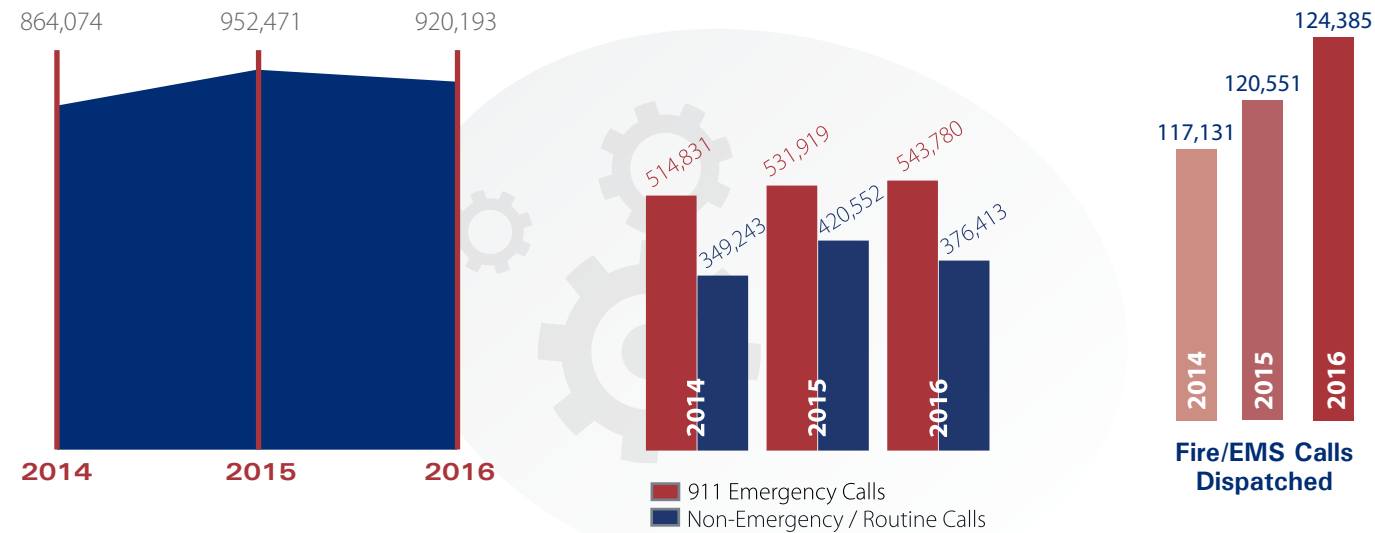


## Other Statistics & Information

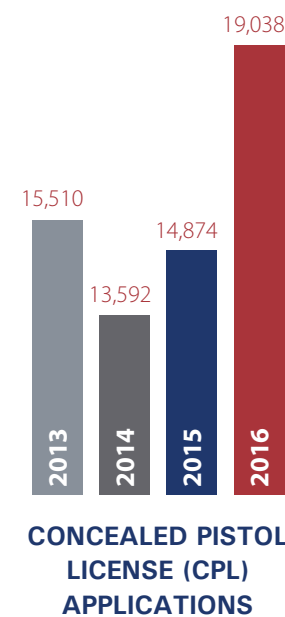


### Total Calls Received by South Sound 911's Primary 911 Centers

2014 was the first year South Sound 911 tracked call volumes from all affiliated communications centers

### July 4, 2015

Excessive summer heat and dry conditions were factors in record-breaking call volumes over the Independence Day holiday. The South 35th Street Communications Center, the county's largest 911 center, utilized back-up phone lines when call volumes exceeded capacity on normal lines. For a 24-hour period, the Law Enforcement Communications fielded **over 5,600 calls** and Fire Services fielded **over 2,500 calls**, more than double the typical call volumes on the average busy day.



### Service Improvements

- Rebranded, customer-service oriented website launched
- Online records request portal streamlines process and allows for reports to be provided electronically
- Public counter hours increased to include Saturdays to better meet customer needs
- Credit card and debit card payments now accepted as payment for services at the public counter
- Online reporting system redesigned and updated to provide a user-friendly interface and browser and device compatibility

**OUR VISION** We will collaborate with regional partners to protect lives, property and communities. We will enhance public safety by:

- Assuring prompt responses to all emergencies and service requests
- Serving the public trust with reliable, efficient and financially responsible systems
- Inspiring industry excellence with innovative technologies and staff



# SOUTH SOUND 911

## Abbreviated History & Accomplishments 2012-2016

South Sound 911 has a young history built on collaboration, community support, and efficiency.

With assistance and guidance from the public safety agencies supported by its services, South Sound 911 has put nearly 4,600 new radios into the hands of first responders; upgraded 700 MHz, 800 MHz and VHF networks countywide; replaced outdated 911 phone systems; implemented a unified computer-aided dispatch system for 41 police and fire agencies; and is currently in the pre-development phase for the construction of a new secure, state-of-the-art, consolidated public safety communications center. Internally, we continue to unify five once separate communications centers to which 144 dispatch employees dedicate their service. And we are streamlining procedures so that callers in need of emergency aid, will get the help they need faster.

That is what South Sound 911 is about.

The work which occurred over the past four years to achieve interoperability and gain efficiencies of scale, was endorsed by the voters of Pierce County in November 2011. The community voted to support the formation of South Sound 911 to improve emergency communications and ensure all police and fire responders can work cooperatively to better serve the community.

While so much work has been accomplished, South Sound 911 continues to operate smoothly and efficiently — despite increases in the need and demand for services. The information contained in this abbreviated history merely highlights South Sound 911's significant milestones and accomplishments over the last four years.

**OUR MISSION** We will provide a modern, unified emergency communication and response system to protect and serve our communities and partner agencies.

## 2011

### November 2011

Pierce County voters pass Proposition 1, a 0.1 percent sales and use tax for improvements to the county's 911 emergency communication system. The vote supported the formation of **South Sound 911**, efficiencies gained through consolidation and cooperation, the development of a regional public safety radio network, and the design and construction of a new facility.



## 2012

### March 9

South Sound 911's Operations Board convenes for its first meeting of police and fire chiefs.

### March 28

South Sound 911's Policy Board convenes for its first meeting. Member agencies include Pierce County, the City of Tacoma, the City of Lakewood, and West Pierce Fire & Rescue. A permanent seat is added for the City of Fife.

### May 23

The Policy Board approves upgrades to the 700 MHz **radio system**, including the upgrading and expansion of the Pierce County/Pierce Transit network to support South Sound 911 operations and to provide new radios for the Pierce County Sheriff's Department and their contract agencies.

### October 24

The Policy Board approves upgrades to the 800 MHz radio system, including new dispatch consoles for South Sound 911 dispatch centers and for new radios for police and fire agencies on the system.

### December 14

The Operations Board appoints Andrew Neiditz as South Sound 911 Executive Director.

### December 17

South Sound 911 hires its first employees from the Law Enforcement Support Agency; 159 employees transition to South Sound 911 employment. Buckley Dispatch closes; operations are turned over to Fife (Police) Dispatch.

### December 19

The Policy Board selects IXP Corporation to conduct a **facility** planning study for the scope, site selection and development of South Sound 911's new facility.

## 2013

### January 9

The Policy Board confirms the appointment of Andrew Neiditz as South Sound 911 Executive Director.

### January 23

The Policy Board adopts the agency mission and vision statements.

### March 27

The Policy Board approves the South Sound 911 logo and tagline.



### May

The Operations and Policy Boards amend the Motorola Communication Services Agreement to include upgrades to the City of Puyallup's five-site radio subsystem.

### August 9

The Operations Board supports "value engineering" radio reconfigurations to save nearly \$2 million. Cost savings come through a reduction of tri-band radios and strategic planning for antennas and equipment for Puyallup tower sites.

### October 23

IXP Corporation issues its Facility Planning Study Final Report. It introduces a "hybrid campus" consisting of a hardened facility dedicated to 911 and an emergency operations center, and a second building constructed to traditional commercial office space for administration and public services.

### December

The Public Safety Answering Point (PSAP) Managers Group CAD Recommendation Committee selects Intergraph Corporation's **computer-aided dispatch (CAD) system** to support police and fire dispatch countywide.

## 2014

### February

Agencies commit to work toward "single system" radio functionality.

### May 19-22

Regional CAD project kicks off with demonstrations and a project team assembled from subject-matter experts from South Sound 911, West Pierce Fire & Rescue, City of Tacoma, the City of Puyallup, and a GIS working group.

### June

Pierce County issues an RFQ for a development team for the design and construction of South Sound 911's new facility, the public safety communications center (PSCC). An RFP is later issued in November to four development teams. The non-profit National Development Council (NDC), was selected from an RFQ issued in March to facilitate a public-private partnership to construct the PSCC.

### September 24

The City of Puyallup becomes a member agency with representation on the Policy and Operations Boards.

### October 16

Agencies begin migrating to the new 700 MHz radio system. By this time, 797 new 700 MHz radios and 2,942 new 800 MHz radios are "on the street," as are new dispatch consoles.

### November 24

South Sound 911 announces the selection of a preferred building site in Fircrest and an alternate site in Tacoma. At their November meeting, the Policy Board approves the "hybrid campus" facility concept.

### December 11

A new Telecommunication Systems (TCS) **911 phone system** replaces the outdated phone system at the South 35<sup>th</sup> Street Communications Center, providing Next Generation 911 capabilities when implemented.

### December 28

Fife Dispatch employees transition to South Sound 911 employment.

## 2015

### January

South Sound 911 assumes budgetary and operational responsibility of West Pierce Fire & Rescue Fire Comm and service contracts.

### April-May

South Sound 911 hosts 10 community meetings around the county to share plans for its PSCC.

### May 5

Central Pierce Fire & Rescue transitions fire dispatch service from Tacoma Fire to West Pierce Fire & Rescue Fire Comm.

### May 18

Training begins in preparation for the launch of the new CAD system.

### June 4

South Sound 911 scraps the preferred site for its PSCC due to soil stability and contamination concerns. A deal is not reached for the alternate site and the agency resumes its search for a suitable site.

### July 7

South Sound 911 showcases the new CAD system at an open house demonstration. Field users from police and fire agencies, as well as dispatch personnel, preview the functionality, such as MobileForPublicSafety (MPS) and I/NetViewer.

### October

The new CAD system is implemented for 19 law enforcement agencies and dispatch over three weeks at the South 35<sup>th</sup> Street Communications Center, Puyallup City Comm, and Fife Dispatch. It marks the first time all local law enforcement are operating on the same dispatch system.

### December

All 4,591 South Sound 911-funded new radios are in use. Nearly all South Sound 911 public safety partners are operating the radios on the new digital trunked 700 MHz and 800 MHz radio systems.

## 2016

### January 3

Puyallup City Comm employees become South Sound 911 employees and the Eastside Communications Center is established.

### March 16

An agreement is reached with Pierce County to evaluate property occupied by the Tacoma-Pierce County Health Department, as part of a larger county concept to consolidate offices and services. Three months later, the county determines the plan is unfeasible.

### July 27

The Policy and Operations Boards unanimously support the acquisition of 3580 Pacific Ave. in Tacoma. The county-owned 5.34-acre site is home to the deteriorating Puget Sound Hospital, destined for demolition.

### September 28

South Sound 911's Policy Board authorizes a budget amendment allowing the agency to front funds up to \$2.6 million for the demolition of the old Puget Sound Hospital. The funds would be loaned to Pierce County so demolition can occur in 2017.

### November 1

The unified CAD system is deployed for West Pierce Fire & Rescue's Fire Comm, marking the first time both fire and law enforcement are on the same system.

### November 8

The Pierce County Council passes Resolution 2016-149 authorizing the use of 3580 Pacific Ave. for South Sound 911's PSCC.

### December

An agreement is reached with West Pierce Fire & Rescue for the transition of Fire Comm employees to South Sound 911 employment. Consolidation planning begins for law enforcement communications to operate in a single location with aligned procedures/policies.

