

SOUTH SOUND 911 OVERVIEW CITY OF TACOMA STUDY SESSION

MAY 10, 2022





WHO WE ARE

SOUTH SOUND 911

- **PUBLIC SAFETY ANSWERING POINT (PSAP)**
 - Police, fire, and medical
 - Serving 38 agencies in Pierce County
- **911 PROGRAM OFFICE**
- **RECORDS AND TECHNICAL SERVICES**

SOUTH SOUND 911



OUR JOURNEY



SOUTH SOUND 911 HISTORY

2011

- Proposition 1

2012-2015

- Law Enforcement Support Agency (LESA) became South Sound 911
- Founding interlocal agreement (ILA) Policy Board & Ops Board
- The first agency joins the consolidation

SOUTH SOUND 911 HISTORY

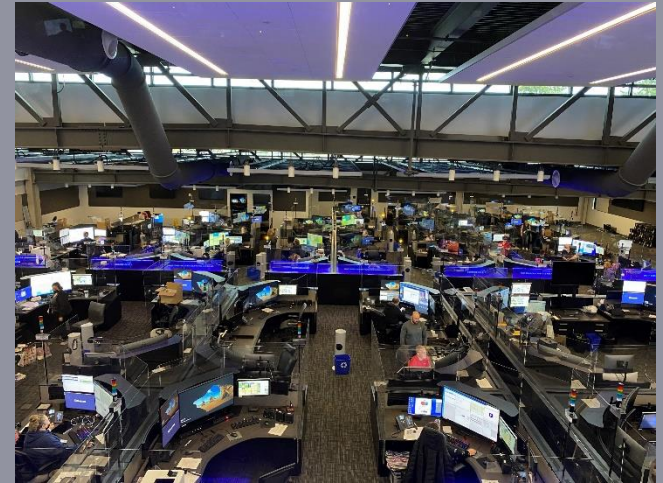
2016-2021

- Remaining 911 call centers join South Sound 911
- Strategic study conducted
 - Call processing
 - Governance
 - Radio systems
- Facility completed at 3580 Pacific Ave.



NEW FACILITY

Last step to consolidation
vision realized





BOARD OF DIRECTORS



Julie Door, Board Chair
City of Puyallup Councilmember



Derek Young, Board Vice-Chair
Pierce County Councilmember

BOARD OF DIRECTORS



Michael Brandstetter
City of Lakewood Councilmember



Kathy Hayden
City of Sumner Mayor



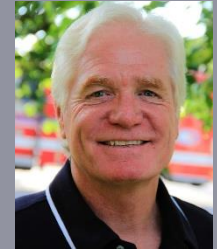
Conor McCarthy
City of Tacoma Councilmember



Joe Bushnell
City of Tacoma Councilmember



Matt Holm
CPF&R Commissioner



Pat McElligott
EPF&R Commissioner



Bruce Dammeier
Pierce County Executive



Pat Hulcey
City of Fife Councilmember



Dan Rankin
WPF&R Commissioner

BOARD OF DIRECTORS

- Bylaws
- Elections
- Committees
- Public Development Authority

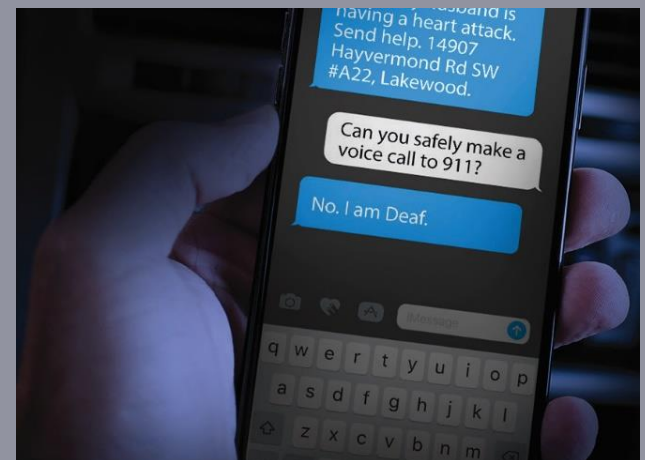
The background image is a high-angle, wide shot of a large, modern control room or operations center. The room is filled with rows of workstations, each equipped with multiple computer monitors. Several people are visible, seated at the desks, working. The room has a high ceiling with a complex network of steel beams and large windows that allow natural light to enter. The overall atmosphere is professional and busy.

WHAT WE DO

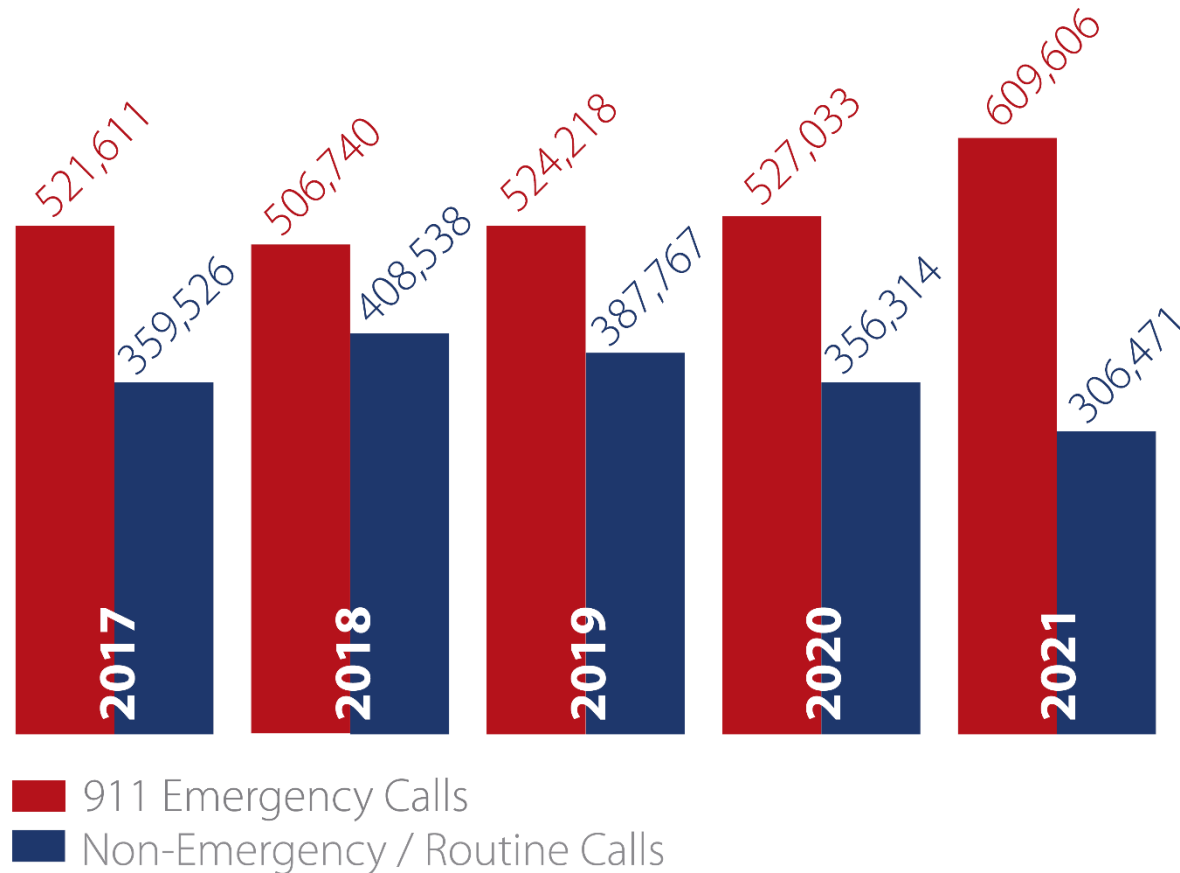
Operations & Support Services

OPERATIONS

- 911 and non-emergency call processing
 - Text-to-911
- Primary radio dispatch – police, fire, and medical
 - Protocols set by partner agencies
- Secondary radio – data dispatch
- Communication Center telephone reports



SOUTH SOUND 911 – CALL TAKING & DISPATCH



SUPPORT SERVICES

- Records Department
 - Public counter
 - Law enforcement records
- Technical Services

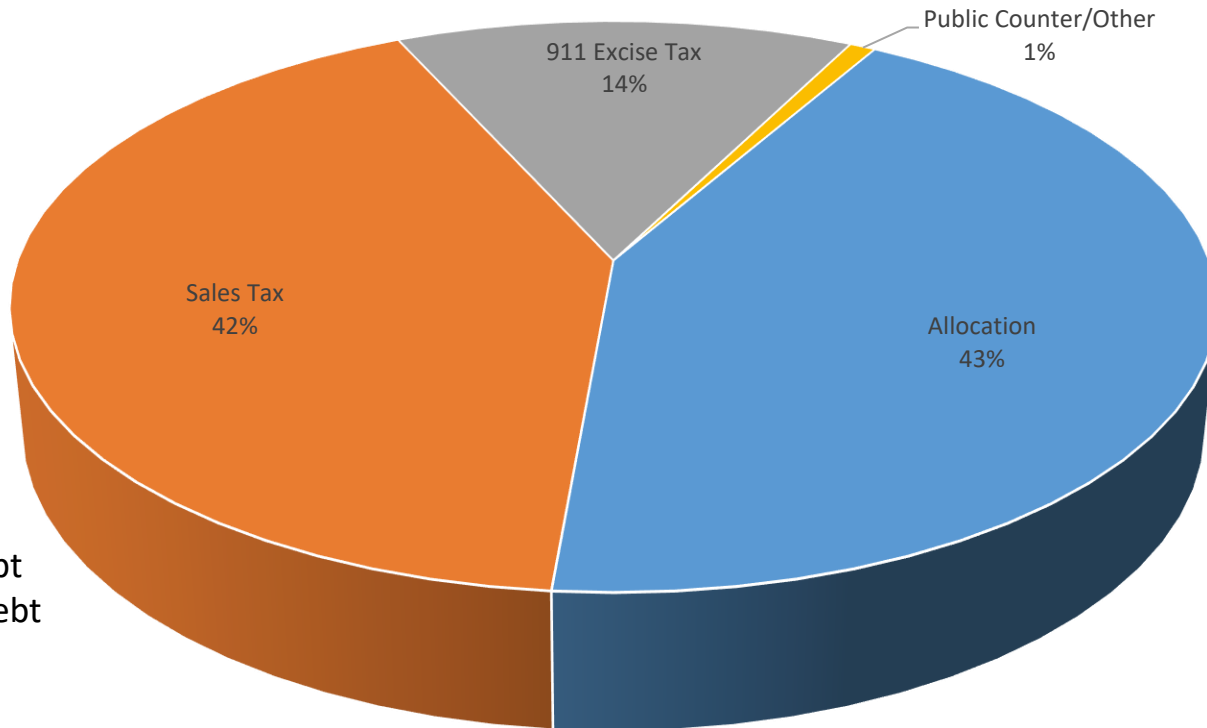




FINANCE & HUMAN RESOURCES

BUDGET & FINANCE

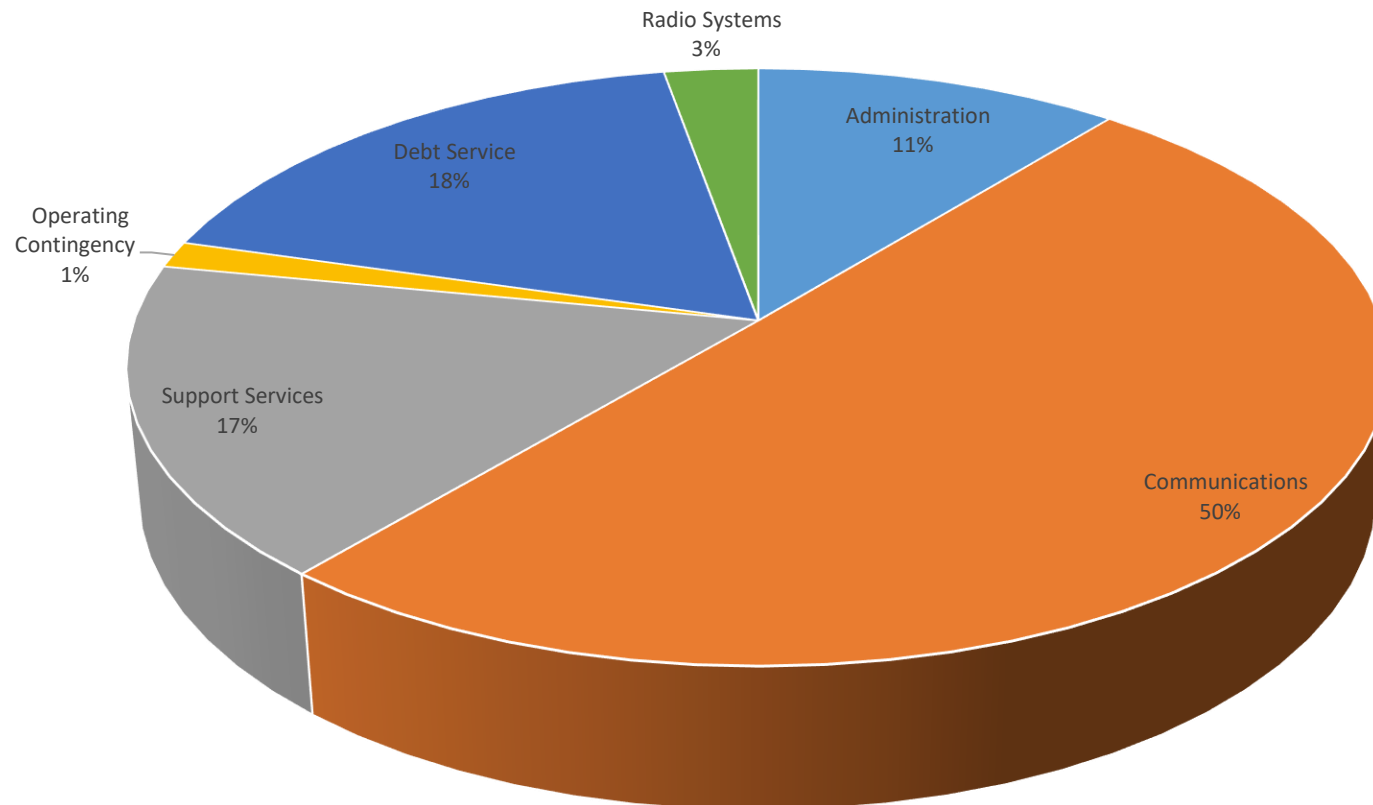
2022 Revenues by Source



- 57% - Ops
- 25% - Radio Debt
- 18% - Facility Debt

BUDGET & FINANCE

2022 Expenditures by Division



PERSONNEL & RECRUITMENT

Current Employee Count	219
Budgeted	245



COMMUNITY RELATIONS

- Social Media
 - ✓ @SouthSound911 (FB & Twitter)
 - ✓ @OfficialSouthSound911 (IG)
- Media Relations
- Website
- 911 Education
- Volunteer Program



COMMUNITY INVOLVEMENT

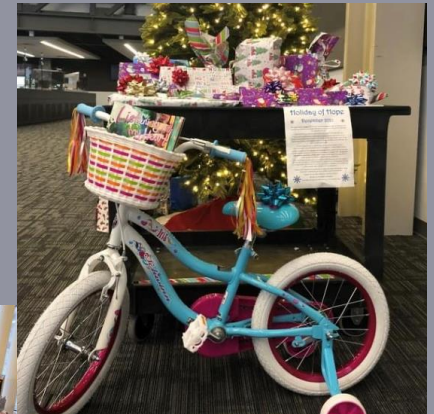
Community Relations Team

*Educational speaking engagements,
tours, event reps, Safe Streets
partner*



South Sound 911 Cares

*Employee-driven
charitable giving*



A high-angle, wide shot of a large, modern control room or operations center. The room is filled with numerous workstations, each equipped with multiple computer monitors displaying various data and maps. Several people are seated at the workstations, focused on their tasks. The room has a high ceiling with a complex network of steel beams and large windows that allow natural light to enter. The overall atmosphere is professional and technologically advanced.

OUR FUTURE

THE FUTURE OF SOUTH SOUND 911

- **RECORDS MANAGEMENT SYSTEM (RMS) REPLACEMENT**
- **REGIONAL COLLABORATION FOR OUTAGES**
- **REMODEL OF 35TH STREET BACKUP FACILITY**
- **VOLUNTEER PROGRAM**
- **NEXT GENERATION (NG) 911**
- **UNIVERSAL CALL TAKING**
- **988 AND CRISIS CALLS**
- **STRATEGIC RETREAT
JUNE 8, 2022**



QUESTIONS?