

**FIRCREST CITY COUNCIL
STUDY SESSION AGENDA**

**MONDAY, MARCH 20, 2023
6:00 P.M.**

**COUNCIL CHAMBERS
FIRCREST CITY HALL, 115 RAMSDELL STREET**

- 1. Call to Order**
- 2. Pledge of Allegiance**
- 3. Roll Call**
- 4. Agenda Modifications**
- 5. [Presentation: South Sound 911](#)**
- 6. Bathroom Locks Discussion**
- 7. Council Proclamation Discussion**
- 8. Remote Attendance for Council Meetings**
- 9. Introduction of Council Goals**
- 10. Executive Session**
 - A. Per RCW 42.30.110 (1)(i) To Discuss Potential Litigation
 - B. Per RCW 42.30.110 (1)(g) To evaluate the qualifications of an applicant for public employment

Below is the call-in information for the public to listen via Zoom.

Zoom Meeting Details:

Dial-in Information: 1-253-215-8782 Webinar ID: 857 7769 7009 Password: 312044



SOUTH SOUND 911 OVERVIEW FIRCREST CITY COUNCIL STUDY SESSION

MARCH 20, 2023



SOUTH SOUND 911
YOUR CONNECTION TO POLICE, FIRE AND MEDICAL AID

A high-angle, wide shot of a large, modern call center or office space. The room is filled with rows of workstations, each equipped with multiple computer monitors and ergonomic chairs. Several employees are visible, working at their desks. The space is characterized by a high ceiling with a complex network of steel beams and large windows that allow natural light to filter in. The overall atmosphere is professional and busy. The text "WHO WE ARE" is overlaid in the center of the image in a large, white, sans-serif font.

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

A high-angle, wide shot of a large, modern call center. The room is filled with rows of workstations, each equipped with multiple computer monitors and ergonomic chairs. Employees are seen working at their desks. The ceiling is high with a complex network of steel beams and large windows. The overall atmosphere is professional and busy.

OUR JOURNEY

SOUTH SOUND 911 HISTORY

2010

- Six 911 Centers

2011

- Proposition 1

2012-2021

- Law Enforcement Support Agency (LESA) became South Sound 911
- Strategic study conducted
 - Call processing
 - Governance
 - Radio systems
- Facility completed at 3580 Pacific Ave. -*VISION REALIZED!*





BOARD OF DIRECTORS



Julie Door, Board Chair
City of Puyallup Councilmember



Pat McElligott, Board Vice-Chair
East Pierce Fire & Rescue Commissioner

911

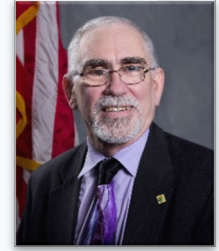
BOARD OF DIRECTORS



Michael Brandstetter
City of Lakewood Councilmember



Robyn Denson
Pierce County Councilmember



Pat Hulcey
City of Fife Councilmember



Joe Bushnell
City of Tacoma Councilmember



Kathy Hayden
City of Sumner Mayor



Dan Rankin
WPF&R Commissioner



Bruce Dammeier
Pierce County Executive



Matt Holm
CPF&R Commissioner



Sarah Rumbaugh
City of Tacoma Councilmember

BOARD OF DIRECTORS

Board members are elected officials with representation that is reflective of the agency's customer base. Seats on the board are allocated among South Sound 911's member agencies based on the relative size of the most recently approved annual Communications Assessments payable by member agencies. Board members are appointed for three-year terms and there are no term limits.

Responsibilities of the Board of Directors include:

- Confirm appointment of executive director
- Approve contracts over \$50,000
- Ratify collective bargaining agreements
- Adopt annual budget (including cost allocation formula)
- Authorize capital projects
- Direct policy and strategic objectives

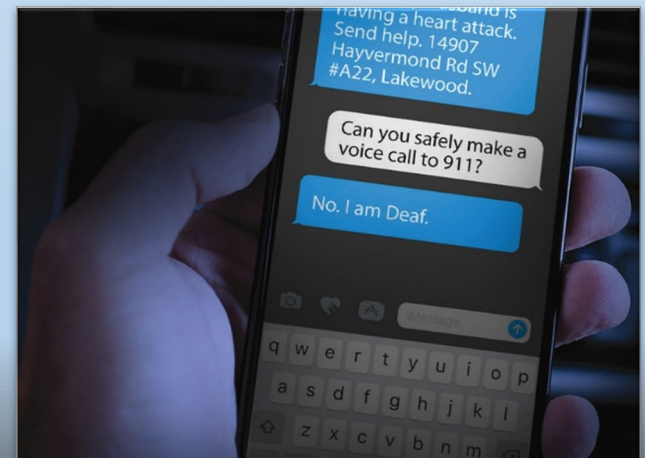
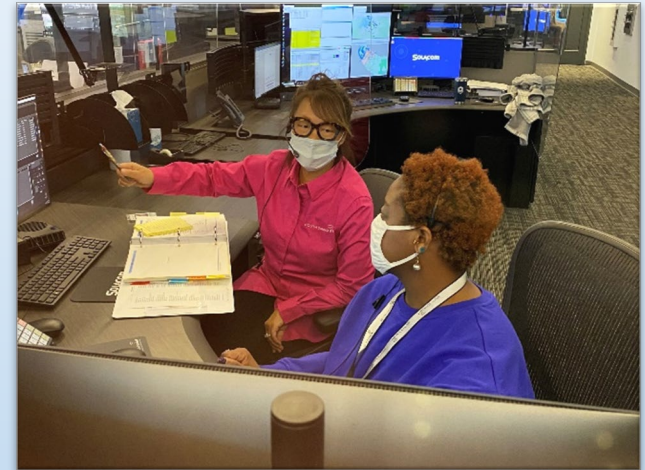
A high-angle, wide shot of a large, modern call center or operations center. The room is filled with rows of workstations, each equipped with multiple computer monitors and ergonomic chairs. Employees are visible at their desks, some looking at their screens. The ceiling is high with a complex network of steel beams and large windows that allow natural light to enter. The overall atmosphere is professional and busy.

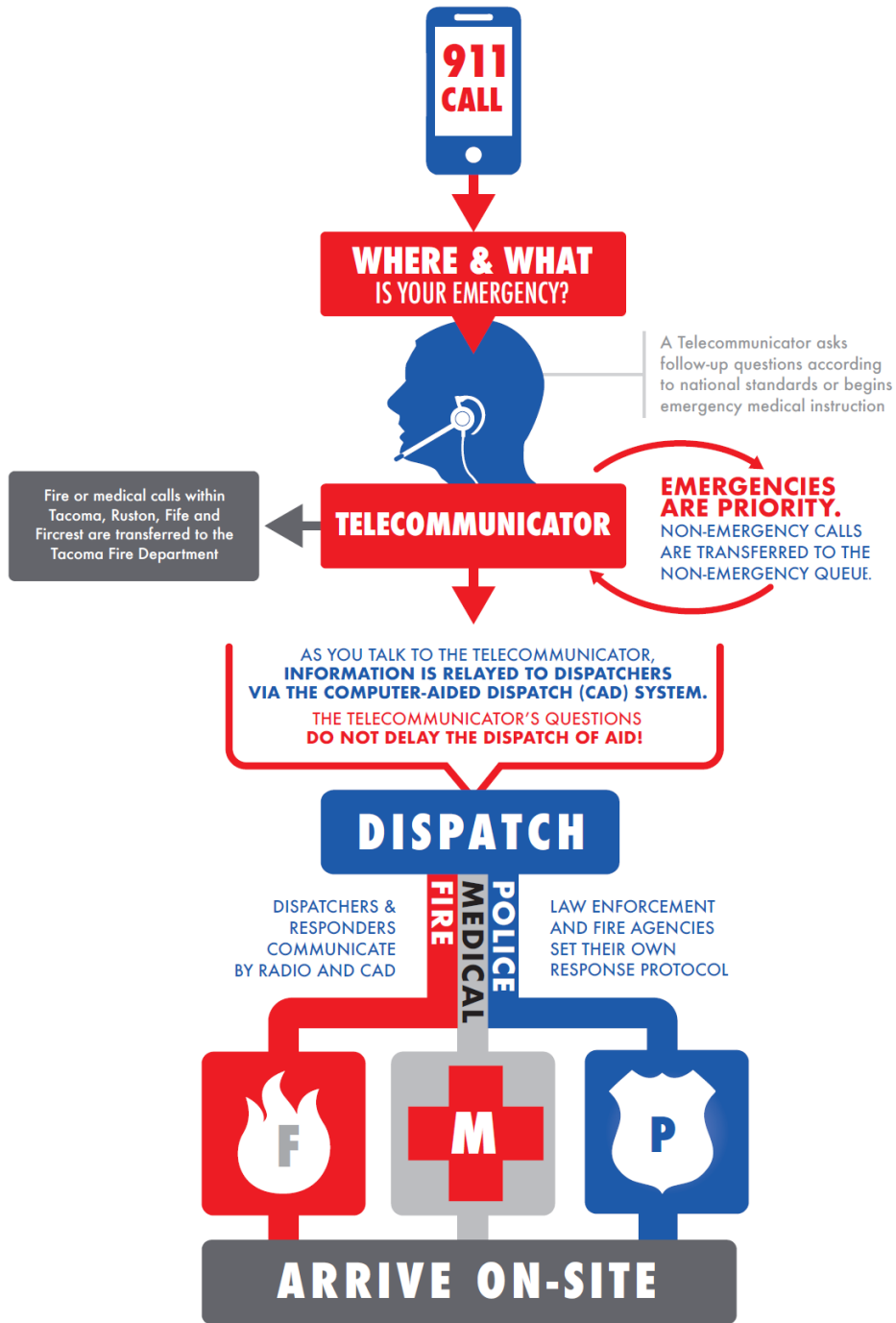
WHAT WE DO

Operations & Support Services

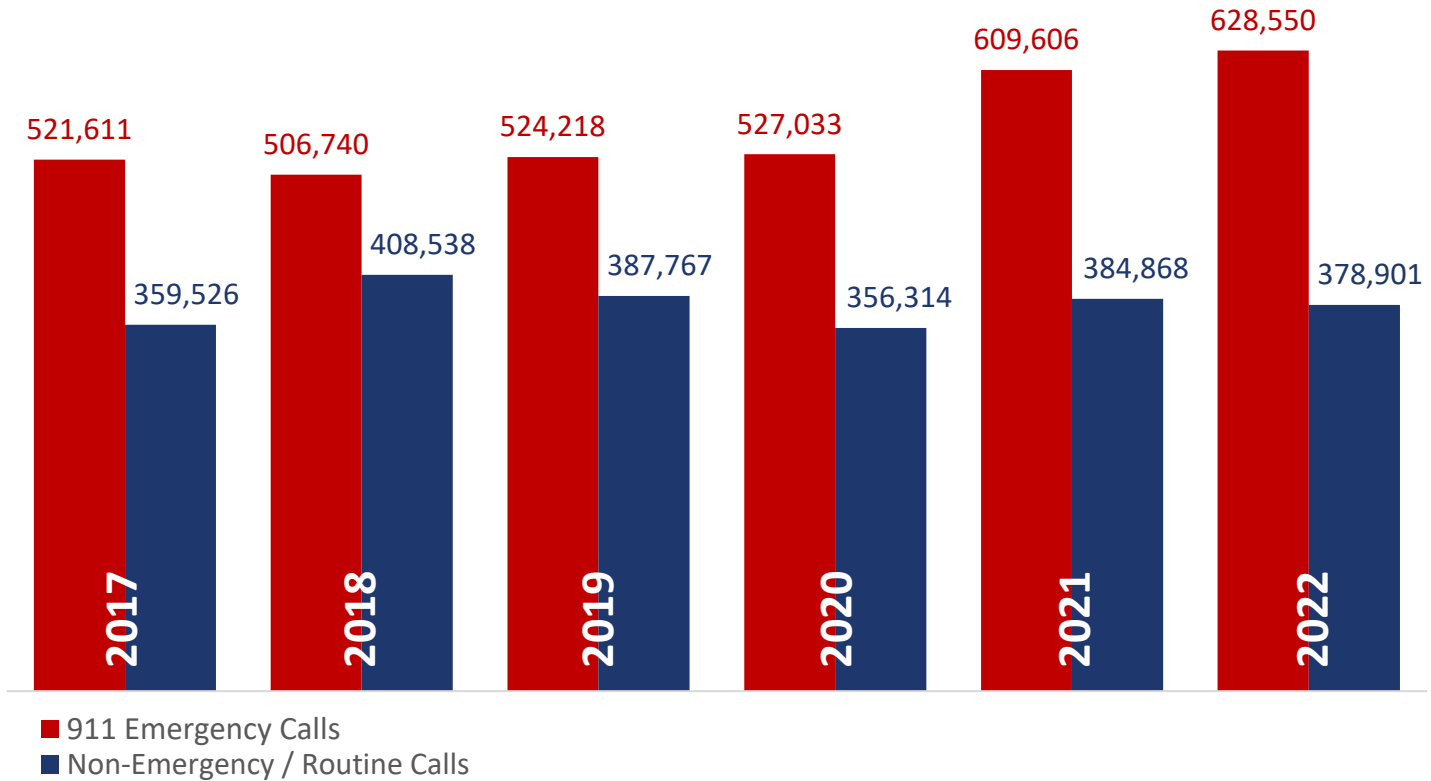
OPERATIONS

- 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
- Crime Analyst

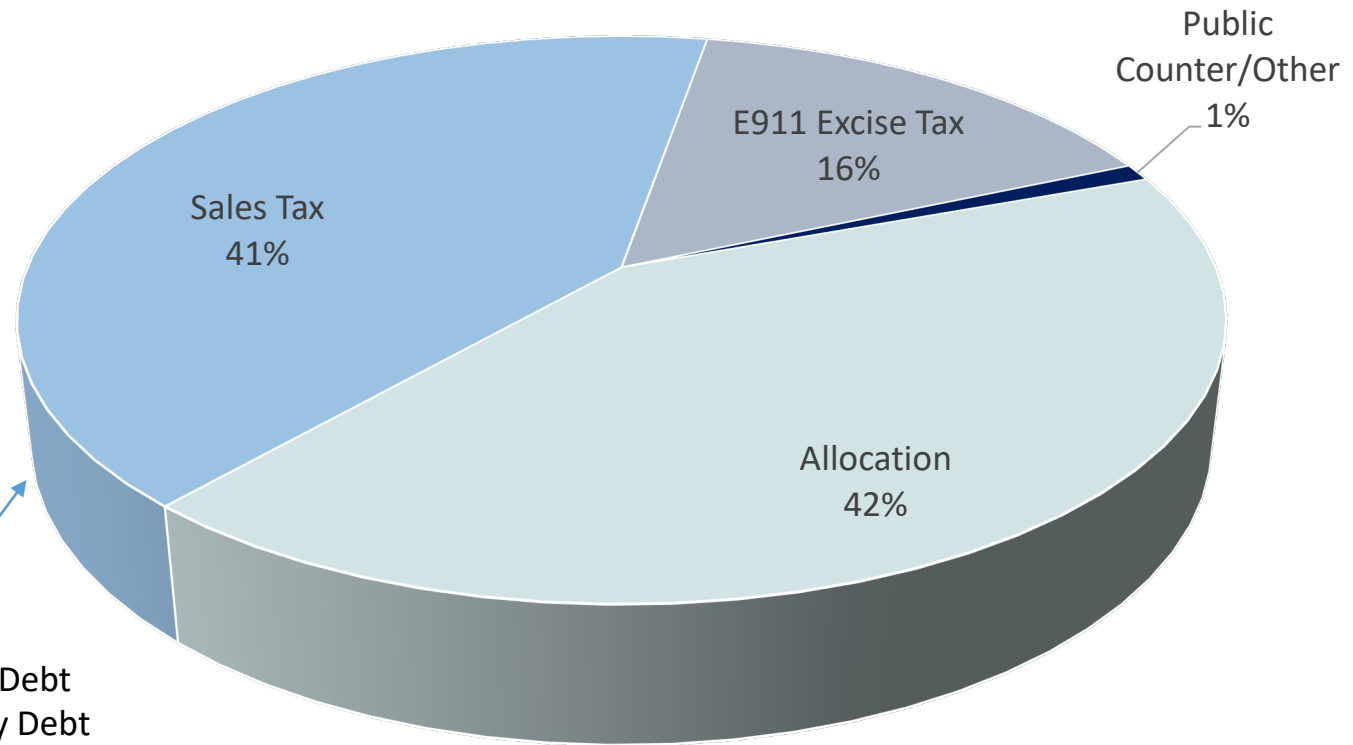




FINANCE & HUMAN RESOURCES

BUDGET & FINANCE

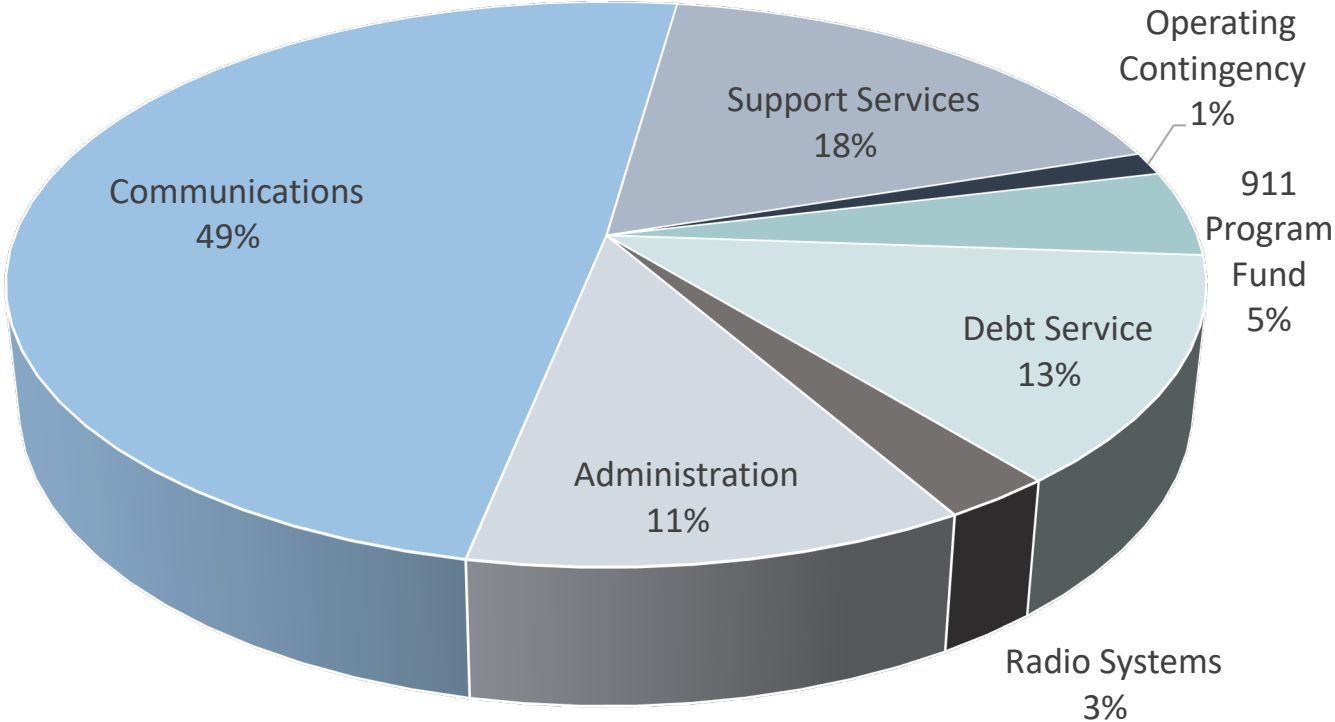
2023 Budgeted Revenues



- 67% - Ops
- 15% - Radio Debt
- 18% - Facility Debt

BUDGET & FINANCE

2023 Expenditures by Division



PERSONNEL & RECRUITMENT

Current Employee Count 243
Budgeted 257



A Zoom meeting slide with a teal and white background. On the left, a woman is shown working at a computer with multiple monitors. On the right, there is a video thumbnail of a woman labeled "Stephanie - PS...". The main text on the slide reads: "UP NEXT: South Sound 911", "Laura Lakowske", "HR@SouthSound911.org", and "www.southsound911.org/careers/". At the bottom, there is an orange box with the text "Text SS911 to 1-866-447-3911 for more info!" and a Zoom logo.



COMMUNITY RELATIONS

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



South Sound 911 ✓
8.2K followers · 35 following

South Sound 911 ✓
Posted by Loomly
Oct 16, 2022 · 🌐

Crocodile Rock! The [Elton John Yellow Brick Road](#) leads to [#Tacoma](#) AND a new career with South Sound 911! Take the first step and join our rock star employees; visit [southsound911.org/careers](#) to begin your journey! 🚀 [#joinourteam](#) [#weare911](#) [#dispatch](#) [#tacomadome](#) [#EltonFarewellTour](#)



COMMUNITY INVOLVEMENT

Community Relations Team



Educational Talks



Event Reps



Tours + Safe Streets Partner

CARES Team

Employee-driven charitable giving



A high-angle, wide shot of a large, modern call center or control room. The room is filled with rows of workstations, each equipped with multiple computer monitors and ergonomic chairs. Employees are visible at their desks, some looking at screens. The room has a high ceiling with a complex steel truss structure and large windows. The overall atmosphere is professional and busy. The text "OUR FUTURE" is overlaid in the center in a white, sans-serif font.

OUR FUTURE

THE FUTURE OF SOUTH SOUND 911

- **RECORDS MANAGEMENT SYSTEM (RMS) REPLACEMENT**
- **988 AND CRISIS CALLS**
- **REMODEL OF 35TH STREET BACKUP FACILITY**
- **NEXT GENERATION (NG) 911**
 - JBLM Project
 - Artificial Intelligence
 - Regional Collaboration for Outages
 - Text to 911
- **PATH TO A SINGLE RADIO SYSTEM**

SOUTH SOUND 911

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QUESTIONS?