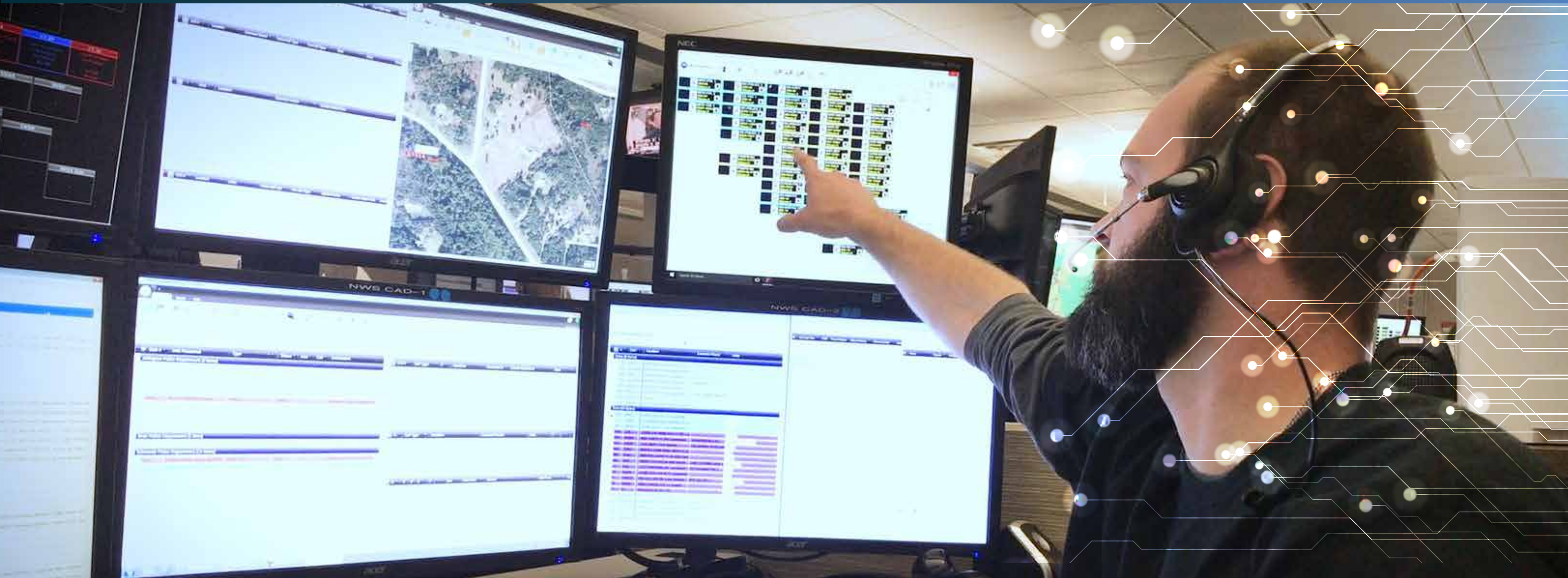




2020/2021 ANNUAL REPORT

HELP STARTS HERE



IN AN EMERGENCY: DIAL 911
NON-EMERGENCY: 425-407-3999

WWW.SNO911.ORG

FROM THE DIRECTOR



Despite historic economic and social changes and the emergence of a pandemic, our team at SNO911 demonstrated that there are no 'time outs' in public safety.

When seconds count, 911 answers the call. Handling as many as 2,000 calls in one day, dispatchers serve the public as the first line of help during emergencies.

As a bridge from the initial request to the arrival of our partner agencies, dispatchers are the calm voice in the chaos, coordinating responses, retrieving records and serving as the responder's safety net in dynamic, often dangerous situations.

Dispatchers don't work alone. SNO911's support and administrative staff surround our operations with reliable, advanced technologies and infrastructure to assure readiness and response by Snohomish County's public safety partners.

SNO911 is one of Washington State's largest Emergency Communications Center by population served and calls handled. Our center was the first to earn the highest rating of the Washington Surveying and Rating Bureau: Protection Class 1.

Beyond day-to-day operations, Just as the needs of our community change from day to day, public safety services evolve to fulfill our mission. Major community emergencies are never completely predictable. Yet the potential impact of COVID-19 was clear. Innovating on plans developed and practiced over time, SNO911 teams implementing protocols and policies to assure safe working environments, activating redundancies to protect personnel and maintain uninterrupted services and support for our partner agencies.

Our community benefits from the extraordinary collaboration of leaders in our law enforcement, fire protection and EMS agencies. We are grateful for these working relationships with partners who share our commitment to the safety of our community. SNO911 is a lifeline for the community and for our responders.

Looking ahead, our focus is on continuous innovation and process improvements as public safety technologies evolve to enhance our operations and service to our community. We are always taking steps to be sure that together, we're ready for what's next.

Kurt Mills | Executive Director
SNOHOMISH COUNTY 911



MISSION

Snohomish County 911 is an integrated emergency communications team providing a vital lifeline for our community and emergency responders.

We are committed to excellence and innovation in all aspects of our communications and technology services to promote the safety and welfare of those we serve.



VALUES

- **Integrity:** Demonstrating personal responsibility through ownership of our actions.
- **Vision:** Readiness for the future through planning and innovation.
- **Excellence:** Commitment to the highest standards in every service we provide.
- **Empathy:** Demonstrating unbiased caring and patience.
- **Proactive:** Forward thinking that anticipates next steps, then following through.

A NOTE FROM THE EDITORS:

In 2022 SNO911's Board of Directors requested the agency create an annual report for the community, agencies and other stakeholders. This is SNO911's first annual report and we have used this opportunity to set a baseline that shares some of the backstory for this agency.

FROM THE BOARD CHAIR

Few citizens of Snohomish County know how invaluable our 911 emergency communications center is, and how important it is in our every-day lives. I have seen firsthand how more than 160 committed public safety professionals plan for the unexpected and prepare for the unimaginable.

Chances are that the general public knows little about the depth of services SNO911 provides. For example, our 911 center is the only one in the state to receive Protection Class 1 rating from the Washington State Ratings Bureau. This rating can help reduce insurance rates for every property owner in the county and benefits every city, town and fire districts' collective ratings.

In addition, SNO911 works with the school districts across the county to utilize the School Panic Button that is used almost every school day to coordinate responses between school facility, police, and fire. The School Panic Button enhances the safety of our children and school staff throughout our community.



More than 1,500 times every day, working with Snohomish County Fire, Police and EMS agencies, SNO911 delivers on their motto: "Help Starts Here."

Jon Nehring | Mayor, Marysville

CONTACT US

SNOHOMISH COUNTY 911

1121 SE Everett Mall Way, Suite 200
Everett, WA 98208

Business Offices: 425-407-3911
Business Fax: 425-407-3969
Public Records: 425-407-3935

Public Records: records@sno911.org
Recruitment: careers@sno911.org
Human Resources: hr@sno911.org

ADMINISTRATIVE OFFICE BUSINESS HOURS

Monday – Thursday: 8:30 a.m. – 4:00 p.m.
Friday: 9:00 a.m. – 1:00 p.m.
Saturday and Sunday: Closed

IN CASE OF EMERGENCY CALL 9-1-1

Non-Emergency 911: 425-407-3999
Out of County Emergency: 425-407-3970

WEBSITE: www.sno911.org

ONLINE CRIME REPORT: www.mycrimereport.us

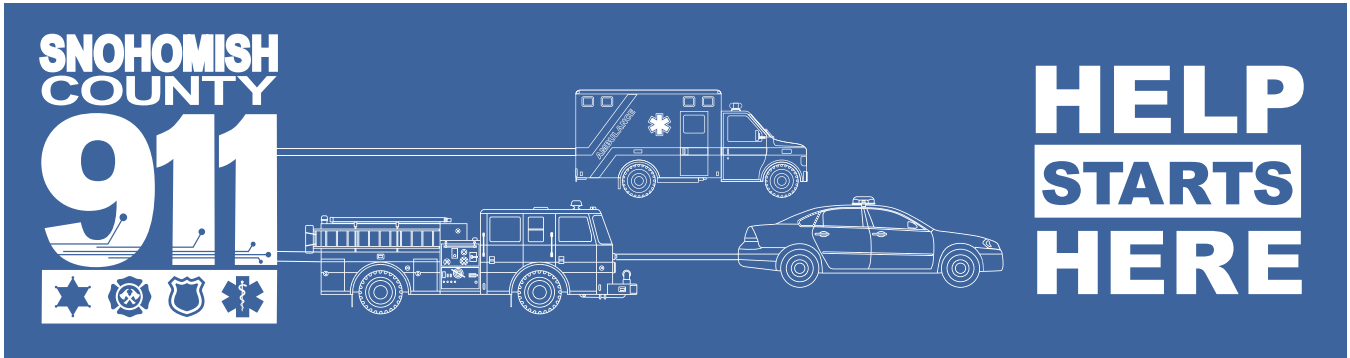
AUTHORIZED POSITIONS

F/T Dispatchers:	103
Supervisors:	16
Senior Leadership Staff:	5
Ops Staff:	5
Admin Staff:	13
Radio/Tech Staff:	22

SNOHOMISH COUNTY 911 2021 BOARD OFFICERS

President:	Marysville Mayor Jon Nehring
Vice President:	Everett Fire Chief Dave DeMarco
Treasurer:	SNO911 Director of Finance and Human Resources Angie Baird
Secretary:	SNO911 Deputy Director Terry Peterson

The digital connectors used throughout our story reflect the critical life saving connections we provide to fire, police, EMS and our community... the lifelines that ensure **HELP STARTS HERE!**



SNOHOMISH COUNTY 911

2021 BOARD OF DIRECTORS



CAUCUS	BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	David Chan	Commissioner	South County Fire
	Steve Guptill	Assistant Chief	SRFR, formerly FD 7
	Dave DeMarco	Chief	Everett Fire
Fire 2	Darryl Neuhoff	Deputy Chief	Marysville Fire RFA
Fire 3	Chris Alexander	Chief	Mukilteo Fire
Police 1	Jeff Brand	Undersheriff	SCSO
	Jason Biermann	DEM Director	Snohomish County
Police 2	Dan Templeman	Chief	Everett Police
	Judy Tuohy	Councilmember	Everett
Police 3	Jon Nehring (Board President)	Mayor	Marysville
	Shane Hawley	Assistant Chief	Edmonds
	George Hurst	Councilmember	Lynnwood
Police 4	John Dyer	Chief	Lake Stevens Police
	Jeff Beazizo (after 7/21)	Chief	Lake Stevens Police
	Jonathan Ventura	Chief	Arlington Police
	Richard Emery	Council President	Mukilteo
Non-Voting	Vacant		

CAUCUS	ALTERNATE BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Thad Hovis	Chief	South County Fire
	Roy Waugh	Commissioner	SRFR, formerly FD 7
	Rich Llewellyn	Assistant Chief	Everett Fire
Fire 2	Don Waller	Deputy Chief	Fire District 4
Fire 3	Steve Fox	Commissioner	Fire District 5
Police 1	Ken Klein	Executive Director	Snohomish County
	Ian Huri	Bureau Chief	SCSO
Police 2	John DeRousse (until 6/2021)	Deputy Chief	Everett
	Jeraud Irving	Deputy Chief	Everett
	Paul Roberts	Councilmember	Everett
Police 3	James Nelson	Police Chief	Lynnwood
	Kristiana Johnson	Councilmember	Edmonds
	Jim Lawless	Deputy Chief	Marysville
Police 4	Cheol Kang	Chief	Mukilteo Police
	Brett Gailey	Mayor	Lake Stevens
	Vince Cavaleri	Councilmember	Mill Creek
Non-Voting	Pete Caw	Chief	Mountlake Terrace Police





COVID-19 THE FIRST RESPONSE



In January, a Snohomish County man, 35, arrived at an urgent care clinic after four days with a bad cough. He became the first person on U.S. soil to test positive for 2019-nCoV — better known as COVID-19.

Our dispatchers helped to coordinate the response that brought him to Providence Regional Medical Center Everett. The man recovered, but the virus was here. It was a wake-up call that made the 911 center begin planning for what was to come, much earlier than anywhere else in the U.S.



INNOVATION BORNE OF NECESSITY

The arrival of COVID-19 changed everything for everyone, and SNO911 was no exception. Our dispatch area has tight quarters and prior to the availability of a vaccine, we needed to adapt quickly.

Of more than 100 trained dispatchers, twenty-five are on duty at a given time, collectively serving our 800,000 residents and visitors. Another 46 professionals work in IT and support roles.

Social distancing was a huge challenge:

“We had to answer the question: how are we going to socially distance our staff in a 911 center? These \$100,000 workstations are anchored to the floor, and can’t be moved around even if you have the space.”

Kurt Mills | Executive Director

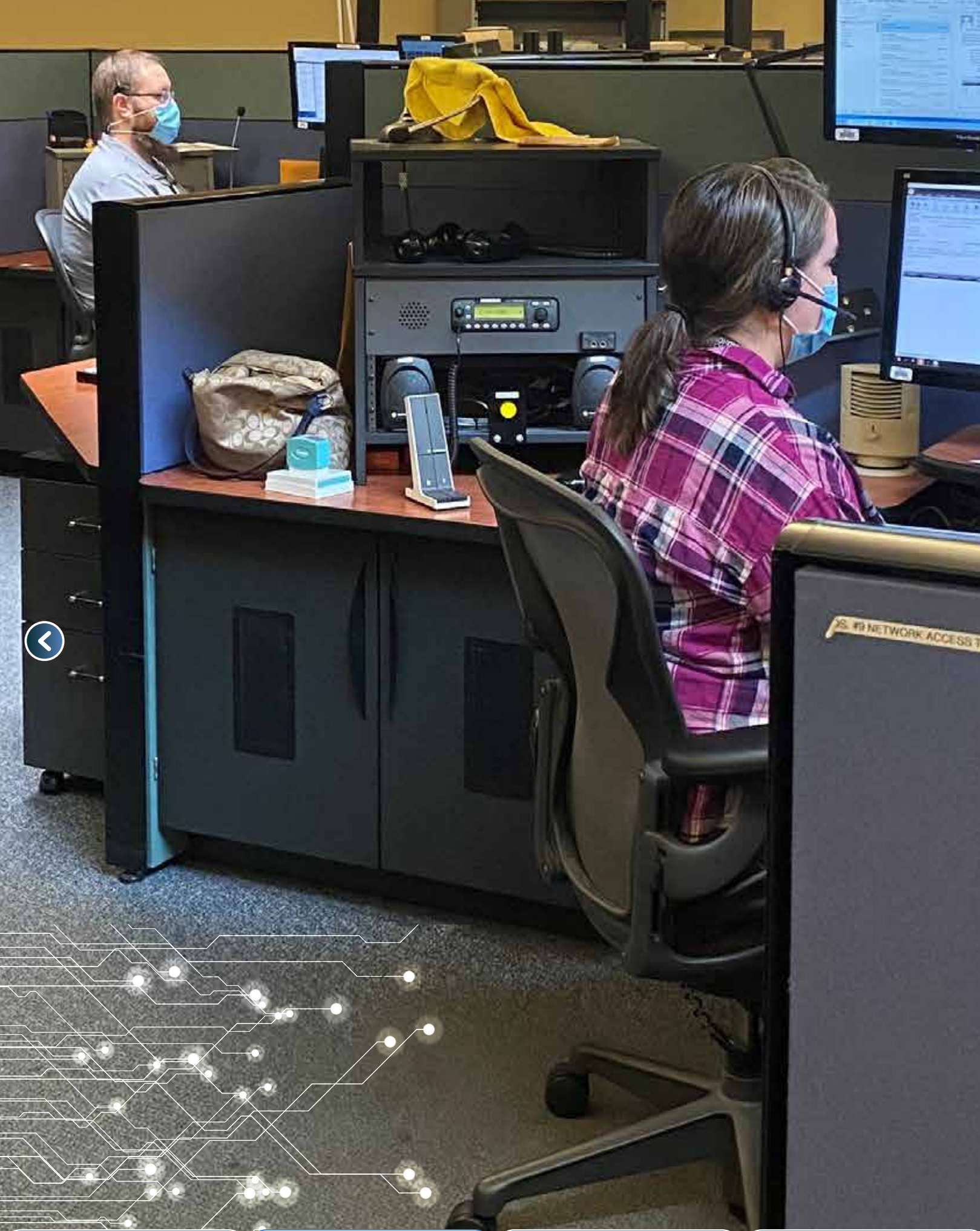
Fortunately, when the county’s two emergency call centers, SNOCOM and SNO PAC merged in 2018, our Board of Directors decided to keep both buildings open and outfitted for use in case an unforeseen emergency prevented us from operating out of our main campus in Everett. Since then, SNO911 instituted technology that enabled simultaneous data availability in both centers. The team also rehearsed relocation drills from the main center to the south location.

Splitting shifts between the two centers enabled staff to sit with an open workstation between them, creating physical distance and limiting the number of people who are exposed, should a co-worker test positive.

“We also quickly stood up a tertiary site, so that should we need to further segregate our staff and ancillary segments like training into different buildings beyond just our two campuses, we were able to do that. We had never had to do this before so we were learning as we went, but our teams are sharp and innovative and worked quickly so we were prepared for the worst.”

Marlin H | Director of IT





SYSTEM-WIDE PANDEMIC RESPONSE

Public safety resources are finite. While responders have a degree of flexibility in extending resources, COVID-19's spread had the hallmarks of a disease which could rapidly overwhelm Snohomish County agencies. Planning to optimize resource management was an immediate imperative.

Fortunately, SNO911 had incorporated the national standard for infectious disease outbreak within their Medical Priority Dispatch system. Within a day of the first known case in the U.S., SNO911 began work with our medical director, Health Department and partner agencies to implement the protocol.

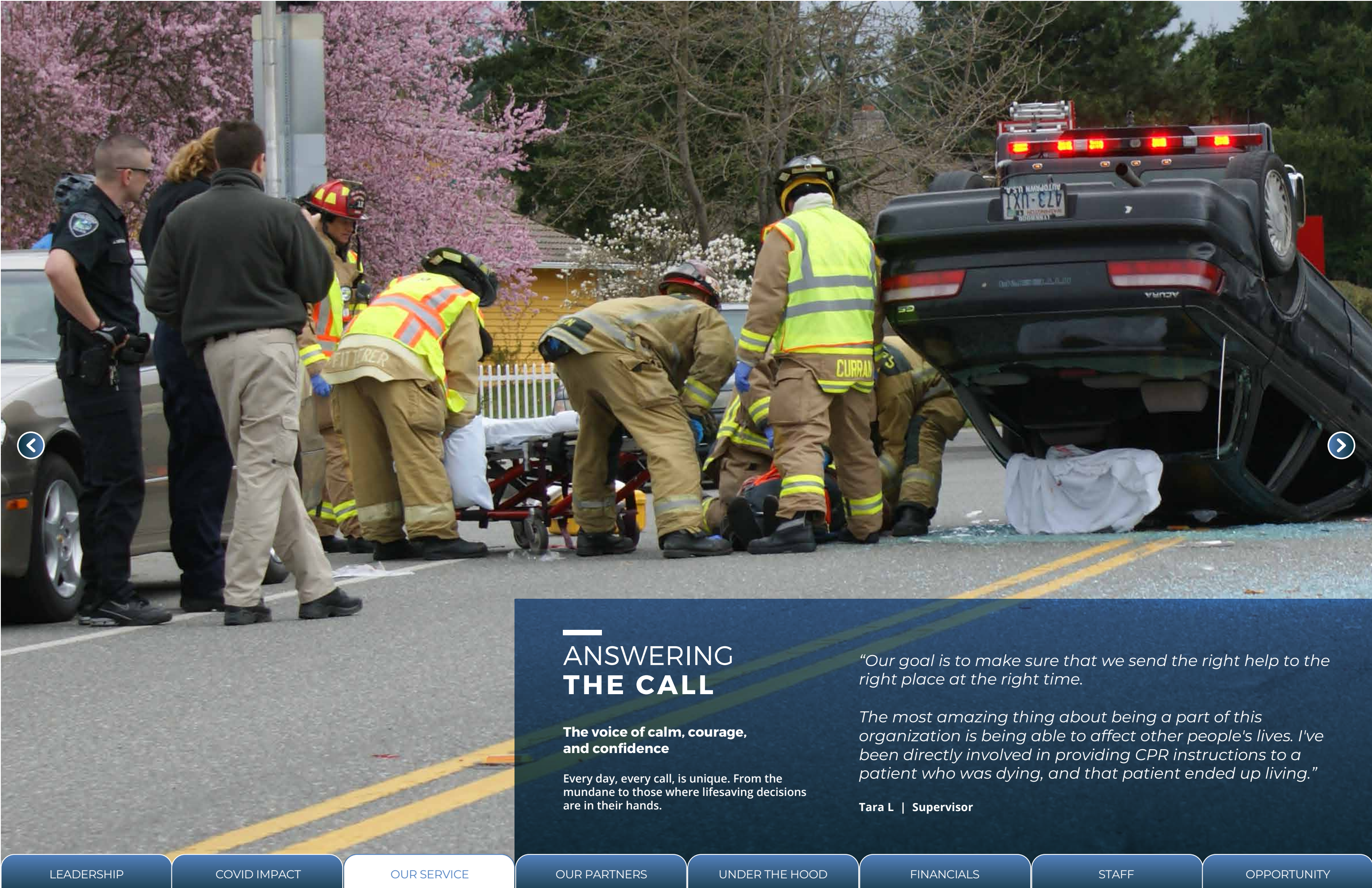
Modeled after lessons learned from SARS, H1N1 and other outbreaks, Protocol 36 helps screen who needs a high-priority response and who can wait. For example, in the beginning, if someone called saying they had flu-like symptoms, the protocol advised dispatchers to ask about recent travel to high-risk destinations. Later, when it was clear the outbreak spread well beyond Wuhan, questions become more about identifying symptoms.

As a disease evolves to epidemic stage and then a pandemic, it becomes critical to be as cautious as possible in deploying resources — when ambulances and hospital beds near capacity.

When the COVID pandemic hit its first spike in spring, several odd trends and data blips emerged. For example, identity theft increased as criminals were exploiting federal benefits with the arrival of the first relief checks. May 2020 saw 2,502 fraud reports compared to 449 in May 2019. While most of these calls went to the non-emergency line – the same SNO911 dispatchers answer those phone lines as well. Not surprisingly we saw reductions in vehicle accidents during the lockdown, and increases in other types of emergencies.



The financial impact of standing up the third call center was about \$185,000, and roughly 80% was covered by grants, the rest came out of the agency's existing budget. Some of these costs involved additional licenses for the phone system intended to create capacity for major spikes in call volume. The third site was configured to allow staff who had been exposed to COVID but were asymptomatic and tested negative to keep working in a dedicated room without having to take time off and deplete their paid time off benefit.



ANSWERING THE CALL

**The voice of calm, courage,
and confidence**

Every day, every call, is unique. From the mundane to those where lifesaving decisions are in their hands.

“Our goal is to make sure that we send the right help to the right place at the right time.

The most amazing thing about being a part of this organization is being able to affect other people's lives. I've been directly involved in providing CPR instructions to a patient who was dying, and that patient ended up living.”

Tara L | Supervisor



FIRST POINT OF CONTACT

Our dispatchers handle between 1,500 and 2,000 calls a day, sending help to people with police, fire, and medical emergencies.

They provide a lifeline, support, and encouragement to someone in crisis. They listen for the unsaid words and send help when it cannot be asked for.

“They’re the first on the scene, but they can’t see what’s happening or what’s needed. They’re having to interact and build a relationship with a caller in seconds, and blindly figure out what they need and send the right resource to meet their need.”

Shaughn Maxwell
Deputy Chief for South County Fire

“Our emergency telecommunicators are the best of the best. Our goal is to provide the best customer service to people on their worst day.

They’re highly trained, flexible, and stay calm under pressure.

They get the information as quickly as they can, and dispatch the right resources, information, and instructions to ensure the best outcome.

It’s a really rewarding experience because you feel like you’re really helping.”

Kevin H | Supervisor



INTERAGENCY CONNECTORS

Operators and dispatchers are a seamless team, listening, and collecting critical information from callers while reassuring them and keeping them calm. Operators stay with the caller, gathering additional information, and guide them on what they can do to help.

Simultaneously, dispatchers are the initial eyes and ears of the responders; organizing incoming information and delivering it to an enormous network of first responders, Police officers, Firefighters, and EMS teams.

Incident details are transmitted prior to arrival on scene so responders know what to expect and what is needed to keep everyone safe and ensure the best possible outcome.



"I think 911 operators are amazing in general.

I remember one situation where we started getting toned out for a series of armed robberies.

The dispatcher was managing six different armed robbery scenes, a homicide scene, as well as a pursuit where the suspect crashed into a civilian car.

And through the whole thing they were able to keep everyone calm, know where everyone was, dispatch fire and EMS to the scene, AND dispatch investigators to the scene.

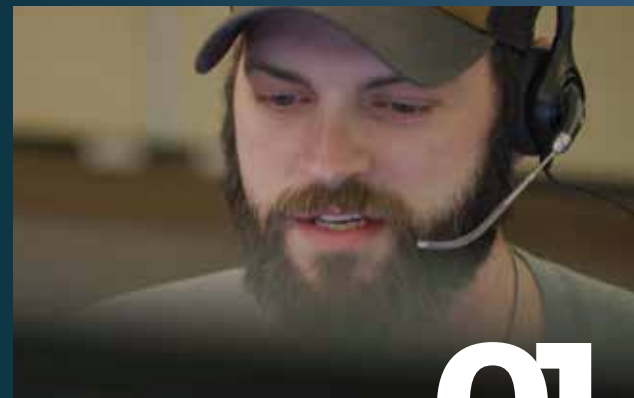
It was just a fascinating example of how one person can keep track of so much and simultaneously get everyone where they need to be."

Michelle Bennett, Police Chief, City of Edmonds

“911: WHAT IS THE LOCATION OF YOUR EMERGENCY?”

When you call 911 for help, emergency call-takers and dispatchers for police/fire/EMS teams ask lots of questions.

Here’s some insight into why those questions are so critical:



01

Knowing your location is the first question asked because it is the single most important piece of information to get you help.



02

A primary set of questions is asked to determine the nature of the emergency and what type of help is needed.



03

Follow up questions help us assess key details such as suspect information and scene safety details, as well as help assess the need for potential critical medical instruction.



04

Finally, call-takers help assess the scene safety and can help callers prepare for the arrival of Police & Fire that helps accelerate getting the help needed.

NEED TO KNOW

Every question a dispatcher asks is important, relevant, and helpful to those who are coming to help.

“I listen to phone calls to 911 as part of my job, and I hear people who are calling in with panic in their voice. The dispatchers help calm them down, are able to get exactly what's happening out of the people who are calling in.”

A lot of times, they don't know right away, but they're able to figure that out, and then we can get the right resources there. They help calm our residents before we get there.”

Rich Llewellyn | Asst. Chief Everett Fire Dept.



STAYING AHEAD OF TECH INNOVATION

SNO911 hosts and administers multi-vendor integrated technology systems used by all Police, Fire, EMS, Corrections and other agencies. Implementing multiple technologies puts mission-critical information at the fingertips of responders.

Dispatchers are masters at multi-tasking, putting their training and comprehensive technology tools to work.

A single emergency may involve:

- Answering the citizen’s call for help, calming them and getting crucial initial information
 - Dispatching the correct Police, Fire, or EMS units – often all three
 - Conveying important information to mobile data terminals in response vehicles
 - Conveying citizen-provided information through Smart 911
 - Activating ancillary resources such as Life Flight, tow companies, and Federal Agencies like the U.S. Coast Guard
- ...and much more.

SNO911 brings the best-in-class technologies to each response, helping to rapidly deliver emergency services when it counts most.



FOR THE RECORD
SNOHOMISH COUNTY 911, as a public entity, is dedicated to ensuring that required record keeping complies with all Federal, state and local laws related to maintenance, storage, retention, destruction, release of confidential information and access to public records.



IT TAKES A VILLAGE

At its foundation, SNO911 is a shared-service model agency. By joining together, the county's law enforcement, fire & EMS agencies reduced their operating costs and made far greater dispatch and support services possible. The SNO911 Board of Directors, agencies and staff continuously collaborate to provide the best service possible.

Beyond answering 911 calls, our team provides robust dispatching services, hosts and administers a variety of critical public safety technologies including a 21 tower radio system with over 4,000 users throughout Snohomish County. This work is governed by a Board of Directors with a number of agency committees and workgroups focused on ensuring a strong collaboration and teamwork across departments and agencies.

"To be good at our job, we have to work hand-in-hand with our police, EMS and fire partners. We align our services to meet their vast and varied needs to ensure the best possible outcome to every incident."

Terry Peterson | Deputy Director

PARTNERS IN PUBLIC SAFETY

We have a special bond with our Fire/EMS and Law Enforcement personnel because we know if they can't do their jobs, then we can't do ours, and our community can't get what it needs. It's personal for us to make sure each of our responders gets back to their stations and homes safely every day.

SNO911 knows this better than anyone because we see what every officer, fire fighter, deputy and paramedic goes through every day. We have the honor and privilege of caring for our first responders and everyone at SNO911 knows exactly why we come to work every day and what's at stake. We are proud that we have earned their trust.

Kurt Mills | Executive Director

POLICE



FIRE



EMS



K-12 SCHOOLS





LAW ENFORCEMENT

The SNO911 dispatch center is the eyes and ears of the responders. We run plates, and check names and backgrounds, gathering as much information as possible to ensure responders safety. We anticipate their needs, do safety checks, and call in backup when needed.

“Snohomish County 911 is important to all of law enforcement because it is where we get our critical information while en route to the call, including safety information and public safety information.

Snohomish County 911 amazes me with their cool, calm, and collective demeanor even in the most intense situations. It's critical for law enforcement to have that calming voice come across the radio. It means the world to us.

They are our lifeline.

We could be out in a very rural setting in Snohomish County and our portable radio is the only form of communication that's immediate.

As soon as we click on the mic, they can hear us and we can get the resources that we need to that scene.”

Sheriff Adam Fortney

POLICE

Police departments provide law enforcement for specific cities or municipalities including response to in-progress crimes, criminal investigations, crime scene processing, collision investigation, school safety services, traffic enforcement and response to other calls for service.

K-9 teams assist patrol divisions by locating and apprehending criminal suspects. Through an extremely keen sense of smell, a K-9 dog is able to search buildings and open areas for suspects who have fled the scene of the crime, as well as locate items of evidence.

“911 is the backbone of police work. From the beginning of a call to the end of a call, they're with us. They keep calm and keep a level head with so many different things going on.

SNO911 has taken a regional approach to dispatching services so everybody is on the same sheet of music and having one integrated team to mobilize all the necessary resources.

Crime doesn't remain in one location; it doesn't have geographic boundaries, so having one single 911 ECC that can look at a holistic picture of what's happening crime-wise is really important.

They know where everyone is, know how to keep people safe, know how to keep the caller calm and are able to give more information, and that helps us in our job. It's amazing how much multitasking has to occur and all with a level head and a calm mind that keeps really everyone calm out on the street.

In the end, you almost feel like you can reach through that telephone line or the radio wire to the dispatcher to thank them for helping you in a call.”

Michelle Bennett
Police Chief | City of Edmonds





FIRE AND RESCUE

Saving lives and protecting property

SNO911 provides emergency communications, radio, and data support services for 23 Snohomish County Fire Departments/Districts

“It impresses me at how quickly they can analyze what the citizens need, and send them the resources to match their needs. But also, when we get there, they're critical for the safety of our firefighters, our paramedics, and our police officers. They're always checking in with us, they're always looking at the bigger picture, to make sure both the citizens, our patients, and the firefighters are safe.”

Shaughn Maxwell
Deputy Chief | South County Fire



EMERGENCY MEDICAL SERVICES

In a medical emergency- seconds count.

SNO911 dispatchers can initiate EMS responses while still on the phone with a caller. A dispatcher can remain on the phone providing guidance to keep the caller safe, with recommendations like turning on lights to help responders locate the emergency, or even deliver a baby.

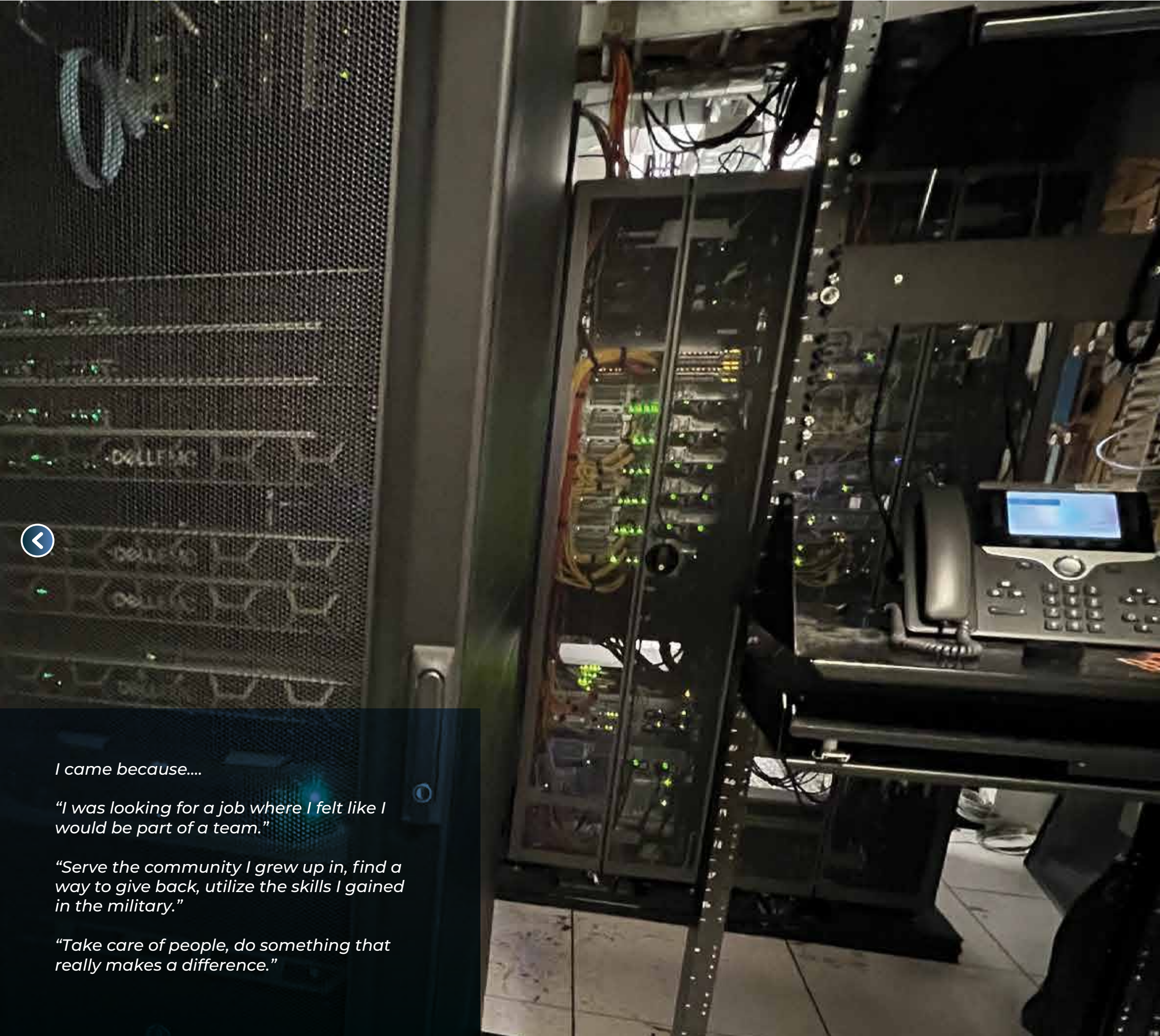
Effective EMS response can be a life-or-death situation. Location-specific technologies like Pulse Point means citizens on the scene can be first responders. Pulse Point is a community-initiated CPR system that can rapidly send a CPR-trained citizen to help prior to arrival of EMS. The system includes an AED registry that is made available to SNO911 dispatchers through our MPDS ProQA software. Pulse Point can help callers and bystanders to the closest AED to rapidly initiate treatment if necessary.

“One of the key roles of the 911 team is determining which resources to send and when. While they can’t ‘see’ the scene, they really are the first responders. They need to assess the situation and determine what resources are needed based on verbal or audio content only.

They have to build rapport with the caller, gain their trust and through their questioning and listening, uncover needs that might not be evident to the caller, or the caller can’t verbalize.”

Shaughn Maxwell
Deputy Chief | South County Fire

Combining rapid assessment of the situation with SNO911 technologies, first responders and highly trained medical teams are dispatched within seconds.



I came because....

"I was looking for a job where I felt like I would be part of a team."

"Serve the community I grew up in, find a way to give back, utilize the skills I gained in the military."

"Take care of people, do something that really makes a difference."

BEHIND THE SCENES

Keeping SNO911 in a constant state of readiness requires several teams working in the background who are seldom known to the public. There are technicians that make sure the computers work, that the radios work.

Back-office teams who manage archiving all of the data, ensuring people get paid, and that all of our systems operate so that we're there when people need us.

Every keystroke, every radio transmission, and our entire infrastructure helps ensure our fire, police and EMS teams get to the right place at the right time 24/7.

"There's a level of fulfillment that comes from working in 911, where you know you're making a difference every day. I am extremely proud of our team because it's their hard work that allows us to fulfill our mission."

Kurt Mills | Executive Director

UNDER THE HOOD

It takes a team of highly skilled experts, cutting edge technology, and a complex county wide infrastructure to make sure our SNO911 teams can answer the call and dispatch the right fire, police, and EMS teams when and where they are needed.

There are no time-outs for SNO911. It's our job to be available around the clock, on sunny days and during storms, or major disasters - whatever comes our way. To maintain readiness, our systems are designed to be "public safety grade" - redundant, robust, resilient and dependable.

We strive to incorporate overlap and back-up systems in an effort to eliminate single points of failure. Whether that means dual back-up generators, twin uninterpretable power supplies, divergent fiber-optic pathways, and both a primary and backup 911 center, we do our best to ensure that when our first responders or the community needs us we are ready. With 22 radio sites county wide, including mountaintop radio sites that are snowbound in the winter, this type of work requires planning and expertise.

We know there are 800,000 residents, 43 police, fire & EMS agencies with roughly 4,000 fire responders in our county that need those systems. In the technology industry there's a term called Five-9's that refers to the blue-ribbon standard for maximized system availability at 99.999%.

At SNO911 we shoot even higher because of what any downtime can mean. No system is guaranteed 100%, which is why we build back-ups on back-ups and layers of resiliency. We want our system to be there when it's needed.



"Our technical teams are top shelf and well versed in networks, radios, applications, systems and security. We aim high because that's what we think it takes to achieve our mission."

Marlin Heraloga | Director of Technology

DRIVING INNOVATION

SNOHOMISH COUNTY RADIO REPLACEMENT PROJECT

Statement of the Problem: Snohomish County's existing emergency radio system is at the end of its life and support is no longer available for most components.

Solution:

In 2018, regional leaders set forth plans for a comprehensive upgrade to the county's obsolete radio system. This is one of the most important initiatives SNO911 has launched. A complete refresh of the radio and mobile data technology assures the ability of our 911 center and our response partners to protect and serve our community.

Major Project Objectives:

- Replace first responder Mobile & Portable Radios: Replacing equipment with modern public safety-grade portable & mobile radios for 43 agencies, 4,700 units.
- Install new equipment at all 22 Radio Sites: Including antennas, microwave, power, network and related equipment at every voice radio site.
- Transition to APCO P25 Digital Standard: U.S. Standard for interoperable communications, including additional redundancy and planned integration with regional public safety partners (ISSI with King county & hopefully Pierce county).
- Replace/Upgrade Ancillary Systems, and Licensing Related: Upgrade Fire Paging & Station Alert, interoperability, encryption, templates, and licensing.

Background:

Communication between the SNO911 center and emergency responding units is heavily dependent on radio systems for voice, data, and GPS-location transmission. Not only do radios enable dispatch and coordinated responses to emergencies, they are a safety lifeline for responding personnel in dangerous circumstances.

Snohomish County's current radio technology is largely analog which limits interoperability between agencies, constrains the ability to transmit important data to responders, and can delay responses in some circumstances. Hardware, including mobile and portable handheld radios are at end-of-life and are no longer supported by manufacturers.

Interoperable emergency communication is integral to initial response, public health, community safety, national security and economic stability. Of all the problems experienced during disaster events, one of the most serious are the technical barriers to collect, process, and transmit important information in a timely fashion. In some cases, radio communication systems are incompatible and inoperable, not just within a jurisdiction but within departments or agencies in the same community.

EQUIPMENT REPLACEMENT AT 22 RADIO SITES:

Site Readiness: Preparing and renovating 22 SNO911 ratio sites presents the most complex, multi-faceted aspect of the Radio Replacement Project and carries significant risk to budget & timeline.

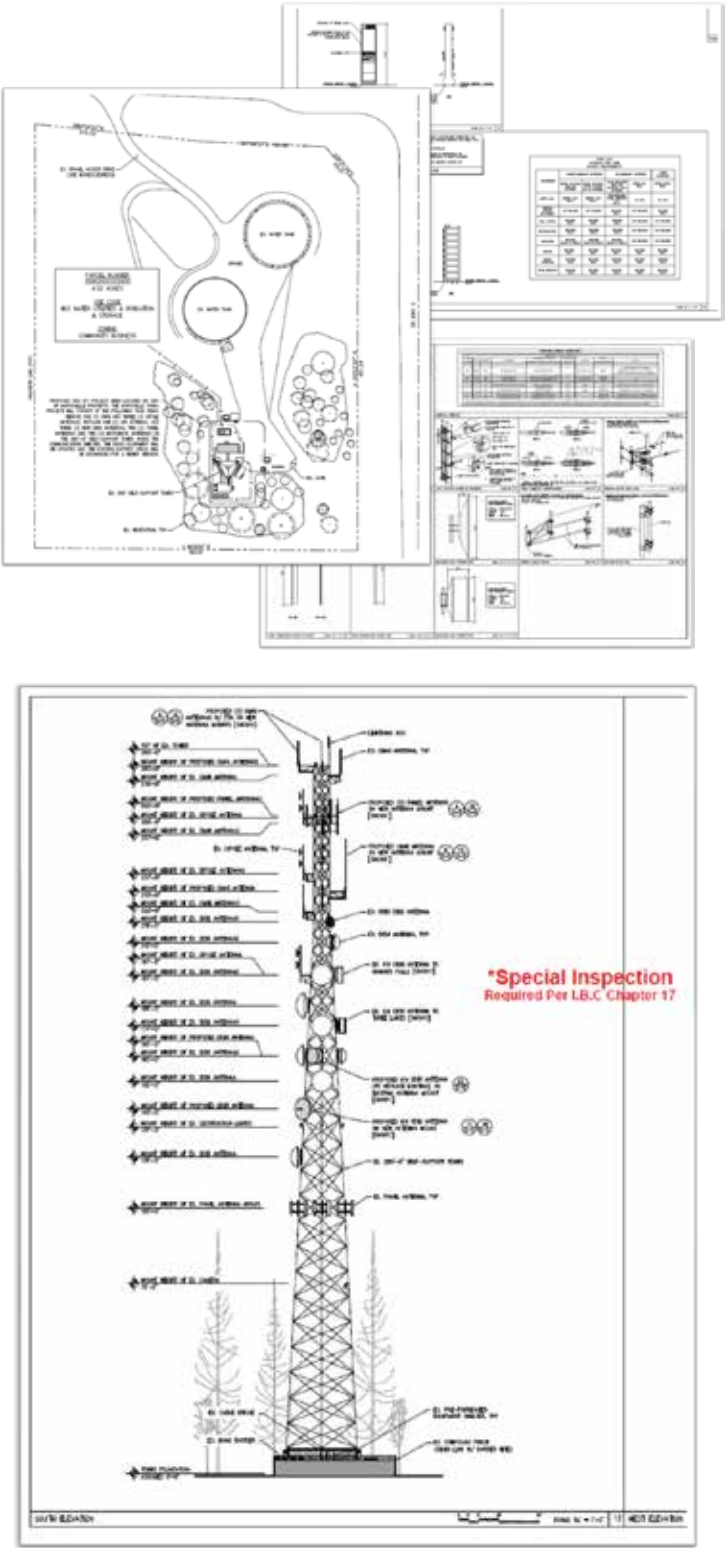
Systems & equipment must be replaced while simultaneously maintaining existing systems, without interference with day-to-day operations. Each site must be prepped before MSI starts work and requires engagement with multiple contractors, consultants, and engineers.

Assessment, Planning, & Permitting:

- Several preparatory steps are involved in this phase, including:
- Determining capacity for new equipment on tower and in the building
 - Electrical Study: Ensure systems can support new and legacy equipment
 - Load study: Can tower support weight of new and legacy equipment
 - Permitting: Building & Land Use
 - Leaseholder Approvals
 - Engineering Drawings & Calculations: Extensive documentation and design specifications are subject to approval.

Implementation Stage:

- Site Improvements: Cable port entry, new Grounding / Lightning Protection, Ice Bridge, etc.
- Electrical upgrades: Circuits, switch gear, electrical service (200 Amp to 400 Amp)
- Environmental systems: Install hydrogen alarming and ventilation
- Coordinate with tenants for equipment moves to make space available



DRIVING INNOVATION

PROJECT BUDGET

The SNO911 Radio Replacement project is funded entirely from a voter-approved 0.001% (one-tenth of one percent) sales tax to support emergency communications and facilities.

Impact on our Partner Agencies:

- Committee approved configuration of radios (100s of variables and dozens of discipline profiles including channel matrix)
- Roughly 4,700~ subscribers programmed
- 100% of portables deployed (3,000~ radios)
- 100% of Self-Installed Mobiles Delivered
- 53% of Project Installed Mobiles Installed (1,700 radios combined)

Operationally, there are substantial efficiencies in equipment standardization and reduction of workload for our partner agencies. For example, a malfunctioning mobile data terminal can be swapped out rapidly instead of taking the police or fire unit out of service for radio repairs. In addition, technical standardization positions the entire county public safety system for efficient upgrades to new technologies as necessary.

Financially, partner agencies have saved a collective \$23,000,000 in costs for radio replacement, repair, and maintenance, enabling them to apply their savings to local initiatives.

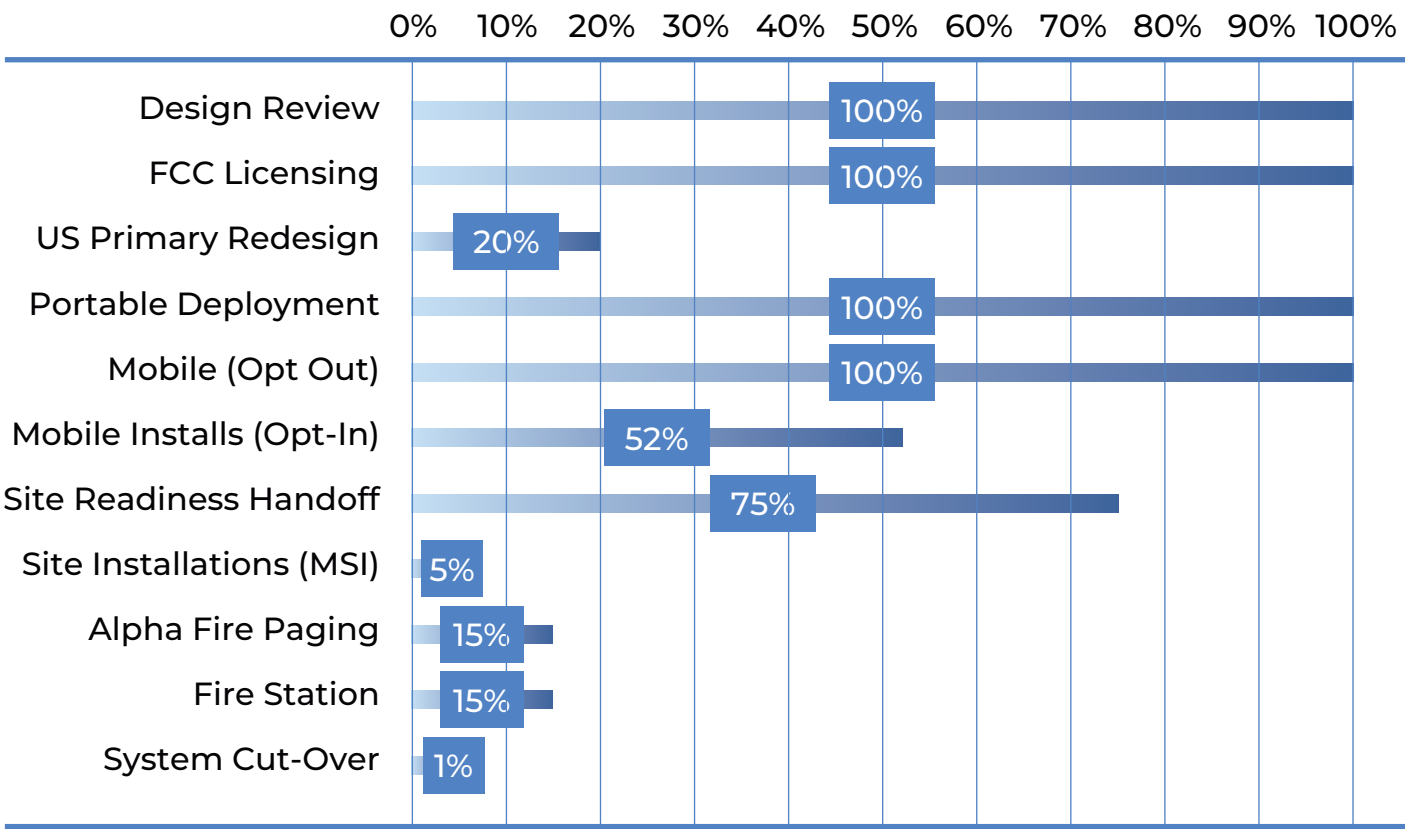
Overall Budget Forecast: Despite these adjustments, the fiscal outlook is positive. We anticipate existing project funding will cover these radio needs, support site additions, and future growth.

Future Planning: We are saving ~\$5M a year for future radio needs plus additional funding for immediate growth, lost/stolen/damaged radios, and future system buildout. This establishes a foundation to ensure that we are meeting the users and living within the available tax funding.

PROJECT BUDGET (APRIL 2022)

Project budget, including change orders:	Adopted Project Budget	Amended Project Budget (1)	Expenditures through 3/31/2022
Project Management	\$5,739,576	\$6,050,576	\$1,884,890
Motorola Infrastructure	\$33,686,461	\$33,686,461	\$19,240,287
Subscribers	\$16,894,588	\$22,236,425	\$21,072,259
Contingency	\$10,546,678	\$10,235,678	\$2,857,471
TOTAL	\$66,867,303	\$72,209,140	\$45,054,907

STATUS OF THE PROJECT (APRIL 2022)





TECHNOLOGY

SNO911 teams maintain the servers, computers, phones, radios, radio towers, microwaves, and complex networking infrastructure.

Mission-critical systems must operate reliably so our dispatchers, EMS, Fire, and Police teams are able to answer the call and deliver critical services to the community.

"I came to 911 because it's the kind of job where you can make an impact. It's the kind of job where when you get up in the morning, you can go to work and say, what I'm doing today makes a difference. It makes an impact. It matters.

Why do I stay? Because I enjoy it. It's a privilege to serve the citizens of Snohomish County. I love IT. It's the perfect marriage of a passion that I have for both public safety and information technology."

Bleu J



TOWERS

We maintain 21 communication towers that support communications across 3,000 square miles. Our team is on-call 365 days a year, making sure the generators, back up battery banks and the communication systems stay up and running, regardless of the weather.

Our snow-cat, named 'Sven' makes it possible for us to access the remote tower locations in any kind of weather.

"After I retired from the military, I joined the 911 team, knowing that I could have an impact by maintaining the communication systems in the background for our responders. I love knowing that I'm helping in an indirect way, and I love the people I work for and the mission of the job."

Patton G
Facilities, Logistics and Fleet Coordinator



EMERGENCY READINESS

"Just like our staff are always ready to answer the call, we do our best to make sure they have the tools they need to do their job. Our advance planning includes major incidents such as flooding, earthquakes and wildfires, as well as more common challenges like snowstorms."

"That's why our Radio Team is often trekking into the mountains in our snow cat "Sven" to repair a remote radio site in the middle of the winter, or why our Technical Teams maintain a variety of back-up systems to make sure our dispatch teams have what they need. We strive to have overlapping layers of resiliency and redundancy and work tirelessly to identify and mitigate single points of failure."

"We maintain a "warm back-up" location available 24/7 in case our primary center is not usable and we keep stocks of food, water and the necessary equipment if our staff aren't able to get these basic needs fulfilled during a disaster.

We even conduct drills with our agencies and other regional partners. We do all this because we know our community is counting on us to answer the call."

Kurt Mills | Executive Director

EXTENDING OUR IMPACT



TEXT TO 9-1-1

Call if you can, text if you can't. Texting 911 is available for those who cannot safely make a voice call.

Text-to-9-1-1 is an emergency service that has been available in Snohomish County since 2015. This service is intended to benefit people who may not be able to speak for safety reasons due to an emergency such as a home invasion, active shooter, or abusive partner.

The service also benefits those who are deaf, hard of hearing, or speech impaired.

SPIDR TECH

This new technology enhances the department's customer service capabilities by sending fully automated text and e-mail messages to callers to update estimated time of arrival of an officer, or other information. SPIDR Tech also collects community feedback via an electronic survey after an incident. The responses will be analyzed to guide the department's day-to-day decision making and improve customer service.



ANSWERING THE CALL: TODAY and IN THE FUTURE

Snohomish County Radio Replacement Project

Background

Communication between the SNO911 center and emergency responding units is heavily dependent on radio systems for voice, data, and GPS-location transmission. Not only do radios enable dispatch and coordinated responses to emergencies, they are a safety lifeline for responding personnel in dangerous circumstances.

Snohomish County's current radio technology is largely analog which limits interoperability between agencies, constrains the ability to transmit important data to responders, and can delay responses in some circumstances. Hardware, including mobile and portable handheld radios are at end-of-life and are no longer supported by manufacturers.



Interoperable emergency communication is integral to initial response, public health, community safety, national security and economic stability. Of all the problems experienced during disaster events, one of the most serious is poor communication due to lack of appropriate and efficient means to collect, process, and transmit important information in a timely fashion. In some cases, radio communication systems are incompatible and inoperable not just within a jurisdiction but within departments or agencies in the same community.

Project budget & impact on partners

Project budget, including change orders:

	Adopted Project Budget	Amended Project Budget (1)	Expenditures through 3/31/2022
Project Management	\$5,739,576	\$6,050,576	\$1,884,890
Motorola Infrastructure	\$33,686,461	\$33,686,461	\$19,240,287
Subscribers	\$16,894,588	\$22,236,425	\$21,072,259
Contingency	\$10,546,678	\$10,235,678	\$2,857,471
TOTAL	\$66,867,303	\$72,209,140	\$45,054,907

Solution

In 2018, regional leaders set forth plans for a comprehensive upgrade to the county's obsolete radio system.

Key initiatives of the Radio Replacement Project (RRP) include:

- Replacing first responder mobile (vehicle-mounted) and portable (hand-held) radios. In addition to upgrading radio technology, this includes standardizing equipment throughout the county's network of public safety providers and infrastructure. This is a massive undertaking involving the collaboration of 43 agencies with more than 4,700 devices.
- All 21 of the SNO911 radio tower sites will be upgraded with new equipment including antennas, microwave, power, computer network and related equipment.
- Our entire radio infrastructure will transition to the national standard (APCO P25) which replaces old analog technology with digital solutions, increases redundancy and enables interoperability with regional public safety partners in adjacent counties.
- Ancillary systems including, upgrading paging and alert systems, data encryption and other components of public safety operations will also require upgrading or replacement.

SOURCE OF FUNDS: The SNO911 Radio Replacement project is funded entirely from a voter-approved 0.001% (one-tenth of one percent) sales tax to support emergency communications and facilities.

IMPACT ON OUR PARTNER AGENCIES: Operationally, there are substantial efficiencies in equipment standardization and reduction of workload for our partner agencies. For example, a malfunctioning mobile data terminal can be swapped out rapidly instead of taking the police or fire unit out of service for radio repairs. In addition, technical standardization positions the entire county public safety system for efficient upgrades to new technologies as necessary.

Financially, partner agencies have saved a collective \$23,000,000 in costs for radio replacement, repair, and maintenance, enabling them to apply their savings to local initiatives.

OVERALL BUDGET FORECAST: Despite these adjustments the fiscal outlook is positive. We anticipate existing project funding will cover these radios needs, support site additions, future growth.

FUTURE PLANNING: We are saving ~\$5M a year for future radio needs plus additional funding for immediate growth, lost/stolen/damaged radios, and future system buildout establishing a foundation to ensure we're meeting the users and living within the available tax funding.



SNO911 BY THE NUMBERS

Our 911 center is Washington State’s largest 911 center by call volume, area and population served.

In 2021, SNO911 handled 694,303 incoming calls or texts for service – an average of 1,902 per day - one citizen needing help every 80 seconds.

INCOMING CALLS	2018	2019	2020	2021	4 YEAR TOTAL
Call to 911	506,231	534,460	497,795	528,313	2,066,799
Text to 911	-	438	1,137	1,203	2,778
Non-Emergency Calls	107,723	138,028	148,417	164,787	558,955
Operations Calls	11,042	26,293	22,979	21,398	81,712
TOTAL	624,996	699,219	670,328	715,701	2,710,244

Every dispatcher understands the urgency a citizen feels when reporting an emergency – answering quickly is a top priority. SNO911 dispatchers meet or exceed the national standard for call-answering of 95% or more calls answered within 20 seconds. For the last four years, our average has exceeded 99% of the 20-second standard.

	2018	2019	2020	2021
January	99.8%	99.7%	99.5%	99.6%
February	99.8%	99.7%	99.6%	99.6%
March	99.8%	99.6%	99.6%	99.7%
April	99.6%	99.6%	99.6%	99.5%
May	99.6%	99.6%	99.4%	99.3%
June	99.4%	99.5%	99.5%	98.8%
July	99.1%	98.8%	99.2%	98.2%
August	99.2%	99.3%	99.3%	99.1%
September	99.5%	99.4%	99.3%	98.9%
October	99.2%	99.5%	99.5%	99.2%
November	99.4%	99.5%	99.6%	99.3%
December	99.2%	99.5%	99.5%	99.3%
AVERAGE/YEAR	99.5%	99.5%	99.5%	99.2%

Police, Fire, and EMS responses to Snohomish County citizens are broken down as follows:

POLICE INCIDENTS	2018	2019	2020	2021	4 YEAR TOTAL
Arlington Police Department	23,857	25,929	23,338	22,269	95,393
Brier Police Department	3,859	4,256	3,568	3,510	15,193
Darrington Police Department	1,334	1,305	1,653	1,482	5,774
Edmonds Police Department	30,470	29,428	27,989	28,334	116,221
Everett Police Department	142,964	141,001	121,328	128,052	533,345
Gold Bar Police Department	1,854	1,988	1,983	1,961	7,786
Granite Falls Police Department	3,601	3,964	4,865	4,382	16,812
Index Police Department	663	649	601	413	2,326
Lake Stevens Police Department	24,360	24,579	23,546	24,635	97,120
Lynnwood Police Department	44,473	43,523	35,628	37,642	161,266
Marysville Police Department	67,660	67,268	65,062	61,115	261,105
Mill Creek Police Department	16,165	13,940	11,400	11,791	53,296
Monroe Police Department	20,479	21,906	18,386	17,018	77,789
Mountlake Terrace Police Department	16,950	15,815	13,615	16,462	62,842
Mukilteo Police Department	19,803	23,649	28,812	25,401	97,665
Snohomish County Sheriff's Office	142,794	158,667	157,636	152,976	612,073
Snohomish Police Department	11,113	11,973	10,497	10,295	43,878
Stanwood Police Department	6,146	8,522	8,475	6,461	29,604
Stillaguamish Tribal Police	7,568	9,343	9,002	11,110	37,023
Sultan Police Department	4,378	4,575	4,947	5,470	19,370
Woodway Police Department	411	760	474	565	2,210
TOTAL	590,902	613,040	572,805	571,344	2,348,091

FIRE & EMS INCIDENTS	2018	2019	2020	2021	4 YEAR TOTAL
Arlington Fire Department	3,369	3,470	3,363	4,057	14,259
Everett Fire Department	21,972	21,925	20,677	23,236	87,810
Lake Stevens Fire	4,383	4,421	7	-	8,811
Lynnwood Fire Department	49	-	-	-	49
Marysville Fire District	12,316	12,500	11,582	12,655	49,053
Mukilteo Fire	2,155	2,157	2,027	2,084	8,423
North County Regional Fire Authority	3,634	3,697	3,301	3,529	14,161
Sky Valley Fire	854	826	973	847	3,500
Snohomish County Airport Fire Department	358	354	271	272	1,255
Snohomish County Fire District #15	979	956	830	926	3,691
Snohomish County Fire District #16	199	165	237	214	815
Snohomish County Fire District #17	1,858	1,788	1,614	1,889	7,149
Snohomish County Fire District #19	383	383	432	506	1,704
Snohomish County Fire District #21	741	731	790	836	3,098
Snohomish County Fire District #22	441	433	424	503	1,801
Snohomish County Fire District #23	91	90	103	64	348
Snohomish County Fire District #24	484	519	480	517	2,000
Snohomish County Fire District #25	105	122	98	102	427
Snohomish County Fire District #27	34	31	33	29	127
Snohomish County Fire District #4	3,379	3,428	3,307	3,559	13,673
Snohomish County Fire District #5	931	998	1,030	1,285	4,244
Snohomish Regional Fire and Rescue	9,027	8,691	12,916	14,324	44,958
South Snohomish County Fire and Rescue	28,995	28,490	26,937	30,319	114,741
TOTAL	96,737	96,175	91,432	101,753	386,097

Our service to the public includes fulfilling records requests of several kinds, for example accident records. Our team processes more than 100 requests per week.

PUBLIC RECORDS REQUESTS	
2021	5,496
2020	5,352
2019	5,505
2018	5,129
TOTAL	21,482

2021 RECRUIT TRAINING	
Academies	9
Total Hours	4647

SCHOOL PANIC BUTTON

SNO911 was an early adopter of a new School Panic Button system developed by Rave Mobile Safety. That solution is intended to support our school administrators and faculty during all types of emergencies. This integrated system creates a link and dedicated communication channel between 9-1-1 and authorized faculty at the schools. Anytime there is an emergency, whether it is EMS, Fire or Law Enforcement, these authorized users have near real-time awareness so they can take the appropriate steps to safeguard those in their charge.

The system is used almost daily in more than 200 schools in Snohomish County. In most districts the School Panic Button is part of each schools emergency procedures.

While the original intent was focused on active assailants, the every day utility has proven extremely beneficial. Recently, one of our supervisors pushed out a message to let a school know about a parent who experienced a sudden cardiac arrest and needed CPR. Medical teams from the school used their AED before the arrival of the Fire and EMS teams, helping save the parent's life.

Today this system is in use at over 200 (I'm confirming this number) schools in 12 of our County's School Districts/colleges.

"Through our partnership with the Everett School District I began to understand that our teachers and facility have to train to protect our children during a crisis. When I learned that teachers were learning safety protocols such as "Run, Hide, Fight" to protect our children I knew SNO911 needed to do whatever we can to support them. I have such deep respect and appreciation for our educators and what we ask of them, it is our honor to help support the safety of our schools."

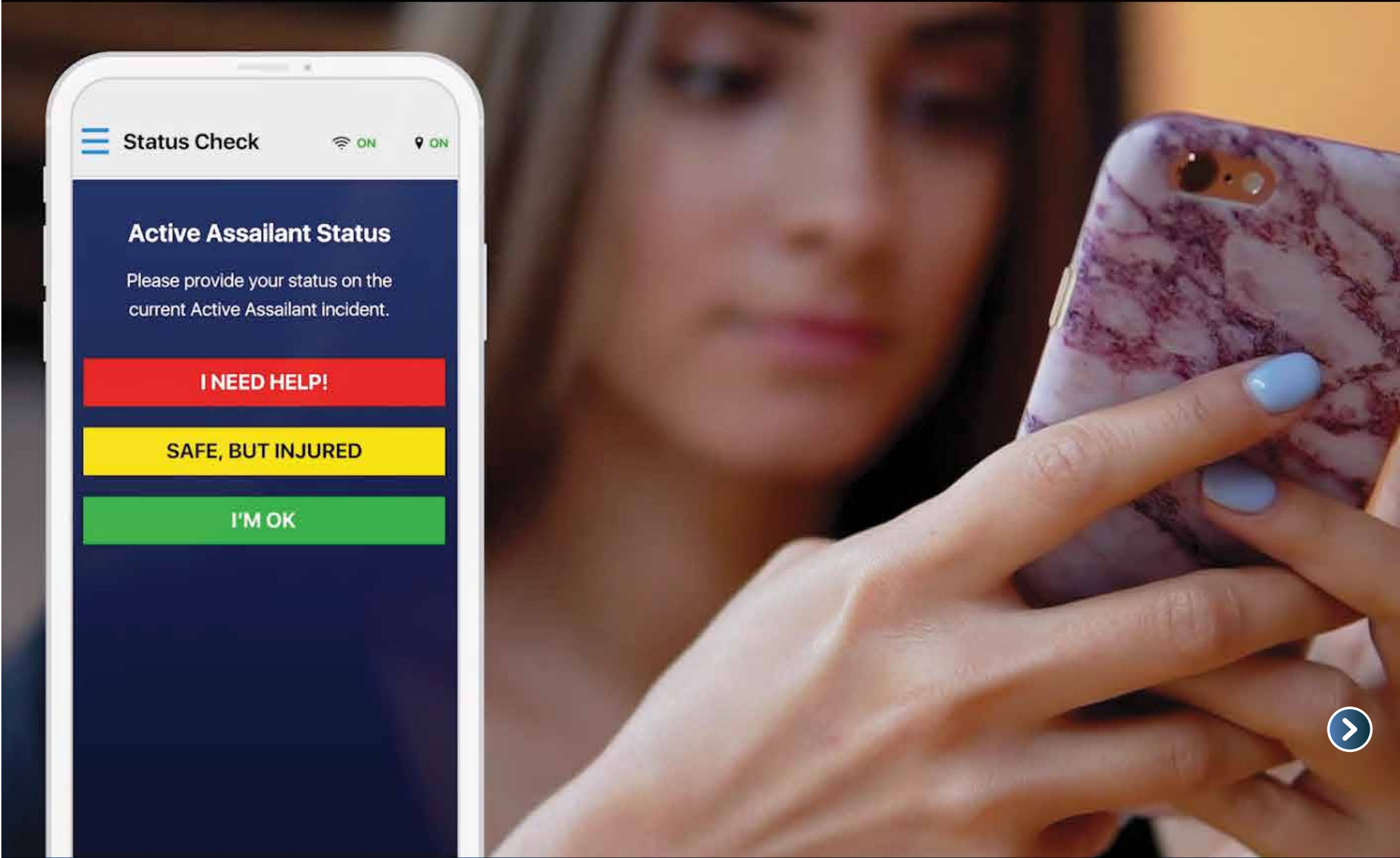
Kurt Mills | Executive Director

SMART911

SMART 911 allows anyone in the community to enter an emergency profile that is shared with 911 and first responders during a response to the citizen's home. For example, a resident who uses a wheelchair or has a chronic medical condition can sign up for the program and provide information which may be important in a response.

SNO911 created a custom interface that allows us to share profile information with responders for rapid dissemination of information during a response.

Smart911, School Panic Button and the County's emergency alert system are all Rave Mobile Safety products and are tightly integrated with our computer-aided dispatch systems.



"Our school district activates the School Panic Button about 400 times a year for a variety of reasons, from medical emergencies to active threats, fires, missing students, and general accidents.

Any time 911 is called we push out a message to the school with some details on the incident so they can be armed with accurate information during a crisis.

At a recent middle school basketball game, the gym door had been left propped open for late-comers to arrive.

A late-comer came into the gym and began waving around a weapon in the gym. 911 was contacted and the panic button pushed out messages to law enforcement and to district administration so that we could coordinate our response."



Molly Ringo
Director of Safety & Security,
Everett School District

OPERATING BUDGETS

2020 - 2021

	JAN - DEC 20	JAN - DEC 21
Ordinary Income/Expense		
INCOME		
4020 · Member Assessments	16,047,189.31	16,581,012.69
4040 · E911 Excise Tax Revenue	6,038,144.00	6,359,741.00
4045 · Emergency Sales Tax Revenue	1,200,000.00	1,200,000.00
4200 · Miscellaneous Income	1,000,437.32	1,309,140.60
4300 · Interest	210.51	162.17
Total Income	24,285,981.14	25,450,056.46
REVENUE		
Expense	24,285,981.14	25,450,056.46
5000 · Payroll Expense	20,062,578.32	19,535,651.48
6000 · Reimbursed Expense	265,646.87	258,632.88
6150 · Professional Fees	281,277.21	199,508.68
6200 · Administrative Support	69,792.74	102,330.39
6225 · Recognition	6,579.68	13,272.65
6250 · Rent	988,751.73	1,042,800.33
6252 · Utilities	117,656.81	113,382.74
6300 · Repairs & Maintenance	1,636,222.65	1,745,061.29
6350 · Insurance	136,104.00	56,567.72
6400 · Communication	112,636.97	109,195.92
6500 · Training and Travel	56,681.24	107,528.77
6600 · Minor Capital Equipment	134,720.19	61,017.86
6700 · Supplies	49,159.45	50,769.86
Total Expense	23,917,807.86	23,395,720.57
Net Ordinary Revenue	368,173.28	2,054,335.89
NET INCOME	368,173.28	2,054,335.89





01



02



03



04



05



07



08



09



06



10

MEET SOME OF THE MANY SNO911 HEROES

01: Chad, pictured with Medical Director Dr. E. Cooper, received a Life Saver Award for his quick recognition of the need for CPR and expertly provided instructions. The patient survived cardiac arrest and was later released from the hospital.

02: Hannah was recognized by Director Mills for her 5 years of service to SNO911.

03: Sasha received a Chain of Survival Award for giving CPR instructions to a caller. She calmly slowed her rate of speech to ensure the caller could understand instructions and helped the citizen rescuer adjust their rate of compressions. Sasha reassured the caller and stayed engaged until the arrival of EMS.

04: Roger received a 911 call from a husband reporting that his wife was in labor but didn't know the address of his location. Roger located the couple, dispatched responders and instructed Dad on the birth of his baby! South County Fire arrived moments after the baby's arrival.

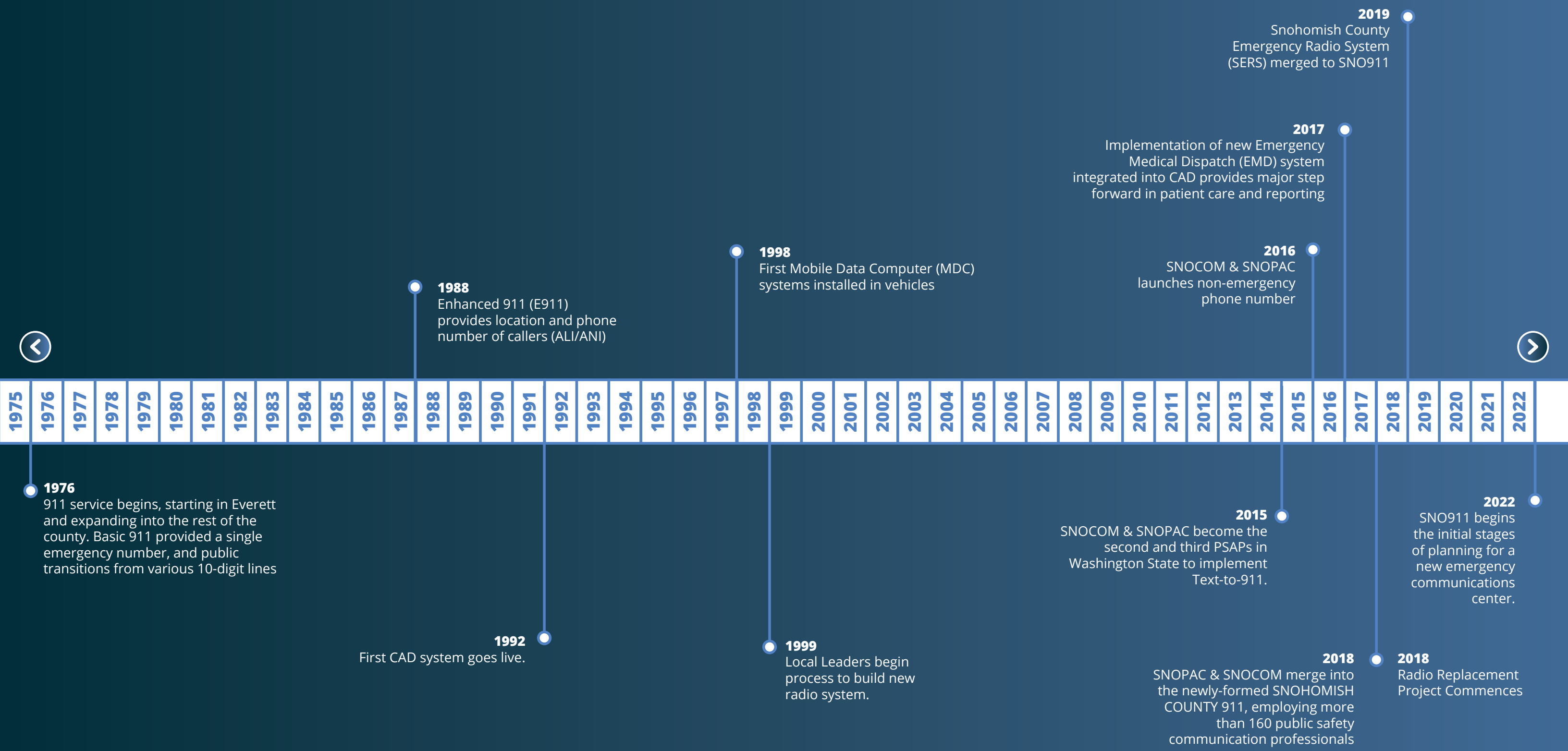
05 & 06: SNO911 teams recognizing our partnership with law enforcement officers during Police Week in May 2021.

07: Stacy was recognized by Director Mills for her 30 years of service to SNO911.

08 & 09: Director of Operations, Andie Burton, delivers food and a monetary donation to the Stanwood Food Bank on behalf of SNO911 Employees.

10: SNO911 Radio Team members clearing downed trees for the snow cat to gain access to radio tower sites.

911 EVOLVES IN OUR COMMUNITY



HELP STARTS HERE

"Ever since I was a little kid, I always wanted to go into public safety. I enjoy the job, and get satisfaction out of it. Definitely enjoy helping people."

Kevin H | Supervisor

A PASSION FOR HELPING PEOPLE

Our dispatchers come from very diverse backgrounds, like truck drivers, law enforcement, teachers, military, retail, healthcare, and homemakers. They care about helping people, and being part of a team who back each other up.

SNO911 dispatchers are good listeners. They're empathetic professionals who can think on their feet, multi-task and remain calm under pressure.

911 dispatchers are ordinary people doing extraordinary, often heroic things every day.

"I came to 911 to help our first responders, to make sure they had the resources they needed to protect the county and the people in the county."

Seann L | Dispatcher

TRAINING

Our comprehensive training programs provide everything you need from the ground up.

Trainees attend 5 weeks of classroom instruction learning everything from how to deal with different types of 911 calls to operation of the Snohomish County Emergency Radio System. On-the-job training follows, with each trainee assigned to one or more trainers who will accompany them through the training journey.

Trainees focus first on 911 call-taking, achieving certification by the International Academies of Emergency Medical Dispatching (IAED) to become an Emergency Medical Dispatcher (EMD). After devoting time to learning this skill in the live environment, they work alongside a trainer building specialized knowledge and skills to dispatch police, fire, and medical services.

Training doesn't stop once a dispatcher is certified to work on their own.

Dispatchers are required to obtain a minimum of twenty-four (24) hours continuing education (CE) per year to maintain their EMD certification. In many cases, our staff achieves many more training hours each year. Staff have opportunities to participate in other local, regional, and national training and webinars on various industry subjects.

This comprehensive training covers an array of skills including;

- 911 call entry prioritization and emergency incident response configurations
- How to give life-supporting instructions over the phone, covering CPR, childbirth, choking, drowning, electrocution, seizure, stroke, and much more.
- Police and Fire radio procedures for dispatching critical services during an emergency, such as: crimes involving a weapon, large scale multi-jurisdiction incidents, residential or commercial building fires, water rescues, and much more.





“On a broader level, I would say there's that outreach to the community, and at the end of the day, you go home, and you know that you made an impact.”

Tammy B | Dispatcher



“Great place to work, family atmosphere, great pay and benefits, and a chance to make a real difference.”

Kevin H | Supervisor

PROCESS - WHAT IT TAKES

The emergency dispatcher job demands a high level of focus and skill, partnered with an aptitude for operating in a high stress environment. Extensive training prepares the dispatcher to work independently under situations where their decisions can mean the difference between life and death. This special expertise takes months to learn and years to refine under guided development. As the emergency dispatcher works through different experiences, they become more capable and proficient as a “first” first responder in the community.

WORK/LIFE BALANCE

In 2022 our dispatchers moved to a schedule focused on an improved work/life balance. In every four week period (28 days) the schedule includes 14 work days , 2 on-call days, and 12 days off. Compared to the traditional 8 hour schedule that had 20 work days and only 8 days off, the new employee-voted schedule strikes a much improved work/life balance.

FAMILY ATMOSPHERE

“The pay is very competitive, and that’s nice, but it’s more about the people - I feel like I work with family. We’re here for each other, no matter what’s going on in our personal or professional lives. And you can’t put a dollar amount on that.”

Megan B | Dispatcher

MAKING A DIFFERENCE EVERY DAY

Every day, every call is unique. From the mundane situation to those where lifesaving decisions are in your hands, getting the right resources to the right location at the right time requires strong listening, quick thinking and excellent problem-solving skills.



COMMUNITY RESOURCES CENTER

SMART911 Smart 911 allows individuals to provide the additional details to 9-1-1 & First Responders by creating a secure Safety Profile that is only shared when the person calls 9-1-1. You can add key information about members of your household that would help anyone you care for in the event of an emergency, whether the call is from the home or any mobile phone. Visit www.smart911.com to learn more.

PULSE POINT PulsePoint empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest. App users who have indicated they are trained in cardiopulmonary resuscitation (CPR) and are willing to assist in case of an emergency can be notified if someone nearby is having a cardiac emergency and may require CPR. If the cardiac emergency is in a public place, the location-aware application will alert users in the vicinity of the need for CPR, simultaneous with the dispatch of advanced medical care. The application also directs these potential rescuers to the exact location of the closest Automated External Defibrillator (AED). Visit www.pulsepoint.org or download the smartphone app.

SNOHOMISH COUNTY ALERTS When emergencies strike, public safety officials use timely and reliable systems to alert you. Provided by and fully integrated with Smart911, the Snohomish County Emergency Alerts help citizens stay informed of emergencies that impact our community. To learn more, sign up here: <https://www.smart911.com/smart911/ref/reg.action?pa=snohomish>

COMMUNITY CRIME MAP: Citizens interested in viewing crime activity can visit the online portal <https://communitycrimemap.com/> and search activity throughout Snohomish County and other locations in the United States.

ONLINE CRIME REPORTING: My Crime Report is a citizen crime-reporting website for certain non-emergency crimes. This website is an alternative for reporting non-emergency types of suspected crimes or criminal activity, but not an alternative for reporting any urgent, emergent or life threatening incident of any kind. If you have an emergency you are encouraged to call 9-1-1 immediately. For more information, visit <https://mycrimereport.us>.

FAMILY EMERGENCY PLAN

In the case of a community-wide disaster, you may need to survive on your own before emergency services can come to you. Being prepared means having your own food, water and other supplies to last before emergency services can come to you. A disaster supplies kit is a collection of basic items your household may need in the event of an emergency. Learn more at ready.gov/plan and make a plan today.