



WELCOME 2021 ANNUAL AGENCY ASSEMBLY

- Opening Remarks from President, Mayor Jon Nehring
- What is the **Annual Agency Assembly**?
 - Look back at 2020 & Look Forward for 2021 & Beyond
 - Designed for Chiefs/Managers/Elected Officials not typically involved at governance level
 - Open forum for discussion

Help Starts Here

The Snohomish County 911 logo is located in the bottom right corner. It features the text "SNOHOMISH COUNTY" in green above "911" in large black font. Below "911" is a green bar containing four white icons: a star, a fire hydrant, a shield, and a medical cross.

WELCOME 2021 ANNUAL AGENCY ASSEMBLY

- Scheduled from 08:30 to 10:00
- Appropriate Discussion is Encouraged
 - Raise hand in Zoom or wait for Discussion Points
 - Please mute your connection when not speaking
- SNO911 Special Board Meeting starts at 10:10
 - It is a Public Meeting and you are welcome to stay



Help Starts Here

WELCOME FROM STAFF

- Kurt Mills, Executive Director
- Terry Peterson, Deputy Director
- Andie Burton, Director of Operations
- Angie Baird, Director of Finance & Human Resources
- Brad Steiner, Deputy Director Wireless Technology
- Marlin Herolaga, Director of Information Technology



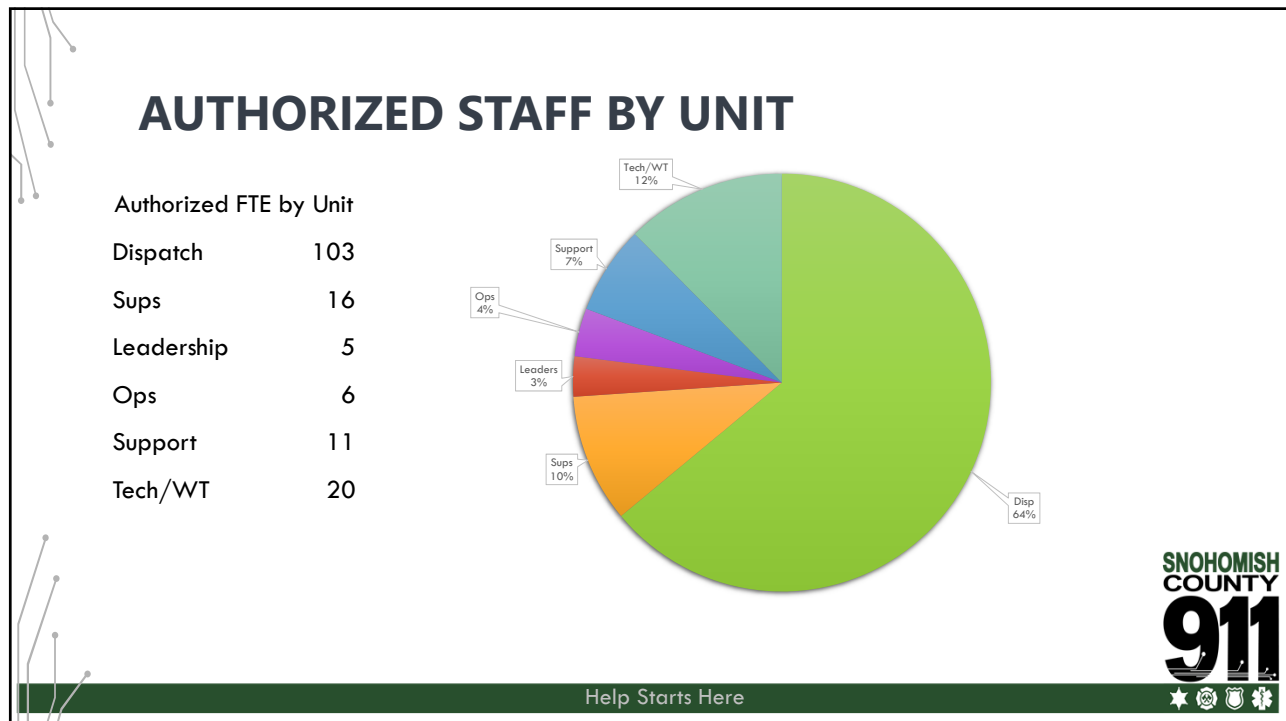
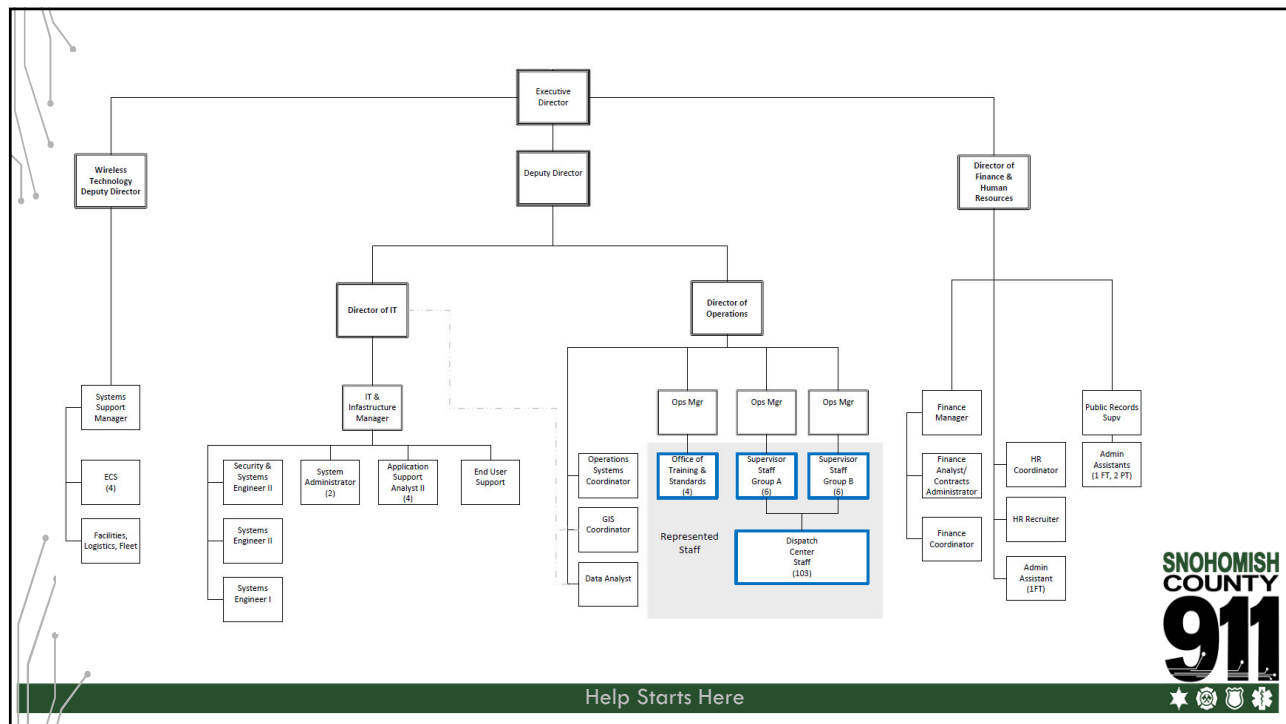
Help Starts Here

Background



Help Starts Here



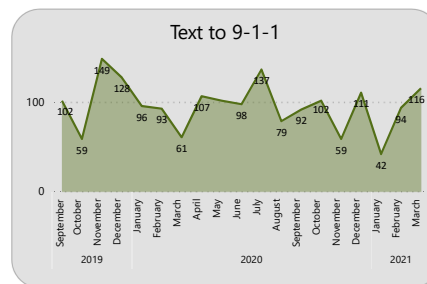
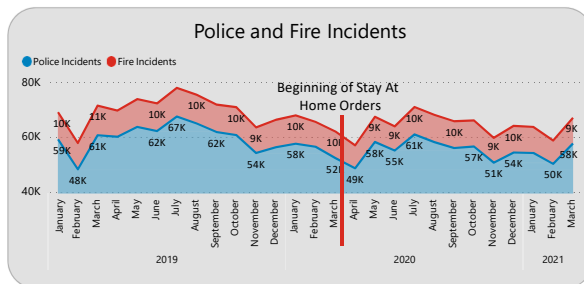
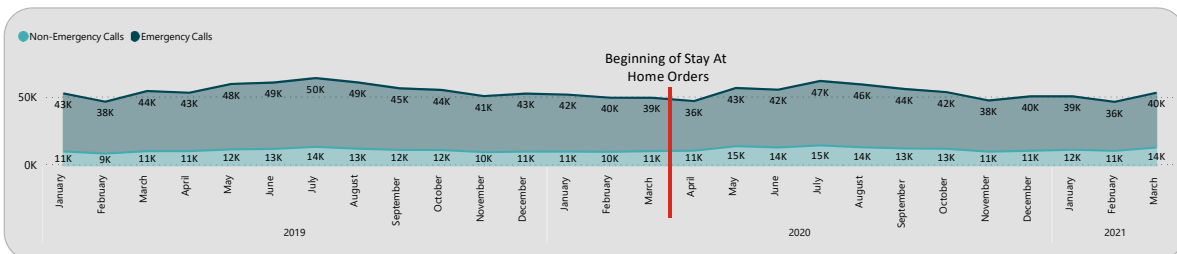


Performance & Metrics



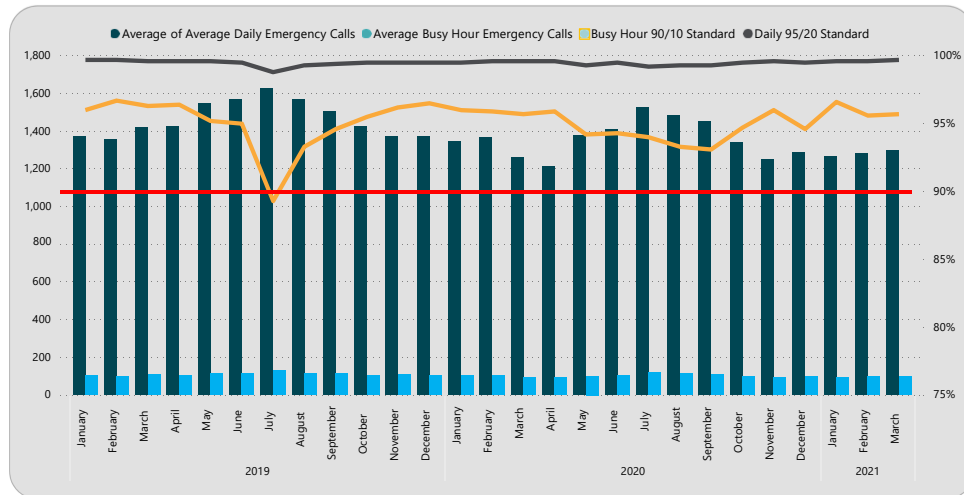
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ACTIVITY: 911/NE CALLS, POLICE/FIRE INCIDENTS & TEXT TO 911



Help Starts Here

NENA 911 CALL ANSWER PERFORMANCE



Help Starts Here

Community Feedback

P1: How satisfied were you with the level of courtesy and respect shown to you by the 911 Dispatcher?

P2: 911 Dispatchers are trained to be efficient and deliberate when speaking with you. Do you feel the dispatcher was efficient and professional?

Sources:

PQs: 7,600 Spidrtch Surveys

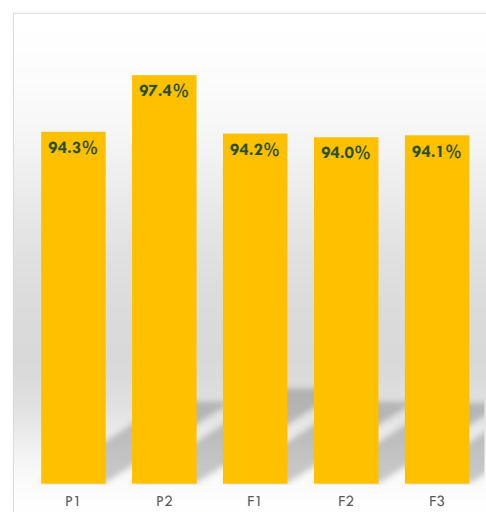
FQ: SRFR EMS Survey 2021 Q1

(384 surveys compared against 21,742 nationally)

F1: Helpfulness of person you called for EMS service.

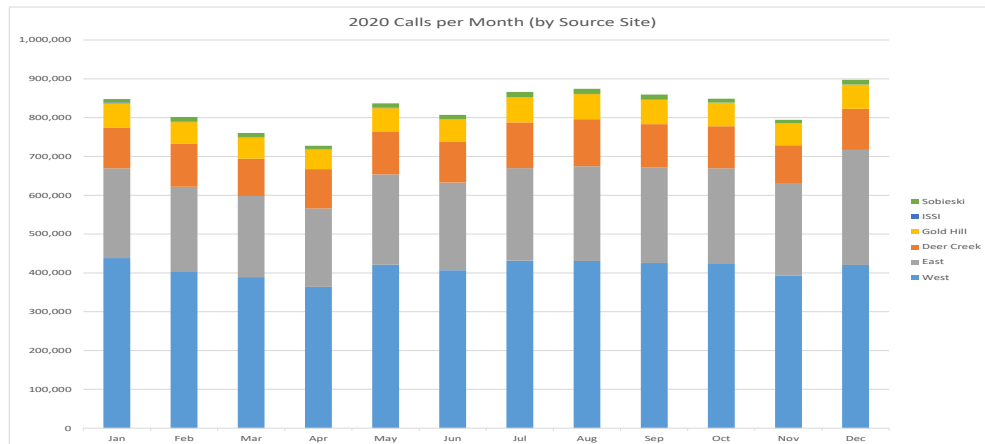
F2: Concern shown by the person you called for EMS service.

F3: Extent to which you were told what to do until the ambulance arrived.



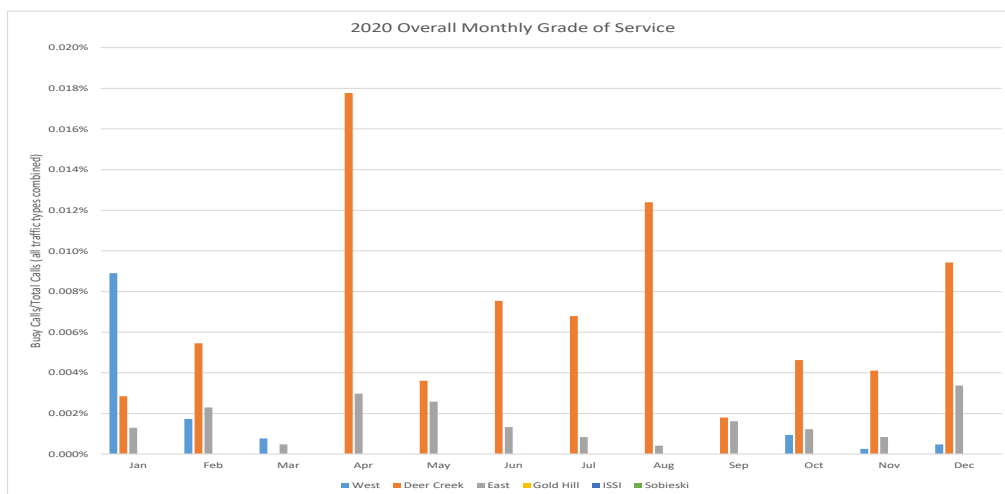
Help Starts Here

LEGACY RADIO SYSTEM PERFORMANCE



Help Starts Here

BY THE NUMBERS: GRADE OF SERVICE



Help Starts Here

Staffing



Help Starts Here

HUMAN TALENT INVESTMENTS & SUCCESSES

Recruitment

- 434 People Tested
- 192 People Scored 80%+
- 95 Interviewed
- 74 Polygraphed
- 37 Sent to Background
- 24 Sent to Psych
- 19 Sent to Drug/Hearing
- 31 Hired (12 from 2019)

On Boarding

- 14 Academies Taught
- 27 Dispatchers Trained
- 9 Dispatchers Cross-Trained
- 31 Committed Trainers
- 17 Fill In Trainers

Continuing Education

- 23 College of Emergency Dispatch Trainings
- 2,105 Hours of CED
- 2,588 Quality Assurance Reviews w/Feedback



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EMPLOYEE RECOGNITION

Employee of the Month

- 12 Employees across the org

EMD – Life Saver

- 3 Awards

EMD – Chain of Survival

- 54 Dispatchers

ACE Goal Recognition

- 41 Dispatchers

EMD – Call of the Month

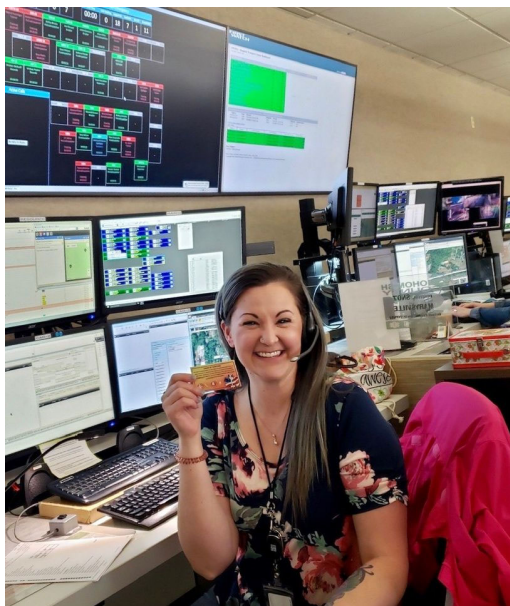
- 13 Calls Highlighted

Other

- IAED Journal, 105 SPIDRTECH



Help Starts Here



Help Starts Here



SNOHOMISH COUNTY 911

Help Starts Here

2020 EMPLOYEE ACHIEVEMENTS



Certified Information Systems Security Professional

Bleu Jaegel



Tony Collins



Damien Coan



2020 First-Time EMD Certification

Cole Aguirre	Julia Knox
Elaine Baul	Krystina Larsen
Lita Bruce	Shawna Leatherby
Kelsey Cost	Madeline MacLean
Kalli DeNike	Kelli Marcus
Rebecca Doherty	Courtney Newlon
Emily Edson	Phaivanh Phonxaylinkham
Alyssa Egan	Melissa Richards
Taylor Favorite	Timothy Spurling
Sasha Grumman	Matthew Taylor
Ashlee Hert	Taylor Van Ness
Emmy Johnson	Laura Ward

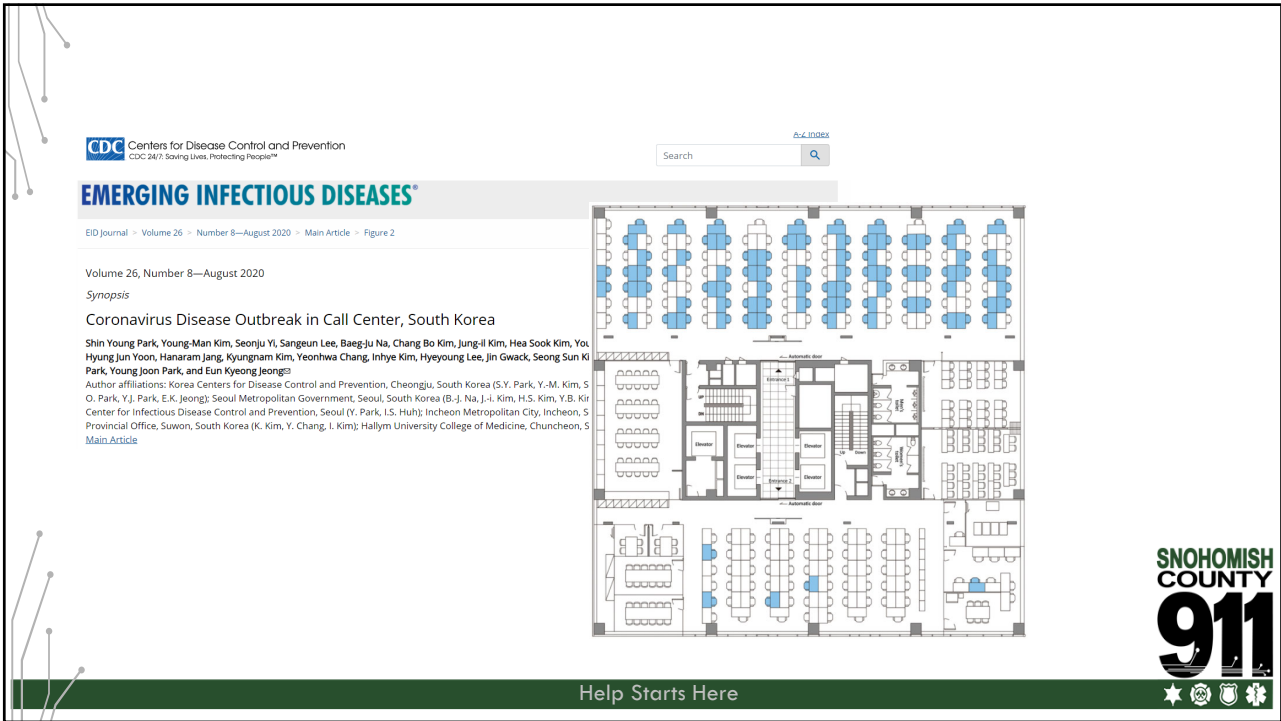
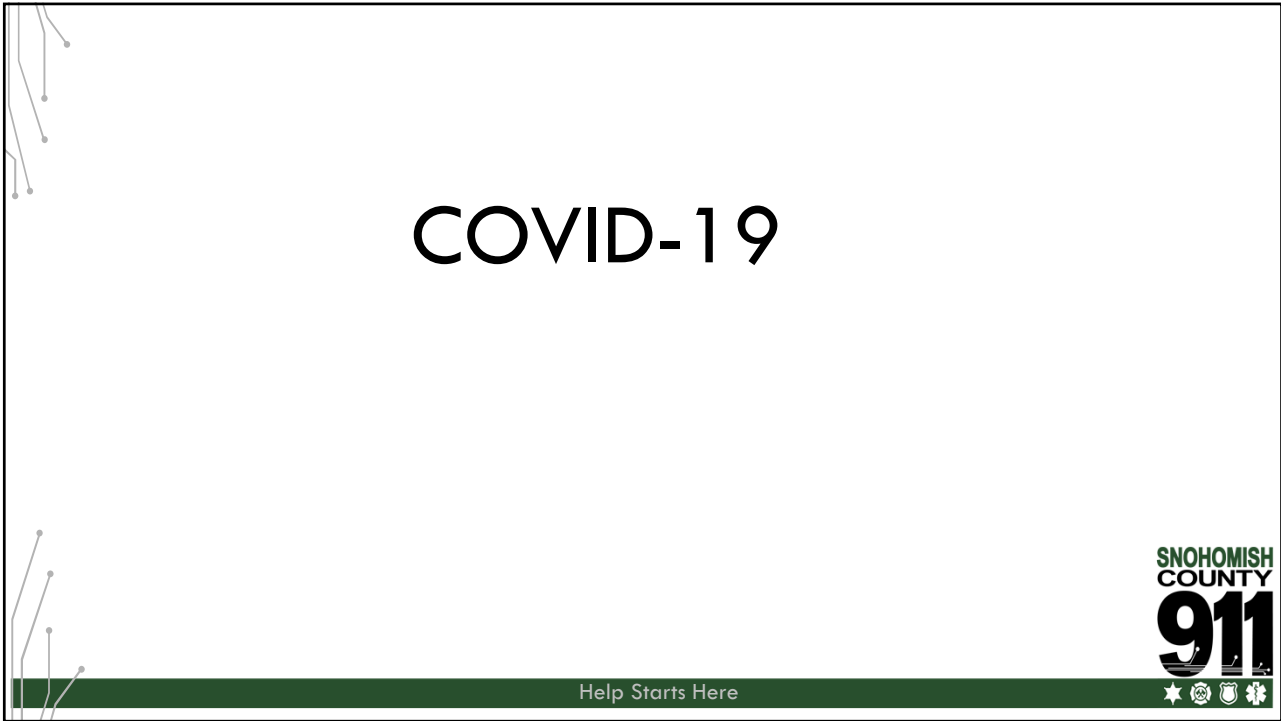


2020 EMD Recertification

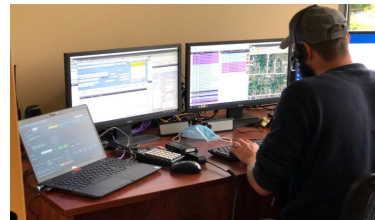
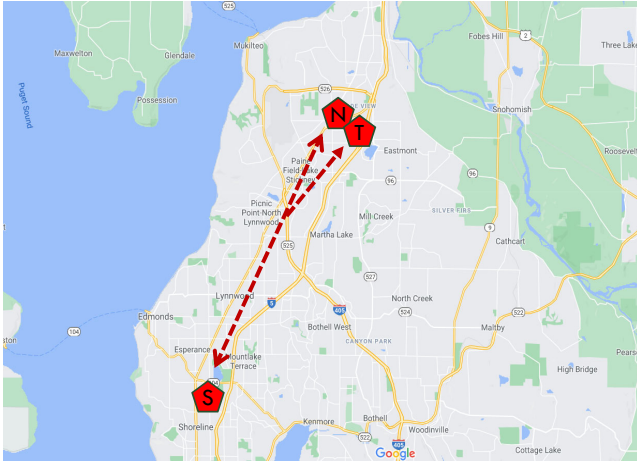
Simon Arnold
Sara Baertschiger
Alanna Cole
Lars Coleman
Zachary Daley
Kevin Hanrahan
Jamie Knight-Baldwin
Stacy O'Brien
Chad Piazza
Zack Sanders
Melissa Sigler
Kylie Staley
Victoria Wintch
Aubry Zajac

SNOHOMISH COUNTY 911

Help Starts Here



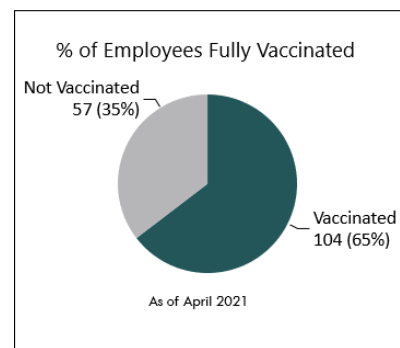
SPLIT OPERATIONS: HELP STARTS HERE (& HERE & HERE)



Help Starts Here

RESPONSE TO COVID 19

- Split Ops & activation of tertiary center
- Doorway screening, mask mandate
- Remote work for eligible staff
- No visitors & only critical vendor visits
- Limit cross-campus movements
- Incentives & Support for vaccinations
- Ionic air cleaners
- Additional workstation cleaning supplies
- Expanded cleaning services
- Fully engaged, aligned and appreciative of participation with Force Protection Committee and County Covid-19 Response Groups



Help Starts Here

Protocol 36 (COVID)

March 2020 - March 2021

Total EMS Calls

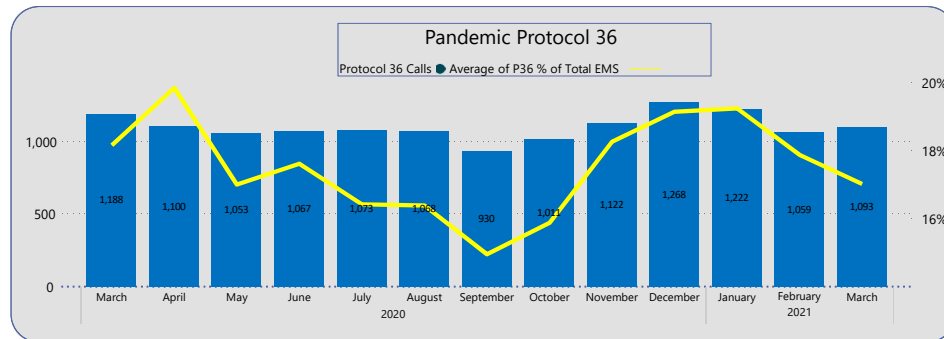
81,422

Total Protocol 36 Calls

14,254

% Protocol 36 of EMS Calls

17.5%



Help Starts Here

RESPONSE TO COVID 19

Apple Podcasts Preview



17 min

PLAY

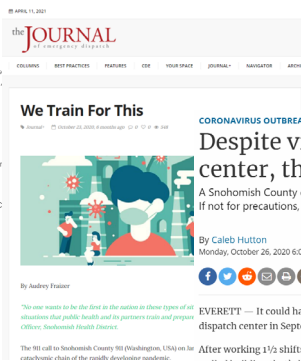
COVID-19 Surveillance with Terry Peterson
Dispatch in Depth

Science

[Listen on Apple Podcasts](#)

Terry Peterson, Deputy Director of Snohomish County 911, discusses Protocol 36: Pandemic/Epidemic/Outbreak (Surveillance or Triage), emergency dispatchers, and how they're planning for the future.

For Your Information:

Download Protocol 36 and stay up-to-date on COVID-19 communications: www.emergencydispatch.org/COVID-19-CommurSnohomish County 911's website: snohomishcountywa.gov/5589/C**Despite virus scare at local 911 center, the calls don't stop**

A Snohomish County dispatcher tested positive for the virus last month. If not for precautions, it could've been disastrous.

By Caleb Hutton

Monday, October 26, 2020 6:07am

LOCAL NEWS CORONAVIRUS OUTBREAK EVERETT

EVERETT — It could have been a disaster for the Snohomish County 911 dispatch center in September.

After working 1½ shifts in a room with other radio dispatchers, in the glass-walled building that's like a nerve center for all first-responders in Snohomish County, a dispatcher learned her COVID-19 test had come back positive.



Help Starts Here

INVESTMENTS THAT ALLOWED RAPID TRANSITION TO REMOTE WORK AND HEALTHIER FACILITIES

- VPN and 2FA Advanced Authentication
- On hand spare equipment
- Instant Messaging Software
- Video conferencing
- Transitioned some paper processes to electronic
- Additional Cleaning Services
- Added plexiglass dividers/barriers
- Individual cubicle offices
- Added hand sanitizer stations
- Add Ionic Air Purifiers
- Sourced vendors for supplies



Help Starts Here

Significant Initiatives



Help Starts Here

NOTABLE INITIATIVES 2020 & 2021

- Center Staffing / Quality of Life / Overtime Utilization / Schedules
- Regional Resiliency / CAD-Lite / Valley Communications
- Radio Replacement Project (RRP)
- Accredited Center of Excellence (ACE) / Training Videos



Help Starts Here

NOTABLE INITIATIVES 2020 & 2021

- Pandemic Protocol / Early Infectious Disease Surveillance
- Tertiary Center / Split Operations / Remote Dispatch
- Bias Reduction in Emergency Communications (BREC)
- Core System (Tyler) Hardware / Network Replacements



Help Starts Here

NOTABLE INITIATIVES 2020 & 2021

- Smart911 / Travis Alert Act / Mobile Interface / Training Video
- Future Facility Initiative
- Business Office Phone System Replacement
- Government Cloud Hosting Evaluation



Help Starts Here

Spotlights



Help Starts Here

Radio Replacement Project

Complete replacement of equipment and transition to 100% digital radio

System Design

P25 radio system, microwave & MPLS networks; VHF paging system; mobile, portable & fixed radio configurations, updated contracting and engagement.
[90% complete, paging remains]

P25 Radio & Microwave

Site-by-site microwave/MPLS deployment
P25 radio system in parallel with old
Digital audio transition & future sites.
[Starting in 2022]

01

02

04

03

Subscribers

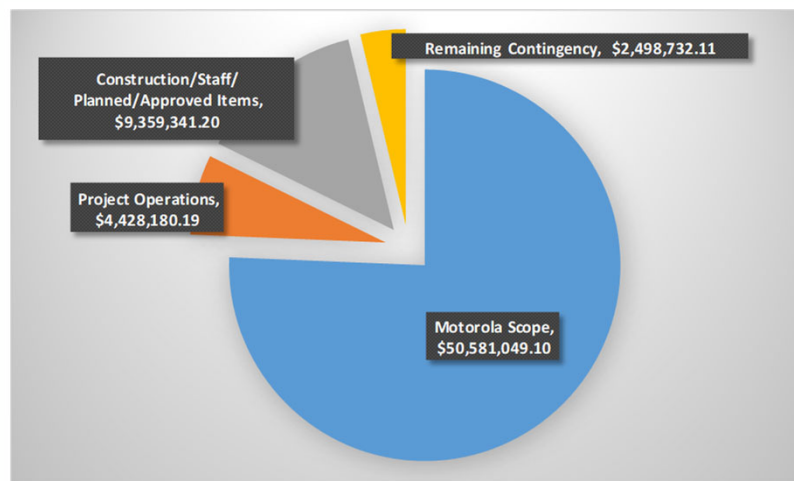
Replacing 2800+ portable radios
Replacing/Installing 1500+ mobile radios
Replacing/Installing Fixed Radios at 85+ locations.
[53% deliveries completed to date]

Site Construction

20+ Locations:
Physical reconfiguration: Power & Tower
DC power system replacement
New site construction, generator upgrades
[80% Design Complete, Construction in 2021]

RRP Budget Forecast

Planned Spending Through Project Completion (2023)



Discussion Point

The RRP has created an opportunity for SNO911 to play a more active role in radio not just in replacing hardware but in the long-term care and maintenance of mobiles & portables.

Are there thoughts regarding assuming these new roles and responsibilities?



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ACE SPOTLIGHT

WHY RACE TO ACE

-  **Provide the Highest Level of Care**
911 Callers expect to receive the same level of care whether they call at 03:00 or 15:00. Dispatchers using MPDS provide a **consistent experience** and set of instructions to every caller in the same situation.
-  **Most Accurate Triage**
Resources are limited. Getting the **RIGHT** type of unit based upon what is needed for the best patient outcome is important. The Determinant Code drives the type of response and resources that dispatchers send.
-  **Confirmation of Peak Operations**
External validation that SNO911 is doing everything we **should be doing** as an emergency communications center. This ensures we have internal systems in place and operating correctly including QA/QC, employee feedback, and Leadership.
-  **Correct DLS Link Saves Lives**
By providing the right instructions, at the right time dispatchers can have a **positive effect** on the outcome of the patient. Whether it's CPR instructions, or administering aspirin, or epinephrine instructions, dispatchers instructions can **impact patient health**.
-  **Consistent with Excellence Core Value**
This goal is for the **entire organization**. It speaks to our collective **commitment to the highest standard** in every service we provide. Excellence is a core value for the Agency. MPDS is the Highest Standard.

IT'S ALL ABOUT
HELPING SOMEONE



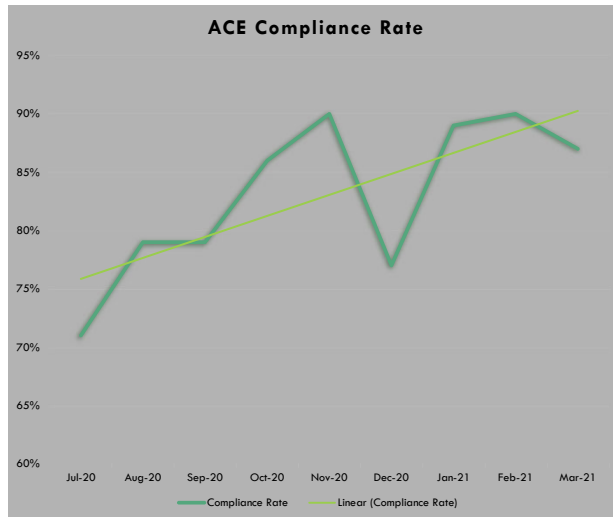
- ACE promotes organizational excellence in public safety communications by encouraging commitment to a rigorous and measurable set of globally recognized best practices.
- ACE tells the world that you're trustworthy, respected, and 100% committed to superior service and care.
- ACE designation is reserved for high-performing agencies that consistently put in the work to achieve excellence. It's a distinguished achievement that honors those who go all-in to cultivate center-wide pride, teamwork, and innovation by putting their communities first.

CULTURE



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ACE SPOTLIGHT



Agency Performance Benchmark

Selected Discipline: EMD

Agency: Snohomish County 911

Date Range: 4/1/2021 ... 4/10/2021

	Percent	Number of Cases
High Compliance	48%	21
Compliant	20%	9
Partial Compliance	14%	6
Low Compliance	8%	4
Non-Compliant	14%	6
Total	100%	46

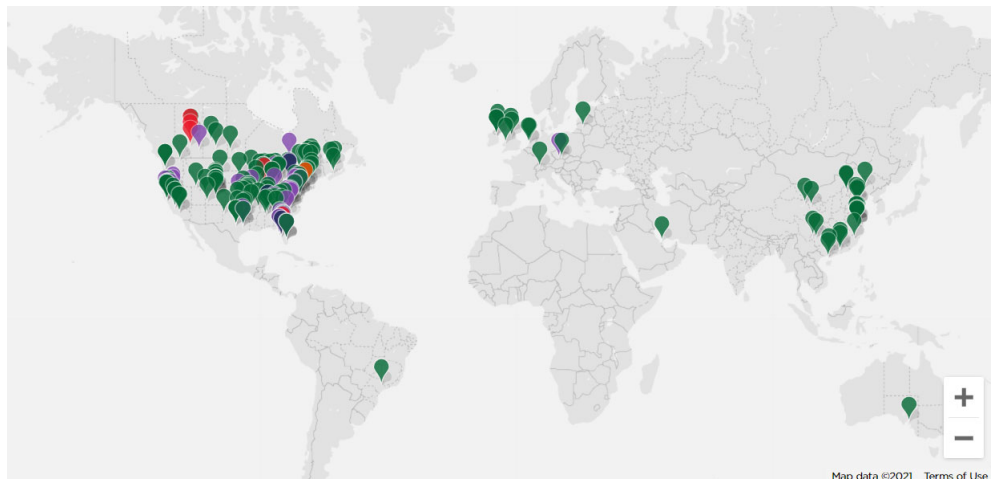
↑ Indicates Accreditation Level

Percentage of Deviations	Critical	Major	Moderate	Minor
Case Entry	0.00%	0.00%	1.00%	2.00%
Chief Complaint	0.00%	3.44%	1.50%	0.00%
Key Questions	0.00%	0.00%	1.50%	0.00%
Final Coding	2.22%	2.22%	0.00%	0.00%
Dispatch Life Support	4.29%	2.86%	0.00%	7.69%
Customer Service	0.00%	0.00%	0.00%	0.00%
Total Accreditation Acceptance	0.00%	1.11%	1.25%	1.17%

These accreditation standards relate to the following:
ED-Q Performance Standards - Edition 10Filter by:
(no filter applied)© 2020 Priority Dispatch Corp. AQUA Aspire Agency Performance Benchmark 4/13/2021
1 of 1

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ACCREDITED CENTERS WORLDWIDE



Map data ©2021 Terms of Use



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SMART911 COMMUNITY & AGENCY RESOURCE

Travis Alert Act becomes law



Smart911 Training: https://www.youtube.com/watch?v=oZ-_Jd0Rev8&t=7s



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FUTURE FACILITY

- 2019 Study Evaluated Renovation vs Purpose Built Facility
 - 2020 Decision to pursue new facility est. \$43.8M
- Committee formed will be adding outside consultants
- \$11.2M earmarked, saved & designated for future facility needs
- Anticipate funding from Emergency Comms & Facilities Sales Tax
- Colocation evaluation underway

MARCH 28, 2019

SNOHOMISH
COUNTY, WA

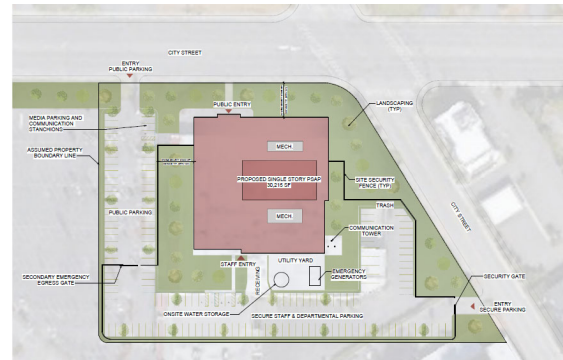
**SNO911
FACILITY ASSESSMENT
STUDY**

PREPARED FOR:
Snohomish County 911



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FUTURE FACILITY



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Discussion Point

This will be the first time 911 services have constructed a purpose built facility.

Our intent is to fund this project from our savings & sources other than agency assessments.



Help Starts Here

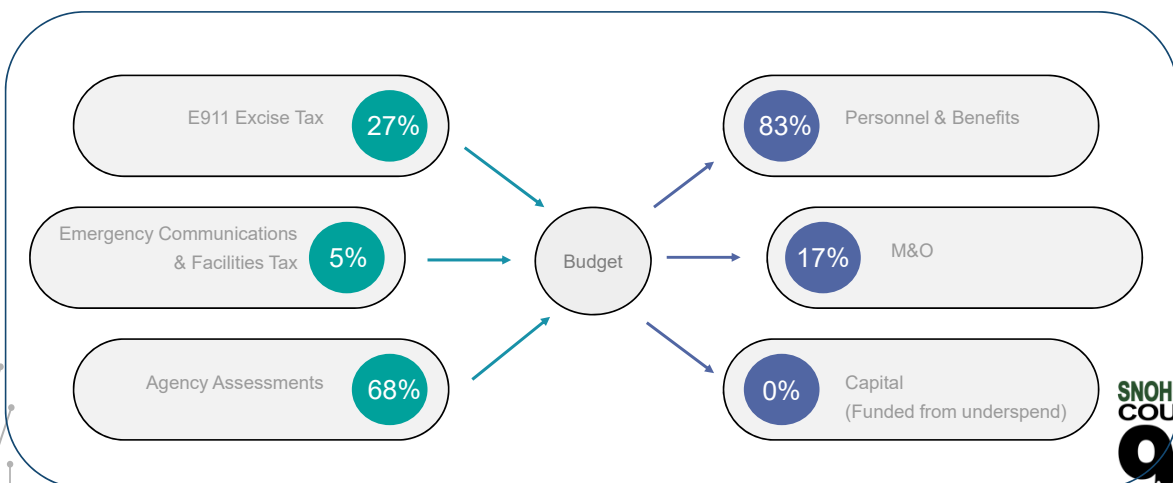
Fiscal



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Operating Budget

Funding and Expenditure



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FISCAL PHILOSOPHIES

- Stable agency assessments
- Apply other revenues first to offset Agency Assessments
- Use underspent to fund reserves and capital needs
- Live within our means
 - No Special Assessments or Mid-Year Budget Amend.
- Reserves for three months of operating and PTO
Leave Liability



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CURRENT FISCAL POSITION

- Capital Plan funded through 2025
- E911 and Emergency Communications & Facilities Taxes stable
- \$11.2M saved & designated for future facility needs
 - SNO911 Capital
 - EESCS



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FISCAL OUTLOOK

- Human Talent
 - Sups & Dispatcher agreements expire mid-year
 - New Dispatcher schedule being considered
 - 911 ECC recruiting/hiring efforts have paid off
 - Nationally ECCs see high turn-over (19%) and SNO911 is not immune
 - Retention of human talent crucial



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FISCAL OUTLOOK

- Organizational Evolution Continues
 - Post Consolidation/Merger adjustments
 - New requests/needs from user agencies
 - Police Records, LMR support
- Development of Compensation Policy
- RRP On-Budget
- Future Facility funded outside of agency assessments



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FISCAL OUTLOOK

- Assessments

- 2020 Assessments Decreased (5.3%)
- 2021 Assessments Decreased (3.9%)
- 2022 Assessments (Normalized)



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Discussion



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