SURVIVAL FACTORS GROUP

CHAIRMAN FACTUAL REPORT

ATTACHMENT 2
SKAGIT 911 YEAR END REPORT 2012

Not Redacted

Bridge Collapse
Mount Vernon, WA; 05/23/2013

HWY-13-MH-012
(37 Pages)

SKAGIT 911
To Protect & To Serve
EMERGENCY COMMUNICATIONS

Skagit 911
Year End Report
2012

Mount Vernon
Skagit County
Washington State

Mailing Address

Skagit 911
2911 East College Way, Suite A
Mount Vernon, WA 98273

Public Information Telephone Numbers

Emergency…………………..………911
Emergency (ten digit)………....…… (360) 336-3131
Non-Emergency…………….…..…… (360) 428-3211
Records…………………………..…….. (360) 424-1739
Business / Financial Office………..(360) 428-3200

Skagit 911 Website & Email Address

www.Skagit911.com
Skagit911@co.skagit.wa.us

SKAGIT 911

Established 1998
An Interlocal Agency

2012

Interim Director Deb Flewelling
(through August 26, 2012)

Director William King
(beginning August 27, 2012)

MISSION STATEMENT
Respect, Protection and Safety for all in our community.

SKAGIT 911 YEAR END REPORT

Ninth Edition 2012

Skagit 911

2911 East College Way, Suite A

Mount Vernon, Washington, 98273

Skagit County

United States of America

Financial Report	**Shirley Haehn, Office Manager**
Incidents, Calls, Agency Statistics	**Deb Flewelling, Assistant Director**
Telephone Lines	**Cynthia O'Neill, Dispatch Supervisor**
Training	**Beth Fugier, Training Supervisor**
Record Statistics	**Sandy Burton, Records Technician**
Editor	**Shirley-Mary Songhurst, Executive Assistant**

This Year End Report produced by Skagit 911.

ON THE FRONT COVER
Skagit 911 Employee of the Year, Mary Rael.

TABLE OF CONTENTS

Hundreds of bald eagles live along the upper Skagit River during the months of November and February to forage salmon.

Bald Eagle
Photographer: Brenda Meehan

LETTER FROM THE DIRECTOR

O n behalf of the entire Skagit 911 team, welcome to our 2012 Year End Report. The goal of this report is to ensure the 118,109 citizens and Emergency Response personnel of Skagit County (our customers) are educated and informed on the services we provide. Emergency communications is a dynamic and evolving industry with public safety always our Number One priority. The past year was an exciting and challenging period. We're honored and proud to serve you.

Skagit 911 is the primary Public Safety Answering Point (PSAP) for Skagit County. Although located in Mount Vernon, we provide call taking and dispatch services for law enforcement, fire and EMS agencies located throughout Skagit County. Our communications equipment and infrastructure stretch across the county's 1,700 square miles and continues to grow as we work to meet increasing demands for emergency communications. Several significant milestones were achieved this year.

The Federal Communications Commission (FCC) mandated Emergency Communications providers across the country to change from broadband to narrow band communications prior to the end of 2012. Many could not meet this deadline. In close collaboration with dozens of partners and User Agencies, Skagit 911 successfully met this deadline. This extraordinary effort created new partnerships and strengthened existing relationships with the single goal of improving emergency communications services to Skagit County. With the dedicated support of our Emergency Management Council, police, fire and EMS leadership, Skagit 911 is well positioned to continue tackling the dozens of on-going projects necessary to maintain and improve our emergency communications program.

Several key individuals led the effort in implementing the Spillman Mobile Data system throughout the county. This system allows an unprecedented communication link for access and capability to incident commanders and emergency services personnel when responding to an event. A vehicle-mounted laptop links to a sophisticated network of layered mapping and emergency data for use by emergency service providers. This provides critical situational awareness needed to make quick and accurate decisions on putting personnel and resources where they are needed most. Skagit 911 coordinated the implementation and training for this comprehensive program. When lives are at stake this can make the difference.

Skagit 911 employees are active in our community as well. Skagit 911 led the effort in establishing the first Skagit County Fallen Officers Food Drive over the Thanksgiving and Christmas holidays. Dozens of volunteers from several emergency services organizations assisted in raising over $1,200 in cash and 5,000 pounds of food for local food banks. It was an overwhelming success and laid a solid foundation for next year.

We have 42 dedicated and extremely professional employees here at Skagit 911. In addition to the standard 24/7 call taking and dispatch services we provide year round, we offer public education and a wealth of other programs to improve public safety and education here in the county.

I invite everyone to get to know your Skagit 911 center and our people a little better in 2013. As we develop and implement our Strategic Plan for the coming years, we're confident Skagit 911 is moving in the right direction. If you have questions, please contact me at any time.

Thank you,

William King,
Director Skagit 911

SKAGIT 911 BIOGRAPHY

The Skagit 911 Emergency Communications Center was established in 1998 as a consolidated county emergency communications center. Its purpose is to provide the most efficient means of dispatching emergency response units throughout Skagit County, enabling better service for citizens and to protect life and property.

The Washington Military Department Emergency Management Division's State Enhanced 911 Unit provided a $3.5 million dollar grant towards the building and equipping of the Consolidated Communications Center facility. Skagit County donated land for the facility and the Emergency Medical Service (EMS) Council; now known as the Skagit County Emergency Medical Service Commission provided additional financial backing. Skagit 911 shares the facility with Skagit County Emergency Medical Service Commission and Skagit County Department of Emergency Management.

Skagit 911 has an interlocal agreement with Skagit County Government and the eight incorporated towns and cities located in the county to provide emergency communications services for law enforcement, fire and emergency medical agencies through the county. Skagit 911 also provides service to other agencies situated in the county via contractual agreements.

The 2012 total annual budget for Skagit 911 was $4,431,003. Funding was provided by a combination of user fees, local 911 household telephone taxes and one-tenth of one percent sales tax. Skagit 911 answered 114,423 emergency telephone calls in 2012 generating 86,471calls for service.

Staffing for Skagit 911 is a major challenge. With five full time vacancies, Skagit 911 is actively recruiting and training highly qualified candidates in an internal training academy. Currently there is a workforce of 37 full time employees and five part time employees. Part time employees allow additional coverage for shifts twenty four hours a day, seven days a week. The administrative section includes the Director, Assistant Director, Office Manager, Executive Assistant and Records Technician. The Director defines goals and objectives for the agency and is responsible for the strategic vision and direction of Skagit 911. The Assistant Director manages the day to day operations of Skagit 911 and works with the Director to create a level of service that ensures Skagit 911 is in a state of perpetual readiness. The Office Manager is responsible for the budget, payroll, and other financial aspects and the Executive Assistant supports the Director and is responsible for human resource tasks. The Records Technician is assigned to the day shift for managing and processing warrants, court orders and requests for electronic recordings.

The operations leadership team is a multi-talented group of subject matter experts. This includes four Supervisors and four Alternate Lead Dispat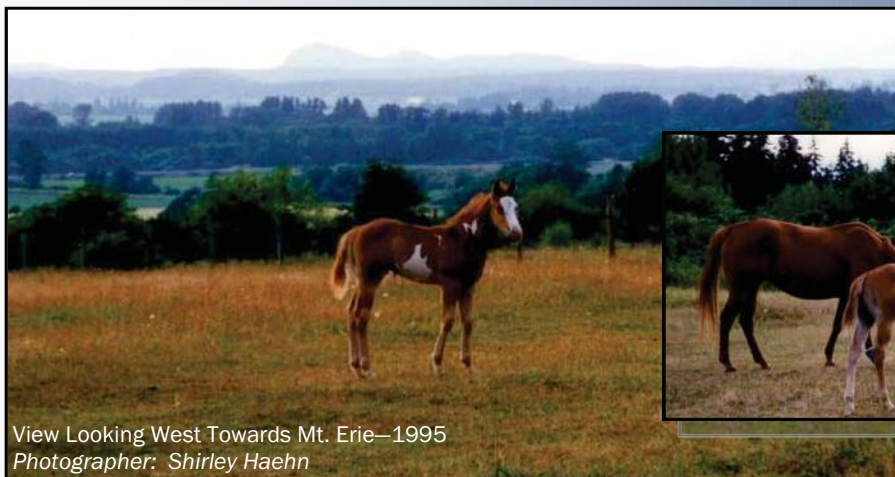chers. Three of the supervisors are assigned to one of three shifts and the fourth is designated as a Training Supervisor and responsible for the dispatcher training academy and ongoing training of current personnel.

The Skagit County Emergency Management Council (EMC) is the governing board for Skagit 911. Membership includes the three Skagit County Commissioners and the mayors of the eight cities and towns in Skagit County. The Law Enforcement Technical Committee, Fire Technical Committee and EMS Technical Committee support the development and advancement of the operations and infrastructure in communications between Skagit 911, user agencies, and citizens. Suggestions and proposals from the committees are forwarded to and reviewed by the Skagit Communications Operations Advisory Board who review and advise on the operational matters for Skagit 911. The Communications Operations Advisory Board reports with the Skagit 911 Director to the EMC. This collaborative partnership ensures technical issues are addressed in a timely and efficient manner.

Before the Dalles Bridge—July 1951
Courtesy: Shirley Haehn
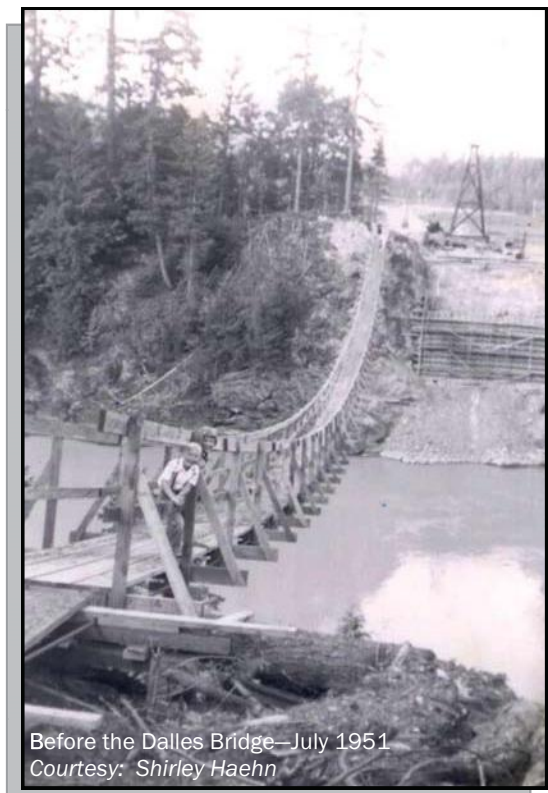
When the Dalles Bridge in the Town of Concrete opened to traffic in August of 1952, it spelled the end of two ferry runs across the Skagit River.

Emergency Management Council (EMC)

Advisory Board

Skagit 911

Technical Committees

Law Enforcement

Fire

Emergency Medical Services (EMS)
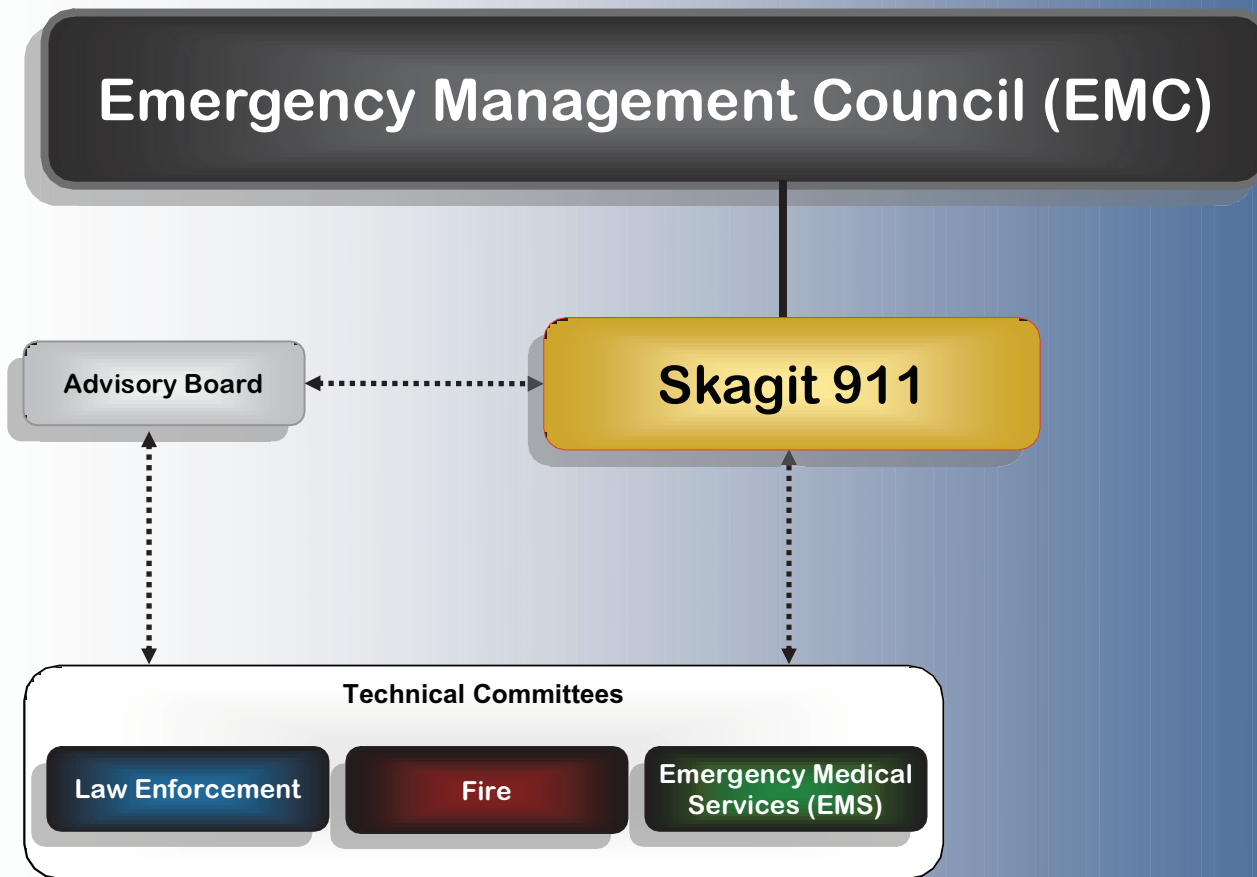
View Looking West Towards Mt. Erie—1995
Photographer: Shirley Haehn

Livestock and their products have played an important part of county's agricultural economy since the earliest farm settlements in the Skagit Valley.

GOVERNING
Emergency Management Council (EMC)

Dean Maxwell
Mayor of
Anacortes

Steve Sexton
Mayor of
Burlington

Judd Wilson
Mayor of
Concrete

Photo
not
available
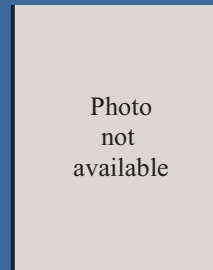
Timothy Bates
Mayor of
Hamilton

Ramon Hayes
Mayor of
La Conner

Debra Heinzman
Mayor of
Lyman

Jill Boudreau
Mayor of
Mount Vernon

Mike Anderson
Mayor of
Sedro-Woolley

Sharon Dillon
County Commissioner

Kenneth Dahlstedt
County Commissioner

Ron Wesen
County Commissioner

ADVISORY
Communications Operations Advisory Board

The Communications Operations Advisory Board meets monthly and is comprised of five members. They review the operations of Skagit 911 and advise administration of recommended changes. The Chairperson reports with the Director of Skagit 911 to the EMC on operational issues. The Communications Advisory Board is composed of the following.

Two Law Enforcement Representatives

These members are appointed by Skagit 911's Law Enforcement Technical Committee.

Skagit County Sheriff's Office
Sheriff Will Reichardt

Anacortes Police Department
Chief Bonnie Bowers

One County Fire Department Representative

This member is appointed by Skagit 911's Fire Technical Committee.

Fire District #13
Chief Roy Horn

One Municipal Fire Department Representative

This member is appointed by Skagit 911's Fire Technical Committee.

Mount Vernon Fire Department
Battalion Chief Mike Voss

One Medical Emergency Representative

This member is appointed by Skagit 911's EMS Technical Committee.

EMS Commission
Manager Earl Klinefelter

Rope Rescue Training on Mt. Erie
Courtesy: Sharon Swan, Anacortes Fire Department

Beginning and advanced rock climbers like to practice their skills on Mount Erie located on Fidalgo Island. Mount Erie overlooks the San Juan Islands and Puget Sound.

Technical Committees
Law Enforcement, EMS, Fire

The eight Law Enforcement Technical Committee members are representatives of the local law enforcement jurisdictions of Skagit County.

The EMS Technical Committee has appointed representatives from Aero Skagit Emergency Services, Anacortes Fire Department, Central Valley Medic One, County Medical Program Director, and Skagit County EMS Commission.

The ten Fire Technical Committee appointed members are made up of one eastern county representative, one western county representative *(both appointed by Skagit County Fire Commissioner's Association)*, one Skagit County Fire Chief's representative, and one representative of each of the seven municipal fire departments.

The Emergency Medical Service Technical Committee and Fire Technical Committee meets monthly with Skagit 911 management. They make recommendations to the Skagit 911 Communications Operations Advisory Board regarding procedures by which services shall be delivered.

Law Enforcement Technical Committee

Anacortes Police Department
Chief Bonnie Bowers

Burlington Police Department
Chief Bill Van Wieringen

Sedro-Woolley Police Department
Chief Doug Wood

Skagit County Sheriff's Office
Sheriff Will Reichardt

Swinomish Police Department
Chief Tom Schlicker

Mount Vernon Police Department
Chief Jerry Dodd

Upper Skagit Tribal Police
Chief Rance Sutten (through 8/2012)
Chief Mike Cattlett (beginning 8/2012)

Sauk-Suiattle Police Department
Chief Stephen O'Leary (through 3/2012)
Chief Steve Laberta (beginning 3/2012)

EMS Technical Committee

Aero-Skagit Emergency Services
Manager Judy Coffell

Anacortes Fire Department Medical Services
Assistant Chief John Bird

Central Valley Ambulance Authority
Operations Manager Jada Trammell

County Medical Program Director
Dr. Donald Slack

Skagit County Commission
Manager Earl Klinefelter

Fire Technical Committee

Anacortes Fire Department
Chief Richard Curtis

Burlington Fire Department
Chief Lonnie Rash

Concrete Fire Department
Chief Richard Phillips

Hamilton Fire Department
Chief Nick Bates

La Conner Fire Department
Chief Dan Taylor

Mount Vernon Fire Department
Chief Roy Hari

Sedro-Woolley Fire Department
Chief Dean Klinger

Eastern County Fire Representative
Fire Commissioner Terry Bowser
Fire District #8

Western County Fire Representative
Fire Commissioner Jim Grove
Fire District 13

Fire Chief's Association
Chief Rusty Feay
Fire District #8

TRAINING PROGRAM

Training Mission

The Skagit 911 training mission is to train employees to the highest standards of Public Safety and ensure that Skagit 911 delivers 24 / 7 emergency communications services in a consistent, timely and accurate manner. This requires a comprehensive training program.

Skagit 911 is developing a formal training plan with short and long term objectives. The plan focuses on six key elements: initial training, refresher training, instructor training, leadership training, professional development and external training. The core of the training program is the initial training academy taught primarily by subject matter experts from the call-taker / dispatcher team. All Skagit 911 call-taker / dispatchers complete this training. There are one to two dispatch academies each year which last approximately six months each and provide 1000+ hours of instruction for each trainee. Classes vary in size from four to eight trainees. The pace is fast and the material challenging. Instruction includes a combination of classroom, dispatch floor time and ride-alongs with emergency response personnel countywide.

Training Elements

Initial Training (Training Academy)

Academy training is highly structured and based on the specific knowledge and skill sets needed to be a proficient Skagit 911 Call-taker/

Dispatcher. Trainees are initially instructed in a classroom setting which is equipped with many of the same resources as a dispatch console, allowing the trainee to learn the job "hands on" in a fail-safe environment. The academy consists of different levels of training known as modules and floor training which is done in the Skagit 911 dispatch environment. The academy is structured so that as trainees complete a module, the next module builds upon the knowledge gained from the previous module. Successful completion of each module is required before the trainee moves forward to the next level of training. During this phase of training, trainees are observing and practicing newly learned skills for a short period of time each day to integrate them into the dispatch environment. Upon successful completion of the modules, trainees are assigned to work individually with a trainer on the dispatch floor. This entails the trainee working hands-on with constant monitoring by the trainer. Floor training is complete when the trainee has met training expectations based on daily observation reports from the trainer and a final evaluation from a Dispatch Supervisor.

Refresher Training

Refresher training takes many forms. It is designed to ensure on-going proficiency and to maintain current certifications and qualifications such as TeleCommunicator I and II. The TeleCommunicator IV and Survival Communications courses provides invaluable training in interpersonal skills, conflict resolution and other helpful topics. Refresher training also includes outside training classes as well as internal and on-line training to ensure employees are current regarding policies, procedures and compliance.

Instructor Training

Formal instructor training is critical for basic and advanced instructors. Instructors have unique skill sets that the dispatch subject matter may not include. The Problem Based Learning and Development Course and Instructor Development Course are the building blocks for instructor training. Once designated as a Skagit 911 Instructor, opportunities exist to complete Communications Training Officer (CTO) and the CTO II courses. Additional certification is possible via the Advanced CTO course.

TRAINING PROGRAM

Leadership Training

On going leadership training is available to all dispatch employees. Once qualified as a dispatcher, three leadership positions provide upward growth and mobility: Alternate Lead Dispatcher, Lead Dispatcher and Dispatch Supervisor. A two week Communications Center Supervisor course is available for select leadership employees. Skagit 911 also integrates current or future leaders into training and conferences sponsored by leaders in the public safety communications industry. Some of these include the Association of Public-Safety Communications Officials (APCO), the National Emergency Number Association (NENA) and the Washington Cities Insurance Authority (WCIA).

Professional Development

This is a new area for Skagit 911 and is not yet fully developed. The vision is for every employee to have an Individual Development Plan (IDP) to help guide them in their Skagit 911 career. The professional development program is designed as a collaborative effort to tie an individual's talents and interests to the needs of Skagit 911. This will benefit the employee and help fulfill Skagit 911's public safety mission.

External Training

Dispatchers and the leadership team provide training to user agencies and Skagit County citizens. An example is the Public Education Program (PubEd) which provides outreach to organizations, schools, senior centers and non-profits. Another example is the Spillman Mobile Data training program designed to educate the front line first responders in operation and use of a mobile data computer.

Family of deer on Anacortes home lawn
Photographer: Deidre Dore

*T*his year I will celebrate ten years of service with Skagit 911. The Training Program has always been a passion of mine and I've been involved in the training for about eight years. I was excited to take on the role of Training Supervisor in the fall of 2012. Providing contemporary training is a vital part of Skagit 911 as dispatchers must continually develop their skills in order to remain current with quickly changing technology and a multitude of topics related to their daily duties.

The Skagit 911 Training Team has been established and is working steadfastly to revamp areas of the program including Continued Education, Professional Development and Standard Operating Guidelines along with modifications to the curriculum for our current internal Academy. In 2013 a complete Training Plan will be developed that encompasses much more than just training new dispatchers and call-takers. One aspect of the Training Plan will include all dispatchers attending refresher training away from the consoles in a classroom setting. This will allow them to experience more focused, thorough training and ensure that they are adept in all aspects of their role as a dispatcher and call-taker.

I have very ambitious goals for Skagit 911 Training Program in 2013. With the assistance of the Training Team, I am confident that the Training Program will be enhanced and our dispatchers will be equipped to continue providing excellent service to Emergency Services Personnel and the citizens and visitors of Skagit County.

Beth Fugier,
Training Supervisor

PUBLIC AWARENESS

Calling 9-1-1

When someone calls 911, their call is answered by an emergency call-taker whose first responsibility is to find out if the call is a true emergency (is someone injured, is there a crime in progress, is there a fire, etc.).

The call-taker is required to ask many questions in order to give responders an accurate picture of the situation. It is important to understand that responders may already be on the way while the call-taker is talking to the caller; call-takers are electronically updating the information as they talk with the caller.

The major benefit in dialing 911 instead of a seven digit number from any landline telephone (besides the ease and speed) is that information about the caller's location may become immediately available to the call-taker. For 911 calls the phone company provides the following:

- the phone number
- the address where that phone is located
- who owns the phone
- which emergency responders serve that area

This information must always be verified. For example, the caller may have just moved, or may be in a complex (such as an apartment complex), which lists only one main address. Also, the caller may be calling for a situation that is occurring elsewhere, so the call-taker will want specific address information about where the problem is taking place.

When a caller places a wireless 911 call it is not the same as calling from a landline. While wireless technology has improved greatly, the call-taker will not know the caller's exact location and will rely on the information provided by the caller to determine where they are. For that reason, it is vital that citizens remain aware of their surroundings in the event of an emergency.

Emergency Alert Notification System

The Emergency Alert Notification System (EANS) ensures that residents of Skagit County and their families receive critical emergency notifications of disasters, hazardous weather, evacuation, shelter-in-place notifications, missing persons, police emergencies including dangerous situations that may affect them.

The system allows Skagit 911 to quickly send out an emergency alert to residents in any affected geographic area in town. Depending on the emergency, the alert may be sent to an entire town, community or selected areas in the county. The current database includes only traditional wire-line telephone (the "land line" phone you may have in your home). Citizens can also sign up to receive alerts on their cell phones, through emails and text messages.

The Public Education staff of Skagit 911 is working with civic groups, public safety agencies and community groups to introduce and educate the public about the EANS.

The public can easily sign up through the Skagit 911 website at www.Skagit911.com .

Tulip Fields
Photographer: Deirdre Dore

Each April, hundreds of thousands of visitors from all 50 states and 53 foreign countries come to view the millions of blooms in the Skagit Valley.

FINANCIAL
2012 Overview

REVENUES

The primary funding sources for Skagit 911 are sales tax, 911 household phone tax, and user agency fees from law enforcement, fire and emergency medical service (EMS) agencies in Skagit County. Taxes contribute approximately three fourths of the total revenue: in 2012, sales tax provided more than half and telephone tax contributed a fourth of total revenue. Agency dispatch fees, reimbursement from the State E-911 program, donations from the Anacortes refineries, and interest received provide the remaining operational revenue. Funding received during the year was adequate to cover operational expenditures without drawing from unreserved funds as budgeted. Homeland Security provided $83,833 in capital project funding.

EXPENDITURES

The original 2012 budget amount was $4,216,000, based on a zero percent increase in operational spending from the year before. Subsequent to the adoption of the 2012 budget in August 2011, expenditures were incurred for the Law Tactical Frequency project, the Spillman Fire Mobile Data Projects, the HipLink Paging Interface, and final costs for the Microwave Radio System. Additional grant funding was also received, so the budget was amended to include these additional revenues and expenditures in the amount of $215,000, for a total amended budget of $4,431,003.

Skagit 911 reports to the Emergency Management Council for all budgetary and financial issues. The center actively engages in prudent stewardship of the public funds entrusted to it.

Extended staffing deficiencies challenged the personnel management plan in 2012. As a 24 / 7 emergency communications organization responsible for public safety, minimal staffing must be maintained regardless of cost. Skagit 911 met all operational commitments but incurred significant overtime. A decrease in overtime will have a positive impact on employee morale with associated savings in overtime costs.

STATEWIDE SERVICES

The State E-911 program reimburses certain services in support of E-911 statewide. In 2012 this program provided $109,082 for telephone company network and database charges and $4,340 for interpreter services to Skagit 911. The State E-911 program also reimbursed Skagit 911 for certain training and related travel expenses, public education supplies, and partial salary reimbursement for Information Services (IS) and Geobase/ mapping (GIS) personnel.

SUMMARY

The final 2012 budget was $4,431,003. With $4,269,244 total revenues received and $4,064,073 in actual expenditures, Skagit 911 ended the year well under budget. Some capital projects remain unfinished but funding is in place to bring these to completion in 2013.

Shirley Haehn,
Office Manager

Today, Mount Vernon High School (MVHS) is noted for its outstanding choral program, which has won numerous awards, most recently Best in the Northwest (2011) and a Golden Award at the New York Heritage Festival (2012).

MVHS Marching Band—1974
Courtesy: Shirley Haehn

FINANCIAL
2012 Revenue & Expenditures

REVENUE

	Actual	Budget	% Expended
Sales Tax	$2,262,261	$2,150,098	
911 Phone Tax	$1,157,529	$1,140,297	
Agency User Fees	$654,014	$662,517	
Fire Infrastructure Pass-Through Funds	$51,364	$160,000	
State E-911 Office	$46,545	$112,750	
Law Infrastructure Pass-Through Funds	$7,000	$8,000	
Private Contributions/Donations	$5,100	$10,000	
Interest	$1,266	$0	
Miscellaneous Revenue [1]	$332	$1,350	
Unreserved Funds	$0	$81,000	
Total Operational Revenue	**$4,185,411**	**$4,326,012**	**97%**
Temporary Investments	$0	$35,000	
Homeland Security	$83,833	$70,000	
Total Revenue	**$4,269,244**	**$4,431,012**	**96%**

EXPENDITURES

	Actual	Budget	% Expended
Salaries and Wages	$2,240,818	$2,471,018	
Benefits	$862,585	$912,664	
Overtime	$250,998	$150,000	
Professional and Accounting Services	$249,777	$231,837	
Insurance and Utilities	$89,752	$91,117	
Repairs and Maintenance	$81,528	$137,846	
Telephone	$71,143	$71,400	
Fire Maintenance	$47,588	$160,000	
Miscellaneous [2]	$26,347	$44,371	
Supplies	$17,870	$11,950	
Small Tools/Minor Equipment	$16,521	$6,650	
Law Maintenance	$13,688	$7,000	
Equipment Rental	$5,863	$3,300	
Training	$2,997	$24,850	
Total Operational Expenditures	**$3,977,475**	**$4,324,003**	**92%**
Capital Projects (Equipment)	$86,598	$107,000	
Total Expenditures	**$4,064,073**	**$4,431,003**	**91.7%**

[1] Miscellaneous revenue includes public records request fees and fees for replacement badges.
[2] Miscellaneous expenses include postage, travel, tower lease, dues, and advertising.

This report contains unaudited information.

RECORDS MANAGEMENT

Skagit 911 records management is another critical element of the organization. A single records technician balances a complex set of services among all user agencies and the public. In 2012, Skagit 911 received an increasing volume of public records requests, warrant processing, and recording requests. The records management service receives consistent praise from user agencies. In an effort to improve collaboration and partnership, Skagit 911 initiated a coordinated Quarterly Records Management forum in December 2012. This was well attended and is helping ensure closer relationships and increased efficiency between agencies.

Total Recording Requests for Records 2010 - 2012

	Total Recording Requests Filled	Increase From Previous Year	Increase in Five Years	Increase Since 2001
2012	**1,145**	**16%**	**44%**	**68%**
2011	**965**	**13%**		
2010	**855**	**12%**		
2009	**751**	**12%**		
2008	**708**			

Skagit 911 Arrest Warrant and Court Protection Order Records
Skagit 911 houses all the Arrest Warrants and Court Protection Orders for the Anacortes, Burlington, Mount Vernon and Sedro-Woolley Municipal Courts and the Skagit County District and Superior Courts.

Recording Requests
Skagit 911 provides recordings for law enforcement, fire, and emergency medical services (EMS) user agencies at their request. Through an agreement with the law enforcement agencies, Skagit 911 also provides 911 recordings to the Skagit County Prosecutor for adjudication. Agencies requesting records have increased by 16% from 2011 and 44% over the last five years. Moving forward from 2012, it is expected the increase will be at least another 20%.

Arrest Warrants and Protection Court Orders
The processing of arrest warrants and protection court orders continues to stay status quo as there has not been a significant increase in the volume being returned to the user agencies from the Skagit 911 center. This in part is due to the Skagit County Jail overcrowding and restrictions. Warrant and protection court orders that are kept in Skagit 911 Records are typically returned to the issuing agencies at the courts' request because of one of the following: the record has been recalled by the judge, it has been cleared because of arrest, or expired because of time limits that a record can remain in the system.

Public Records
In 2012, the reassignment and additional duties of the Public Records Officer was added to the Records Technician position. This assignment prepares, records, tracks and documents all public records requests that require processing at the Skagit 911 center as outlined in the Washington State Public Records Act (RCW 42.56). Skagit 911 processed fifty-five public records requests in 2012 in addition to fulfilling requests from user agencies.

Sandy Burton,
Records Technician

RECORDS MANAGEMENT
Agencies With Highest Volume of Records Requests

Agencies		Total
SCPA	Skagit County Prosecuting Attorney	499
MVPD	Mount Vernon Police Department	217
SCSO	Skagit County Sheriff's Office	85
MVPA	Mount Vernon Prosecuting Attorney	56
SPD	Swinomish Police Department	54
SWPD	Sedro-Woolley Police Department	51
BPD	Burlington Police Department	47
APD	Anacortes Police Department	37
BPA	Burlington Prosecuting Attorney	15
APA	Anacortes Prosecuting Attorney	13
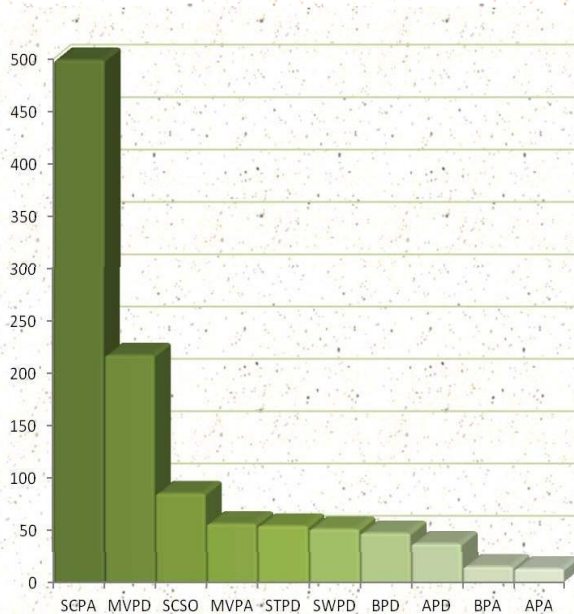
2012

Domestic Violence Records

Domestic violence (DV) occurs when one of the partners in a current or former relationship hurts, or threatens to hurt, the other. Although children, parents, siblings and grandparents may be included, domestic violence usually refers to intimate partner abuse. Domestic violence came to the forefront of the nation's attention with the high profile O.J. Simpson case in 1994. Many states have since stepped up their legislation and protection of domestic violence victims. Washington state is no exception and has updated laws as recently as June, 2010. Of the 1,145 total requests for records from User Agencies, 523 were for domestic violence incidents in Skagit County.

Total Recording Requests for Domestic Violence Skagit County

Domestic Violence 46%

Other 54%
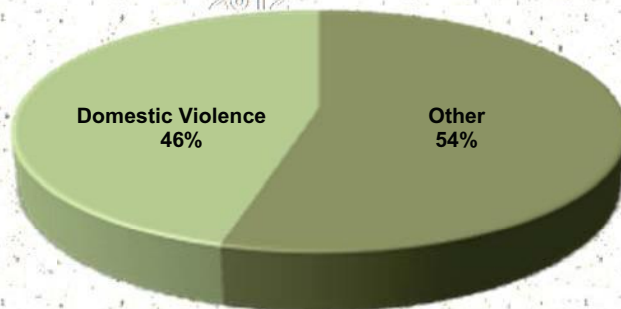
RECORDS MANAGMENT
Arrest Warrants & Court Protection Orders

Arrest Warrant & Court Order Totals By Agency						
	SCSO	MVPD	BPD	SWPD	APD	TOTAL
2012	4,369	2,122	1,336	724	839	9,390

Arrest Warrant

An arrest warrant is a judge's order to law enforcement officers to arrest and bring to jail a person charged with a crime. Before an arrest warrant is issued, the district attorney, a police officer or an alleged victim must make a sworn statement that the accused person committed a crime. It is also called a warrant of arrest or a bench warrant.

Court Protection Order

Washington State law allows for a person to file a civil case in court, asking a judge to grant an order to protect them from another person whose behavior is abusive, threatening, exploitive or seriously alarming. The primary purpose is to order the "respondent" to not contact or harm the "petitioner".

2012
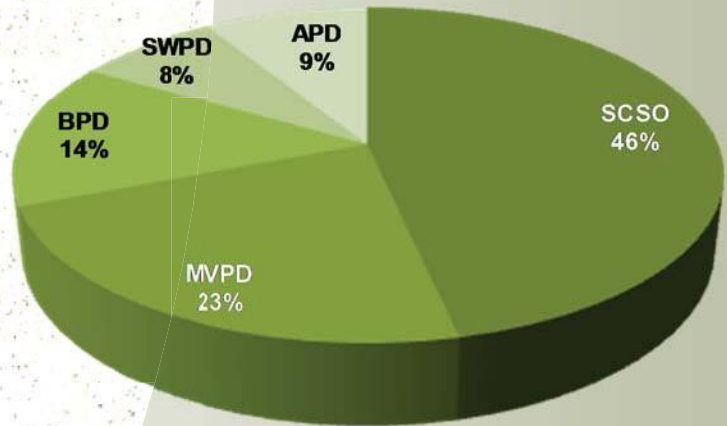
Photographer: Jim Haehn

Farms around Skagit County are beneficial by providing food and other products to local residents. In addition, the annual fall event, Skagit Valley Festival of Farms, is filled with educational tours, classes, interactive events, taste-testing, and a chance to visit local farms that participate in the event.

Photographer: Jim Haehn

USER AGENCIES
Local User Agencies

Skagit 911 provides consolidated emergency and public safety communications and records services in order to maximize immediate availability and effectiveness of emergency services at minimum costs to Skagit County, the Cities of Anacortes, Burlington, Mount Vernon, and Sedro-Woolley, the Towns of Concrete, Hamilton, La Conner and Lyman. They are the Local User Agencies.

Skagit County EMS
    Aero-Skagit Emergency Services
    Central Valley Ambulance Authority
    Anacortes Fire Department Medical Services

Law Enforcement Agencies
    Anacortes Police Department
    Burlington Police Department
    Mount Vernon Police Department
    Sedro-Woolley Police Department
    Swinomish Police Department
    Upper Skagit Tribal Police
    Skagit County Sheriff's Office

Municipal Fire Departments
    Anacortes Fire Department
    Burlington Fire Department
    Concrete Fire Department
    Hamilton Fire Department
    La Conner Fire Department
    Mount Vernon Fire Department
    Sedro-Woolley Fire Department

Academy XIII Students
Location: Little Mountain

Each Skagit 911 Academy Class visits common landmarks during the geography portion of their training.

Fire Protection Districts
    #1   Served by Mount Vernon Fire Department
    #2   McLean Road
    #3   Conway, Cedardale
    #4   Clear Lake, Big Rock
    #5   Allen, Edison, Samish Island
    #6   Rural Burlington
    #7   Lake Cavanaugh
    #8   Hickson, Prairie, Punkin Center
    #9   Big Lake
    #10   Birdsview, Grassmere
    #11   Mount Erie
    #12   Bayview
    #13   Hope Island, Summit Park
    #14   Alger
    #15   Lake McMurray
    #16   Day Creek
    #17   Guemes Island
    #19   Rockport, Marblemount

Mass Casualty Incident (MCI) Drill
Courtesy: Anacortes Fire Department

USER AGENCIES
Contracted User Agencies

Skagit 911 has contracted to provide dispatch services to agencies not identified in the "Interlocal Cooperation Agreement for a Countywide Public Safety Communications Center." These are the Contracted User Agencies in 2012:

Sauk-Suiattle Police Department

Skagit County Public Works

United States Forest Service

Island Hospital *(inter-facility transfers)*

View of Mount Baker from Skagit Valley

Mount Baker is a volcano of the North Cascade Mountain Range and can be seen from as far away as British Columbia. With a history of eruptions, it has been relatively quiet except for steam escaping on cold winter days. In 1843, an eruption resulted in a large forest fire, volcanic ash over the adjacent wilderness, and a major fish kill in the Baker River. Further eruptions occurred in the 1850s and active fumarole fields were reported in 1868. In March 1975, a major episode of steam activity began and lasted through early 1976. Mount Baker is drained on the north by streams flowing into the North Fork Nooksack River, on the west by the Middle Fork Nooksack River, and on the southeast and east by tributaries of the Baker River, which empties into the Skagit River about 9 miles southeast of Mount Baker. (source: mt-baker.com)

View of Mount Baker from Day Creek
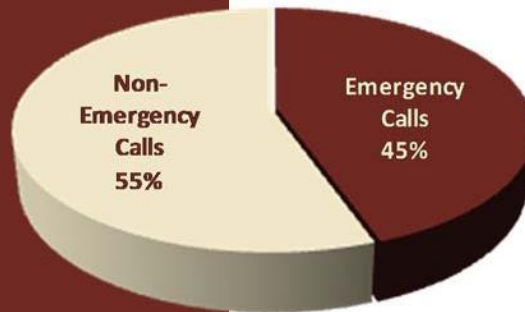*Photographer: Jim Haehn*

COMMUNICATIONS
Emergency & Non-Emergency Calls thru Skagit 911 Dispatch

2012 Total Telephone Calls

Non-Emergency Calls 55%

Emergency Calls 45%

Training
Courtesy: EMS Commission

Swinomish Preschool with Fire Fighter Weiss
Courtesy: Roy Horn

Tour of Anacortes Fire Station
Courtesy: Sharon Swan, Anacortes Fire Department

COMMUNICATIONS
Telephone Lines

Skagit 911 utilizes different types of phone lines for communications with citizens and other agencies. When 911 is dialed, the call comes into Skagit 911 on a line dedicated to supporting the type of phone line the call is placed from. This takes place so that the data, like an address, name and phone number or latitude and longitude will transfer to the 911 Center, allowing the dispatcher access to information which helps locate the caller during their emergency.

The standard hard-wire residential and business lines that most people historically have in their homes and businesses are 911-Wirelines. A 911-Wireless line supports cellular phone calls. 911-VoIP lines are for calls placed from VoIP phones which are Voice over Internet Protocol, meaning phone calls using internet cable rather than phone lines. All of these calls are placed by dialing 9-1-1 and are answered in the 911 Center. These calls can also be transferred to another 911 Center anywhere within the United States if needed.

In order for citizens, law enforcement agencies and alarm companies from outside Skagit County to reach Skagit 911, a ten digit emergency number is published, which allows reporting of emergencies from outside of the county. This number is answered as an incoming emergency call, but does not provide the same feature of name, address and phone information that dialing 9-1-1 provides to the dispatcher.

Skagit 911 also handles non-emergencies. There are public non-emergency business numbers that dispatchers answer assisting citizens and other agencies with non emergent and business functions. Law enforcement agencies also have private numbers that they can utilize to reach the dispatcher they are working with. Fire/EMS personnel and area hospitals have direct lines to speak with the

dispatcher working the fire/EMS dispatch console in order to facilitate transport of patients. There is a direct line that is published on all law enforcement records for confirmation information of things such as warrants and stolen vehicles. To ensure prompt access for the media, Skagit 911 maintains a dedicated line for the media to request information on a press release or speak directly with someone about details of an incident.

Cindy O'Neill,
Dispatch Supervisor

Call Volume on Emergency Lines

911 - Wireless	70,139	61% of Total
911 - Wireline	24,954	22% of Total
10 digit emergency line	12,059	11% of Total
911 - VoIP	7,271	6% of Total
Total	114,423	

Call Volume on Business Lines

Incoming from Public	37,667	50% of Total
Incoming from Agencies	37,168	50% of Total
Total	74,835	

Call Volume on Miscellaneous Lines

Outgoing	56,636	81% of Total
Incoming for Records	6,792	10% of Total
Incoming from Fire / EMS	5,411	7% of Total
Incoming from Press	1,381	2% of Total
Total	70,220	

COMMUNICATIONS
Most Common Types of Calls Processed by Skagit 911 in 2012

Rank

2010	2011	2012	Type of Call	Total - 2012	Total - 2011	Total - 2010
1	1	1	Wireless 911 Hang Up Calls	14,574	14,762	13,034
2	2	2	EMS Medical Calls	9,279	9,702	8,792
3	3	3	Traffic Enforcement (Hazards)	5,908	5,994	6,818
4	4	4	Animal Problems (Lost/Found)	4,990	4,729	4,570
8	6	5	Suspicious Circumstances	4,170	3,690	3,576
6	8	6	Alarm (Intrusion, Panic, Fire)	3,995	3,025	3,705
7	7	7	Vehicle Accident	3,493	3,290	3,405
5	5	8	Property Theft	3,317	4,079	3,237
9	9	9	Domestic Violence	2,301	2,582	2,720
10	10	10	Civil Problem	2,301	2,218	2,263
12	11	11	Citizen Information Report	2,166	2,139	1,898
13	14	12	Check Welfare of Citizen	2,050	1,882	1,793
11	13	13	Wireline 911 Hang Up Calls	1,817	1,891	2,261
14	15	14	Request to Assist Other Agency	1,796	1,706	1,741
15	21	15	DUI - Alcohol or Drugs	1,792	1,285	1,442
20	16	16	Burglary	1,717	1,674	1,397
16	20	17	Citizen Assist	1,476	1,346	1,228
18	17	18	Malicious Mischief	1,377	1,535	1,703
17	18	19	Noise Complaint	1,229	1,356	1,487
21	12	20	EMS Patient Transfers	1,219	2,111	1,829
19	19	21	Vehicle Prowl	1,204	1,347	1,510
24	22	22	Controlled Substance Violations	1,157	1,216	996
22	23	23	Attempt to Locate	1,102	1,137	1,004
25	24	24	Fraud Violation	921	1,065	910
23	25	25	Warrant Service	980	997	1,001

MEASURE OF INCIDENTS
Comparison of Billable Incidents for Local User Agencies

Law Enforcement	**62,983**
EMS	**12,302**
Municipal Fire	**8,129**
Fire Districts	**3,057**
Total	86,471

Calls vs. Incidents
One incident such as a motor vehicle accident or a dog barking may generate a multitude of calls from the public to Skagit 911.

Billable Incidents
Incidents with a response from law enforcement, fire or emergency medical services are billable by Skagit 911 to the user agency responding.

Non-Billable Services
Traffic stops, requests for registered owner of vehicles, paging off-duty personnel, radio tests, etc. are non-billable services provided to user agencies by Skagit 911 dispatch.

Law Enforcement 73%

EMS 14%

Municipal Fire 9%

Fire Districts 4%

62,983

12,302

8,129

3,057

Law Enforcement

EMS

Municipal Fire

Fire Districts
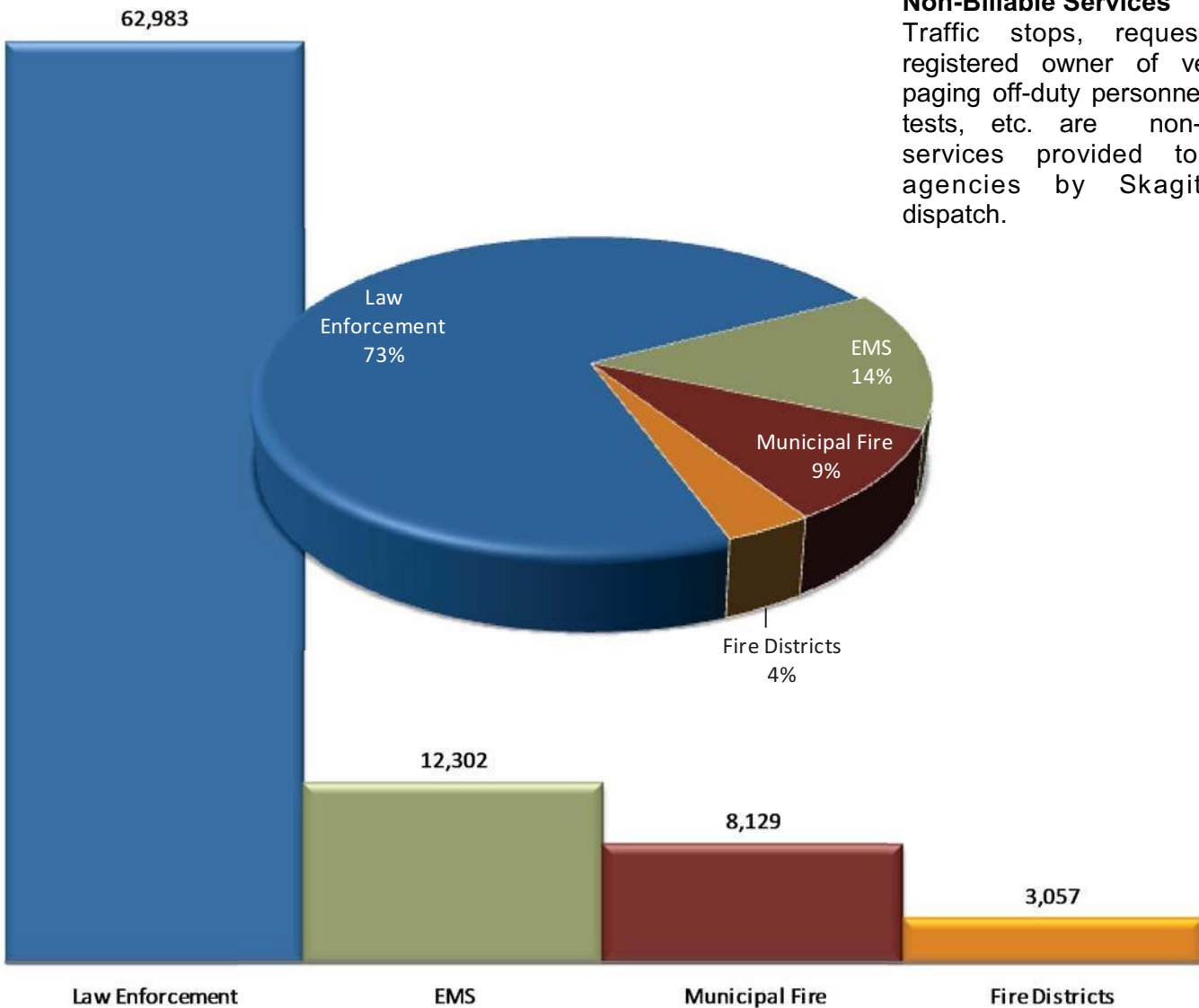
MEASURE OF INCIDENTS
Law Enforcement Agencies Billable Incidents

| 2012		
Anacortes Police Department	APD	9,581
Burlington Police Department	BPD	8,498
Mount Vernon Police Department	MVPD	20,474
Sauk-Suiattle Police Department	SSPD	67
Sedro-Woolley Police Department	SWPD	7,586
Skagit County Sheriff's Office	SCSO	14,362
Swinomish Police Department	SPD	1,973
Upper Skagit Tribal Police	USTP	442
Total		**62,983**

USTP 1%
SPD 3%
SWPD 12%
SSPD 0%
APD 15%
BPD 13%
SCSO 23%
MVPD 33%
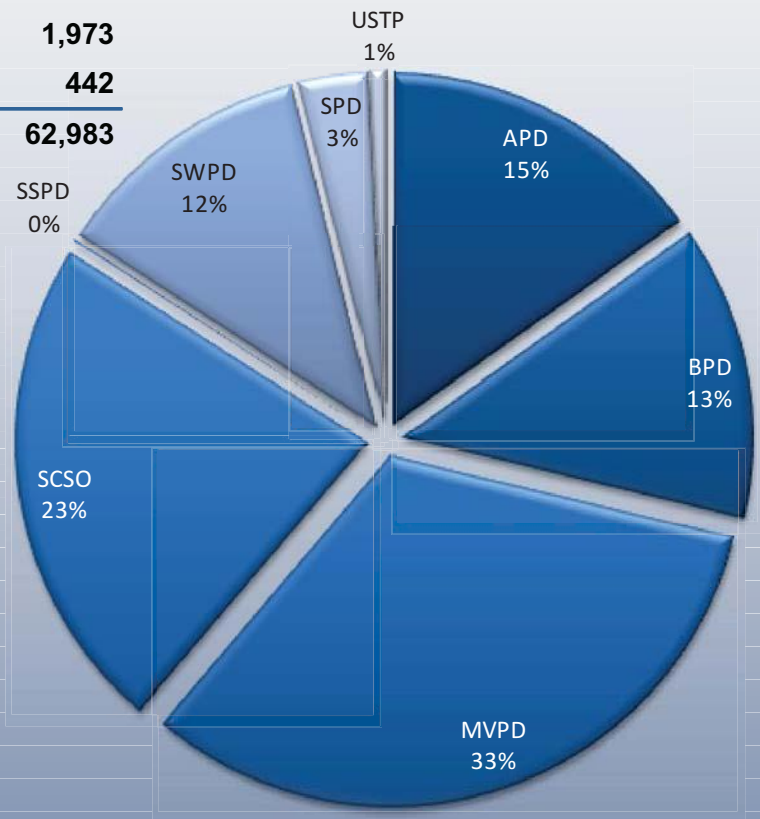
Fallen Officers Food Drive
Photographer: Deb Flewelling

Skagit 911 Alternate Lead Dispatcher, Stephanie Simon, started the first ever Skagit County Fallen Officers Food drive to support the Skagit County Community Action Food Distribution Center and over a dozen food banks located throughout the county during the 2012 Thanksgiving and Christmas holidays. She coordinated with agencies in Snohomish and Pierce County and led a group of over two dozen volunteers from five agencies in Skagit County. Her leadership and many off-duty volunteer hours helped raise 5,000 pounds of food and $1,200 in Skagit County alone. Overall contributions for all three counties totaled an incredible 59,520 pounds of food and $24,737 of much needed assistance.

Stephanie Simon

MEASURE OF INCIDENTS
Municipal Fire Department Billable Incidents
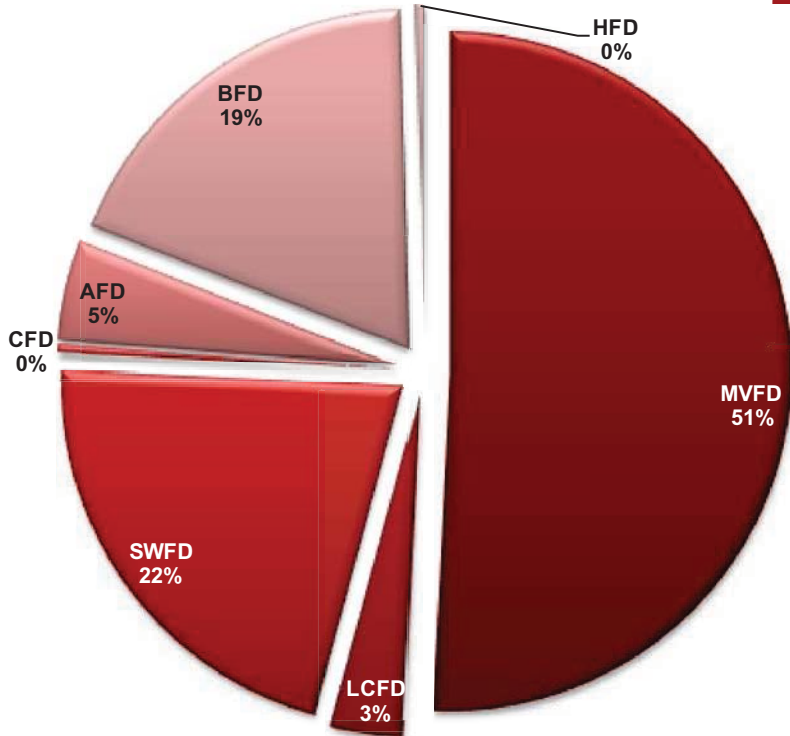
2012		
Anacortes FD	AFD	385
Burlington FD	BFD	1,519
Concrete FD	CFD	31
Hamilton FD	HFD	35
La Conner FD	LCFD	275
Mount Vernon FD	MVFD	4,129
Sedro-Woolley FD	SWFD	1,755
Total		**8,129**

Training
Courtesy: Anacortes Fire Dept.

Courtesy: Anacortes Fire Department

Multi-jurisdictional Training Burn Coordinated by CFD
Courtesy: Rich Philips

MEASURE OF INCIDENTS
Fire Protection Districts Billable Incidents

	2012
FD 2	234
FD 3	289
FD 4	208
FD 5	188
FD 6	276
FD 7	28
FD 8	273
FD 9	203
FD 10	84
FD 11	190
FD 12	50
FD 13	516
FD 14	284
FD 15	43
FD 16	40
FD 17	57
FD 19	94
FD 24	0
Total	**3,057**

Pie chart:
- FD 2: 8%
- FD 3: 9%
- FD 4: 7%
- FD 5: 6%
- FD 6: 9%
- FD 7: 1%
- FD 8: 9%
- FD 9: 7%
- FD 10: 3%
- FD 11: 6%
- FD 12: 2%
- FD 13: 17%
- FD 14: 9%
- FD 15: 1%
- FD 16: 1%
- FD 17: 2%
- FD 19: 3%
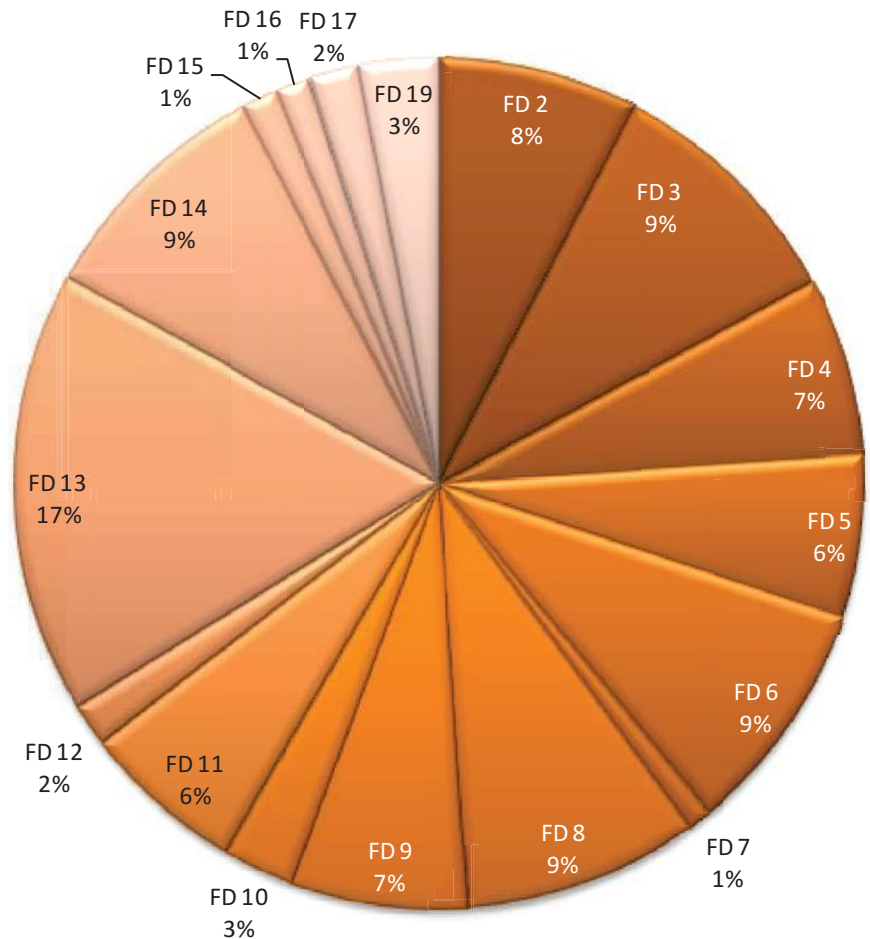
Response from twelve agencies to fight a four structure inferno
Courtesy: Roy Horn

Lake Cavanaugh / SCFPD #7
Courtesy: Scott Lemke

Live fire training at Shell Refinery
Courtesy: Roy Horn

Concrete FD responds to mutual aid request from Birdsview—1980's.
Courtesy: Rich Phillips

MEASURE OF INCIDENTS
Emergency Medical Service Agencies Billable Incidents

		2012
Central Valley Ambulance Authority	**CVAA**	**8,845**
Medical Calls		*8,321*
Patient Transfers		*524*
Anacortes Fire Emergency Medical	**AFDE**	**2,309**
Aero Skagit	**AS**	**531**
Island Hospital	**IH**	**617**
	Total	**12,302**

AS
4%

IH
5%

AFDE
19%

CVAA
72%
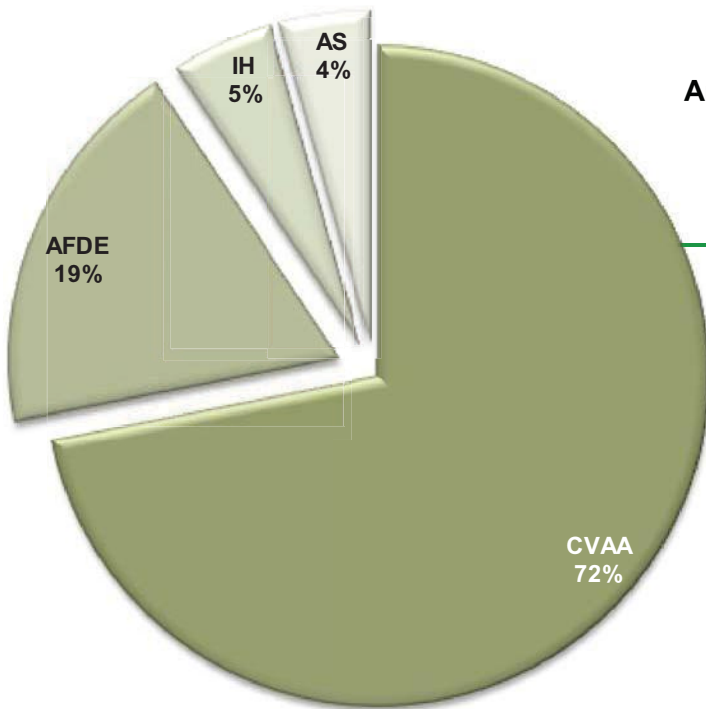
DUI awareness training at La Conner High School
Courtesy: EMS Commission

SKAGIT COUNTY
Profile

On November 28, 1883 the Washington Territorial Legislature created Skagit County. Skagit County is named in honor of the Skagit Indian Tribe which lived along the river now known as the Skagit River. The first non-Indian settlers arrived in the middle 1800s.

Skagit is pronounced *Ska'-jit*. The *a* in Skagit sounds like the *a* in cat. The *g* is pronounced like the *j* in jet.

In 1824, Skagit was spelled "Scaadechet" by a Hudson's Bay Company employee, John Work. In the 1854 Pacific Railroad Reports, Volume One, it reflects the current spelling of "Skagit".

Federally recognized tribes of Skagit County are the Samish Tribe, Sauk-Suiattle Indian Tribe, Swinomish Indian Tribal Community, and Upper Skagit Tribe; these tribes are the descendants of the first residents of Skagit County.

The islands and western border of Skagit County are met by the Puget Sound while the east side of the county has the North Cascade Mountains. The flats and river delta stretch between the northern and southern borders in the western half of the county.

Mount Vernon is the county seat and is located approximately sixty miles north of Seattle, Washington. Skagit County boasts approximately one million acres of land. It is approximately ninety-five miles (east to west) by twenty-four miles (north to south).[1]

Skagit County is world famous for the colorful tulip, daffodil and iris fields that blanket the valley in the spring. Tulip season brings over one million visitors annually from all over the world to the county during the Skagit County Tulip Festival held each April.

Skagit County is also host to a growing number of motorcyclists for one weekend each September in an event known as The Oyster Run. It is estimated that approximately 30,000 visitors pour into Skagit County for this event, the majority of them on motorcycles.

An abundance of wildlife can be found in Skagit County including bald eagles, salmon, Canadian geese, trumpeter swans, cranes, blue heron, raccoons, beavers, deer and elk. Occasionally black bears, mountain lions, and coyotes can be seen in some areas of the county.

The 2003 population of Skagit County was 106,700. Nine years later, in 2012, it is estimated the population was 118,222.[2]

In August 1948, the newspaper, The Spokesman Review, listed the annual Hickory Hat Days event as three days in Mount Vernon, Washington.

Hickory Hat Days– about 1950
Courtesy: Shirley Haehn

[1] *Skagit County Government*
[2] *Washington state Office of Financial Management, Forecasting Division & U.S. Census Bureau (statistics are not in at time of printing)*

SKAGIT COUNTY
Profile

Geography

The geographic area of Skagit County is 1,735.3 square miles, or just over 2.6 percent of Washington State's total land area. The western one third of Skagit County includes a broad delta and flood plain and borders the North Puget Sound. The eastern two-thirds of the county are dominated by the rugged, heavily wooded and mountainous Cascade Mountain Range, also nicknamed "The American Alps". The highest point in Skagit County is Mount Logan (8,966 feet).

Climate

The average annual rainfall in the county of Skagit varies from 26 inches on the west side (City of Anacortes) to 65 inches further northeast (Town of Concrete). This is an average difference of 39 inches of rain annually between the two locations which are approximately 52 miles apart.

The average annual snowfall in the western one-third portion of the county is zero to barely measurable while the average annual snowfall in the mountainous areas of the county can vary from a few inches to several feet depending on the elevation.

The average low temperature is 34° in January. The average high temperature is 74° in August.

Major Annual Events in Skagit County

Upper Skagit Bald Eagle Festival	Anacortes Arts Festival
Skagit Valley Tulip Festival	Skagit County Fair
Tulip Festival Street Fair	Art's Alive!
Anacortes Waterfront Festival	Christmas Boat Parade
Loggerodeo	Skagit Valley Highland Games and Celtic Festival
Berry Dairy Days	Western Washington Shakespeare Festival

The first Skagit County Fair was estimated to be held in 1898. Granges in Skagit County would set up theme-based displays at the fair, usually showcasing the agriculture fruits of their labor. Competition for the best display was taken very seriously.

Skagit County Fair - August 1959
Courtesy: Shirley Haehn

SKAGIT COUNTY
Geography

Incorporated Cities and Towns of Skagit County

City of Anacortes

City of Burlington

Town of Concrete

Town of Hamilton

Town of La Conner

Town of Lyman

City of Mount Vernon

City of Sedro-Woolley

Washington State

Skagit County

SKAGIT COUNTY
Geography

Communities of Skagit County
(located by 2-digit code on map below)

AG	Alger	DC	Day Creek	PB	Padilla Bay
AL	Allen	DW	Dewey	PR	Prairie
BC	Bacon Creek, Hope	ED	Edison	PC	Punkin Center
BV	Bay View	FD	Fidalgo Island	RX	Rexville
BF	Belfast	FI	Fir Island	RP	Rockport
BL	Big Lake	FT	Fish Town	RR	Rockridge
BP	Biz Pointe	FR	Fredonia	SN	Samish Indian Nation
BI	Birdsview	GM	Grassmere		● HU Huckleberry Island
BD	Blanchard	GI	Guemes Island	SI	Samish Island
BO	Bow	HI	Hat Island	SS	Sauk-Suiattle Indian Reservation
BB	Burrows Bay	HK	Hickson	SM	Similk Bay
CH	Cape Horn	HG	Hoogdal	SC	Sinclair Island
CS	Cap Sante	HP	Hope island	SK	Skyline
CP	Cascade River Park	LC	Lake Campbell	SP	Summit Park
CD	Cedardale	LV	Lake Cavanaugh	SW	Swinomish Indian Reservation
CL	Clear Lake	LM	Lake McMurray		● KI Kiket Island
CR	Clearidge	LS	Lake Sixteen		● SB Shelter Bay
CK	Cokedale	LT	Lake Tyee		● SO Snee-Oosh
CW	Conway	MP	March's Point	TW	Thornwood
CO	Corkindale	MT	Milltown	US	Upper Skagit Reservation
CI	Cypress Island	MK	Minkler	VH	Van Horn
				VM	Village of Marblemount
				WN	Whitney

Skagit County GIS

ACKNOWLEDGEMENTS
Skagit 911 Recognition of Employees

Employee of First Quarter

Melissa Heller

Employee of Second Quarter

Jacob Johnson

Employee of Third Quarter
Employee of the Year

Mary Rael

Although Mary has handled many critical calls and radio situations over the past several months, two calls she took, a barricaded subject at the Three Rivers Inn and a burglary on Guemes Island stood out. In the first call, Mary was online making repeated calls to a mentally unstable male who had been arrested in the prior month for shooting a gun at people while naked, while simultaneously coordinating the police response to the incident, which quickly changed from two officers attempting to contact the subject, to a stand-off, with almost the entire Sedro-Woolley Police Department being called in, as well as the High Risk Team (HRT) and officers from two other police departments. Mary worked proactively to coordinate this effort while also attempting to communicate with the subject and persuade him to leave the room.

Employee of Fourth Quarter

Melinda Rodenberger