



THE NEXT CALL

In an emergency: Dial 911

Non-emergency: 425-407-3999

FROM THE DIRECTOR



Snohomish County 911 entered 2025 in a fundamentally different place than just a few years ago operating from a new, state-of-the-art emergency communications center and supported by a modern, countywide radio system built to serve our community for decades to come. These milestones are the product of careful planning, disciplined stewardship of public resources, and an unwavering focus on one goal: ensuring help starts here, every time someone calls 911.

Building for the Future

Our new facility in Everett was purpose-built for resilience and growth, converting a former commercial campus into a Risk Category IV emergency communications center designed to remain fully operational during and after major disasters. For the first time, every member of our organization works under one roof in a space that prioritizes technology, reliability, and the welfare of the people who answer between 1,500 and 2,000 calls a day. This investment reflects our long-term view, creating a stable home for SNO911 that will support future expansion, new capabilities, and evolving community needs without requiring frequent, costly replacements.

"I am incredibly proud to lead a team of innovative, dedicated professionals who come to work every day committed to answering the call, solving complex problems, and finding innovative ways to make sure our community gets the help it needs when it matters most."

Kurt Mills, Executive Director

Modernizing Critical Infrastructure

That same long-range thinking guided our multi-year Radio Replacement Project, which modernized an aging, failure-prone analog system into an interoperable, digital network serving fire, law enforcement, and EMS agencies across the county. Funded through a voter-approved emergency communications sales tax, the project replaced roughly 5,000 radios, upgraded 22 sites, and built in funding for ongoing maintenance and periodic system replacement—so that today's investment continues to pay dividends for years to come.

The People Behind the Mission

Behind every system and every facility are the people who show up 24/7 to answer the call. Our dispatchers, technologists, trainers, supervisors, and support staff continue to lead the evolution of emergency communications, embracing AI-enabled tools like our Aurelian virtual attendant for non-emergency calls, advancing regional resiliency with cloud-based CAD solutions, and reimagining what is possible in how we connect the public to help. Their vision, expertise, and compassion transform investments in buildings and radios into life-saving outcomes for our community.

As we look ahead, we remain committed to anticipating the needs of our growing county, being good stewards of public resources, and ensuring that when someone in Snohomish County dials 911, they get the right resources, when and where they're needed.

Help starts here.

A handwritten signature in white ink, reading "K Mills", positioned above a horizontal line.

Kurt Mills
Executive Director
SNOHOMISH COUNTY 911

SHARED SERVICE, STRONGER RESPONSE

How Partnership Powers Public Safety

Most people think of 911 as the person who answers the phone in an emergency. That is part of what we do. It is only a small part.

SNO911 operates under a Shared Service Model. This means police, fire, and EMS agencies across Snohomish County invest together in a single, centralized system for emergency communications and public safety technology. This model allows agencies to deliver high quality service while maintaining strong fiscal discipline.

SNO911 is one of the largest Emergency Communications Centers (ECC) in Washington State. We serve 44 Police/Sheriff, Fire/EMS agencies countywide across a wide range of communities, from dense urban areas and growing suburbs to farmland, rural regions, and the most remote wilderness areas. We receive between 1,500 to 2,000 calls every day and regardless of location, every call receives the same level of professional service.

Our work extends far beyond answering 911 calls. In addition to call taking and dispatching responders and resources, SNO911 administers core records and reporting systems, corrections applications, mobile computing platforms, and a range of alerting, analytics, and data services that agencies rely on every day. These systems support field operations, improve coordination, and ensure accurate and timely information across the entire public safety system.

Emergency communications and public safety technology require significant infrastructure. Call handling systems, dispatch platforms, records systems, and a 22-site countywide radio network all require ongoing investment, maintenance, and modernization. These are complex and expensive systems that are critical to daily operations.

Through our Shared Service Model, agencies share these costs instead of duplicating them. This allows them to pay a fraction of what it would cost to operate separate 911 centers, which is still the model in many parts of the country. By pooling resources, agencies gain access to advanced systems and capabilities that would be difficult or impossible to fund on their own.

This approach is especially important for smaller agencies. It allows them to participate in a modern, countywide system without bearing the full cost of major capital investments. At the same time, it ensures that every 911 caller receives a consistent level of service, regardless of where they are in the county.

SNO911's shared governance model reinforces this structure. Partner agencies have a direct role in shaping service levels, technology investments, and long-term priorities. This ensures decisions are made fairly, transparently, and with a focus on both operational effectiveness and cost control.

For most agencies, SNO911's assessment represents about 2 to 3 percent of a Police/Sheriff or Fire/EMS department's total budget. This is a highly affordable investment when measured against the scope of services provided. That funding supports call taking, dispatch, critical mobile and data technology systems, and the radio infrastructure that enables seamless communication across jurisdictions.

This model is both fiscally responsible and operationally sound. It reduces duplication, strengthens coordination, and delivers reliable service at a cost that is sustainable for the agencies and communities we serve.



LEADERSHIP

RADIO REPLACEMENT
PROJECT

RESILIENCY
SOLUTION

FINANCIALS

INNOVATION
WITH IMPACT

STAFF

RESOURCES

OPPORTUNITY

MISSION AND VALUES

Snohomish County 911 is built on a simple promise: when our community needs help, we answer the call. Our integrated team of professionals, systems, and partner agencies works around the clock to connect callers with the fire, law enforcement, and EMS resources that can save lives and protect property. That responsibility drives every decision we make and underpins our continuous investment in training, innovation, and resilient infrastructure.

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.

- **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.

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FROM THE BOARD PRESIDENT



As Board President of Snohomish County 911, I often describe this work as the spine of public safety in our county. If you cannot communicate that there is an emergency, and if first responders cannot communicate with one another, the entire public safety system begins to break down. SNO911 exists to prevent that from ever happening, quietly providing the critical link that gets the right help to the right place at the right time.

Our dispatchers are the MVPs of that operation, the calm voice in chaos, rapidly sorting out what is happening, determining which police, fire, and EMS resources are needed, and coordinating responses so that residents simply experience one thing: help arriving when it matters most.

In recent years, the Board has focused on giving these professionals the tools, technology, and facilities they need to succeed, including replacing an aging radio system with a modern, interoperable network that now serves thousands of first responders across the county.

We also opened a new, purpose-built SNO911 headquarters that is safer, more secure, and designed for both operational resilience and staff wellness.

As Snohomish County continues to grow, we are committed to strong governance, responsible stewardship of taxpayer dollars, and championing the investments and partnerships that keep this lifeline strong, so you can count on 911 to be there whenever you need it.

Jon Nehring
Mayor, Marysville

CONTACT US

SNOHOMISH COUNTY 911
332 SW Everett Mall Way,
Everett, WA 98204

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:	111
Supervisors:	16
Senior Leadership:	6
Operations Staff:	5
Administrative Staff:	13
Tech/Radio Staff:	23

SNOHOMISH COUNTY 911 2025 BOARD OFFICERS

PRESIDENT:	Marysville Mayor Jon Nehring
VICE PRESIDENT:	Everett Fire Chief Dave DeMarco

"It is a real honor to serve as Board President of SNO911, and after more than a decade on this board, I remain deeply impressed by the professionalism, compassion, and resilience of the people who choose this work."

Jon Nehring, Mayor, Marysville

2025 BOARD OF DIRECTORS

CAUCUS	BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Dave DeMarco	Chief	Everett Fire
	Ryan Lundquist	Assistant Chief	Snohomish County Regional Fire and Rescue
	Michael Fearnehough	Commissioner	South County Fire
Fire 2	Don Waller	Chief	Fire District 4
Fire 3	Joel Johnson	Chief	Fire District 24
Police 1	Susanna Johnson	Sheriff	SCSO
	Ken Klein	Executive Director	Snohomish County
Police 2	John DeRousse	Chief	Everett Police
	Judy Tuohy	Councilmember	Everett
Police 3	Jon Nehring	Mayor	Marysville
	Rod Sniffen	Assistant Chief	Edmonds Police
	Jeff Beazizo	Chief	Lake Stevens Police
Police 4	Jonathan Ventura	Chief	Arlington Police
	Dale Kaemingk	Mayor	Brier
	Patrick Decker	Councilmember	Lynnwood

SNOHOMISH COUNTY 911

CAUCUS	ALTERNATE BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Bob Eastman	Chief	South County Fire
	Roy Waugh	Commissioner	Snohomish County Regional Fire and Rescue
	Paul Gagnon	Assistant Chief	Everett Fire
Fire 2	Ned Vander Pol	Chief	Marysville Fire
Fire 3	Glen Albright	Chief	Mukilteo Fire
Police 1	Doug Jeske	Undersheriff	SCSO
	Jason Biermann	Sr. Policy Advisor	Snohomish County
Police 2	Vacant		
	Don Schwab	Councilmember	Everett
Police 3	Jim Lawless	Deputy Chief	Marysville Police
	Brett Gailey	Mayor	Lake Stevens
	Chris Eck	Councilmember	Edmonds Police
Police 4	Cole Langdon	Chief	Lynnwood Police
	Jeffrey Jolley	Chief	Monroe Police
	Pete Caw	Chief	Mountlake Terrace Police

FUTURE READY, PURPOSE BUILT

A Next-Generation Emergency Communication Center

Snohomish County 911's new emergency communications center marks a generational investment in public safety, a facility intentionally designed around the people, technology, and operations that ensure that every time someone calls 911, they get the right resources when and where they are needed.

A purpose-built home for 911

The new headquarters in Everett transforms a former commercial campus into a dedicated Emergency Communications Center built specifically for 24/7 public safety work. Every core function of SNO911 is now under one roof, in a layout that supports real-time collaboration among call takers, dispatchers, technologists, trainers, and leadership. The building was planned not just to solve today's space challenges, but to give the organization a durable, long-term home that can evolve as community needs change.

Built to stay operational

From the foundation up, the facility is engineered to remain online when the community needs it most. Robust seismic upgrades bring the building to Risk Category IV standards, the same stringent level used for critical facilities, so it can continue operating during and after major disasters.

Dual 1,500 kW generators, UPS backup, redundant HVAC, and multiple, diverse connectivity paths add layers of protection against power loss, equipment failures, or network disruption. Layered physical security, including 8-foot no-climb fencing, ballistic-rated glazing, controlled access, and smart surveillance, helps safeguard both people and systems around the clock.

Innovative and space to grow

Inside the new Emergency Communications Center, SNO911 has expanded from 30 to 40 dispatcher/call taker positions on day one, with the ability to add workstations to meet future needs.

A dedicated nine-position training academy supports continuous onboarding and skill development, accelerating how quickly new team members can become fully qualified.

Flexible, hybrid-equipped meeting and operations spaces, including a Situation/RTIC room and large configurable rooms for multi-agency events, create a regional hub for coordination, training, and incident management across fire, law enforcement, and EMS partners.

"911 is a demanding job. We've created a space for our team to relax, decompress, exercise and rejuvenate so they can be at their best when they are needed the most."

Terry Peterson, Deputy Director SNO911

Project

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DESIGNED WITH AND FOR SNO911

From initial facility study in 2019 through final construction, SNO911 staff were closely involved in shaping a building that reflects how modern emergency communications work actually happens. Using a progressive design-build approach, the agency partnered with an owner's representative, OAC Services, and a team led by Lydig Construction with architects SHKS and Ross | Drulis | Cusenbery to align design decisions with operational priorities and long-term strategy. The result is a campus where room adjacencies, circulation paths, and support spaces are all tuned to reduce friction, strengthen teamwork, and support a complex, technology-driven operation.

Supporting people who answer the call

Recognizing that 911 is a people-intensive, high-stress profession, the new facility places employee wellness and resilience at the center of its design. A full-sized break room with indoor-outdoor seating, entertainment options, and space to decompress gives staff a place to reset between intense calls. Fitness areas, shower suites, quiet and sleep rooms, nursing rooms, "recharge" nooks, and even dog-friendly spaces help support physical health, mental well-being, and sustained performance during long or unexpected shifts.

The campus also includes more than 200 parking spaces with secure employee areas and EV charging, making it easier for staff to arrive ready for duty regardless of shift or weather.

As Snohomish County continues to grow, this new facility gives SNO911 the capacity, flexibility, and resilience to expand services, integrate new tools, and keep pace with changing expectations, while ensuring that the people who answer the call have the environment and technology they need to succeed.

"Our new center is a commitment to the people of Snohomish County and the professionals who answer their calls.

Every design decision, from the technology on the floor to the quiet spaces off it, was made so our team can stay focused, resilient, and ready to be that calm voice in the toughest moments. By investing in an environment that supports our staff, we're strengthening their ability to deliver the right help, without hesitation, every time someone dials 911."

Kurt Mills, Executive Director





INVESTING IN A SAFER FUTURE

Snohomish County voters made an important commitment in 2018 when they approved Proposition 1, dedicating a 0.1% Emergency Communication Systems and Facilities (ECSF) sales tax exclusively to public safety communications. This funding has enabled SNO911 to modernize the infrastructure that first responders rely on, and the ECSF Community Impact Report documents how these taxpayer dollars have been used to strengthen safety across the county.

Since collections began in 2019, ECSF revenue has supported the replacement of an aging, failure-prone radio network with a modern, countywide system designed for today's operational demands. The Radio Replacement Project's included expansion to 22 radio sites, and the deployment of more than 5,000 encrypted digital radios to police, fire, and EMS personnel. These improvements enhance coverage, reliability, and secure communication, enabling faster and more coordinated responses when 911 is called.

ECSF funding provides long-term resilience rather than focusing solely on short-term upgrades. It supported the SNO911 new facility, ongoing maintenance and system upgrades, and the creation of lifecycle reserves so major components can be replaced in the future without seeking additional taxes from voters.

The ECSF Community Impact Report offers a concise, data-informed view of what Proposition 1 has made possible, both in terms of completed projects and long-range planning for the region's emergency communications backbone. The financial tables and narrative explanations included in the report underscore the emphasis on responsible stewardship, transparency, and alignment with the purposes approved by voters.

Review the full Community Impact Report to see how the public's trust and investments are improving public safety today and positioning Snohomish County for reliable, resilient emergency communications in the years ahead.



[VIEW THE REPORT](#)

"I am honored that SNO911 has earned the public's trust to invest in and strengthen our emergency communications systems. This report reflects how we are turning that trust into real, measurable improvements in safety, reliability, and long-term resilience."

Terry Peterson, Deputy Director SNO911

SNO911

BY THE NUMBERS

One of Washington State's busiest 911 Emergency Communications Centers the agency receives between 1,500 and 2,000 calls for service every day.

YEARS	2018	2019	2020	2021	2022	2023	2024	2025	GRAND TOTAL
Emergency Calls	506,231	534,460	497,795	528,313	546,911	536,482	489,604	484,642	4,124,438
Non-Emergency Calls	107,723	138,028	148,417	164,787	170,956	206,118	191,839	74,540	1,202,408
Aurelian AI - NEQ							10,960	87,553	98,513
Business Calls In	11,042	26,293	22,979	21,398	21,019	20,061	20,743	18,240	161,775
Text to 911	0	438	1,137	1,203	2,434	1,993	1,919	1,930	11,054

SNO911 strives to achieve the NENA Call Answer Standard defined as answering all 9-1-1 calls within 15 seconds 90% of the time, and within 20 seconds 95% of the time. The agency consistently achieves this standard that focuses on ensuring the community receives prompt emergency services. The chart below measures the compliance with the 95%/20 second portion of the NENA standard.

	2018	2019	2020	2021	2022	2023	2024	2025	GRAND TOTAL
January	99.8%	99.7%	99.5%	99.6%	99.1%	96.9%	98.0%	99.0%	99.0%
February	99.8%	99.7%	99.6%	99.6%	99.3%	96.9%	98.8%	99.1%	99.1%
March	99.8%	99.6%	99.6%	99.7%	99.3%	96.8%	98.1%	99.3%	99.0%
April	99.6%	99.6%	99.6%	99.5%	99.3%	96.9%	98.0%	98.7%	98.9%
May	99.6%	99.6%	99.3%	99.4%	99.1%	95.2%	98.3%	97.7%	98.6%
June	99.4%	99.5%	99.5%	98.8%	98.0%	95.0%	97.6%	97.5%	98.3%
July	99.1%	98.8%	99.2%	98.2%	96.9%	92.8%	96.9%	96.3%	97.4%
August	99.2%	99.3%	99.3%	99.1%	96.6%	95.0%	97.3%	97.8%	98.0%
September	99.5%	99.4%	99.3%	98.9%	97.4%	96.6%	98.2%	97.8%	98.5%
October	99.2%	99.5%	99.5%	99.2%	97.2%	96.5%	98.8%	98.5%	98.5%
November	99.4%	99.5%	99.6%	99.3%	94.8%	97.6%	98.4%	98.0%	98.4%
December	99.2%	99.5%	99.5%	99.3%	96.2%	97.1%	98.8%	98.3%	98.5%
TOTAL	99.5%	99.5%	99.5%	99.2%	97.8%	96.1%	98.1%	98.2%	98.5%

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

POLICE INCIDENTS	2019	2020	2021	2022	2023	2024	2025	2024 to 2025
Arlington Police Department	26,756	23,713	22,608	23,492	24,411	29,390	25,222	-14.2%
Brier Police Department	4,616	3,869	3,611	4,788	4,448	10,112	7,678	-24.1%
Darrington Police Department	1,186	1,382	1,153	1,017	1,456	1,503	1,470	-2.2%
Edmonds Police Department	29,971	28,192	28,209	24,684	25,096	24,862	25,035	0.7%
Everett Police Department	143,713	122,456	128,698	133,734	143,412	134,128	122,140	-8.9%
Gold Bar Police Department	2,633	2,344	2,146	2,262	3,526	2,613	2,593	-0.8%
Granite Falls Police Department	4,064	5,327	4,607	3,654	4,380	4,291	4,180	-2.6%
Index Police Department	637	587	387	453	589	610	601	-1.5%
Lake Stevens Police Department	25,545	24,162	25,384	22,141	21,370	22,003	23,407	6.4%
Lynnwood Police Department	43,249	35,487	37,122	39,266	44,181	41,500	43,388	4.5%
Marysville Police Department	67,743	65,681	61,026	58,585	67,457	67,433	66,292	-1.7%
Mill Creek Police Department	14,815	11,901	12,251	12,874	14,679	18,172	21,253	17.0%
Monroe Police Department	23,531	19,273	17,291	21,392	21,799	20,955	22,050	5.2%
Mountlake Terrace Police Department	17,040	14,076	17,214	18,354	20,244	19,928	22,654	13.7%
Mukilteo Police Department	28,572	32,443	27,497	27,060	26,715	23,112	22,355	-3.3%
Snohomish County Sheriff's Office	179,862	178,323	167,402	156,307	160,354	166,738	165,401	-0.8%
Snohomish Police Department	12,257	10,683	10,315	10,366	10,657	12,124	12,057	-0.6%
Stanwood Police Department	9,015	8,846	7,068	6,137	8,698	8,509	7,401	-13.0%
Stillaguamish Tribal Police	10,009	9,529	11,633	18,037	18,429	23,082	27,816	20.5%
Sultan Police Department	4,740	4,960	5,459	5,047	5,564	6,061	6,659	9.9%
Woodway Police Department	885	533	635	633	649	668	1,487	122.6%
TOTAL	650,839	603,767	591,716	590,283	628,114	637,794	631,139	-1.0%

FIRE & EMS INCIDENTS	2019	2020	2021	2022	2023	2024	2025	2024 to 2025
Everett Fire Department	21,827	20,572	23,106	26,436	25,956	25,071	24,527	-2.2%
Marysville Fire District	12,449	11,562	12,598	14,067	14,521	14,009	14,423	3.0%
Mukilteo Fire	2,153	2,019	2,076	2,318	2,276	2,263	2,231	-1.4%
North County Regional Fire Authority	3,685	3,292	3,509	8,554	8,430	8,936	9,103	1.9%
Sky Valley Fire	823	966	842	969	827	966	910	-5.8%
Snohomish County Airport Fire Department	353	270	272	261	299	327	370	13.1%
Snohomish County Fire District #15	954	829	922	1,126	1,043	1,523	1,484	-2.6%
Snohomish County Fire District #16	163	237	213	256	244	242	254	5.0%
Snohomish County Fire District #17	1,786	1,604	1,874	2,155	2,156	2,034	2,050	0.8%
Snohomish County Fire District #19	383	427	506	471	378	414	416	0.5%
Snohomish County Fire District #21	733	786	828	923	945	894	915	2.3%
Snohomish County Fire District #22	431	422	502	555	481	493	556	12.8%
Snohomish County Fire District #24	520	477	517	536	523	556	571	2.7%
Snohomish County Fire District #25	121	98	102	119	112	105	106	1.0%
Snohomish County Fire District #27	31	32	29	27	32	25	27	8.0%
Snohomish County Fire District #4	3,415	3,289	3,543	3,844	3,718	3,674	3,813	3.8%
Snohomish County Fire District #5	997	1,026	1,277	1,259	1,242	1,203	1,203	0.0%
Snohomish Regional Fire and Rescue	8,643	12,865	14,249	15,222	12,375	12,351	12,950	4.8%
South Snohomish County Fire and Rescue	28,358	26,826	30,188	34,090	35,918	36,899	37,413	1.4%
TOTAL	87,825	87,599	97,153	113,188	111,476	111,985	113,322	1.2%

Our small public records team is experiencing significant growth in requests that vary in size and scope

2018-2025 ANNUAL TOTALS

2018	5,129
2019	5,505
2020	5,352
2021	5,496
2022	7,192
2023	9,093
2024	10,584
2025	10,383

They may not wear a badge or drive a rig, but SNO911 dispatchers are the lifeline between crisis and help — serving our community with unmatched skill, compassion, and commitment.

Kurt Mills
Executive Director, SNO911

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OPERATING BUDGETS

2024 - 2025

	2024	2025	\$ Change	% Change
Ordinary Income/Expense				
INCOME				
4020 · Dispatch Service Assessments	\$17,627,108	\$18,613,951	\$986,843	5.60%
4040 · E911 Excise Tax Revenue	\$7,004,311	\$7,328,218	\$323,907	4.62%
4045 · Emergency Communication Sales Tax Revenue	\$5,424,081	\$7,185,390	\$1,761,309	32.47%
4046 · Reimbursed Income	—	\$648,000	\$648,000	100.00%
4200 · Miscellaneous Income	\$1,595,974	\$1,964,697	\$368,723	23.10%
Total Income	\$31,651,474	\$35,740,257	\$4,088,783	12.92%
EXPENSE				
Total 5000 · Payroll Expenses	\$24,793,698	\$27,407,541	\$2,613,843	10.54%
Total 6000 · Reimbursed Expenses	\$228,000	\$925,982	\$697,982	306.13%
Total 6150 · Professional Fees	\$430,500	\$333,300	\$(97,200)	-22.58%
Total 6200 · Administrative Support	\$157,900	\$94,200	\$(63,700)	-40.34%
Total 6201 · Operating Contingency	\$379,219	—	\$(379,219)	-100.00%
Total 6225 · Recognition	\$17,000	\$20,000	\$3,000	17.65%
Total 6250 · Rent	\$1,238,000	\$1,123,346	\$(114,654)	-9.26%
Total 6252 · Utilities	\$265,000	\$250,000	\$(15,000)	-5.66%
Total 6300 · Repairs & Maintenance	\$3,251,707	\$4,623,938	\$1,372,231	42.20%
Total 6350 · Insurance	\$330,000	\$480,000	\$150,000	45.45%
Total 6400 · Communication	\$134,500	\$135,000	\$500	0.37%
Total 6500 · Training & Travel	\$206,950	\$206,950	—	0.00%
Total 6600 · Minor Capital Equipment	\$179,000	\$100,000	\$(79,000)	-44.13%
Total 6700 · Office Supplies	\$40,000	\$40,000	—	0.00%
Total Expense	\$31,651,474	\$35,740,257	\$3,242,166	12.92%



ACE: THE JOURNEY TO EXCELLENCE

Snohomish County 911's journey to excellence has been a deliberate, multi-year effort to build a communication center that consistently delivers the highest standard of care on every call.

What began as a recognition that traditional tools and anecdotal feedback were no longer enough has evolved into a comprehensive, data-driven quality system aligned with international best practices.

In the years leading up to the creation of SNO911, local leaders and medical directors recognized the limitations of older criteria-based dispatch methods and set out to adopt a structured, protocol-driven system that matched the complexity and urgency of modern 911 calls.

After a careful market scan, the agency selected the Medical Priority Dispatch System and integrated it directly into CAD, enabling consistent scripted questioning, pre-arrival instructions, and rich data for quality improvement. This foundation was strengthened by the consolidation of SNOCOM and SNOBAC into a single countywide authority, followed by the merger with the Snohomish County Emergency Radio System, aligning 911 and radio under one umbrella.

From there, SNO911 systematically built the infrastructure of an Accredited Center of Excellence. The organization established formal QA and QI structures, trained ED-Q reviewers, and moved from ad hoc feedback to rigorous case review, determinant drift monitoring, and performance tracking consistent with the "Twenty Points of Accreditation" outlined by the International Academies of Emergency Dispatch.

Dispatchers now receive regular, structured feedback and continuing education, while governance committees review data trends and approve protocol and response changes based on evidence, not impressions.

The journey has also been marked by innovation and resilience. SNO911 rapidly implemented pandemic-specific protocols during COVID-19, overhauled EMS type codes to better align clinical response with dispatch information, launched Nurse Navigation for low-acuity callers, and deployed an AI-enabled non-emergency solution to keep 911 emergency lines clear during peak demand.

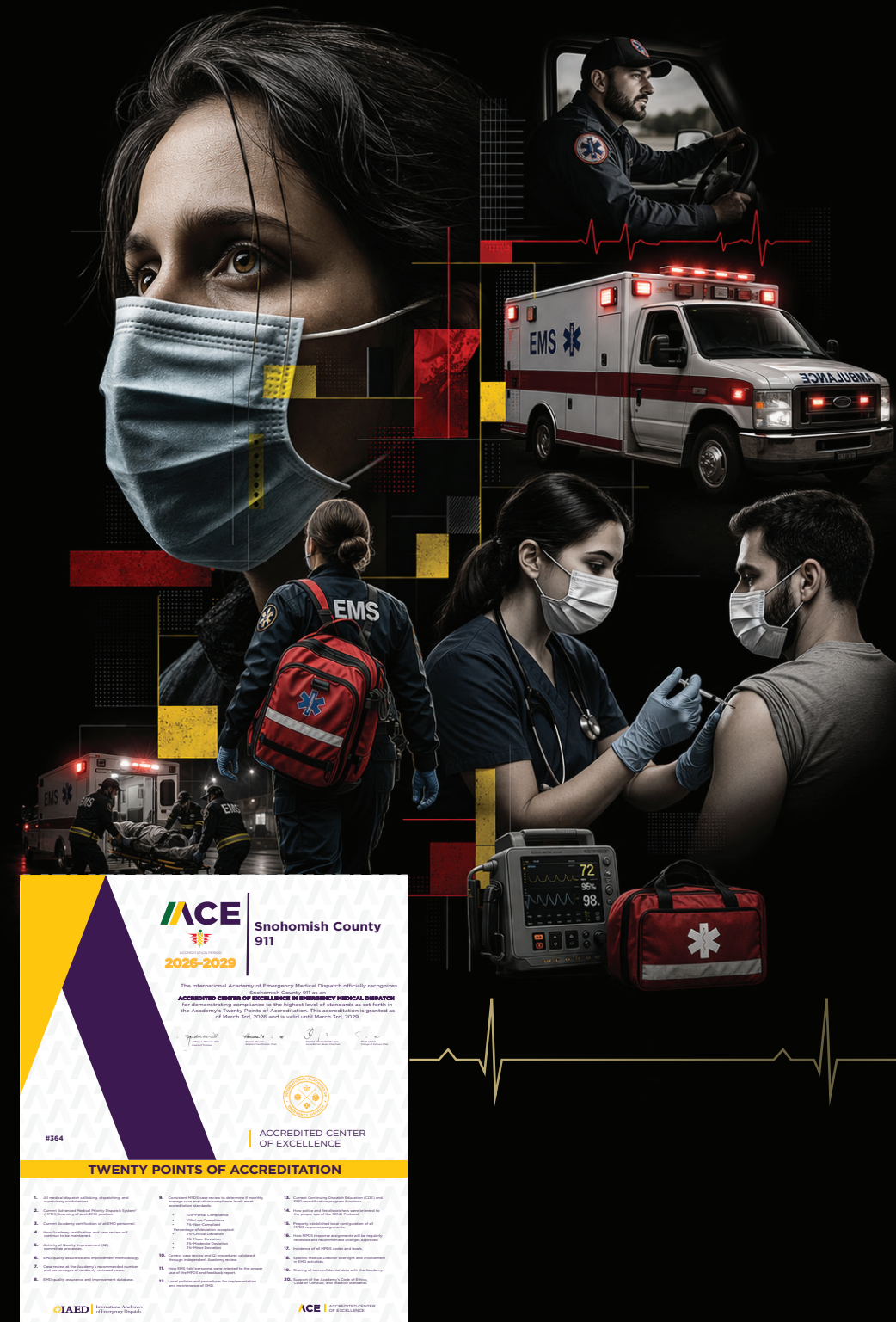
These advances sit alongside major milestones like moving into a new purpose-built facility and completing a countywide radio replacement initiative, investments that support the same goal: safer, more reliable service for every caller.

Today, SNO911 is proud to be an officially Accredited Center of Excellence in Emergency Medical Dispatch, recognized by the International Academies of Emergency Dispatch for meeting the highest standards outlined in the Twenty Points of Accreditation.

This accreditation granted March 3, 2026 and in effect through 2029, affirms that excellence here is not an aspiration on the horizon, but a daily practice measured, refined, and reinforced through the work of dispatchers, supervisors, clinicians, and technologists across the entire organization.

"Our journey to excellence has always been about building a system where every dispatcher has the tools, coaching, and support to do the best work of their career on every call."

Andie Burton, Director of Operations



LEADERSHIP

RADIO REPLACEMENT
PROJECT

RESILIENCY
SOLUTION

FINANCIALS

INNOVATION
WITH IMPACT

STAFF

RESOURCES

OPPORTUNITY



1:	Call Taker Outstanding Service Award	Alyssa Egan
2:	Appointive Staff Employee of the Year Award	Howard Tucker
3:	EMD Outstanding Service Award	Jessica Carico
4:	Fire Outstanding Service Award	Monique Kylany
5:	Radio Technician of the Year Award	Jeremy Waldner
6:	Police Outstanding Service Award	Chad Piazza
7:	Dispatcher of the Year Award	Emily Stemme
8:	Collaboration Award	Kim Crannell
9:	Trainer of the Year Award	Becca Boyce
10:	Technician of the Year Award	Andrew Struiksma
11:	Dispatch Supervisor of the Year Award	Alanna Cole
12:	Exceptional Handling of a Critical Incident Award	Krystin Muscat
13:	Teammate of the Year Award	Megan Bittinger

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OPPORTUNITY

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://snohomishcountywa.gov/620/Public-Alert-Resources>

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 about these plans and more at: <https://www.ready.gov/> Make a plan today.



NOW HIRING 911 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 teachers, military, retail, flight attendants, restaurant and service industry, and healthcare. Some of our most successful Trainees come from retail customer service and barista / coffee industries.

- ✓ No Experience Required
- ✓ Stable Employment
- ✓ Comprehensive paid training
- ✓ Great pay: \$34.84/hr to \$45.40/hr
- ✓ Excellent Health Benefits
- ✓ Sabbatical Leave
- ✓ Defined Benefit Retirement Plan
- ✓ Deferred Compensation Match

Sabbatical Leave: In addition to our already rich PTO program, staff receive an additional two weeks for each five years of service. The time is taken in a single block; we understand work/life balance is important.

Alternatively, staff can convert that PTO to cash and use it for personal needs, such as a down payment on a home or vehicle, to pay down debt, etc.

Retirement plan is through Washington State Public Safety Employee Retirement System (PSERS). Vested employees have the opportunity to retire at age 60.

Deferred Comp: SNO911 contributes 3.5% of employees' salary to a deferred comp plan, plus matches the employee contribution up to an additional 2.9%.

Be part of an amazing team that makes a difference, every day.

