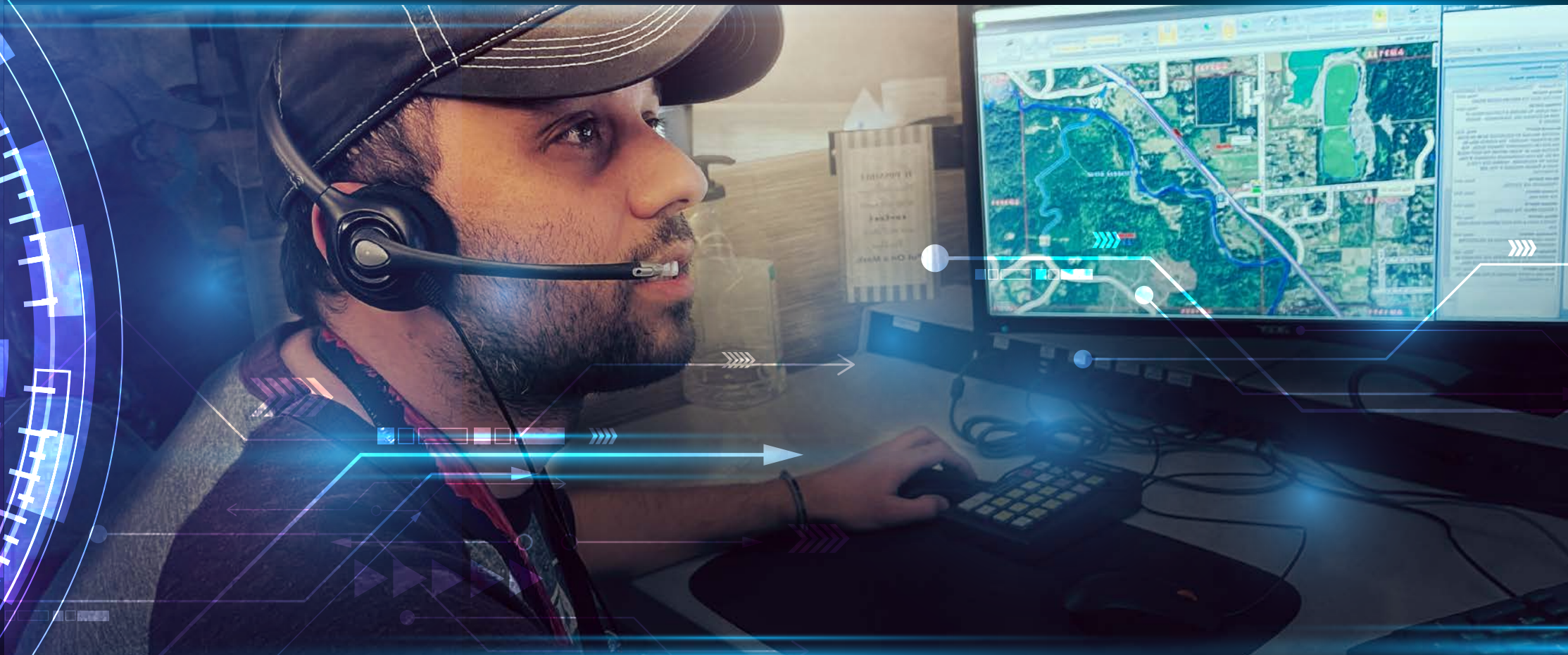


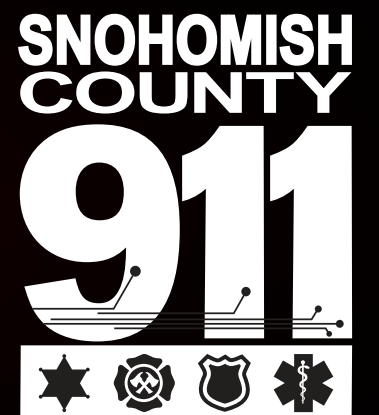
WHEN SECONDS COUNT



2022/2023 ANNUAL REPORT

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 'timeouts' 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 Centers by population served and calls handled. Our center was the first to earn the highest rating of the Washington State 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 are implementing protocols and policies to assure safe working environments and 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.

FROM THE BOARD CHAIR

SNO911's Board of Directors is unique for 911 centers in the United States. Snohomish County communities are represented by a diverse membership composed of public safety and elected officials with one focus: working together to positively impact 911, police, fire and EMS services.

Inclusion of professionals and practitioners enables us to understand the nuances of the complex systems and infrastructure used across the county and their impact both locally and county-wide. Decision-making is better informed and constant improvements can be made to keep our communities safe.

Our Board is mindful of future needs to update critical systems to address growth and other changes required over time. Thanks to our community, critical future ready systems are well funded, ensuring consistent delivery of communications and services by our remarkable 911 center.

As work begins on the new SNO911 facility, we look to the future with great anticipation. This exceptional, future-ready, state-of-the-art facility will improve operational efficiency while supporting organizational growth, and services evolution across the entire emergency response community.

This is another step to ensure SNO911 delivers on the promise: **Help Starts Here.**



Jon Nehring | Mayor, Marysville



Every board member is committed to our collaborative partnership across all jurisdictions. Our goal: saving lives, protecting property, and ensuring the safety and security of our communities.

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

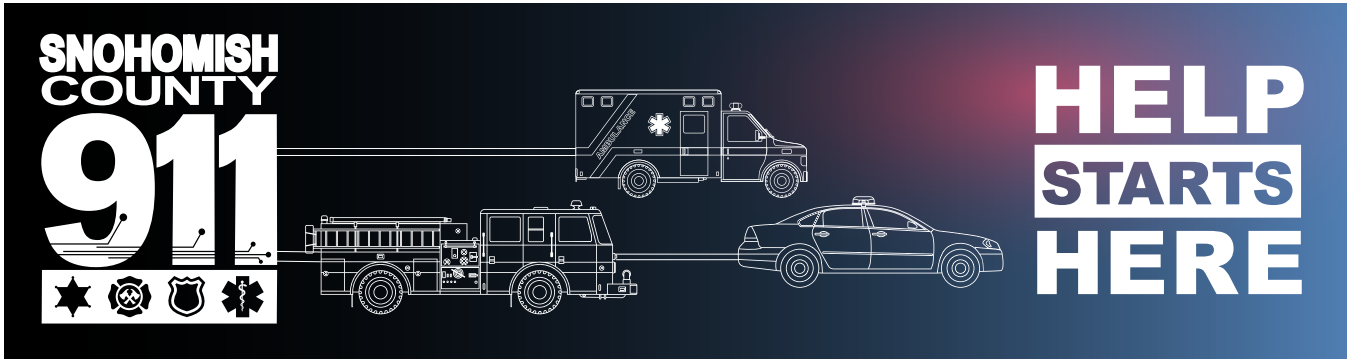
AUTHORIZED POSITIONS

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

SNOHOMISH COUNTY 911 2022 BOARD OFFICERS

President:	Marysville Mayor Jon Nehring
Vice President:	Everett Fire Chief Dave DeMarco
Treasurer:	Director of Finance Wade Anderson
Secretary:	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

2022 BOARD OF DIRECTORS

CAUCUS	BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Dave DeMarco	Chief	Everett Fire
	Steve Guptill	Assistant Chief	Sno. Reg. Fire & Rescue
	Dan Chan (through 4/22)	Commissioner	South County Fire
	Derek Daniels (beg. 5/22)	Commissioner	South County Fire
Fire 2	Darryl Neuhoff	Interim Chief	Marysville Fire RFA
Fire 3	Chris Alexander (through 2/22)	Chief	Mukilteo Fire
	Ryan Shaughnessy (beg. 5/22)	Chief	Fire District 15
Police 1	Ian Huri (beg. 5/22)	Undersheriff	SCSO
	Jason Biermann (through 7/22)	Executive Director	Snohomish Co. DEM
	Ken Klein (beg. 8/22)	Executive Director	Snohomish County
Police 2	Dan Templeman	Chief	Everett Police
	Judy Tuohy	Councilmember	Everett
Police 3	Jon Nehring (Board President)	Mayor	Marysville
	Shane Hawley (through 2/22)	Assistant Chief	Edmonds Police
	Rod Sniffen (beg. 5/22)	Assistant Chief	Edmonds Police
	George Hurst	Councilmember	Lynnwood
Police 4	Jonathan Ventura	Chief	Arlington Police
	Richard Emery	Councilmember	Mukilteo
	Jeff Beazizo (through 4/22)	Chief	Lake Stevens Police
	Pete Caw (beg. 5/22)	Chief	Mountlake Terrace Police
Non-Voting	Vacant		

CAUCUS	ALTERNATE BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Thad Hovis	Chief	South County Fire
	Roy Waugh	Commissioner	Sno. Reg. Fire & Rescue
	Rich Llewellyn (through 7/22)	Assistant Chief	Everett Fire
	Vacant (after 8/22)		
Fire 2	Don Waller (through 4/22)	Chief	Fire District 4
	Vacant (after 5/22)		
Fire 3	Steve Fox (through 4/22)	Commissioner	Fire District 5
	Chad Schmidt (beg. 5/22)	Chief	Fire District 21
Police 1	Ian Huri (through 4/22)	Bureau Chief	Sno. Co. Sheriff's Office
	Scott Robertson (beg. 5/22)	Bureau Chief	Sno. Co. Sheriff's Office
	Ken Klein (through 7/22)	Executive Director	Snohomish County
	Dara Salmon (beg. 8/22)	Deputy Director	Snohomish County DEM
Police 2	Jeraud Irving	Deputy Chief	Everett Police
	Don Schwab (beg. 5/22)	Councilmember	Everett
Police 3	James Nelson	Chief	Lynnwood Police
	Jim Lawless	Deputy Chief	Marysville Police
	Kristiana Johnson (through 6/22)	Councilmember	Edmonds
	Dave Teitzel (beg. 9/22)	Councilmember	Edmonds
Police 4	Cheol Kang	Chief	Mukilteo Police
	Brett Gailey (through 4/22)	Mayor	Lake Stevens
	Jeff Beazizo (beg. 5/22)	Chief	Lake Stevens Police
	Vince Cavaleri (through 4/22)	Councilmember	Mill Creek
	Dale Kaemingk (beg. 5/22)	Mayor	Brier
Non-Voting	Vacant		

A DAY IN THE LIFE

Dispatchers get to work in a dynamic environment where no two shifts are the same. They are responsible for managing a wide variety of low and high priority incidents during each 12-hour shift.



07:04

TEXT TO 911
"I need help. My parents are fighting, dad has a gun and he's hitting my mom."

I'm in the closet and don't want them to hear me."



08:40

MARINE ACCIDENT
3 calls: Two boats collided, one is upside down, several people in the water



09:17

APARTMENT FIRE
5 simultaneous calls for an apartment building fire, people trapped,

ACTION: Radio channel for Incident command: Fire, fire chief, EMS, PUD, PSE, Police, Red Cross, board up service, Community Transit, pull in additional mutual-aid resources



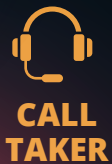
15:54

MEDIC ALERT DEVICE
Woman down. Smart 911 indicates deaf resident, diabetic, combination to front door is 4253



15:13

CAR ACCIDENT
We've been in an accident and my boyfriend was thrown from the car. He's not breathing!!



MULTI-CAR ACCIDENT Request for ambulance: A dump truck hit a small car head on!!! Roadway blocked, driver trapped in car, unconscious.

They took out fire hydrant and telephone pole and fuel is running into storm drain.



10:05

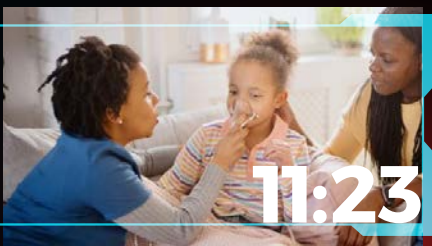


10:37

STOLEN CAR
"I was loading groceries in my car when a man, wearing a mask, jumped into the front seat and drove it away!!"



SICK CHILD AT SCHOOL
Ambulance needed at elementary school for child with difficulty breathing.



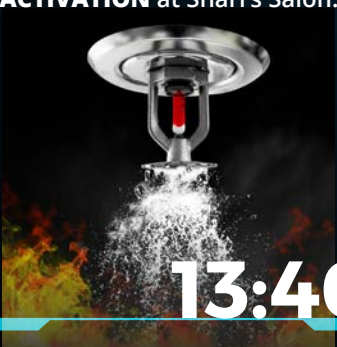
11:23

ALPACA BLOCKING ROAD
Group of Alpaca is blocking highway 9. Traffic backed up in both directions.



14:20

AUTOMATIC FIRE ALARM WITH SPRINKLER ACTIVATION at Shari's Salon.



13:40

13:20



COLD SYMPTOMS: Confirmed only common cold and referred caller to contact their doctor.

12:11



A LOST HIKER has been located on Mt. Pilchuck.

ACTION: Dispatch Sheriff's helicopter, Search and Rescue and EMS teams.

11:55



LOST CHILD
"Please send help! My son is missing. He was right behind us and wandered into the woods. We can't find him"

THERE ARE **NO TIMEOUTS AT 911.**

BEHIND THE SCENES

Behind the scenes of Snohomish County 9-1-1, there is a literal army of technicians, coordinators, and experts who support a vast and complex system and network of systems that operate 24x7x365, ensuring that 911, police, sheriff, fire, and EMS can always count on them.



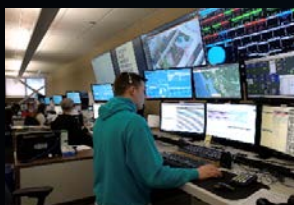
THE RIGHT SERVICE, IN THE RIGHT LOCATION, AT THE RIGHT TIME.
Making sure the right service arrives in the right location at the right time requires a comprehensive, integrated network of radio, phones, and towers that enable county wide collaborative communication.



DISASTER RESPONSE
Multiple Tertiary sites - the team can expand to offsite location when needed. COVID required dispersing staff for safety. Stockpile of food, water, sleeping bags and supplies should team need to stay on location for extended period of time.



SECURE
FBI compliant, collaboration on PII and related impact on equipment/systems, frequent update/monitor ongoing



SYSTEM MONITORING
The health of all facilities/equipment is continuously monitored so we can proactively address any issues.



MY CRIME REPORTS
Online portal to report crime lets the community report non-emergency crimes like stolen bikes, fireworks, noise, etc.



ANSWERING THE CALL
Our phone system can determine location and phone number by routing to 10-digit line with another carrier.



PULSE POINT:
This augmented system integrates with SNO911 and responds in the background by sending civilian CPR trained personnel in the vicinity to assist prior to arrival of crews.



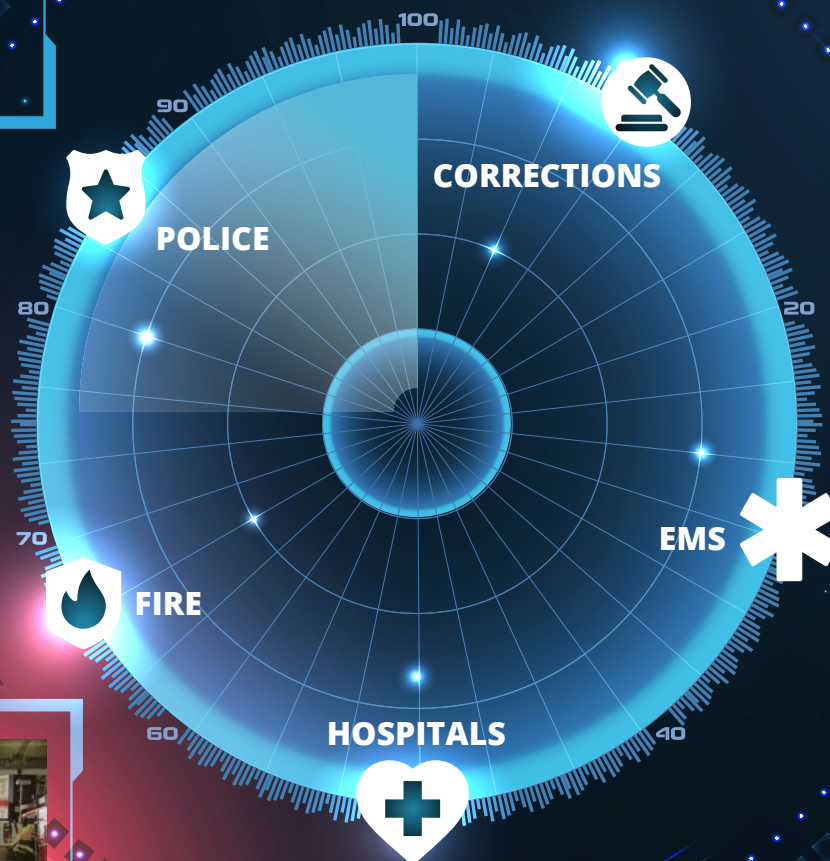
FIRE ALERTING
In-station notification system is not just a dispatcher's voice. The station lights illuminate, doors open, pagers go off, and 3rd party apps perform other functions including turning off the stove if it's on, so teams can drop everything and respond.



ACCESS WHEN AND WHERE IT'S NEEDED
Accessing radio towers regardless of the condition can be a challenge. Our Snocat Sven ensures continuous monitoring and fast response when needed.



CRITICAL ACCESS FROM ANYWHERE
Without networks we would have no communication with service providers; even one down tower limits access. Towers work in areas where cell phones might not work.

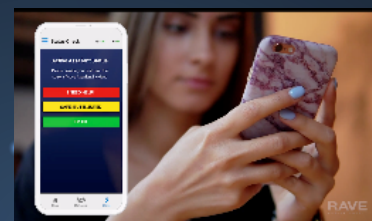


INFORMED DECISIONS:
At SNO911 we support data and analysis, helping to interpret and extract insights. That data is used by numerous organizations and agencies. The analysis of critical information can help increase effectiveness, reduce response times, increase safety, and ultimately save lives.



CONTINUOUS TRAINING:
We provide comprehensive training for every employee. Dispatchers receive EMS Dispatcher Certifications which includes network, phone, access, and system certification. They also receive CPR and First Responder certifications which are updated annually.

STAYING CONNECTED
Emergency services internet; dedicated system state wide.



SMART 911
We provide public education and guidance on using services like Smart 911 to ensure responders are aware of things like mobility issues, health backgrounds, and how to get access to your home in an emergency.



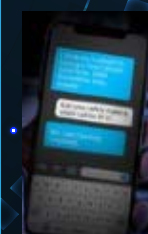
BACKUP REDUNDANCY:
South Campus Facility can be online immediately and run independently if the Everett Facility goes down.



SERVER ROOMS:
Secure, state-of-the-art facility, restricted access, and surveillance cameras system. Two central power supplies. HVAC, redundant cooling systems, resilient, earthquake ISO, fiber, and network in multiple directions.



NO DOWNTIME
Total facility uninterrupted power supplies at both locations and 22 radio sites are made possible by our network of generators, running 24/7/365.



TEXT-TO-911:
A separate system that allows those who are deaf, hard of hearing or unable to safely make a voice call to text 911 for help in an emergency.



Call 105 - NEW CALL

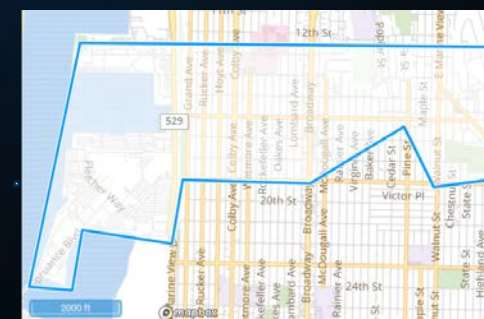
WARNING - CALL LOCATION
19XXX 44th AVE W, Lynnwood



BUILDING IS BOARDED UP, HYDRANTS IN AREA DISABLED

CAD ALERTS:

Prior incidents, hazards, warnings about history of violence, and weapons are tracked and help ensure responding crews know as much as possible about what to expect prior to arrival on-scene.



GIS MAPPING:
Having data at your fingertips like the location of hydrants, lights, houses, businesses, hazards, driveways and access points; improving response times and increasing safety and accelerating delivery of services.

BOARD IMPACT

The unique and diverse SNO911 board is comprised of public safety and elected officials, collaborating to help make decisions that positively impact 911, police, fire and EMS services and our community.

Focusing on the future readiness of SNO911 and meeting the needs of our community with a focus on fiscal responsibility.



RADIO PROGRAM

It seemed like an insurmountable challenge. No one really knows about what happens until something goes wrong.

The board worked to garner the needed public support, helping community members understand the importance and impact of this initiative.

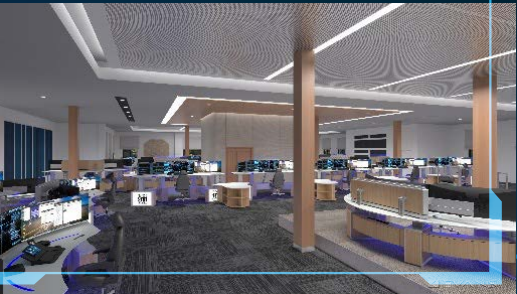
FUTURE FUNDED

Thanks to our community, these future ready systems are funded, ensuring the consistent delivery, updating/upgrading and standardization of the communication capabilities of 911, Police, Fire, Emergency Medical, Emergency Management, Corrections, and Sheriffs across Snohomish county.

FUTURE PROOF

Work has begun on the creation of an exceptional central facility to support growth, efficiency and service evolution.

Cost effective approach, future proof and innovative facility and infrastructure for the community's needs now and beyond.



TRANSFORMATIONAL INTEGRATION

With a single vision, we worked collectively to ensure smooth integration of SNOCOM, SNO PAC, and SERS to form SNO911.

HELP STARTS HERE

THE POWER OF ONE

Consolidation created efficiencies in staffing, service delivery, call transfers, and both internal and county wide communication.

Centralizing our team enabled us to attract the most qualified board members to support our efforts, synchronized across the county, removing many of the logistical and financial challenges of managing three organizations.

The results are more effective delivery, enabling us to better protect the community and save more lives.



SNOW CAT

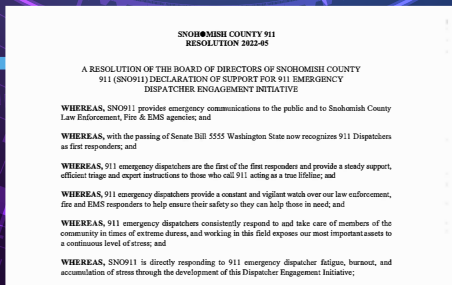
The tools necessary to keep our community safe.

Acquisition of our Snowcat (named Sven) was critical to ensure readiness of radio tower sites that are not easily accessible.



TECHNICAL ADVISORY COMMITTEES

These steering committees have broad representation from Police, Sheriff, Fire & EMS and work collaboratively with a core focus on 911 & emergency dispatch as well as a variety of other public safety related services. Our shared service model and represented governance makes us a useful centralize clearinghouse that supports the global public safety mission. The results: Informed decisions for maximum impact.



FINANCIAL OVERSIGHT

Huge consideration; public safety tax.

Finance Committee provides financial oversight, ensuring funding is used in ways that maximizes impact



RECRUITMENT

Personnel Committee focuses on recruitment, a critical need for continuity of services.

REDUNDANT OPERATIONS

Critical to ensuring there are 'no timeouts' at SNO911. The board is heavily involved in the new system.

Every board member is committed to a strong, collaborative partnership across jurisdictions with the goal of saving lives, protecting property and ensuring the safety and security of our communities.

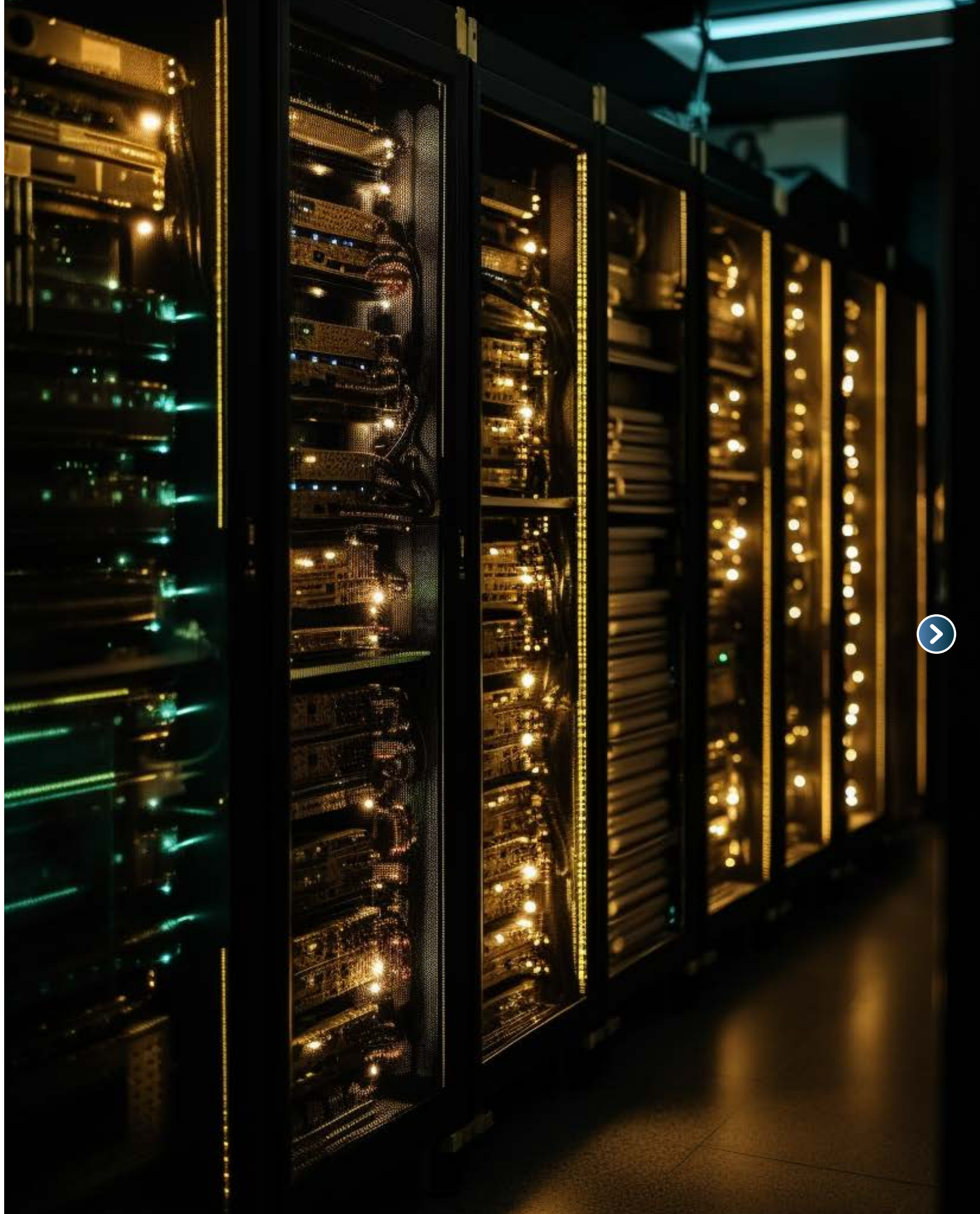
RADIO REPLACEMENT UPDATE

PROJECT STATUS

ANNUAL REPORT PROJECT STATUS	2022	2023
Design Review	100%	100%
FCC Licensing	100%	100%
US Primary Redesign	20%	100%
Portable Deploy	100%	100%
Mobile Deploy	100%	100%
Mobile Install	52%	100%
Site Readiness	75%	95%
Site Installs	5%	New Phases
Site work DC Power		100%
Site Work Microwave		100%
Site Work P25		25%
Alpha Fire Paging	15%	20%
Fire Station	15%	33%
Cut-over	1%	10%

PROJECT BUDGET (APRIL 2022)

Project budget, including change orders:	Adopted Project Budget	Amended Project Budget (1)	Expenditures through 3/31/2022	Expenditures through 2/28/2023
Project Management	\$5,739,576	\$5,739,576	\$5,739,576	\$5,739,576
Motorola Infrastructure	\$33,686,461	\$33,686,461	\$33,686,461	\$33,686,461
Subscribers	\$16,894,588	\$16,894,588	\$16,894,588	\$16,894,588
Contingency	\$10,546,678	\$10,546,678	\$10,546,678	\$10,546,678
TOTAL	\$66,867,303	\$66,867,303	\$66,867,303	\$66,867,303



SNO911 BY THE NUMBERS

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

In 2022, SNO911 handled 741,320 incoming calls or texts for service – an average of 2,031 per day - receiving one call roughly every 42 seconds.

INCOMING CALLS	2018	2019	2020	2021	2022	GRAND TOTAL
Call to 911	506,231	534,460	497,795	528,313	546,911	2,107,479
Text to 911	-	438	1,137	1,203	2,434	5,212
Non-Emergency Calls	107,723	138,028	148,417	164,787	170,956	622,188
Operations Calls	11,042	26,293	22,979	21,398	21,019	91,689
TOTAL	624,996	699,219	670,328	715,701	741,320	2,826,568

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	2022	Grand Total
January	99.8%	99.7%	99.5%	99.6%	99.1%	99.5%
February	99.8%	99.7%	99.6%	99.6%	99.3%	99.6%
March	99.8%	99.6%	99.6%	99.7%	99.3%	99.6%
April	99.6%	99.6%	99.6%	99.5%	99.3%	99.5%
May	99.6%	99.6%	99.4%	99.3%	99.1%	99.3%
June	99.4%	99.5%	99.5%	98.8%	98.0%	98.9%
July	99.1%	98.8%	99.2%	98.2%	96.9%	98.3%
August	99.2%	99.3%	99.3%	99.1%	96.6%	98.6%
September	99.5%	99.4%	99.3%	98.9%	97.4%	98.8%
October	99.2%	99.5%	99.5%	99.2%	97.2%	98.8%
November	99.4%	99.5%	99.6%	99.3%	94.8%	98.3%
December	99.2%	99.5%	99.5%	99.3%	96.2%	98.6%
AVERAGE/YEAR	99.5%	99.5%	99.5%	99.2%	97.8%	99.0%

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

POLICE INCIDENTS	2018	2019	2020	2021	2022	GRAND TOTAL
Arlington Police Department	23,745	25,815	23,227	22,155	23,122	118,064
Brier Police Department	3,839	4,227	3,553	3,423	4,563	19,605
Darrington Police Department	1,275	1,256	1,620	1,427	1,190	6,768
Edmonds Police Department	30,220	29,173	27,710	28,063	24,880	140,046
Everett Police Department	142,538	140,409	120,881	127,583	133,572	664,983
Gold Bar Police Department	1,805	1,945	1,955	1,892	2,007	9,604
Granite Falls Police Department	3,533	3,912	4,835	4,316	3,673	20,269
Index Police Department	654	641	591	391	455	2,732
Lake Stevens Police Department	24,199	24,483	23,444	24,513	21,921	118,560
Lynnwood Police Department	43,888	42,938	35,260	37,233	39,293	198,612
Marysville Police Department	67,332	66,880	64,733	60,751	59,205	318,901
Mill Creek Police Department	16,053	13,838	11,318	11,682	12,485	65,376
Monroe Police Department	20,346	21,674	18,089	16,674	21,040	97,823
Mountlake Terrace Police Department	16,797	15,650	13,371	16,258	17,118	79,194
Mukilteo Police Department	19,661	23,538	28,719	25,276	25,622	122,816
Snohomish County Sheriff's Office	141,853	157,597	156,580	151,730	147,595	755,355
Snohomish Police Department	10,991	11,854	10,408	10,187	10,409	53,849
Stanwood Police Department	6,092	8,462	8,430	6,408	5,749	35,141
Stillaguamish Tribal Police	7,558	9,332	8,994	11,093	17,759	54,736
Sultan Police Department	4,322	4,506	4,901	5,378	5,001	24,108
Woodway Police Department	405	756	473	563	553	2,750
TOTAL	587,106	608,886	569,092	566,996	577,212	2,909,292

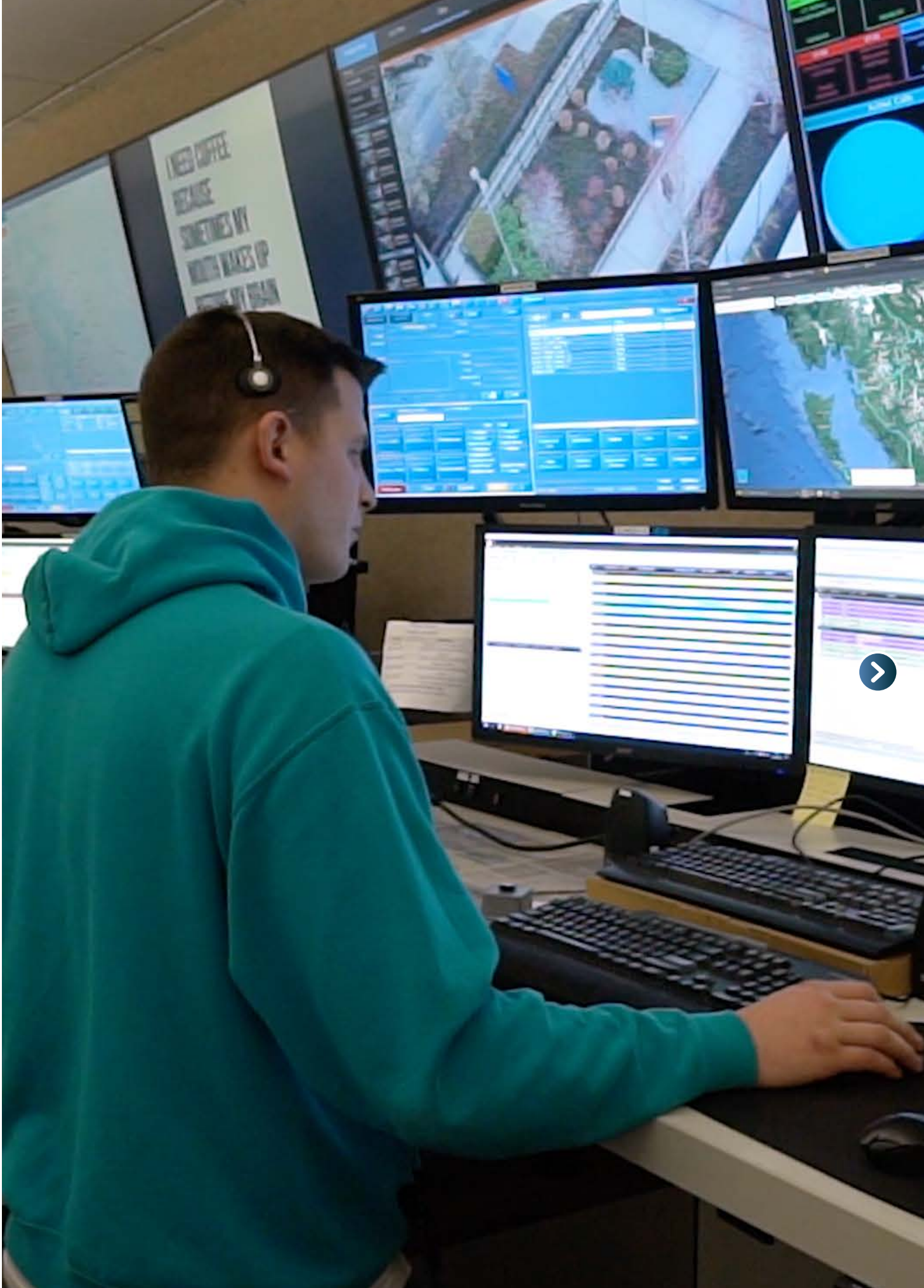
Our service to the public includes fulfilling records requests of several kinds, for example: accident records. Our team processes more than 100 requests per week.

PUBLIC RECORDS REQUESTS	
2022	7,192
2021	5,496
2020	5,352
2019	5,505
2018	5,129
TOTAL	21,312

FIRE & EMS INCIDENTS	2018	2019	2020	2021	2022	GRAND TOTAL
Arlington Fire Department	3,369	3,470	3,363	4,057	40	14,299
Everett Fire Department	21,972	21,925	20,677	23,236	26,520	114,330
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	14,107	63,160
Mukilteo Fire	2,155	2,157	2,027	2,084	2,322	10,745
North County Regional Fire Authority	3,634	3,697	3,301	3,529	8,582	22,743
Sky Valley Fire	854	826	973	847	968	4,468
Snohomish County Airport Fire Department	358	354	271	272	261	1,516
Snohomish County Fire District #15	979	956	830	926	1,126	4,817
Snohomish County Fire District #16	199	165	237	214	254	1,069
Snohomish County Fire District #17	1,858	1,788	1,614	1,889	2,165	9,314
Snohomish County Fire District #19	383	383	432	506	472	2,176
Snohomish County Fire District #21	741	731	790	836	928	4,026
Snohomish County Fire District #22	441	433	424	503	557	2,358
Snohomish County Fire District #23	91	90	103	64	94	442
Snohomish County Fire District #24	484	519	480	517	537	2,537
Snohomish County Fire District #25	105	122	98	102	124	551
Snohomish County Fire District #27	34	31	33	29	27	154
Snohomish County Fire District #4	3,379	3,428	3,307	3,559	3,851	17,524
Snohomish County Fire District #5	931	998	1,030	1,285	1,264	5,508
Snohomish Regional Fire and Rescue	9,027	8,691	12,916	14,324	15,266	60,224
South Snohomish County Fire and Rescue	28,995	28,490	26,937	30,319	34,194	148,935
TOTAL	96,737	96,175	91,432	101,753	113,659	499,756

OPERATING BUDGETS
2020 - 2022

	JAN - DEC 20	JAN - DEC 21	JAN - DEC 22
Ordinary Income/Expense			
INCOME			
4020 · Member Assessments	16,047,189.31	16,581,012.69	16,628,719.92
4040 · E911 Excise Tax Revenue	6,038,144.00	6,359,741.00	6,828,348.00
4045 · Emergency Sales Tax Revenue	1,200,000.00	1,200,000.00	1,833,326.00
4200 · Miscellaneous Income	1,000,437.32	1,309,140.60	1,613,228.23
4300 · Interest	210.51	162.17	399.91
Total Income	24,285,981.14	25,450,056.46	26,904,022.06
REVENUE			
24,285,981.14	25,450,056.46	26,904,022.06	
Expense			
5000 · Payroll Expense	20,062,578.32	19,535,651.48	20,301,917.48
6000 · Reimbursed Expense	265,646.87	258,632.88	329,344.18
6150 · Professional Fees	281,277.21	199,508.68	411,353.04
6200 · Administrative Support	69,792.74	102,330.39	216,394.89
6225 · Recognition	6,579.68	13,272.65	9,866.23
6250 · Rent	988,751.73	1,042,800.33	1,055,125.34
6252 · Utilities	117,656.81	113,382.74	129,982.97
6300 · Repairs & Maintenance	1,636,222.65	1,745,061.29	2,080,896.87
6350 · Insurance	136,104.00	56,567.72	94,233.72
6400 · Communication	112,636.97	109,195.92	118,942.39
6500 · Training and Travel	56,681.24	107,528.77	191,151.22
6600 · Minor Capital Equipment	134,720.19	61,017.86	139,063.66
6700 · Supplies	49,159.45	50,769.86	40,828.71
Total Expense	23,917,807.86	23,395,720.57	25,119,100.70
Net Ordinary Revenue	368,173.28	2,054,335.89	1,784,921.36
NET INCOME	368,173.28	2,054,335.89	1,784,921.36





GET **READY**

For the first time ever, our agency will have a new purpose-built facility that will serve as the hub of public safety technology and service in Snohomish County.

Since its inception, 9-1-1 in our county has operated out of leased spaces that were converted to meet our needs. But now we have acquired a location and secured funding to renovate a facility to provide a secure, comfortable, employee-centric building that will not only benefit our agency but also the more than 40 police, fire, EMS, and sheriff agencies we serve.

At SNO911, we understand that having a suitable space is critical for such a vital component of public safety. That's why we're making it a top priority to create a facility that supports the community and our first responders by providing premier service and support.

Stay tuned for more details on this exciting development and how it will help us better serve the community. We can't wait to share the progress of this project with you!

"Having a purpose-built facility for SNO911 is a monumental step forward in our mission to provide the highest level of public safety services to the community. This project represents a significant investment in our infrastructure, our employees, and our first responders."

"I am thrilled about this opportunity and excited to see how this new facility will positively impact our agency and the Snohomish County Community for years to come."

Kurt Mills | Executive Director, SNO911



MEET SOME OF THE MANY SNO911 HEROES

01: SNO911 receiving APCO Leadership in Technology Award - Large PSAP award in Anaheim, CA for development of a public safety regional resiliency system.

02: Jessica C. receiving her award for winning an internal recruiting program focused on finding the next generation of 9-1-1 dispatchers.

03: Operations Systems Coordinator Chris Gass receiving the Exemplary Service Recognition in Aug 2022 for his work developing a fire unit recommendation applet for CAD Lite regional resiliency system

04: NENA Center Manager Certification Program graduates from the session hosted by SNO911 in May 2022. SNO911 staff: Supervisors Kevin Hanrahan, Jolene Sparacio and Tracy Wammack and Records and Administrative Services Manager Sheila Betts

05: Dispatcher Danielle Dormaier and Supervisor Tara Larkins with Lincoln representing SNO911 at the Silvertips Heroes Night - Jan 2022

COMMUNITY RESOURCES CENTER

SMART911 Smart 911 allows individuals to provide 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 can also direct 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 occur, 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.



NOW HIRING 911 EMERGENCY DISPATCHERS

HAVE A PASSION FOR HELPING PEOPLE?

Looking for an exciting career in the ultimate service role? Become a 911 dispatcher.

Our dispatchers come from very diverse backgrounds, like truckdrivers, teachers, military, retail, and healthcare.

- ✓ No experience required
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- ✓ Great pay: \$29.11 to \$38.42 an hour
- ✓ Excellent Health & Retirement Benefits
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