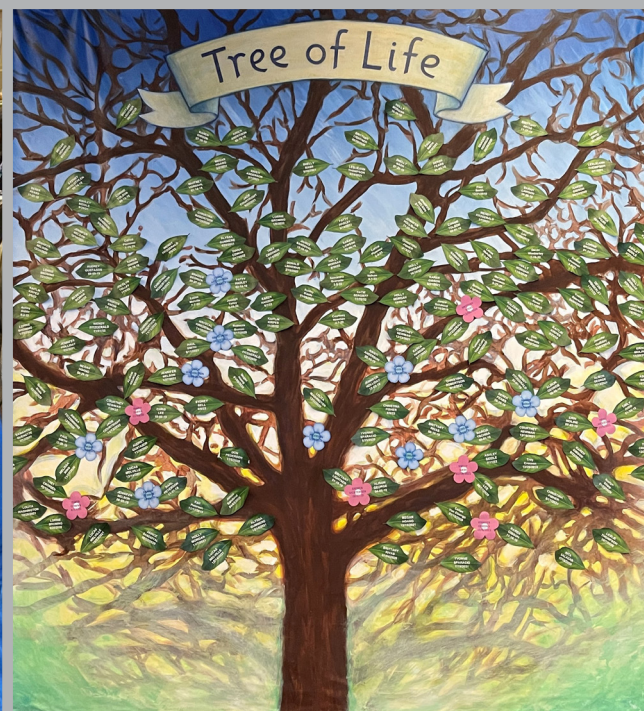




VALLEY COMMUNICATIONS CENTER 2022 ANNUAL REPORT



Excellence

Rainbow of Chaos



INTRODUCTION

I am pleased to share with you the 2022 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.

2022 LEADERSHIP

VCC ADMIN BOARD

Mayor Nancy Backus,
Auburn

Mayor Jim Ferrell,
Federal Way

Mayor Dana Ralph,
Kent

Mayor Armondo Pavone,
Renton

Mayor Allan Ekberg, *Chair*
Tukwila

Chief Rafael Padilla,
Kent Police

Chief Andrea Coulson,
King County Medic One

Chief Matthew Morris,
Puget Sound
Regional Fire Authority

VCC OPERATIONS BOARD

Chief Mark Caillier,
Auburn Police

Chief Ken Thomas,
Des Moines Police

Chief Andy Hwang,

Federal Way Police

Chief Rafael Padilla, *Chair*
Kent Police

Chief Andrea Coulson,
King County Medic One

Chief Matthew Morris,
Puget Sound

Regional Fire Authority

Chief Jon Schuldt,
Renton Police

Chief Steve Heitman,
Renton Regional Fire Authority

Chief Dave Mataffin,
South King Fire & Rescue

Chief Jay Wittwer,
Tukwila Fire

Chief Eric Drever,
Tukwila Police

Chief Brad Thompson,
Valley Regional Fire Authority

Chief Charlie Krimmert (Jan-June);

Chief Matt Vinci,
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 (Jan-Oct);

Lindsey Arsanto,
Human Resources Manager

Tatyana Bogush-Stakhov,
Finance Manager

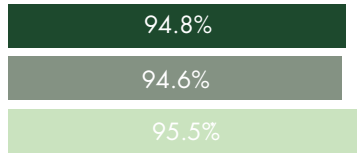
Kristin Meitzler,
Technical Services Manager

Evan Nelson,
Training Manager

OPERATIONS

INDUSTRY 911 CALL ANSWERING STANDARD

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

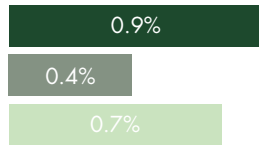


2021-2022 TREND **+**

*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

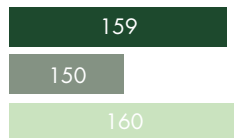


2021-2022 TREND **+**

AVERAGE CALL OCCUPATION TIME

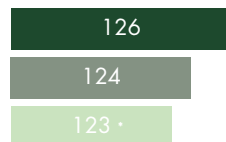
DESIRED GOAL: Reduce time duration on calls while gathering pertinent information

911 Average Call Occupation in Seconds:



2021-2022 TREND **-**

10-Digit Average Call Occupation in Seconds:



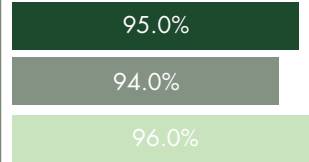
2021-2022 TREND **-**

*Addition of 10-Digit Emergency Line April 2020
Source: 2022 VCC Operational Data

PARTNER AGENCY

PARTNER APPRECIATION

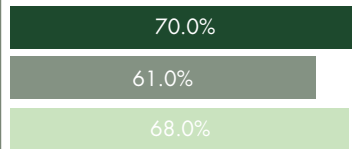
Metric: % who are "Extremely Satisfied," "Very Satisfied," or "Somewhat Satisfied" in the value of services provided by VCC



2021-2022 TREND **+**

AGENCY APPRECIATION

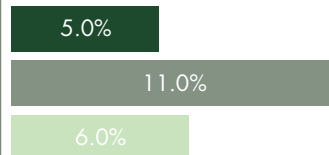
Metric: % who are "Extremely Confident" or "Very Confident" in the representation of their interests



2021-2022 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



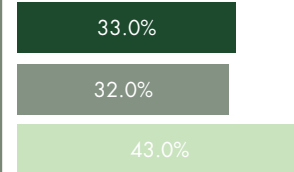
2021-2022 TREND **-**

Source: 2022 VCC Public Safety Partner Survey
Sample Size: 37 Responses

EMPLOYEES

EMPLOYEE RETENTION

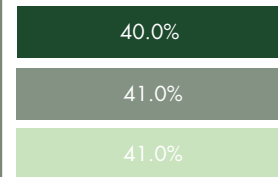
Metric: % who plan to continue to work at VCC for 10+ years



2021-2022 TREND **+**

SUPPORTIVE WORK ENVIRONMENT

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

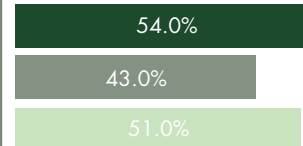


2021-2022 TREND **-**

EMPLOYEE APPRECIATION

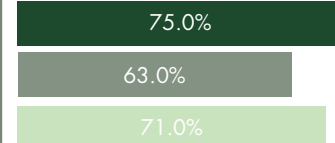
Metric: % who "Strongly Agree/Agree" their work is appreciated by Management, and Immediate Supervisor

Management



2021-2022 TREND **+**

Immediate Supervisor



2021-2022 TREND **+**

Source: 2022 VCC Employee Satisfaction Survey
Sample Size: 52 Responses

STRATEGIC PLAN IMPLEMENTATION

2022 UPDATE

Next Generation Valley Com: Roadmap 2023 is organized around seven guiding principles and six goals 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 updated in 2022, with wide participation from employees, partner agencies and other 911 Centers in the region.

This annual report will highlight our team members dedication in their continuous commitment to show up during an on-going pandemic, work through staffing challenges and face an uncertain future of relief. While our world continues to change, our team members remain steadfast in ensuring our mission is fulfilled, providing exceptional 911 service to the public and our communities.

The guiding principles continue to lead us in discussions, collaborating, planning, communications, prioritizing, and decision making. The commitments made up by Com Room & Admin Staff, Supervisors and Managers continue to hold us accountable to each other. Despite the challenges of 2022, the Center and its dedicated team members 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.

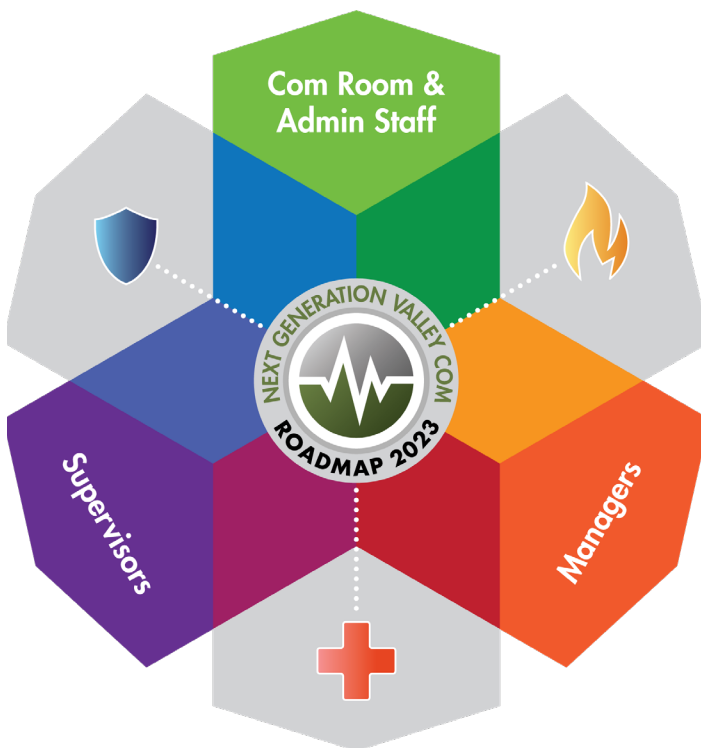
Compassion – We look out and care for each other with genuine concern.

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.

Equity – We embrace diversity, and affirm all communities, including under-represented and under-resourced populations.



STRATEGIC PLAN IMPLEMENTATION

YEAR FOUR MILESTONES

G1 | Public Safety Governance & Communication

- Executive Leadership attending regional advisory meeting and serving on various Boards.
- Transitioned governance, support & internal meetings to a hybrid format, virtual/in person.
- Leadership active in seeking Federal reclassification, achieved State and local recognition & reclassification of 911.
- Collaborated with the King County E911 Project Team on the platform modernization project.
- Represented Administration Board on PSERN Project Joint Board
- Represented Administration Board on PSERN Operating Board.

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.
- Negotiated a new two-year labor agreement with one of our two labor partners.

G3 | Support & Resources

- Led by the Wellness Committee, earned Association of Washington Cities Well City status for third year.
- Continued to support a staffing contingency plan related to potential COVID-19 impacts and coordinated employee access to COVID resources.
- Continued to grow and support our PEER support and Critical Incident Response Team (CIRT) teams.
- Continued support of enhanced Employee Assistance Program plan provided to employees.
- 24 years free of audit finding from State Auditor's Office.

G4 | Current & Future Services

- Actively seeking reciprocal operational back-up with Snohomish 911.

G5 | New Technologies and Services

- ASAP to PSAP CAD interface implementation, which allows automated alarm company CAD incident creation.
- Implemented redundant ISP to increase reliability and resiliency.
- Implemented an Interactive Voice Response (IVR) on the non-emergency line to provide callers information via pre-recorded message.
- Integrated Electronic Signatures in VCC workflows.

G6 | Data Management & Access

- Expanded ESRI data dashboards to review the Center's key performance indicator's (KPIs).
- Upgraded firewall and security infrastructure to improve cyber security posture.
- Provided CAD incident data feed to additional Police agencies who deploy SPIDR Tech software.
- Increased transparency with standard operating procedures (SOP's) available on VCC website.

CHALLENGES

Challenges

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

Staffing – Human Talent

- Recruiting, hiring, training, and retaining qualified employees to adequately staff the Center.
- Building a 911 workforce to reflect the demographic composition of the communities served.
- Ability to support and improve employee wellbeing related to the impacts of overtime and work-related trauma as separations outpace ability to hire, train and deploy staff.
- Managing the pace of change at an operational level with technology advancements and the impact on staff while balancing the needs and expectations of partner agencies and the public.
- Ability to meet and support customer agency demand for new and improved technologies and service offerings within capabilities and availability of existing technology staff.

Financial Challenges

- Personnel costs; staying competitive in the Seattle Metro job market.
- Rising costs associated with increasing pace of change of technology.

Technology, Security & Safety — Physical and Cyber

- Balance operational workflows with innovation priorities.
- Government policy maturity not keeping pace to technological change.
- Public safety technology adoption level of maturity not matching the rate of change in technology industry.
- Remote employment has created an expanded network perimeter outside the organization networks that generate new vulnerabilities and challenges for collaboration.
- Effectively balance cybersecurity with business practices, solutions, and partnerships.
- 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 workplace 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

- Acted as change champions in collaboration with King County E911 on the new call handling platform.
- Successful Year 4 of Roadmap 2023, continuing the focus of implementing Medium Term and Long Term initiatives.
- Participated in COVID-19 briefings with King County EMS, Hospitals, and Fire Agencies to coordinate responses and information sharing.
- Ensuring physical and mental health of employees while transiting out of a global pandemic.

Technical Services Implementation

- ASAP to PSAP CAD interface implementation, which allows automated alarm company CAD incident creation.
- Implemented multi-factor authentication (MFA) upgrades to improve cyber security posture.
- Implemented Interactive Voice Response (IVR) on non-emergency line providing callers with reporting instructions via pre-recorded message.

Finance

- Accomplished 24th consecutive year free of audit findings; financial statement audit done by SAO.
- Transitioned to electronically billing customers.
- Adopted new biennial budget timely and submitted to GFOA for award.
- Submitted financial statements to SAO within prescribed timeline.
- Despite turnover in finance, met all ILA, SOP, and externally imposed deadlines.
- Worked with IT and vendor to implement SSO for Springbrook.
- Participated in hiring process for partner agency: PSERN Finance Manager.
- Expanded options for electronic approval of invoices.

ACCOMPLISHMENTS

Accomplishments

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

Center Development

- Held three COI academy classes introducing a total of 16 new employees including one lateral hire. Twelve remain employed.
- Promoted 3 COlls and 4 COIs to Communications Training Officers (CTOs).
- Promoted 6 COIs to COlls and 5 successfully completed training.
- Promoted 1 COll to Supervisor I.
- Integrated Electronic Signatures in VCC workflows.
- VCC - Valley Communications Supervisor Guild (VCSG) contract negotiated.

Recruiting

- Adapted recruiting processes to meet the current market.
- Hired a part-time temporary recruiter to assist with staffing the COI academies.
- Implemented a self-screening questionnaire.
- Coordinated with Training to find creative solutions to continually bring on new hires (smaller classes, new academy process, etc.).
- Implemented a Public Safety Testing (PST) coupon code to alleviate the cost in applying for the COI/COll position.
- Utilized Indeed in recruiting candidates which increased diversity and the number of candidates for each vacancy.
- Hired the following administrative employees: HR Specialist, HR Manager, Network Engineer.
- Hired one lateral COI, who progressed through training and was promoted to COll very quickly.

Internal Hiring Processes

- Completed 1 dispatch promotion process.
- Completed 1 COI to CTO process.
- Completed 1 COll to CTO process.

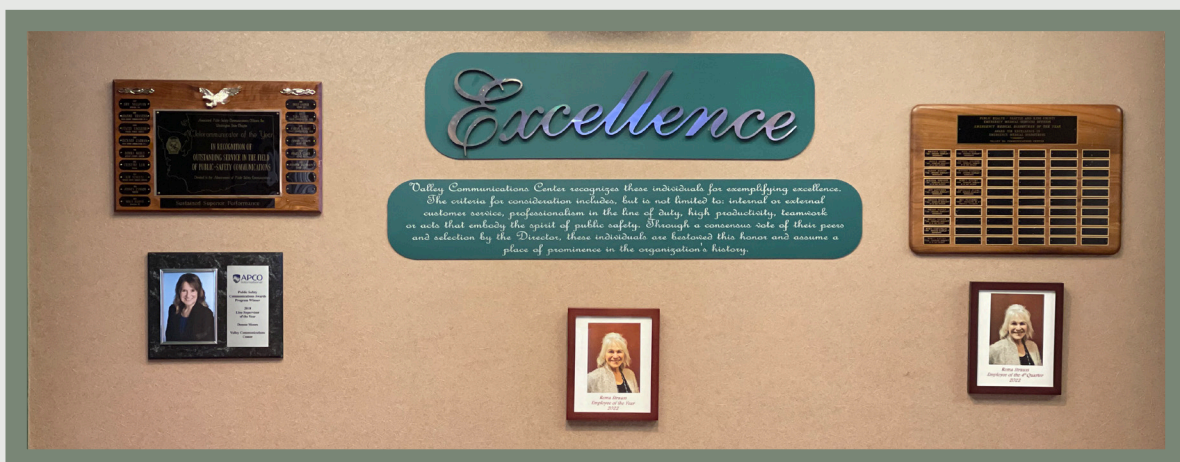
ACCOMPLISHMENTS

Accomplishments

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

Projects

- Revamped the VCCEA performance evaluation form and process.
 - The form went from over 20 pages to just 10 questions for the supervisors to complete.
 - Evals used to be done annually at each employee's hire date but will now be done at the end of shift rotations, which is twice a year.
 - This was finalized in the third quarter of 2022 and will begin at the end of the first shift rotation in 2023.
- Worked with King County Regional Services (KCRS) and several local PSAPS to put together an i-Heart radio campaign for recruiting.
 - We were able to get funding for the PSAPS in King Co. to cover the cost of the ads.
 - This did not produce candidates like we hoped but it did open the doors to continue to work with KCRS for recruiting efforts.



EXCEPTIONAL STORIES



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

Ashleigh Morejon holds the position of Human Resources Specialist in administration. She was hired towards the middle of 2022 to take over benefits' payable reconciliations, payroll audit, and leave management. After undergoing training during her first three months, she stepped up and took on the enormous task of payroll processing as her primary job duties, while VCC experienced turnover of the Payroll & Accounting Specialist position. Ashleigh has been very successful in payroll for the last four months of 2022!



Ashleigh Morejon

Ashleigh's performance demonstrates her proficiency in both soft and technical skills. The quality of her work output is excellent, especially given her short tenure at VCC. She works well with others to better understand processes, practices, and to meet their needs. Her positive can do attitude is very much appreciated and her manager has received multiple positive feedback on her interactions with other employees, as well as kudos on her performance and professionalism.

Ashleigh is highly valued for being a dependable and reliable team member. She meets stringent deadlines and manages her time well. Ashleigh is effective under pressure and performs her duties with confidence and grace. In the relatively short time, she has shown to all that she is able take on the duties outlined in her job description, go beyond those duties, and perform with excellence contributing to VCC's overall goals. Ashleigh embodies the VCC's guiding principles of reliability, accountability, teamwork and has become the new ROCKSTAR of payroll!

"Ashleigh has made a positive impact in her short time at Valley Com, she comes to work each day with a smile and always a kind word to say. Ashleigh is willing to help employees with payroll or healthcare question. If she doesn't have the answer at her fingertips, she will take the extra step to find the answer." ~ Mary Sue Robey, Administrative Services Manager

EXCEPTIONAL STORIES



COII **Eric Maestas** was nominated for 911 Operator of the Year through the American Legion Department of Washington for the handling of a multi casualty incident (MCI) in Renton.

The call started as sounds of shots fired but quickly evolved into a chaotic scene with several victims and a large, unruly crowd. Eric would tell you he was just doing his job, but he went above and beyond on this incident. Based on what was being relayed from the field as well as the information from dozens of callers, he determined the need to upgrade the incident to the highest level. Typically only called by those directly in duress, the officers on scene that night described Eric's actions as being not only the right call, but the one they needed to ensure they got the resources they needed for this type of incident.

Eric did not win the state award, but he was recognized for his role by the American Legion Post 19 in Renton at their annual Law & Order night. He was also nominated for and won Employee of the Quarter for the handling of this incident. In the nomination, he was commended for exhibiting a calm, professional, helpful demeanor and ensuring the best coordinated efforts possible.



Eric Maestas

Eric may be the strong, silent type but he is also kind, compassionate and dedicated to serving his community and doing his job well. He brings his A game every day!

~ Angee Bunk, Operations Manager

EXCEPTIONAL STORIES



Supervisor I **Jeremy Vanek** acts as a liaison to King County Emergency Services (KC EMS). As part of this role, he performs in-house quality assurance (QA) on medical calls, teaches Criteria Based Dispatch (CBD) guidelines to new call receivers, and serves as a member on the KC EMS Dispatch Work Group (DWG). This regional committee plays an important role in pre-hospital care. One of the many critical tasks they perform is the review of the life-saving CBD Guidelines. After several years of meetings and revised drafts, an updated version of the Guidelines went live in November. Jeremy played a huge role in that project, providing a strong voice for our 911 professionals. He was instrumental in creating and administering a well-received county wide training video.



Jeremy Vanek

During his time in this role, Jeremy has taken it upon himself to track “code green” rates. Specifically, when advanced life support (ALS) resources are canceled prior to arriving on scene. Jeremy uses this data, in conjunction with QA, to coach employees on how to avoid over sending resources when it’s not necessary.

Once a year, Jeremy nominates two people to be recognized by King County EMS for Exemplary Sustained Performance and Critical Incident of the Year awards. With a pool full of stellar employees, the task of selecting one person/call for each of the categories is not a task Jeremy takes lightly. He spends countless hours sifting through calls to find one (among many) that is worthy of recognition. See [page 16](#) for the latest winners.

Jeremy exemplifies the guiding principle continuous improvement. He is efficiency driven with the goal to better serve our partner agencies and community.

“Our 911 professionals play a critical role in pre-hospital care. Their quick and decisive actions save lives. Jeremy’s role as liaison is an integral part of our life saving efforts. His passion and knowledge have a positive impact on the communities we serve.”

~Vonnie Mayer, Deputy Director/Health Officer

PROMOTIONS



Valley Com is fortunate to have exceptionally qualified staff from which to select for promotional opportunities. In 2022, the following promotions occurred:

Supervisor I

Supervisor I Chancli Conaway

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



**Chancli
Conaway**

Communications Officer II (Dispatcher)

COII Trey Crossen; COII David Ortiz; COII Alyssa Gummere; COII Courtney Newman; COII Jade Courtright

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



**Trey
Crossen**



**David
Ortiz**



**Alyssa
Gummere**



**Courtney
Newman**



**Jade
Courtright**

Communication Training Officer (CTO)

COI Holly Morgan; COI Kristi Anderson; COI Ashley Siddle; COI Megan Hoang

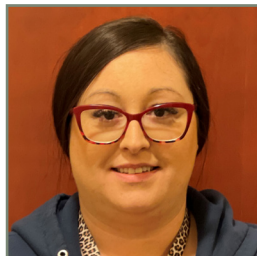
Responsible for training new Dispatchers (COLL), Call Receivers (COI) as well as providing ongoing training for all Communication Officers.



**Holly
Morgan**



**Kristi
Anderson**



**Ashley
Siddle**



**Megan
Hoang**

AWARDS & CELEBRATIONS



Valley Com recognizes these individuals for exemplifying excellence in one or more of the Guiding Principles: Reliability, Transparency, Compassion, Accountability, Teamwork, Continuous Improvement, and Equity. In 2022, the following employees were recognized:

Employee of the First Quarter: Angee Bunk

Angee has been with Valley Com for 24 years. She was nominated for Continuous Improvement. In her nomination it was noted "it is Angee's can-do attitude and willingness to lead with risk, despite the push back and challenges. She shows up every day and gives 100%."

Congratulations to Matt Conneway, Trey Crossen, and Sheryl Kowalczyk who were also nominated for the 1st quarter.



Angee Bunk

Employee of the Second Quarter: Meagan Boyett

Meagan has been with Valley Com for 7 years. She was nominated for Compassion. When the committee is asked to vote on the nominations, they were asked to give me a sentence or two why they have chosen the one they have.

With permission from the committee member, she wrote..."My vote is for #3. Most, if not all, of us do this job not just for the paycheck, but because we have an intrinsic need to feel like we have helped someone. After over a week of tragic calls, a disproportionate number of them with child victims, the room was tense, hearts were broken, spirits tired. It felt like our collective breath was held, waiting for the next tragedy.

For me, sometimes the hardest part of this job is a feeling of powerlessness and hopelessness, especially after a week like this one; a knowledge that by the time we have a call, tragedy has already struck and all we can do is confirm the reporting parties (RP) report that indeed that worst of the worst has happened and there is nothing we can do to save child after child. The physical and emotional impact of stress after stress, tragedy after tragedy starts to take a toll, at work and at home.

When I left work the day of this incident, all I knew was that a teenager had a through-and-through gunshot wound to the neck. It seemed certain to end in yet another tragedy. It was such a relief to find out that the outcome for this kid was likely to be positive! But even positive emotions don't have much of an outlet in this job. As much good as was done for this shooting victim with the funds raised, at least as much, maybe more, good was done for the well-being of our employee group. Having a positive,



Meagan Boyett

AWARDS & CELEBRATIONS



Valley Com recognizes these individuals for exemplifying excellence in one or more of the Guiding Principles: Reliability, Transparency, Compassion, Accountability, Teamwork, Continuous Improvement, and Equity. In 2022, the following employees were recognized:

constructive, tangible outlet for that day's (week's, month's, year's, decade's) thoughts and emotions gives a sense of power and control back. Taking positive action forces thoughts to balance, to acknowledge that we do so much good in the face of difficult circumstances, and that, for me, is what makes this not just my job, but my career, and one I am proud to do. My sincerest thanks to this coworker for giving us all an avenue to heal."

Congratulations to Chancli Conaway, Roslyn Shipp and Joe Martinez who were also nominated for the 2nd quarter.

Employee of the Third Quarter: Eric Maestas

Eric has been with Valley Com for 3.5 years. He was nominated for Reliability. In his nomination it was noted "Recently, Eric was the prime dispatcher on a mass shooting in Renton, ref: #RP40163. This type of call is not only chaotic, but also rare, making it hard to prepare or train for. Eric did an amazing job with multiple callers and therefore, multiple supplements, and coordinating efforts with many of our valley cities".

Congratulations Andrea Powell who was also nominated for the 3rd quarter.



Eric Maestas

Employee of the Fourth Quarter & 2022 Employee of the Year: Rema Strauss

Teamwork. In her nomination it was noted "**Rema** has had a long and distinguished career at VCC and she is always highly concerned with pulling her share, helping her coworkers, and being a good dispatcher for field units.." "She is helpful and supportive of admin and the supervisor group and always has a positive, happy, upbeat attitude in the com-room."

Congratulations also to Justina Stehling, Terri Howell, Toby Gravitt and Jeremy Vanek who were also nominated for the 4th quarter.



Rema Strauss

AWARDS & CELEBRATIONS



EMS of the Year, Critical Incident Award: COI CTO Jennifer Nelson



Jennifer Nelson

On October 17, 2022, COI **Jennifer Nelson** answered a call from a local middle school reporting an 11-year-old student not breathing. Noticing the immediate need to start CPR, Jennifer initiated a response in 30 seconds.

Recognizing the location as a school, Jennifer quickly inquired whether there was an AED (automated external defibrillator) onsite. While somebody went to retrieve the AED, Jennifer emphasized the breathing status being reporting was not normal and directed the caller to begin compressions while reassuring help was not delayed. Upon application of the AED, a shock was advised just prior to the arrival of emergency services.

Upon physician review, the following comments were made by Medical Program Director, Dr Kudenchuk:

“Thanks to your efforts in getting an AED promptly to the scene of this 11-year-old girl’s cardiac arrest and your early management of her situation, she is alive today. She is recovering well, without evidence of any neurological impairment in the aftermath of this event.”

Jennifer’s journey in public service began in 2014 at Valley Communications Center where she has spent the past 8 ½ years serving as an outstanding telecommunicator. She is also a CTO who has the vital responsibility of teaching new call receivers how to be effective stewards of the EMS guidelines.

ROADMAP 2023



We're on our way

AWARDS & CELEBRATIONS



EMS, Exemplary Sustained Performance Award: COII Vicki Lewis



Vicki Lewis

For nearly 20 years, COII **Vicki Lewis** has modeled professionalism, reliability, and consistency in her public service career at Valley Communications Center. Working primarily as a dispatcher, Vicki is responsible for coordinating police, fire, and EMS responses for the jurisdictions we serve. She also spent several years as a CTO fostering knowledge and understanding of the EMS system for new dispatchers.

As a dispatcher, Vicki is responsible for dispatching the necessary units and relaying the details of several EMS incidents simultaneously. Key functions include monitoring response levels and making necessary changes based on patient needs, communicating safety concerns, and acknowledging responder requests.

Vicki often elects to work in the call receiver function which allows her additional opportunities to answer 911 calls and remain proficient in that role, further supporting EMS. Vicki effectively utilizes the CBD guidelines to ensure appropriate responses in accordance with center goals, such as identifying cardiac arrest and providing emergency prearrival instructions.

Where Vicki exceeds is her ability to recognize and communicate her observations, especially those that could lead to inefficiencies in delivering quality patient care. She takes an invested approach to her work with the responsibility to ensure a high quality of work and encourages those around her to do the same.

WORDS OF APPRECIATION TO TEAM VALLEY COM FROM A MEMBER OF THE PUBLIC

Thank you for all you do as a First Responder Team and for every phone call you take.

AWARDS & CELEBRATIONS



Washington State APCO/NENA Chapter

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.

Telecommunicator of the Year for Sustained Performance: COII Jennifer Gildehaus

Jennifer was recognized at the October 2022 Annual State Conference in Kennewick, WA.

Also nominated were:

CTO/COI Kristi Anderson; COI Trey Crossen



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:

COII Jennifer Gildehaus; CTO/COI Kristi Anderson; COI Trey Crossen

APCO International Certified Public-Safety Executive Program

Certified Public-Safety Executive

Operations Manager Angee Bunk participated in APCO's CPE Class 12 and earned the designation of Certified Public-Safety Executive. APCO's CPE program is designed to elevate professionalism, enhance individual performance, and recognize excellence in the public safety communications industry. The program involves two 12-week online courses and a nine-day capstone course at APCO headquarters in Daytona, FL.

Well City Accreditation

The Center received its 3rd Well City Award through the Association of Washington Cities in 2022. 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.



AWARDS & CELEBRATIONS



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

RETIRED



**Jennifer
Gildehaus**
35 Years

RETIRED



**Rema
Strauss**
28 Years



**Erica
Vojir**
25 Years



**Andrea
Raker**
23 Years



**Shauna
Stark**
22.5 Years



BABIES DELIVERED - 3

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.



LIVES SAVED BY CPR - 38

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 conjunction with the VCC Strategic Plan, maintaining connection and supporting public safety governance, community, and industry associations are essential. In 2022 the following connections were achieved:

Puget Sound Emergency Radio Network Project (PSERN)

Joint 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**

PSERN Operator Board of Directors

Board Chair

The PSERN Operator will assume ownership and responsibility of the PSERN radio network after final system acceptance in 2023. The Operator, an independent non-profit entity, was granted its Articles of Incorporation certificate on April 1st, 2021. Director Ueland is one of four voting members of the Operator Board and Board Chair. www.PSERN.org/operator

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.

Rotary Club of Renton

Treasurer

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.

Washington Chapter APCO/NENA

Immediate Past President 2022

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.

Transform911

Co-Chair of 911 Professional Career & Supports Workgroup

An effort led by the University of Chicago Health Lab, Transform911 seeks to develop recommendations to help the nation's 911 system better prioritize health and safety, ensure the right resource is available to the public and to identify best-practices to improve first-response. This is an evidence-based, research driven effort drawing upon over 100 key experts and stakeholders and public input. The final report was presented at the third convening in New Orleans in June 2022. www.transform911.org



Central Region EMS and Trauma Council

In 2022, Deputy Director Mayer was appointed to the Central Region EMS and Trauma Council. This position is appointed via Washington State. The Central Region EMS and Trauma Council is made up of members from the EMS and Trauma community in King County, including representatives from hospital emergency departments, public and private EMS agencies, rehabilitation facilities, Seattle-King County Public Health, the Northwest Healthcare Response Network and Vonnie's appointment representing regional 911 Centers. The Central Region is part of a well-coordinated statewide EMS and trauma system which reduces death, disability, human suffering and costs due to injury and medical emergencies. The Central Region EMS Trauma Care Council coordinates the EMS and trauma system in King County which begins with the caller accessing 911. The Council is committed to ensuring every emergency medical patient in King County gets to the right service in the right amount of time. Valley Com's 911 professionals are an integral part in delivering lifesaving pre-hospital care and are recognized by Deputy Director Mayer's appointment.



**Contributions by
Deputy Director
Vonnie 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.

CONNECTING



King County Emergency Medical Services Dispatch Work Group

Work Group Members: Deputy Director Vonnie Mayer, Training Manager Evan Nelson, COI/CTO Corina Plummer, COI/CTO Connie Tolson and Supervisor I Jeremy Vanek.

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. The work group members 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.



Evan Nelson



Corina Plummer



Connie Tolson



Jeremy Vanek

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.



**Contributions by
Operations Manager
Angee Bunk**

Central Area Puget Sound Interoperability (CAPSI) Oversight Committee

Committee Member

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 is intended for use by first responders and may be used by governmental or non-governmental organizations and personnel requiring communication or coordination during an incident or planned event.

APCO International Awards Committee

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.

CONNECTING



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.



**Contributions by
Supervisor II
Denese Moore**

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 Vice President

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



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.)



**Contributions by
Training Manager
Evan Nelson**

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.





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.



**Contributions by
Finance Manager
Tatyana
Bogush-Stakhov**

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 finance professionals.

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.

CONNECTING



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)

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.

PSERN Operator Board of Directors

Alternate Member

The PSERN Operator will assume ownership and responsibility of the PSERN radio network after final system acceptance in 2023. The Operator, an independent non-profit entity, was granted its Articles of Incorporation certificate on April 1st, 2021.

Community Connectivity Consortium (C3) Operations

Committee Member Meitzler & Bourne

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.

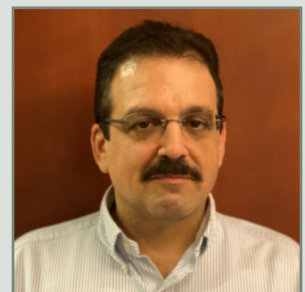


**Contribution by
Network
Administrator
Hope Bourne**

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.



**Contribution by
Project
Administrator
Dino Lamanna**

VALLEY COM COMMITTEES



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 COII/CTO Tara Massey, COII Chancli Conaway, COII/CTO Karina Putnam Kaminski, COII/CTO Liz Clapp, COI/CTO Jennifer Nelson, and COI Shauna Stark. The team is overseen by Operations Manager Angee Bunk.

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. 2022 Recognition Committee members included: Supervisor Lucinda Black; Supervisor Andrea Powell; COII/CTO Andrea Mortenson; COII/CTO Liz Clapp; COI/CTO Connie Tolson; COII Terri Howell; COI/CTO Jennifer Nelson; COII Olivia Manu; COI Christina Robertson; COII Jade Courtright; Deputy Director Vonnie Mayer; 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 2022 committee included: COI Brittany Cloutier; Supervisor I Matt Conneway; COII/CTO Toby Gravitt; COII Alyssa Gummere; COI/CTO Shelly Nash; COII Courtney Newman; and 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 2022 committee included: Supervisor Lucinda Black; COI Lorrie Broming; Supervisor Mark Elliott; Administrative Services Assistant Tracy Fitzgerald; COI Patty Hadley; CTO/COI Megan Hoang; COII Terri Howell; CTO/COII Karina Putnam Kaminski; Supervisor Steve Kowalczyk; Human Resources Analyst Amy Leaitu; Deputy Director Vonnie Mayer; Supervisor Andrea Powell; CTO/COI Rita Salazar; Public Records Specialist Cassie Salwey; COI Yvonne Sparacio; CTO/COI Connie Tolson; COII Jeff Valdanbrini; Supervisor Melinda Wilde.

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. 2022 members included: Supervisor II Denese Moore; COII/CTO Tara Massey; COII/CTO Toby Gravitt; COII Eric Maestas; COI/CTO Connie Tolson; COI Yvonne Sparacio; Training Assistant Justina Stehling. The team is overseen by Operations Manager Angee Bunk.

VALLEY COM COMMITTEES



Wellness Committee

The mission of the 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 three 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 administration and operations staff. The 2021 Wellness Committee members were: COI/CTO Kristi Anderson; Supervisor I Lucinda Black; Public Records Specialist Gabby Ferreira; Human Resource Analyst Amy Leaitu; COI/CTO Rita Salazar; COI Yvonne Sparacio; Training Assistant Justina Stehling.

Peer Support Program

The Valley Communications Center Peer Support Program provides safe, confidential, and judgement free emotional support and resources to Center employees. This program works closely with 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 2022 Peer program was led by COII/CTO Karina Putnam-Kaminski and COI Yvonne Sparacio. They are supported by: COII Amara Barnes; COI Sydney Bell; COI Diana Cowan; COII Ben De La Vega; COI Alison George; COII Erin George; COII/CTO Toby Gravitt; COI/CTO Megan Hoang; COII Joe Martinez; COII/CTO Tara Massey; COII CeCe McGuire; COI Lucas Melville; COII/CTO Andrea Mortenson; COI/CTO Shelly Nash; COI/CTO Jennifer Nelson; COII Peter Permenter; COI/CTO Rita Salazar; COII/CTO Ellie Steed-Stewart; COII Sheiska Suver; COI/CTO Whitney Vordahl; and, COII/CTO Teressa Voss-Curry.

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

RECOGNITION OF SERVICE



Valley Com enjoys a dedicated, skilled and tenured employee base. In 2022 we recognized the following individuals for their many years of service:

30 Years



Deputy Director
Vonnie
Mayer

25 Years



Admin Services Manager
Mary Sue
Robey



COII
Erica
Vojir



COI
Lorrie
Broming

20 Years



Supervisor I
Lucinda
Black



CTO/COII
Scott
Williams



Supervisor I
Mike
Densmore



CTO/COII
Toby
Gravitt



COII
Misty
Atkinson



COII
Roslyn
Shipp

15 Years



CTO/COI
Jennifer
Holliday



COII
Olivia
Manu

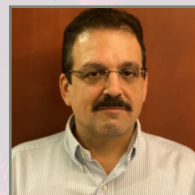


CTO/COI
Whitney
Vordahl

10 Years



Supervisor
Crystal
Zietske



Project Administrator
Dino
Lamanna



Supervisor I
Jeremy
Vanek



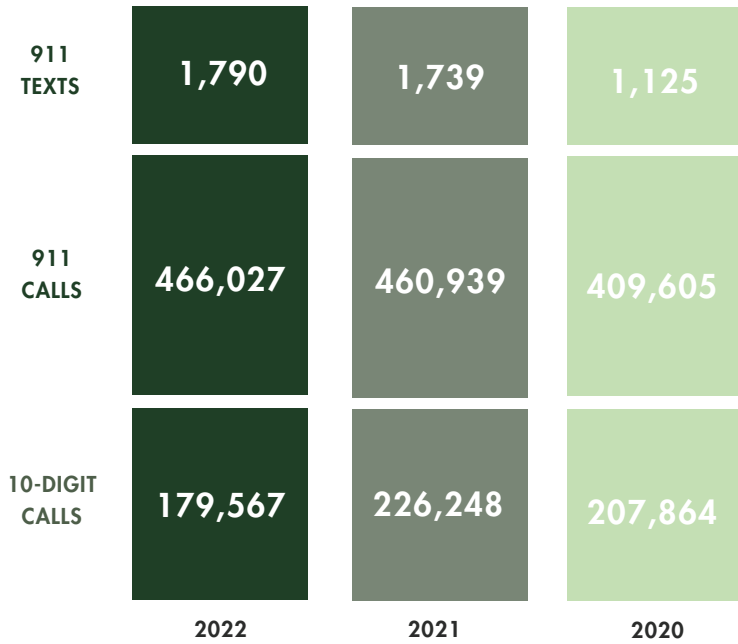
COII
Joe
Martinez



CTO/COII
Liz
Clapp

OPERATIONAL PERFORMANCE YEAR-END CALL STATISTICS

Calls for Service



IN 2022 VCC RECEIVED...

**1 CALL EVERY
48 SECONDS**

OR **1,774
CALLS EVERY DAY**

Helpdesk Tickets

Resolved by the Technical Services Department

2,960
2022

↑ 0%

2,959
2021

↑ 4%

2,838
2020

Top 5 Languages

Accessed via translation services.

 SPANISH - 462

 RUSSIAN - 179

 VIETNAMESE - 150

 SOMALI - 101

 PUNJABI - 97

Overtime (OT) Hours

30,958
2022

↑ 33%

23,273
2021

↑ 19%

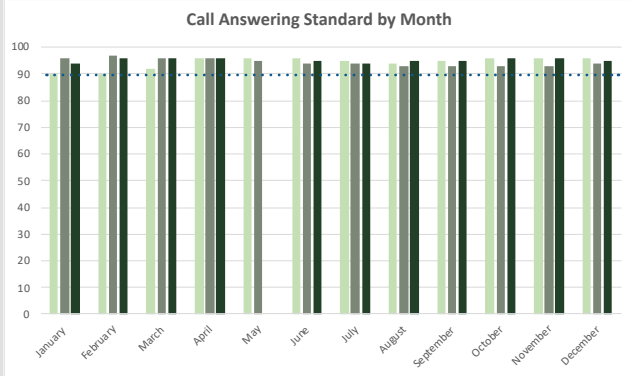
19,626
2020

OPERATIONAL PERFORMANCE YEAR-END CALL STATISTICS

911 Call Answering Standard

HIGH: 96% AVERAGE: 95% LOW: 91%

GOAL:
90%



2020 2021 2022

Dispatchable Calls for Service

491,859

2022

↑ 0.1%

486,606

2021

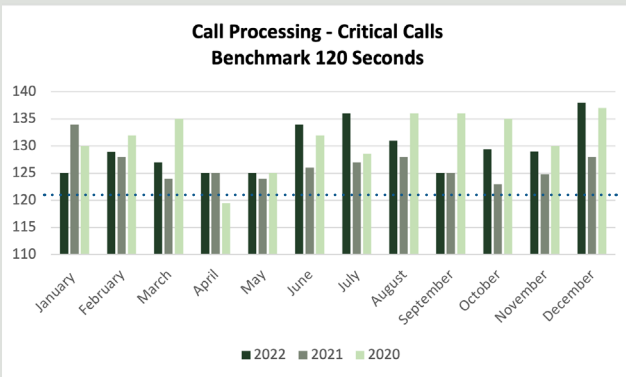
↑ 0.3%

472,723

2020

Call Processing - Critical Calls

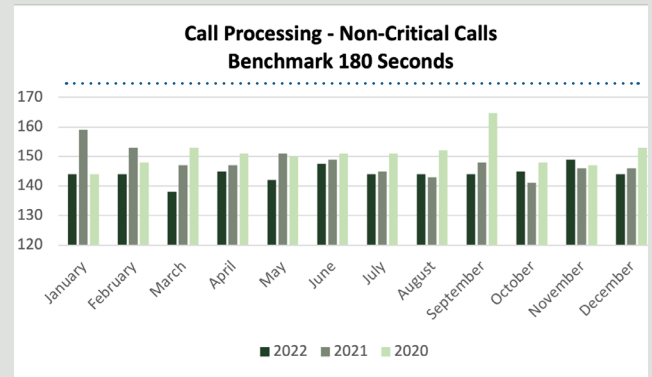
Benchmark 120 Seconds



2022 2021 2020

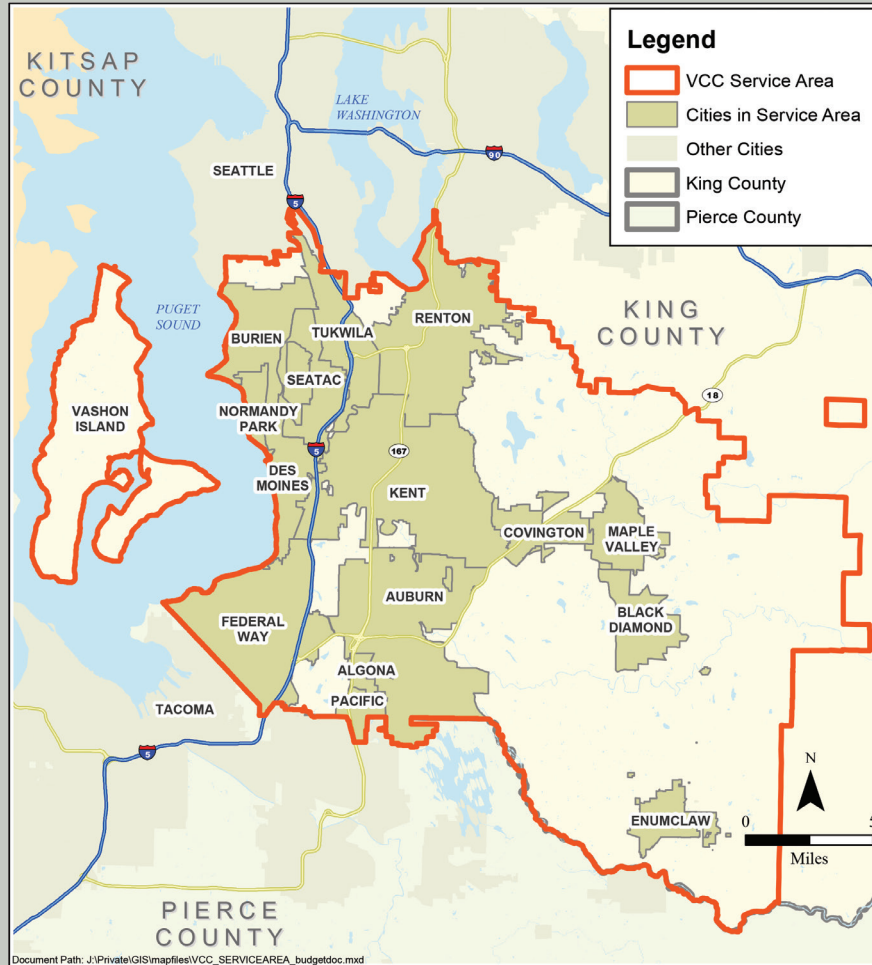
Call Processing - Non-Critical Calls

Benchmark 180 Seconds



2022 2021 2020

Service Area Information



443*
SQUARE MILE
Service Area

508,445*
PEOPLE
Served by Police

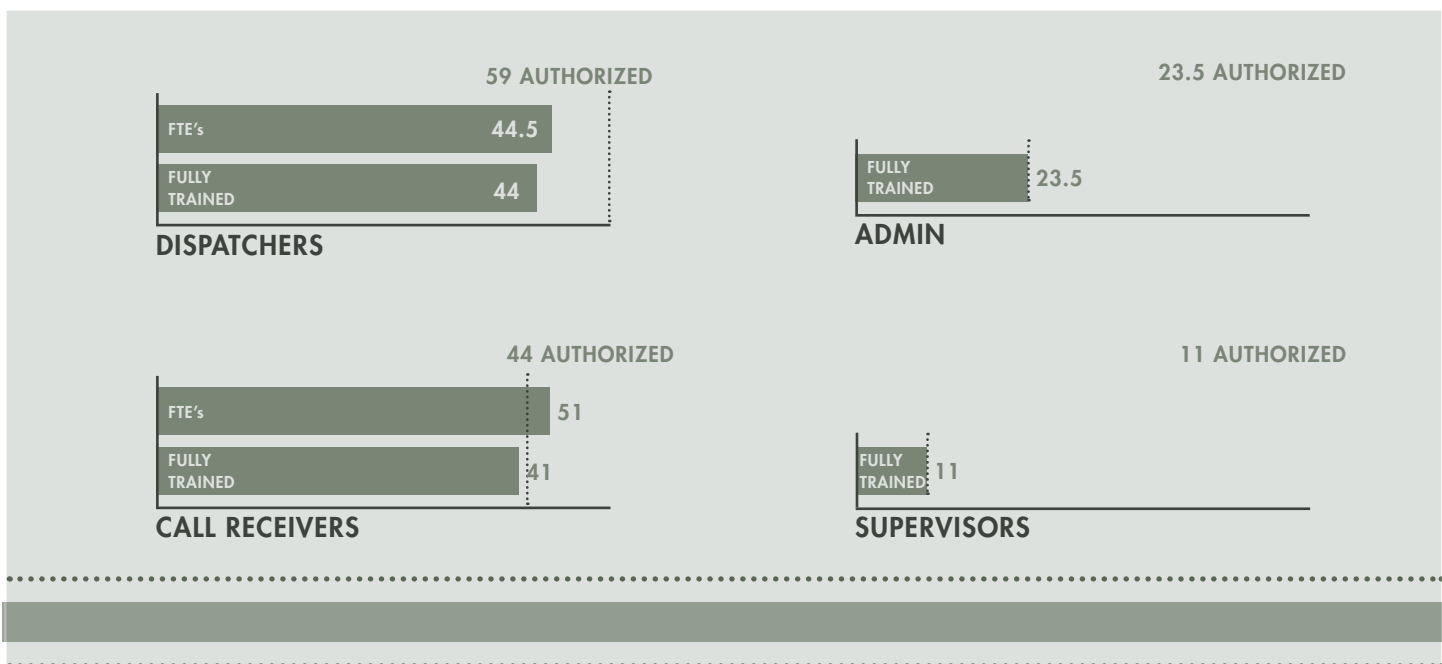
820,775*
PEOPLE
Served by Fire/EMS

*estimated

OPERATIONAL PERFORMANCE FAST FACTS



PARTNERS



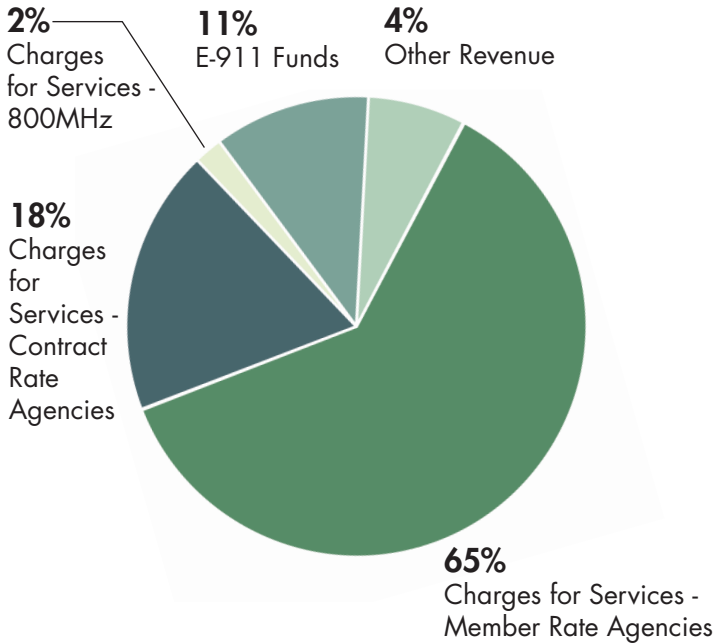
FINANCIAL PERFORMANCE BY THE NUMBERS

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 2022, the Center underwent an independent financial statement audit 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/>. 2022 marked the 24th consecutive year free of audit findings for the Center!

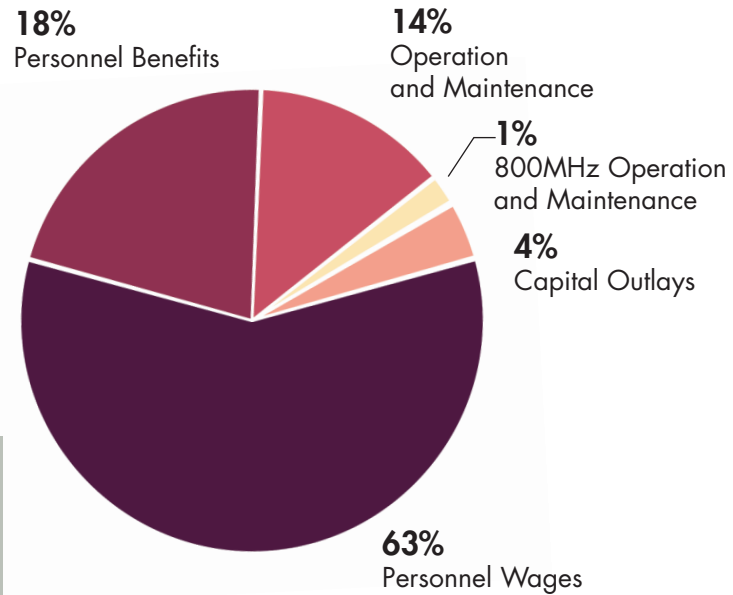
The charts show actual revenues and expenses for the Center.

2022 REVENUE



During 2022, 83% of revenue was received through charges for services and 11% from the E-911 King County excise tax.

2022 EXPENSES



During 2022, 81% of the Center's expenditures were for personnel costs, 15% for operation and maintenance, and only 4% for capital outlays.



Between the thin Red line and the thin Blue line,
Lies the **Thinnest Gold** line.

The calm voice in the dark night.

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

