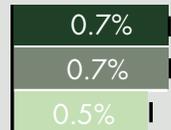


2019-2020
TREND +

*NENA call answering standard changed in April 2020. New Standard: 90% of all 911 calls answered within 15 seconds. Old Standard: 90% of all 911 calls answered within 10 seconds.

QUALITY ASSURANCE

DESIRED GOAL: 2% of calls receive a quality review

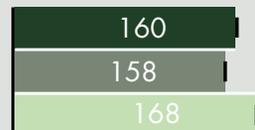


2019-2020
TREND No Change

AVERAGE CALL OCCUPATION TIME

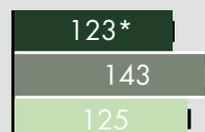
DESIRED GOAL: Reduce time duration on calls while gathering pertinent information

911 Average Call Occupation in Seconds:



2019-2020
TREND -

10-Digit Average Call Occupation in Seconds:



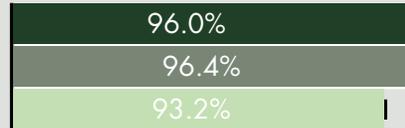
2019-2020
TREND +

*Addition of 10-Digit Emergency Line April 2020
Source: 2020 VCC Operational Data

PARTNER AGENCY

PARTNER APPRECIATION

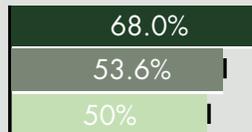
Metric: % who are "Extremely Satisfied," "Very Satisfied," or "Somewhat Satisfied" in the value of services provided by VCC



2019-2020
TREND -

AGENCY APPRECIATION

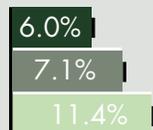
Metric: % who are "Extremely Confident" or "Very Confident" in the representation of their interests



2019-2020
TREND +

TECHNOLOGY FORESIGHT

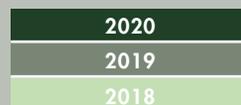
Metric: % who identified "A contact at VCC" as the most reliable source of information about emerging technologies and services in the realm of public safety



2019-2020
TREND -

Source: 2020 VCC Public Safety Partner Survey
Sample Size: 141 Responses

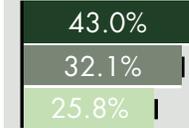
LEGEND



EMPLOYEES

EMPLOYEE RETENTION

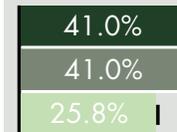
Metric: % who plan to continue to work at VCC for 10+ years



2019-2020
TREND +

SUPPORTIVE WORK ENVIRONMENT

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

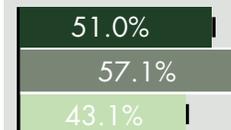


2019-2020
TREND No Change

EMPLOYEE APPRECIATION

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

Management



2019-2020
TREND -

Immediate Supervisor



2019-2020
TREND -

Source: 2020 VCC Employee Satisfaction Survey
Sample Size: 73 Responses

STRATEGIC PLAN IMPLEMENTATION

2020 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 the impacts of COVID-19 unfolded, Valley Com 911 responded by implementing new cleaning and safety protocols and designating Deputy Director Vonnie Mayer as the agency's Health Officer. Vonnie became an active participant in King County's Regional COVID-19 meetings and because of her advocacy, our team members had immediate access to COVID-19 testing and tracing. The handful of employees who tested positive were found to have been exposed while away from work and did not introduce the virus to the Center.

The social and racial unrest of 2020 turned us inward to consider our posture in ensuring equality within our agency and in our service to the public. Realizing we had not incorporated an equity lens in the strategic plan, a Director's Advisory Committee was formed to adjust, starting with intensive training regarding the history of 911 and the importance of embedding racial equity in 911 communications.

This annual report will show continued focus in 2020, despite the challenges and complexities of a global pandemic, to further implement and achieve the vision and mission of Valley Com 911. The guiding principles lead us in discussions, collaborating, planning, communications, prioritizing, and decision making. The commitments made by Com Room & Admin Staff, Supervisors and Managers continue to hold us accountable to each other. Despite the challenges of 2020, the Center and its dedicated men and women have accomplished much in the last year. They persevered, they showed up and they served.

Guiding Principles



Reliability – We are always there when you need us.

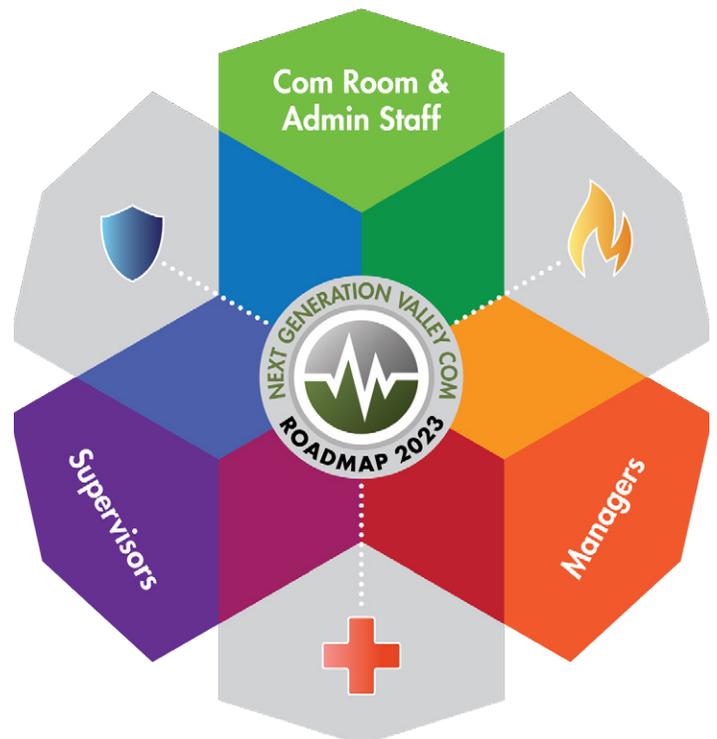
Transparency – We are direct and clear in all our decision making and communication.

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 TWO MILESTONES

G1 | Public Safety Governance & Communication

- Representatives from Police, Fire and EMS identified and welcomed as members of the Administration Board.
- Executive Leadership attending regional advisory meetings and serving on various Boards.
- Transitioned governance, support & internal meetings to virtual format.
- Leadership active in seeking Federal, State and Local recognition & reclassification of 911.

G2 | Trust & Team Building

- Recognition Committee oversaw nominations and selection of Employee of the Quarter and Employee of the Year awards.
- Recognition Committee planned and executed monthly events to celebrate employees.
- Commissioned the Director's Advisory Committee to explore and ensure racial equity is embedded in all aspects of the organization.
- Continued to hold regular Leadership Team meetings with Management and Labor Leadership.

G3 | Current & Future Services

- Implemented the new funding model adopted in 2019.
- Collaborated with all agencies to develop a Service Level Agreement.
- Implemented new 10-digit emergency line for use by alarm companies and other public-safety agencies to ensure priority over non-emergency 10-digit calls.

G4 | Support & Resources

- Led by the Wellness Committee, earned Association of Washington Cities Well City status for second year.
- Established an employee Critical Incident Response Team (CIRT) to support employees.
- Created staffing contingency plan related to potential COVID-19 impacts and coordinated employee access to COVID resources.
- Completed Training Room remodel with new furniture, audio visual equipment and addition of two offices.

G5 | New Technologies and Services

- Implemented an ESRI Companion Map allowing agencies access to CAD incident data to enhance situational awareness.
- Transitioned to new 911 telephony call handling equipment in conjunction with King County E-911 Program Office.
- In partnership with PSERN, installed new radios and transitioned to the new radio core.
- Completed implementation of the Tablet Command project for fire agencies.
- Actively seeking and developing technology to allow remote 911 call receiving and dispatching.

G6 | Data Management & Access

- Deployed an information board for Com Room staff enhancing communication options.
- Replaced employee handpunch/attendance equipment with badge reading system.

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 & Safety – 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
- Ensuring physical and mental health of employees during a global pandemic in which essential 911 workers were not prioritized in receiving vaccinations.



ACCOMPLISHMENTS

Accomplishments

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

Strategic & Regional Planning

- Successful Year 2 of Roadmap 2023, continuing the focus of implementing Short Term and Medium Term initiatives.
- Participated in weekly COVID-19 briefings with King County EMS, Hospitals, and Fire Agencies to coordinate responses and information sharing.
- Created a Director's Advisory Committee to explore Racial Equity & 911.
- Participated with King County E-911 Program Office to develop and implement a new funding policy for distribution of excise tax monies.
- Participated in Tri-County Complex Coordinated Terrorist Attack drills to prepare for the functional exercise that was to be held May 14th, 2020 (postponed due to pandemic).
- Virtually hosted, organized and led regular meetings of technical and GIS partner agency staff resulting in improved communication and collaborations.

Tech Implementation

- Completed radio console replacement as part of the Puget Sound Emergency Radio Network implementation.
- Completed upgrade Mobile Com 6.0 and Maverick Map, systems used by partner agency personnel.
- Completed Tablet Command implementation for fire service.
- Completed VPN hardware replacement allowing partner agencies safe and secure access to VCC systems.
- Completed ESRI enterprise software upgrade allowing for additional services available to partner agencies.

Center Development

- Held three Call Receiver academy classes introducing a total of 13 new employees, although only six remain employed.
- Promoted 3 Call Receivers and 4 Dispatchers to Communications Training Officers.
- Promoted 4 Call Receivers to Dispatchers and successfully completed training.
- Conducted selection process to staff the Center's newly created Critical Incident Response Team (CIRT) to support employee mental health.
- Earned WA State Telecommunicator 1 (T1) equivalency certification of VCC's training curriculum.

"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 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 II/Communications Training Officer (COII CTO) **Toby Gravitt** exemplifies Valley Com 911's guiding principles of reliability, teamwork, and continuous improvement in his dedication to training and employee health and safety.



Toby Gravitt

To maintain continuous training during a pandemic, Toby modified existing training practices by creating a one-on-one model for fire dispatch as an alternative to a group academy. During 2020, he successfully trained four fire dispatchers. During the transition to the new PSERN radio consoles and core, Toby became our subject matter expert and worked directly with the vendor and radio shops to ensure radio console profiles were correct. He also was solely responsible for creating all training materials on the new radio consoles.

In addition to his training duties, Toby is a very active member of the Safety Committee. In response to the pandemic, the Safety Committee took on a much larger role in 2020. Toby arrived early before each shift to personally wipe down all door handles and public spaces with bleach water. Toby also assisted in the review and update of the Emergency Operations Plan (EOP), on which he trains all new employees.

Toby is the go-to guy for pretty much anything training, policy or safety related. He is always willing to help a peer, take on new projects or brainstorm better ways to do something.

"Toby is the type of employee that possesses both knowledge and initiative. As a member of Peer Support, the Safety Committee, SOP Advisory Committee, and CTO group, he actively takes the initiative and sees projects through from start to finish. He also has compassion for his coworkers and will volunteer to 'be an ear' if someone deals with a difficult call. Toby's extracurricular work mirrors his duties as a dispatcher making him a model employee." ~ Supervisor I Matt Conneway

EXCEPTIONAL STORIES



Supervisor I **Veronica Arrants** exudes Valley Com 911's guiding principles of compassion and teamwork with her caring demeanor and desire to help. A supervisor for only two years, Veronica has made a positive impact in the com room with her cheery attitude and welcoming smile. She radiates positivity that is infectious.

Veronica is an empath which has made her the perfect liaison to our employee driven Peer Support Team. As a supervisor, she remains aware of the goings on in the com room and recognizes when an employee takes a difficult call. She is quick to check on affected employees, offer them time off the floor and refer them to Peer Support. She is also diligent in following up with the Peer Support Team Leaders to ensure contacts have been made with the affected employee.

While Veronica is policy driven, her primary focus is the people. She understands the importance of kindness and grace and gives people the benefit of the doubt. Veronica fights for what is right and ensures that the outcome won't negatively affect the majority. Her positive approach to communication paired with her genuine care for the people has earned her a great deal of respect.



Veronica Arrants

*"I have to say that I have both experienced and observed **Supervisor Arrants** in a variety of situations recently and am impressed with the effort she puts into following policy, making sure the job gets done but also how she greets all situations with positivity and treats employees with respect. It makes a world of difference in our challenging and often negative work environment to have a supervisor that is this awesome." ~ COI Lorrie Broming*

EXCEPTIONAL STORIES



Administrative Services Assistant **Tracy Fitzgerald** exemplifies Valley Com 911's guiding principles of reliability, teamwork and continuous improvement with her can do attitude and constant pursuit of seeking efficiencies. Tracy is the first-person visitors and vendors encounter in the front office. Her customer service skills are excellent, and she represents the Center in a professional manner.

Tracy's enthusiasm shown for National Public Safety Telecommunicator Week is incredible, she reaches out to organizations, vendors, and the community seeking ways to recognize Valley Com call receivers, dispatchers, and supervisors. She plans games, events, prizes, and food for the weeklong event to celebrate all.

Tracy's support shown agency wide is contagious, she will interrupt her normal duties to jump in and help others at any time. Whether she is helping the Training Department with a new academy, working with Finance on a project or filing for the Human Resources Department she does so with professionalism, proficiency, and with a positive attitude. Tracy is here at Valley Com for the right reason.



Tracy Fitzgerald

*"When I need help, I can always count on **Tracy** to be willing to jump in. Even when things are crazy busy, she will put aside what she is working on to help me complete my task or answer my question. This last year has been especially crazy and makes it that much more appreciated!" ~ Human Resources Analyst Amy Leaitu*

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 2020, the following employees were recognized:

Employee of the First Quarter and 2020 Employee of the Year

Deputy Director Vonnie Mayer has been with Valley Com for 28 years, she was nominated in the category of Transparency & Compassion. In her nomination it was noted that "With the impact of the COVID-19, Vonnie has kept the importance of the communication room staff a priority."

Also nominated for the 1st Quarter was Supervisor I Jeremy Vanek, HR Analyst Amy Leaitu & Executive Director Lora Ueland.



Vonnie Mayer

Employee of the Second Quarter

COII Sari Beerbower has been with Valley Com for almost 15 years, she was nominated in the category of Teamwork and Reliability. In her nomination it was noted that "she exemplifies the motto "teamwork makes the dreamwork "and "she is a quiet professional, choosing to let others take the limelight and praise."

Also nominated for the 2nd Quarter were COII Tara Massey, Supervisor I Denese Moore, COII Beth Patoc, Payroll & Accounting Specialist Laura Hall, COI Karen Gibson, COII Nicole Franco and COII Toby Gravitt.



Sari Beerbower

Employee of the Third Quarter

COI Jennifer Holliday has been with Valley Com for 13.5 years, she was nominated in the categories of Reliability, Compassion, Accountability, Teamwork and Continuous Improvement. In her nomination it was noted that "She has emulated every "guiding principle" established by this organization".

Also nominated for the 3rd Quarter was COII Toby Gravitt, COI Trey Crossen, Supervisor I Veronica Arrants and COII Karl Peterson.



Jennifer Holliday

Employee of the Fourth Quarter

Supervisor I Mark Elliott has been with Valley Com for 10 years; he was nominated in the categories of Reliability, Transparency, Compassion, Accountability, Teamwork and Continuous Improvement. In his nomination it was noted that "Mark is a great communicator and problem solver. He is decisive and clear. He is always considerate of input from others but at the same time is cognizant of standard operating procedures and the requirements of any ongoing activity in the comm center. He makes it clear what needs to be done and leads the employees to that end".

Also nominated for the 4th quarter were Supervisor II Sheryl Kowalczyk and COII Jennifer Nelson.



Mark Elliott

AWARDS & CELEBRATIONS



EMS/Exemplary Sustained Performance Award

Communications Officer II (COII) **Jennifer** began her telecommunications career with Valley Communications Center in 1988 and has been a model of reliability and consistency for the entirety of her tenure. She performs her duties with professionalism and displays compassion towards her coworkers, partner agencies, and community she serves. Jennifer has deep roots in public service and comes from a family of first responders in various capacities.

As a dispatcher, Jennifer supports EMS with timely dispatch of calls for service, monitoring calls and providing updates, modifying response levels, and assisting in response coordination with partner and outside agencies when necessary. In addition to her primary duties, Jennifer is often observed answering 911 calls during periods of high call-volumes which is critical in ensuring a prompt response to potential medical emergencies. Confident in her abilities, Jennifer utilizes the CBD guidelines to administer all-caller questions and deliver proper emergency prearrival instructions, such as CPR, all while managing her dispatch console.

2020 has presented numerous challenges and adjustments in the way EMS calls are processed to ensure the health and safety of all parties involved.



**Jennifer
Gildehaus**

EMS of the Year/Critical Incident of the Year Award

As winds started to pick up and the call volume began to rapidly increase, Communications Officer II (COII) **Andrea** answered an overflow call from her police dispatch console. The reporting party was an adult male who had a 100' tree fall on his home and he was pinned underneath. Andrea promptly created an EMS call in which BLS and ALS units were dispatched. Utilizing the CBD Guidelines, Andrea continued the interview which provided further information for responders on extent of injuries and scene safety. She also provided proper prearrival instructions to the caller. The processing of this call occurred while Andrea effectively managed her own police dispatch radio which was also impacted by the high winds. After a 90-minute extrication process, the patient was rescued and transported to Harborview Medical Center.

Andrea embarked on her career at Valley Communications Center in 2008 as a Call Receiver (COI). In 2009, she reclassified into the COII role. In 2018, with a decade of quality production, reliability, and sense of responsibility, Andrea became a COII CTO, where she trains and supports new police and fire dispatchers. She strives for consistency and efficiency in Operations while also expressing compassion for her coworkers, partner agencies, and citizens she serves.



Andrea Powell

AWARDS & CELEBRATIONS



WASHINGTON STATE APCO/NENA CHAPTER Telecommunicator Sustained Superior Performance

COI **Connie Tolson** was selected for the Telecommunicator Sustained Performance Award in Washington State. Due to the pandemic, the annual conference and awards ceremony was cancelled so APCO/NENA members came to Valley Com to surprise Connie and present her with the award.



Connie Tolson

Also nominated were:

Telecommunicator of the Year for Sustained Performance: Supervisor II Sheryl Kowalczyk, COII Jeff Valdanbrini, COI Christina Robertson, COI Whitney Vordahl, and COII Teresa Voss-Curry.

APCO INTERNATIONAL

APCO International presents awards to public safety communications personnel who have demonstrated the highest level of personal and professional conduct and performance in the line of duty. Award categories include: Telecommunicator of the Year, Director of the Year, Line Supervisor of the Year, Trainer of the year, Team of the Year, Radio Frequency Technologist of the Year, Information Technologist of the Year.

Nominated were:

Line Supervisor of the Year: Supervisor II Sheryl Kowalczyk

Trainer of the Year: COI Connie Tolson

Telecommunicator of the Year: COII Jeff Valdanbrini, COI Christina Robertson, COI Whitney Vordahl, COII Teresa Voss-Curry

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



Retired

**COII Scott Castonguay
33 Years**

**COII
Marean Dussert
41 Years**

Retired



**COII Missy Swift
20 Years**

AWARDS & CELEBRATIONS



CALEA ACCREDITATION Commission on Accreditation for Law Enforcement

Valley Communications Center retains annual compliance with 207 Nationally recognized standards of excellence through the Commission on Accreditation for Law Enforcement Agencies (CALEA). On November 17, 2001, Valley Communications Center became the first communications center on the west coast and the seventh in the nation to receive national accreditation. The organization underwent a sixth successful re-accreditation in November 2020, receiving the honor of re-accredited with excellence.



CALEA Accreditation

Yes Vets

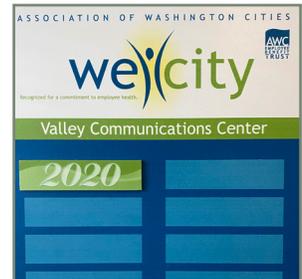
In 2020 Valley Communications Center partnered with and was recognized by the Washington State Employment Security Department's Yes Vets Program because we committed to veteran employment by hiring veterans into our workforce. In 2020 we hired two veterans bringing our total number of employed veterans to 11.



I Said Yes Vets

Well City

The Center once again participated in and was named a Well City through the Association of Washington Cities. The Center's Wellness Committee was active in promoting a holistic approach to employee wellness, by focusing on three main areas-mental, physical, and financial health. By earning this distinction the Center and its employees save 2% on the cost of medical premiums.



Well City Accreditation

BABIES DELIVERED - 4

Stork pins are given to employees who have provided telephone instructions to deliver a baby prior to medics arriving. These pins represent bringing a new life into the world.

In 2020, 4 babies were delivered through Call Receivers/Dispatchers help.



LIVES SAVED BY CPR - 24

CPR Survivor Coins are given to employees who have provided telephone CPR instructions prior to medics arriving which resulted in a person's life being saved.

In 2020, 24 lives were saved by a Call Receivers/Dispatchers help.



PROMOTIONS

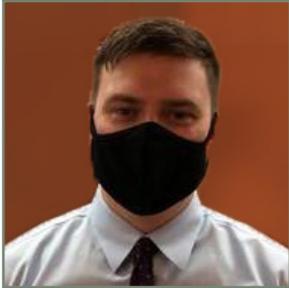


Valley Com is fortunate to have exceptionally qualified staff from which to select for promotional opportunities. In 2020, the following promotions occurred:

Communications Officer II (Dispatcher)

Karl Peterson; Eric Maestas; Chris Lee; Robin Reid

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



Karl Peterson



Eric Maestas



Chris Lee

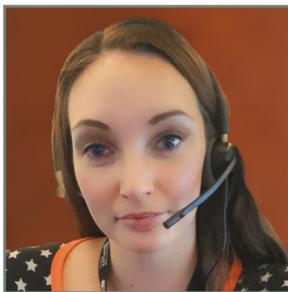


Robin Reid

Communication Training Officer (CTO)

**COI Shelly Nash; COI Patty Hadley; COI Karen Gibson; COII Chancli Conaway;
COII Ellie Steed Stewart; COII Cece McGuire; COII Karina Putnam Kaminski**

Responsible for training new Dispatchers (COII), Call Receivers (COI) as well as providing ongoing training for all Communication Officers.



Shelly Nash



Patty Hadley



Karen Gibson



Chancli Conaway



**Ellie Steed
Stewart**



Cece McGuire



**Karina Putnam
Kaminski**



In conjunction with the VCC Strategic Plan, maintaining connection and supporting public safety governance, community, and industry associations are essential. In 2020 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. 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
Executive Director
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)

Chair

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.

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
Deputy Director
Vonnice Mayer**

King County COVID-19 Task Force Task Force Member

Beginning in February 2020, leaders from throughout the King County Public Safety system were immediately called to coordinate a response that even now continues to adapt to the dynamic understanding of COVID-19. Practices that protect and support the health of our first responders, including creative strategies to maintain Personal Protective Equipment (PPE) inventory, were enacted. Regional dispatch centers were an integral part of the strategy by incorporating additional key screening questions during the 911 call to alert and prepare responding units of potential COVID-19 risks.

King County Emergency Medical Services Advisory Committee Committee Member

This Regional King County committee provides oversight of the critical role public safety providers play in pre-hospital care. The EMS Advisory Committee monitors the uniformity and consistency of the Medic One/EMS system. This Committee has provided key counsel to the EMS Division since 1997 on regional Medic One/EMS policies and practices in King County. Members convene on a quarterly basis to review implementation of the Strategic Plan and other proposals, including Strategic Initiatives and medic unit recommendations.

King County Fire Chiefs Association Mental Wellness Subcommittee Subcommittee Member

Along with the inherit stress first responders face, the pandemic has affected the mental wellness of many first responders. In response, this committee sponsored webinars and trainings for personnel across King County's EMS system to address stress and other emotional impacts of COVID-19 and compassion fatigue. Mental wellness trainings are focused on leadership, administrators, peer support for Fire Department personnel, dispatchers, retired personnel, and families.

King County Emergency Medical Services Dispatch Work Group Work Group Members: Vonnie Mayer, Jeremy Vanek, Connie Tolson, Corina Plummer, Evan Nelson

This committee provides oversight to the Criteria Based Dispatch call processing protocols. It is this Tiered Medical Model response system, working hand-in-hand with our regional medical program direction, intensive dispatch, and evidence-based EMT and paramedic training and protocols, that have led to great success in providing high-quality patient care in the region. Supervisor I Jeremy Vanek acts as Valley Com's liaison with King County EMS. He, along with COI Connie Tolson, COI 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.



Jeremy Vanek



Connie Tolson



Evan Nelson



Corina Plummer



**Contributions by
Operations Manager
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. Angee Bunk serves on this board and represents Valley Communication Centers' cities.

Central Area Puget Sound Interoperability (CAPSI) Oversight Committee

Committee Member

Angee Bunk serves as a member of the CAPSI Oversight Committee, which is responsible for the management of the Tactical Interoperable Communications Plan (TICP). The TICP 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.

Tri-County Complex Coordinated Terrorist Attacks (CCTA)

Exercise Workgroup and Oversight Committee Member

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. Angee Bunk is a member of the Communications and Exercise workgroups which are part of the FEMA funded program

APCO International

Committee Member

The 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 our members and the public. Mary Sue currently serves on the Member Chapter Services Committee and Awards Committee.



**Contributions by
Administrative
Services Manager
Mary Sue Robey**

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.



**Contributions by
Finance Manager
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 Annual Financial Reporting Program Member

The GFOA established the Certificate of Achievement for Excellence in Financial Reporting 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 Annual Financial Reporting 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.

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 make up the Regional Communications Board.



**Contributions by
Technical Services
Manager
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. Representing the five VCC Owner Cities, Technical Services Manager Meitzler is the alternate member for Executive Director Ueland. The Board provides project oversight by making budget decisions, setting policy and overseeing the project schedule.



**Contribution by
Project
Administrator
Dino Lamanna**

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. Dino represents Valley Communications Center as one of 4 partners, and is the alternate member for Technical Services Manager Kristin Meitzler.

APCO Cybersecurity Committee

Committee Member

The mission of APCO's Cybersecurity Committee is to conduct research and provide recommendations for both known and new cyber threats facing public safety IP-based infrastructure. This mission opens the doors for the committee to provide quarterly relevant content and articles of interest, provide resources for ECC's to utilize when developing RFP's as well as the dissemination of information whether it be surrounding emergency communications of 0 day threats or listing out top resource guides and contacts should a ECC become compromised.



**Contributions by
Information Security
Officer
Tony Toppano**

MS-ISAC

Member

Multi-State Information Sharing & Analysis Centers has stated that its mission "is to improve the overall cybersecurity posture of the nation's state, local, tribal and territorial governments through focused cyber threat prevention, protection, response, and recovery". Being a member allows for better information sharing between all state, local, tribal, and territorial entities within the United States with access to resources and additional monitoring platforms as well as guides to help best ensure that any development or deployment of critical infrastructure is done in the best and secure way possible.

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
Network
Administrator
Hope Bourne**



**Contributions by
Training Manager
Evan Nelson**

Washington State E911 Training Subcommittee Training Coordinator – King County

Training Manager Evan Nelson represents King County as a member of the Washington State E911 Training Subcommittee. This committee is responsible for ensuring equitable access to telecommunicator training opportunities throughout the state, sharing experiences from each county to foster collaboration and avoid duplicating efforts, and identifying training needs by monitoring trends in technology, liability, and policy. Topics of discussion extend beyond training classes to other programs which are important to telecommunicators such as Peer Support and Telecommunicator Emergency Response Taskforce (TERT.)

King County International Airport Roundtable Board Member

The Roundtable is an advisory board that makes recommendations to the airport’s administrators, the King County Executive, and the King County Council. Its membership includes representatives of aviation-related businesses and communities interested in airport issues. As the dispatch center for the airport’s fire department, having Evan as a representative on this board ensures that the dispatch perspective is considered in discussions about airport operations, as well as being informed about changes that may affect how we process calls at the airport.

Tri-County Complex Coordinated Terrorist Attacks (CCTA) Workgroups Communications Workgroup Members

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. Supervisor II Denese Moore is a member of the Communications and Training workgroups which are part of the FEMA funded program.

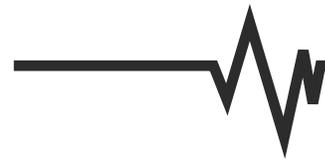


**Contributions by
Supervisor II
Denese Moore**

APCO International Awards and Professional Development Events Committee Member

The 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 our members and the public. Denese currently serves on the Awards and Professional Development Events Committees.

VALLEY COM COMMITTEES



Critical Incident Response Team (CIRT)

In November, Valley Com created a Critical Incident Response Team (CIRT). This Team is made up of six Communications Officer I's and II's that are trained in trauma, stress management and crisis response. Upon notification of a qualifying traumatic incident, such as a line of duty death, CIRT will be activated to respond to the Center and initiate crisis intervention. Team Members will also coordinate and facilitate internal stress debriefings post incident. CIRT members are: Operations Manager Angee Bunk, COII Lucinda Black, COII Tara Massey, COII Andrea Powell, COII Karina Putnam Kaminski, COI Jennifer Nelson, and COI Shauna Stark.

Recognition Committee

The Valley Com Recognition Committee is responsible for recognizing and rewarding employees throughout the year. This committee reviews and selects from nominations submitted for quarterly awards as well as "Employee of the Year". They also coordinate monthly events and activities to boost morale and celebrate staff for the work they do. 2020 Recognition Committee members included: COII Lucinda Black; COI Diana Cowan; COII Erica Vojir; COII Liz Clapp; COII Marcia Tschida; COI Lorrie Broming; COI Jennifer Nelson; Supervisor I Colin Mills; Operations Manager Angee Bunk; Administrative Services Manager Mary Sue Robey.

Safety Committee

The Valley Com Safety Committee is responsible for the inventory and upkeep of emergency supplies, updating the Emergency Operations Plan, giving safety orientation to new hires, tracking injury reports and the overall safety of Valley Com employees. Members of the 2020 committee include: COII Andrea Powell; COI Brittany Cloutier; COII Derek Fears; COII Lucinda Black; COI Patty Hadley; COI Shelly Nash; COII Toby Gravitt; Supervisor I Matt Conneway; Administrative Services Manager Mary Sue Robey.

Employee Sounding Board (ESB) Committee

The Employee Sounding Board (ESB) is a group of employees representing a diversity of departments and skill-sets within the organization which helped develop Valley Com's strategic plan; providing input and feedback. The ESB members communicate employee priorities and explore potential organizational responses regarding the strategic plan initiatives and progress. Members of the 2020 committee include: Supervisor I Steve Kowalczyk; Administrative Services Assistant Tracy Fitzgerald; COII Karina Putnam-Kaminski; COII Jeff Valdanbrini; Supervisor I Melinda Wilde; COI Rita Salazar; COII Erica Vojir; COI Gretchen Andrews; COII Cathleen Robertson; COI Lorrie Broming; COI Shauna Stark; Supervisor I Crystal Zietzke; COI Patty Hadley; Human Resources Analyst Amy Leaitu; Supervisor I Mark Elliott; Deputy Director Vonnie Mayer.

Standard Operating Procedure Advisory Committee (SOPAC)

As part of Valley Com's Strategic Plan: Roadmap 2023, the SOPAC was created to review and provide input on SOPs. Committee members review policies for content, practicality and how it directly affects their workflow and make recommendations on updates. This is a voluntary committee made up of administrative and operational personnel. 2020 members included: Supervisor II Denese Moore, COII Karina Putnam Kaminski, COII Toby Gravitt, COII Ariel Higuera, COI Connie Tolson, Training Assistant Justina Hanquet and overseen by Operations Manager Angee Bunk.

VALLEY COM COMMITTEES



Wellness Committee

The mission of Valley Communications Center's Wellness Committee is to create and promote a healthy workplace culture through a holistic approach that addresses our employees' physical, mental, and financial well-being. Throughout the year the committee promotes wellness through employee activities and communications. For two years in a row the Center has been recognized as a Well City through the Association of Washington Cities, saving employees and the Center 2% on medical premiums. The Wellness Committee is made up of staff from the Center's Admin and Operations Staff. The Wellness Committee members are: HR Analyst Amy Leaitu Co-Chair; COI Shauna Stark Co-Chair; Supervisor Steve Kowalczyk; Training Assistant Justina Hanquet; COI Kristi Anderson; COI Rita Salazar; Supervisor Colin Mills; COII Cathleen Robertson; Public Records Specialist Cassie Salwey; Public Records Specialist Jeff Moline; Payroll & Accounting Specialist Laura Hall; COI Yvonne Sparacio; COII Karina Putnam-Kaminski.

Peer Support Program

The Valley Communications Center's Peer Support Program provides safe, confidential, and judgement free emotional support and resources to Center employees. This program works closely with the Puget Sound Regional Fire Authority's chaplain program to give employees the resources needed to cope with the unique challenges that our team members face. Peer Support members are trained and available 24/7. The Peer program is led by COI Yvonne Sparacio, COII Karina Putnam-Kaminski and supported by: COI Alison George, COII Amara Fitzsimmons, COII Andrea Powell, COII Benjamin De La Vega, COI Brittany Cloutier, COII Cecilia McGuire, COI Diana Cowan, COII Elisabeth Steed Stewart, COI Erin Moline, COI Jennifer Nelson, COII Joe Martinez, COII Lucinda Black, COII Marcia Tschida, COI Megan Hoang, COII Meggin Gardner, COII Peter Permenter, COI Rita Salazar, COII Sari Beerbower, COI Shauna Stark, COI Shelly Nash, COII Tara Massey, COII Teressa Voss-Curry, COII Toby Gravitt, COI Whitney Vordahl.

Director's Advisory Committee (DAC)

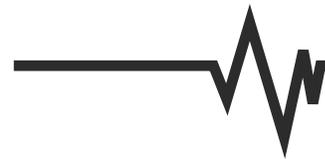
The purpose of DAC is to provide meaningful input in promoting an inclusive work place culture, identifying and addressing barriers for building a diverse recruitment and hiring process, identifying any inherent bias in delivery of service, and developing a training module to educate and inform on issues of racial equity. Members are COI Andrea Raker, COI Cailin Van Eizenga, Training Manager Evan Nelson, COII Janice White, COII Karina Putnam-Kaminski, COII Lucinda Black, COII Roslyn Shipp, COI Shauna Stark and COI Sydney Bell.

Between the thin Red line and the thin Blue line,

Lies the **Thinnest Gold** line.

The calm voice in the dark night.

RECOGNITION OF SERVICE



Valley Com enjoys a dedicated, skilled and tenured employee base. In 2020 we recognized the following individuals for their many years of service:

30 Years



Supervisor I
Steve
Kowalczyk

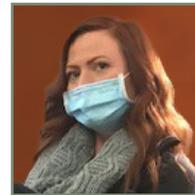


COII
Cathleen
Robertson



COII
Hank
Anthony

25 Years



COI
Wendy
Fitzgerald



COII
Kristen
Snow

20 Years



COII
Krystal
Kriedeman



COI
Don
Peterson



COI
Rita
Salazar



Information Security
Officer
Tony
Toppiano



COI
Connie
Tolson



COII
Jeff
Valdanbrini

15 Years



COII
Sari
Beerbower



Network Administrator
Hope
Bourne



Technical Services
Manager
Kristin
Meitzler



Public Records Specialist
Cassie
Salwey



COI
Alison
George



COI
Karen
Hanson



COII
Chancli
Conaway

10 Years



COI
Diana
Cowan



Supervisor I
Mark
Elliott



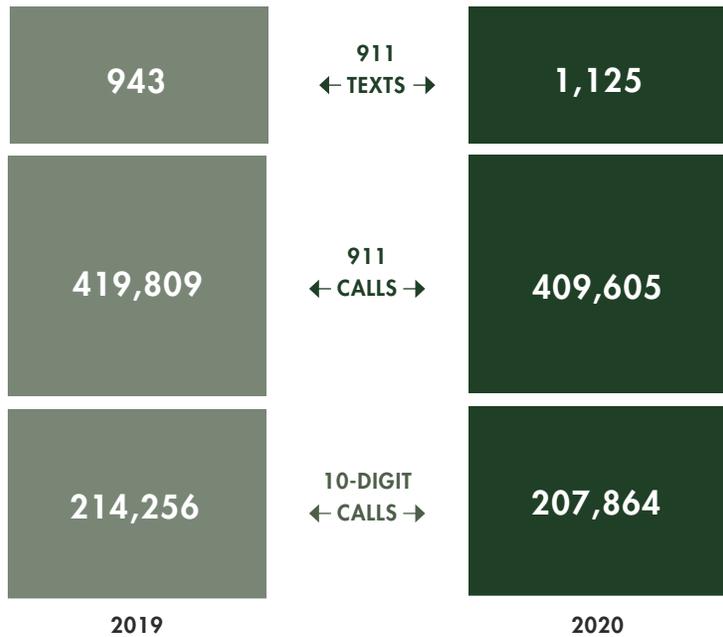
COII
Karina
Putnam Kaminski



GIS Administrator
Scott
Corwin

OPERATIONAL PERFORMANCE YEAR-END CALL STATISTICS

Calls for Service



IN 2020 VCC RECEIVED...

1 CALL EVERY 76 SECONDS

OR **1,691 CALLS EVERY DAY**

Dispatchable Calls for Service

491,096

2020

538,465

2019

↓ 9%

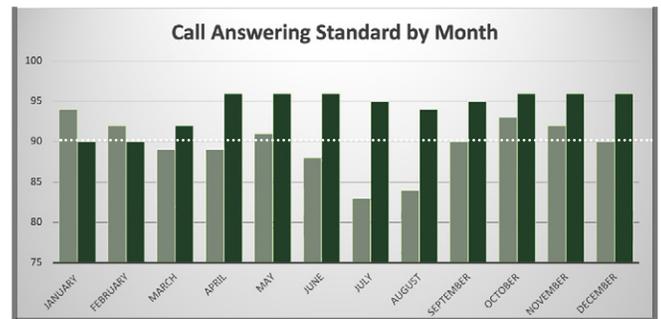
911 Call Answering Standard

HIGH: 96%

AVERAGE: 94%

LOW: 90%

GOAL: 90%



Helpdesk Tickets*

Resolved by the Technical Services Department

2,838

2020

3,828

2019

↓ 26%

*Reduction due to change in workflow

Top 3 Languages

Accessed via translation services.

SPANISH - 3,930

RUSSIAN - 163

VIETNAMESE
130

SOMALI
130

Overtime (OT) Hours

19,626

2020

22,205

2019*

↓ 12%

*2019 hours restated.

OPERATIONAL PERFORMANCE FAST FACTS

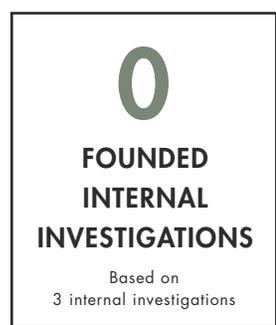
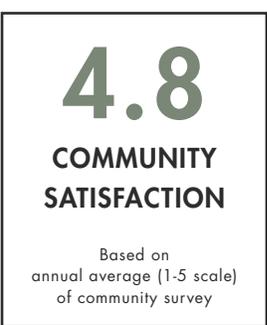
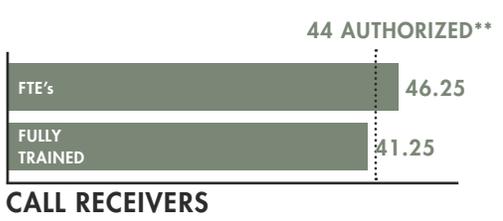
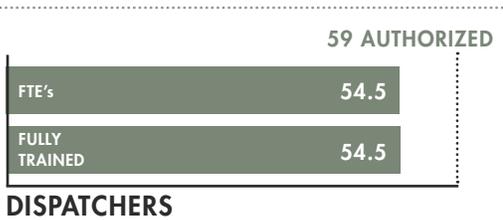


443*
SQUARE MILE
Service Area

485,240*
PEOPLE
Served by Police

791,255*
PEOPLE
Served by Fire/EMS

*estimated



*Data from: December 2020
**Call Receiver numbers do not include 6 over hires

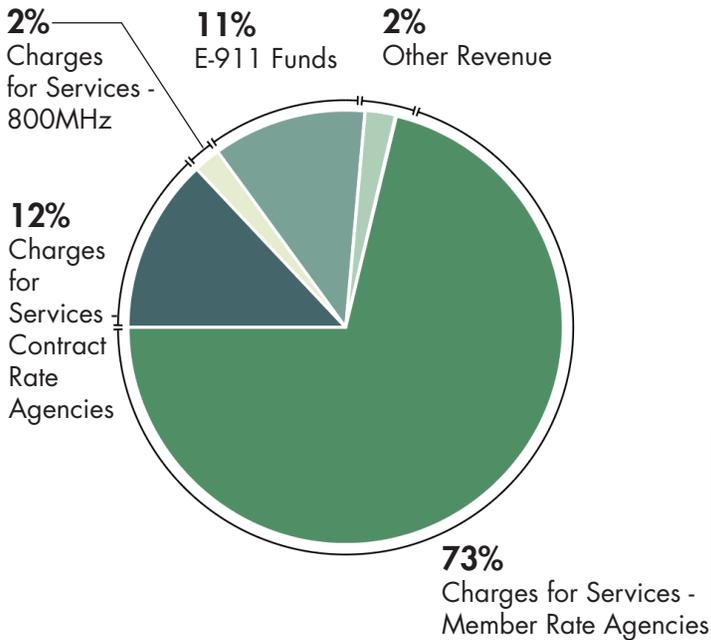
FINANCIAL PERFORMANCE BY THE NUMBERS

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 rate agencies. The Center’s biennial budget is available at www.valleycom.org.

During 2020, 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/>. 2020 marked the 22nd consecutive year free of audit findings for the Center!

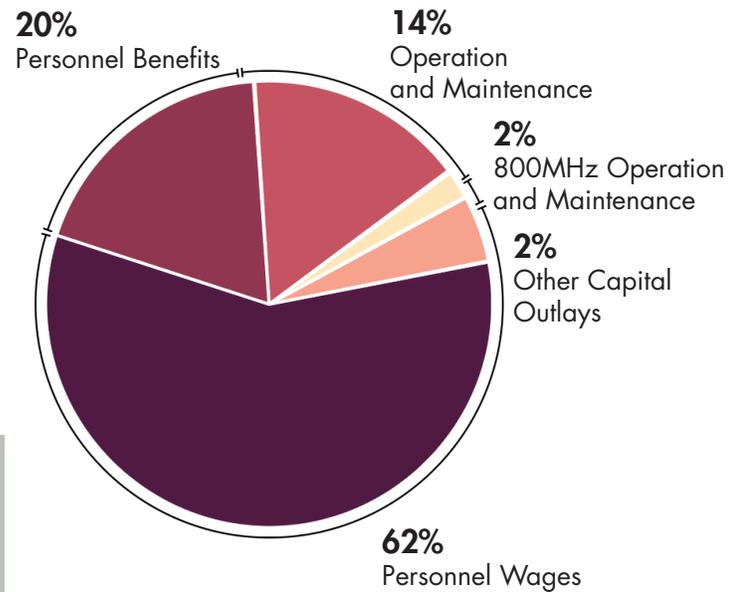
The charts show actual revenues and expenses for the Center.

2020 REVENUE



During 2020, 85% of **revenue** was received through charges for services and 11% from the E-911 King County excise tax.

2020 EXPENSES



During 2020, 82% of the Center’s **expenditures** were for personnel costs, 16% for operation and maintenance, and only 2% for capital outlays.

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 ARFF

KCFD #2/Burien/Normandy Park Fire

KCFD #20/Skyway Fire

KCFPD #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



Valley Communications Center
27519 108th Ave SE, Kent, WA 98030
253.372.1300
valleycom.org