



**SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
MEETING AGENDA**

January 21, 2021 at 8:30 a.m.

Web Conference - Join Zoom Meeting

<https://zoom.us/j/95989814843?pwd=UGh5R0ZmS1VacUo4TkZXL2VxZzBLZz09>

Meeting ID: 959 8981 4843

Password: 128255

Dial by your location

+1 253 215 8782 US (Tacoma)

- 1. Call to Order, Roll Call and Announcements**
- 2. Public Comments**
- 3. Approval of Agenda**
- 4. Consent Agenda**
 - A. Minutes from the Board Meeting of December 17, 2020 2
 - Minutes from the Special Meeting of December 29, 2020 8
 - B. December 2020 Blanket Voucher & Payroll Approval Form:
 - i. Checks 13907 - 14072, for a total of \$22,085,684.33
 - ii. Payroll Direct Deposit, in the amount of \$1,138,233.49
- 5. Old Business**
 - A. Capital Plan Updates 11
- 6. New Business**
 - A. APF – Genesis Software Maintenance 14
- 7. Reports**
 - A. Agency Reports..... 17
 - B. Radio Replacement Project (RRP)..... 26
 - C. Police TAC..... 29
 - D. Fire TAC 30
- 8. Committee Reports**
 - A. Finance Committee 36
 - B. Personnel Committee..... 69
 - C. County EESCS Committee (formerly County E911 Office)
 - D. County ECSF Program Advisory Board
 - E. Future Facility 71
 - F. Board Technical Leadership (no meeting)
- 9. Executive Session (if needed)**
- 10. Good of the Order**
- 11. Adjourn**

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

December 17, 2020

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☒ Dan Templeman	Everett Police
	☒ Chris Alexander	Mukilteo Fire	☒ Judy Tuohy (at 8:48)	Everett
	☒ Jeff Brand	SCSO Undersheriff	☒ Jonathan Ventura	Arlington Police
	☒ David Chan	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☒ Dave DeMarco	Everett Fire	☒ Terry Peterson	Snohomish Co 911
	☒ John Dyer	Lake Stevens Police	☒ Angie Baird	Snohomish Co 911
	☒ Richard Emery	Mukilteo	☒ Brad Steiner	Snohomish Co 911
	☒ Steve Guptill	Fire District 7	☒ Steve Lawlor	Snohomish Co 911
	☒ George Hurst	Lynnwood	☒ Andie Burton	Snohomish Co 911
	☒ James Lawless	Edmonds Police	☒ Howard Tucker	Snohomish Co 911
	☒ Jason Biermann	Snohomish County	☒ Brad Cattle	Legal Counsel
	☒ Darryl Neuhoﬀ	Marysville Fire	☐ Jordan Stephens	Legal Counsel
Alternate Board Members in Attendance	☒ Vince Cavaleri	Mill Creek	☒ Cheol Kang	Mukilteo Police
	☒ Pete Caw	Mountlake Terrace PD	☐ Ken Klein	Snohomish County
	☒ John DeRousse	Everett Police	☒ Rich Llewellyn	Everett Fire
	☐ Steve Fox	Fire District 5	☐ James Nelson	Lynnwood Police
	☐ Brett Gailey	Lake Stevens	☐ Paul Roberts	Everett
	☒ Thad Hovis	South County Fire	☒ Don Waller	Fire District 4
	☐ Ian Huri	SCSO Bureau Chief	☒ Roy Waugh	Fire District 7
	☒ Kristiana Johnson	Edmonds		
Guests and Staff in Attendance	David Mendel – King County PSERN		Erik Scairpon – Marysville Police	
	Riley McGinnis – Member of Public		Susan Ronning – ADCOMM	
	Kyoko Matsumoto Wright - Mountlake Terrace		Sharon Brendle SNO911 (Notetaker)	

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call, and Announcements	The meeting was called to order at 8:30 am by President Jon Nehring. ▪ Deputy Director Terry Peterson called roll and verified a quorum.	
2. Public Comments	None.	
3. Approval of Agenda	Director Kurt Mills proposed some changes to the agenda: a. Move from Old Business item 5D (SCEA CBA roll-over) to the first item to consider under Old Business; and b. Under New Business, strike item 6B (Capital Plan Updates) from the agenda. There has been some last minute invoices that will be paid, so some of the figures will be updated. This will be brought back in January. Chief Chris Alexander moved to approve the agenda with the changes specified by Director Mills. Undersheriff Jeff Brand seconded the motion and it was approved unanimously.	Amended agenda approved

4. Consent Agenda: Minutes and Blanket Voucher & Payroll Approval Form	<i>Chief John Dyer moved to approve the Consent Agenda including the meeting minutes of the Regular Board Meeting of November 19, 2020, and the November 2020 Blanket Voucher & Payroll Approval Form: Checks 13804-13906, for a total of \$970,206.28, and Payroll Direct Deposit in the amount of \$1,105,423.45.</i> <i>Later in the meeting, a point of order was made that the stating of a motion or seconding a motion may not be made by non-voting board members. Chief Dyer agreed to this change and it was seconded by Deputy Chief Darryl Neuhoff, and passed unanimously.</i>	Consent Agenda Approved
Executive Session	The SNO911 Board of Directors recessed into Executive Session at 8:38 a.m. for the purpose of discussing collective bargaining negotiations under the authority of RCW 42.30.140(4)(a). The session is expected to last 10 minutes, and will conclude by 8:48. The board expects to take action once they return to Regular Session.	
Reconvene Regular Session	The Executive Session ended at 8:48 and the board immediately moved back into Regular Session and took the following action: <i>Chief Jim Lawless moved to authorize the Executive Director to sign the roll-over agreement with the SCEA, as included in the board packet. The motion was seconded by Undersheriff Brand and approved unanimously.</i>	Motion approved
5. Old Business	A. Radio Replacement Design Review Change. Deputy Director Brad Steiner summarized the proposed Change Order 3 with Motorola, shown in the APF contained in the board packet. He explained that the fully detailed report is available through a link on the APF, and reported that the agency is coming out of the design review with a credit of over \$334K. Paging changes will be coming in the future, but for now this is a wholesale replacement of every technical exhibit in the contract. Changes have been thoroughly reviewed and approved by both ADCOMM Engineering the Wireless Technical Teams. Deputy Director Steiner expressed his thanks to the PPC, both TAC groups, and the template committee for their assistance. Undersheriff Jeff Brand expressed his appreciation to the agency for how the project has progressed so far, and for allowing the agencies to have input into the system design. <i>Assistant Chief Steve Guptill moved to authorize the Executive Director to execute Change Order Number 3 with Motorola. Deputy Chief Neuhoff seconded.</i> Director Mills also expressed his thanks to Deputy Directors Steiner and Peterson for the work they accomplished on this change order. He added that being under budget at this point in the project is very positive. <i>President Nehring called for the vote. The motion was approved unanimously.</i>	Motion approved

	B. ADCOMM Contract Extension. Deputy Director Steiner spoke about the project's history with the engineering company. Initially in 2019, they were contracted to provided an independent review of the project, scheduling, project management services and risk mitigation. He is asking the board to approve extending the contract with ADCOMM in order for them to continue providing these services through the remainder of the project. He is asking for an additional \$320K to cover this but anticipates spending less. <i>Deputy Chief Neuhoﬀ moved to authorize the Executive Director or his designee to enter into negotiations and sign a change order to the existing contract with ADCOMM Engineering LLC, which authorizes up to an additional \$320,000.00 for the continued services provided under that agreement. The motion was seconded by Chief Alexander and approved unanimously.</i> C. Resolution 2020-04 Emergency Declaration Extension. Deputy Director Peterson explained that this relates to the resolution passed earlier in the year declaring an emergency due to the Covid-19 Pandemic. He added that the resolution allows the agency to bypass procurement rules, if needed, for emergency purchases related to the pandemic. It hasn't been regularly used, but is helpful to have available in emergency situations. The current resolution expires at the end of this year, so this would change the ending date to the end of 2021. It was confirmed that the board would continue to be made aware when this resolution is utilized. Also, nothing prevents the board from terminating this resolution if situations relating to the pandemic improve. Director Angie Baird added that by declaring the emergency, it also covers closing the building to the public and allows for a delay, if necessary, in responding to public records requests due to the pandemic. <i>Undersheriff Brand moved to authorize the extension of Resolution 2020-04 Emergency Declaration through December 31, 2021. The motion was seconded by DEM Director Jason Biermann and approved unanimously.</i> D. Agenda item was moved to the beginning of old business. E. Financial Consultant. Director Mills reported that this is the capital project that the board approved having a third party review the agency's financial practices. An amended scope of work is being presented today for the board's approval. A competitive process will be used to find consultant to do this work. Finance Committee chair, Chief Dave DeMarco, explained that the redlined text includes those changes and additions that were made by board members. <i>Councilmember George Hurst moved to accept the Financial consultant scope. The motion was seconded by Deputy Chief Neuhoﬀ and approved unanimously.</i> F. Future Facility Committee Recommendation. Director Mills reported that last month the committee had asked for a little more time to discuss and review this matter before making a recommendation on what direction they would propose. The	Motion approved Motion approved Motion approved
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	committee met on December 8th and discussed this issue. They agreed that renovation was not the best path forward and asked staff to begin a planning process for a new facility that would address funding, co-location, location evaluations, and external support resources. This would only set a course to accomplish this goal. <i>Deputy Chief Neuhoﬀ moved to authorize staff to develop plans around building a new consolidated 911 facility. The motion was seconded by Assistant Chief Guptill and approved unanimously.</i> G. Purchasing Coordinator. Director Mills explained that in July the Board approved adding some additional staff for the radio replacement project. This included a hybrid position that would include both administration assistant and procurement duties. The agency has been unable to find any candidates to fill this hybrid-position. They now propose providing administrative support with existing staff and hire a purchasing coordinator. This person would be providing purchasing assistance for the entire agency. This is still a 2 year contract position. Director Baird responded to a question asking if the pay offered prevented qualified applicants from applying. She explained that the problem was that the job contained two different skill sets and two different jobs combined into one. The job was posted for over 3 months with only 5 applicants applying, but none had procurement in their background. They also set the wage scale to the highest skill set. She believes that by focusing on just purchasing, they should get some good candidates. <i>Chief Alexander moved to authorize the revised position of Purchasing Coordinator as outlined in the job description with funding previously approved through the Radio Replacement Project. The motion was approved unanimously.</i> <i>Later in the meeting a point of order was made to amend the name of the person seconding the motion to Deputy Chief Neuhoﬀ when it was determined the original seconder was a non-voting alternate.</i>	Motion approved Motion approved
6. New Business	A. Evergreen Health Contract Replacement. Deputy Director Peterson explained that current contract has been in place long before the agencies consolidated. This service allows the agency to off-load low priority EMS calls over to a nurse triage system. This reduces the need for the member agencies to respond. The new contract would include a new fee structure, with an annual increase. Currently, the agency transfers about 120 calls per year. He said there is interest in increasing that. The agreement is currently in the final legal review process. Answering a question about what would it take to off-load additional calls, the deputy director explained that it would require full accreditation with the ProQA/MPDS System, which the agency is working on. Discussion followed regarding the practice being utilized now as well as possible adjustments associated with the current pandemic.	

	today. They also discussed the LE Response Plan given the current Covid situation, and some operational issues. D. Fire TAC. Chief Thad Hovis reported that Deputy Director Steiner gave a good presentation summarizing the radio project and fire templates. Also discussed was: ▪ Protocol 36 planning and what secondary steps would look like if they needed to move to levels 1, 2 or 3. ▪ They discussed their experiences trying Alternative Response Units (ARU). ▪ Consistent tracking in CAD during the wildfire season. ▪ Strike Team Zone responses with the social unrest that occurred in Bellevue and Seattle and how those zone responses could be handled more consistently in the future.	
8. Committee Reports	A. Finance Committee. Chief DeMarco reported that the committee met on December 10th and items discussed at the committee level were brought to the board today. Director Baird added the State Audit exit conference is scheduled today at 2:00 p.m. B. Personnel Committee. Deputy Chief DeRousse reported they met on the 8th. Nothing additional to report. C. County EESCS Committee. No meeting D. County ECSF Program Advisory Board. Tulalip matter was discussed and approved. The director met with Chief Sutter and went over the framework that the board approved. The Chief will forward it to his tribal council and if favorable, they will get a contract drawn up. E. Future Facility Committee. Nothing additional to report. F. Board Technical Leadership. No meeting.	
9. Good of the Order	▪ Commissioner Chan announced that he finished his coaching sessions. He provided some session feedback and thanked those that participated in his 360 review. ▪ Director Mills thanked the board for their support this past year and wished everyone Happy Holidays. ▪ Assistant Chief Guptill asked if Susan Neely, who retired from the board last month, was recognized at last month's meeting. President Nehring confirmed that they had and that the Board expressed their gratitude to her for her contributions to the agency. ▪ Edmonds Councilmember Kristiana Johnson thanked the board for allowing her to participate in the meetings and said she's enjoyed attending and feels she has learned a lot. She wished everyone a Happy Holiday season. ▪ President Nehring wished everyone Happy Holidays and hopes 2021 will be better. He expressed his sincere thanks to staff and all those that are on the front line for what they have done for the county and its citizens.	
9. Adjourned	The meeting was adjourned at 9:58 a.m., and the next meeting will be held on January 21, 2021.	

SNOHOMISH COUNTY 911 SPECIAL BOARD of DIRECTORS MEETING

December 29, 2020

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☒ Dan Templeman	Everett Police
	☒ Chris Alexander	Mukilteo Fire	☐ Judy Tuohy	Everett
	☒ Jeff Brand	SCSO Undersheriff	☒ Jonathan Ventura	Arlington Police
	☒ David Chan	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☒ Dave DeMarco	Everett Fire	☒ Terry Peterson	Snohomish Co 911
	☐ John Dyer	Lake Stevens Police	☒ Angie Baird	Snohomish Co 911
	☐ Richard Emery	Mukilteo	☐ Brad Steiner	Snohomish Co 911
	☒ Steve Guptill	Fire District 7	☐ Steve Lawlor	Snohomish Co 911
	☒ George Hurst	Lynnwood	☒ Andie Burton	Snohomish Co 911
	☒ James Lawless	Edmonds Police	☐ Howard Tucker	Snohomish Co 911
	☒ Jason Biermann	Snohomish County	☒ Brad Cattle	Legal Counsel
	☒ Darryl Neuhoﬀ	Marysville Fire	☐ Jordan Stephens	Legal Counsel
Alternate Board Members in Attendance	☒ Vince Cavaleri	Mill Creek	☒ Cheol Kang	Mukilteo Police
	☐ Pete Caw	Mountlake Terrace PD	☐ Ken Klein	Snohomish County
	☒ John DeRousse	Everett Police	☒ Rich Llewellyn	Everett Fire
	☐ Steve Fox	Fire District 5	☒ James Nelson	Lynnwood Police
	☐ Brett Gailey	Lake Stevens	☐ Paul Roberts	Everett
	☐ Thad Hovis	South County Fire	☐ Don Waller	Fire District 4
	☐ Ian Huri	SCSO Bureau Chief	☒ Roy Waugh	Fire District 7
	☒ Kristiana Johnson	Edmonds		
Guests and Staff in Attendance	Jason Isotalo – South County Fire			
	Pat Lowe – Mountlake Terrace Police			

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call, and Announcements	The special meeting was called to order at 9:30 am by President Jon Nehring. ▪ Deputy Director Terry Peterson called roll and verified a quorum.	
2. Public Comments	None.	
3. Approval of Agenda	<i>Commissioner David Chan moved to approve the agenda as written. The motion was seconded by Chief Chris Alexander and approved unanimously.</i>	Agenda approved
4. New Business	A. Covid-19 Vaccination Benefit. Executive Director Kurt Mills presented this item. He is asking for the board's authorization to add a couple of benefits for the purpose of encouraging SNO911 staff to take advantage of the early availability of the Covid-19 vaccine. Management have been surveying the staff as to who would want the vaccine. These benefits would be available to both represented and appointive staff, and would require management to sign an MOU with the union. A draft version of which was provided to the board members for their	

	review. These two benefits are described as follows: i. Employees would be paid the equivalent of one hour of pay to get the vaccine. Travel time would not be included. ii. Up to 16 hours of additional PTO would be granted if the employee has a reaction to the vaccine. The director reported that it is estimated that 5% of people will experience some sort of reaction to the first shot, and up to 25% will experience it with the second shot. They are unable to estimate the total cost until the survey is complete, but the director thinks that the agency will be able to absorb the cost in the normal budget. He has also been told that vaccinations may be available as early as January 6th, but this date may change. The director explained that the plan was created after reviewing comments and concerns from the workforce on an anonymous survey. The thought is that the more people take the vaccine, the sooner the agency/county will be able to begin recovery and be able to keep the center and staff safe. He added that this benefit would only be eligible during this time when it's being made available to first responders. Director Mills also clarified that each employee would be responsible for informing their supervisor if they experience a significant reaction to the vaccine. There was lengthy discussion relating to this issue. Some board members shared their concerns about paying people to take care of themselves while others explained the steps their agency was taking to incentivize their employees to get vaccinated. <i>Chief Dave DeMarco moved to authorize the additional benefits as described, including one-hour of paid time and up to 16-hours of additional PTO for all SNO911 employees who are vaccinated through the first responder vaccination effort; and to have the Executive Director amend the MOU to include a clause regarding past practice as well as one to include requirements that employees need to continue abiding by state or jurisdictional mandates; and once complete the Executive Director does not need to come back to the Board for additional direction. The motion was seconded by Deputy Chief Darryl Neuhoff and approved unanimously.</i> B. ESO Personnel Module. Director Mills explained that SNO911 is the contract holder with ESO, the electronic patient care reporting system utilized by all fire and EMS agencies in the county. Assistant Chief Rich Llewellyn explained that fire agencies have been working to determine a way to track their employees who have and have not received the vaccine, as well as keeping that information secure. ESO is a secure system that has a personnel module that has been beta tested by South County Fire, and has been shown to be able to track vaccinations. AC Llewellyn said using ESO was the quickest way to get a secure system in place that would allow tracking	Motion approved
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SNO911 Fund 80 Capital Plan 2020								
Last Approved 10/15/2020								
	Updated: 12/31/2020	Planned	YTD					
Project #	Project Name	2020	2020	2021	2022	2023	2024	2025
80-001	RMS/Mobile/Corrections	75,000	1,274	145,000				
80-002	CAD	120,000	44,250	155,000				
80-003	UPS Replacement	0		250,000	0	0	0	175,000
80-004	Integrated Video Display System	5,000		5,000	5,000	5,000	5,000	5,000
80-005	Dispatch Consoles	10,000		30,000				
80-007	Datacenter Servers	20,000	6,928	43,000	15,000	10,000	10,000	10,000
80-009	Managed Laptop Program	200,000	185,632	200,000	100,000	150,000	500,000	130,000
80-010	Tenant Building Maintenance	350,000	82,137	279,000	5,000	5,000	5,000	125,000
80-011	CAD PCs-Dispatch	105,000	100,000	10,000	10,000	10,000	10,000	100,000
80-012	Administrative PC's and Displays	50,000	48,156	15,000	5,000	5,000	10,000	50,000
80-013	Network Equipment/Security	50,000	49,229	55,000	20,000	10,000	350,000	50,000
80-015	UPS Battery Replace	0		0	0	0	15,000	30,000
80-016	Bldg Security Upgrade	2,000		15,000	2,000	2,000	2,000	
80-017	Logging Recorder	150,000	0	155,000	5,000	5,000	5,000	150,000
80-018	Consulting/Outsourcing	20,000	1,911	5,000	0	0	0	0
80-019	Tyler Hardware	415,000	345,587	69,000	15,000	15,000	15,000	15,000
80-021	Center Monitors and Displays	10,000	1,446	5,000	5,000	5,000	5,000	30,000
80-024	Online Citizen Reporting / Shoplift	5,000		5,000	5,000	5,000	5,000	5,000
80-025	VPAC Virtual Client Portal	650,000	646,819	15,000	10,000	10,000	10,000	650,000
80-026	Tyler/NG Datamart	250,000	192,989	62,000	15,000			
80-028	Backups and Storage	120,000	61,366	63,000	50,000	5,000	5,000	50,000
80-029	Next Gen 911	50,000						
80-033	PBX Refresh	150,000	130,132	24,000	5,000	5,000	5,000	5,000
80-034	Mobile Manual Ops (CAD-In-A-Box)	75,000	22,646	102,000				
80-035	Service Vehicles	0		0	70,000	0	0	0
80-036	Appliances	3,700	348	5,000	5,000	5,000	5,000	5,000
80-037	Furniture Replacement	12,000	2,920	10,000	12,000	5,000	12,000	5,000
80-038	Future Facility Initiative				5,700,000			
80-039	Dispatch Center Generator Replacement	0		740,000				
80-040	Backup Cooling System	11,639	11,639	0	0	0	250,000	
80-044	Advanced Authentication	50,000	4,743	5,000	5,000	5,000	5,000	50,000
80-045	Earthquake Base ISO Expansion			25,000	0	0	0	0
80-046	Data Interoperability	125,000		0	0	0	0	0
80-047	Dispatch Schedule Alternatives	50,000	46,667	0	0	0	0	0
80-048	SPIDR Tech Law Enforcement	351,071	351,071					
80-049	Tertiary 911 Location	260,000	198,630	61,000	0	0	0	0
80-050	Financial Consultant	0		20,000				
	Beginning Balance	14,983,882	14,983,882	13,332,720	10,759,720	4,695,720	4,433,720	3,204,720
	Expenditures	3,745,410	2,536,519	2,573,000	6,064,000	262,000	1,229,000	1,640,000
	Net Balance after Exp.	11,238,472	12,447,363	10,759,720	4,695,720	4,433,720	3,204,720	1,564,720
	Funds Transfer Per Board Approval	358,747	358,747					
	E911 Contribution		525,056					
	Anticipated Interest Income		1,554					
	Projected YE Balance	11,597,219	13,332,720	10,759,720	4,695,720	4,433,720	3,204,720	1,564,720

SNO911 Fund 80 Capital Plan 2020								
Last Approved 10/15/2020								
Wireless Technology Fund 110 Capital Plan								
Last Approved 10/15/2020								
		Planned	YTD					
Project #	Project Name	2020	2020	2021	2022	2023	2024	2025
110-001	Vehicle & Tire Replacements			235,000	45,000	45,000	45,000	45,000
110-002	Generator Replacement at Gold Hill	62,953	57,047					
110-003	Clinton Site Move	0	0					
110-004	Roof Replacements for Generators	100,000	0	100,000	144,000	0	0	0
110-005	WT Specialized Test Equipment			100,500	6,000	64,000	2,000	2,000
110-006	Comm. Site Power System Replacements			0	0	0	0	0
110-007	Comm. Site Building Improvements			12,000	12,000	12,000	8,000	0
110-008	Comm. Site Tower Upgrades/Replacement			15,000	15,000	15,000	15,000	30,000
110-009	Comm. Site HVAC Unit Replacements			0	20,000	0	20,000	0
110-010	Generator Replacements			110,000	110,000	0	110,000	110,000
110-011	WT Network/Camera Upgrade/Sustainment			10,000	0	0	0	0
110-012	Spare Equipment for Existing Systems			20,000	0	0	20,000	20,000
110-013								
	Beginning Balance	356,113	356,113	1,778,574	1,176,074	824,074	688,074	468,074
	Expenditures	162,953	57,047	602,500	352,000	136,000	220,000	207,000
	Net Balance after Exp.	193,160	299,066	1,176,074	824,074	688,074	468,074	261,074
	Previous Year Carryover	0		0	0	0	0	0
	Funds Transferred in							
	Funds Transfer Per Board Approval	1,479,349	1,479,349					
	Anticipated Interest Income		159					
	Projected YE Balance	1,672,509	1,778,574	1,176,074	824,074	688,074	468,074	261,074

SNO911 Fund 80 Capital Plan End of Fiscal year 2020 Changes

[illegible]

ACTION PROPOSAL FORM



Date: 1/15/2021

Action Title: Genesis Yearly Software Maintenance Agreement

Time Sensitivity: Normal

Background / Purpose:

During the 7.16/7.17 upgrade project, a "Genesis Machine" was added to the radio network which provides a wide variety of reports for staff to track the performance of the radio system. The addition of this server and software was purchased through Motorola and was envisioned by staff as an upgrade, but not necessarily a vital component for the future. The support contract was not renewed in 2019 as the need for the continued functionality was not clear.

With the RRP, and a renewed vision for reporting and tracking the performance of the radio system, staff would like to renew the expired service contract. Renewing the service contract not only brings the current product to date, but also ensures that the software costs are covered to update the software to support the upgraded/P25 system.

A line-item was added to the 2021 RRP budget in anticipation of this, however the cost increased from the budgeted amount of \$11,000.00 to a total of \$16,583.00 based on an updated quote and a need to "bridge the gap" between our existing and the now current software.

Finance Committee recommends this purchase.

This will be a new annual agency cost.

Motion:

Authorize Essential Services Agreement with Genesis for the amount of \$16,583.00 (plus any other taxes or special fees).

Funding Source: Radio Replacement Project Fund 130

QUOTATION



Questions?

Essential Service Agreement

Kim.Corso@genesishworld.com

QUOTE #: SERS08222019C

End User: **Snohomish County Emergency Radio System (SERS) - ID# 1483)**
Quoted To: **End User**
Attn: **Brad Steiner**

Quotation date: **10/5/2020**
Valid Through: **1/3/2021**
Dates Covered: **1/1/2021 - 12/31/2021**
Term Length: **1-Year**

SUMMARY - Essential Service Agreement includes telephone and remote support, system analysis, software updates and upgrades from 8:00 am-5:00 pm CST Mon. - Fri. System down emergencies are supported 24/7. On- site work, training, and hardware are excluded but can be quoted upon request.

Details:	Qty	Per Year	Extended
1 GW3-ATIA covering a single zone Including 5 additional client connections and UEM	1	\$11,055	\$11,055
2 Manager of Managers (MoM) Ops Bridge Discontinuing use	0	\$15,885	\$0
3 New Purchase: GW3-ATIA DSR zone & addt'l UEM connection No charge, purchaed but not installed	0	\$0	\$0
4 Eligibility for latest version due to lapse in coverage Expired since: 6/30/2019	1	\$5,528	\$5,528
Total...			\$16,583

Purchase Instructions:

- PRICES:** All prices are expressed in U.S. Dollars and are payable in U.S. Dollars. Please make all checks and wire transfers payable to GenCore Candeo, Ltd. Contact Genesis for Bank Wire Transfer Instructions.
- TAXES:** The above quoted price does not include any applicable state or local taxes. If applicable, they will be calculated at the time of purchase and reflected on your invoice.
- PAYMENT TERMS:** Submit Purchase Order to: Orders@genesishworld.com Net 30 days. Please remit payment to: GenCore Candeo, Ltd., 5800 Eagles Nest Blvd., Tyler, Texas 75703
- SUPPORT:** Full list of provisions for the Genesis Essential Service Agreement are available upon request.

****I hereby agree to the above stated prices, terms and conditions set forth by The Genesis Group.****

Printed Name

Title

Customer Signature (not required if issuing a Purchase Order)

Date



Board Packet Memorandum

Date: January 15, 2021
To: Snohomish County 911 Board Members
From: Leadership Team

General Operations

Mission-critical systems^[1] have been operating at normal since the last Agency Report with the following exception. On 1/5 a GIS caused several workstations to crash in a short timeframe. Operations moved to CAD-Lite briefly in fear of a larger outage, however, the issue was isolated and operations were moved back to the primary CAD.

Windstorm Activity – 1/13/2020

Huge kudos to the dispatch floor staff working the early morning hours of Wednesday, January 13th when the region was hit with a major windstorm. SNO911 received 895 9-1-1 calls between midnight and 7am. Considering we average between 1300-1600 calls in a full 24-hour day, that really paints a picture of how busy it was in the center. Our busiest hour of the whole day was midnight to 1 am; we received 150 calls in that hour alone. 81% of those calls were answered within 10 seconds.

A note of appreciation to our Operations Managers as well. All three responded to both campuses to assist and support dispatchers and supervisors. Thank you!

There were power outages at North Campus but backup systems carried the load until shore power was restored.

Race to ACE – December Update

We continued our agency-wide focus on working to achieve ACE Accreditation. The hard work and effort put forward by our dispatch staff is paying off. For the month, our compliance rate was 91%, which is just 2% under where we need to be to meet ACE Standards. Our ACE Team continues to provide one-on-one assistance and mentoring along with “ACE Clinics”, which are targeted trainings on areas of the protocol requested by dispatch staff.

Tri-County CCTA Drill Update

The Tri-County CCTA Oversight Board has announced the postponement of the CCTA full functional exercise. The drill is being rescheduled for October 2021. With the extension of the Governors orders, the postponement was required until COVID-19 Issues subside. An extension of the agreement with FEMA is currently being processed.

^[1] 911 Phones, CAD, Radio, Critical Systems [Unplanned]

Dispatcher Recruitment Report

Total Hired	
2019	2020
33	31

Applicants from Public Safety Testing compared to previous year

2018: +38% 2019: +51% 2020: -54.6%

2020 (1/1/20 - 12/31/20)

- Total number who signed up to test for SNO911: 434
- Total number who tested for SNO911 and scored 80% or higher: 192
- Interviewed: 95
- Did not interview for following reasons: 18% of candidates we never heard back from after contacting them to complete an application, 13% cancelled their interview or withdrew from process due to taking another job/not able to meet selection standards/issue with work schedule/not interested anymore; 17% candidates did not move forward to interview after reviewing the application due to information provided on the application.
- Sent to Poly: 74
- Sent to Background: 37
- Sent to Psych: 24
- Sent to Drug/Hearing: 19
- Hired: 31 (includes 12 whose background check, polygraph, drug and hearing were done in calendar year 2019 and hired in 2020).
- Still Employed: 27
- Trainee Dispatcher Retention Rate for those hired in 2020: 87%

Candidates in process for 2021:

- One (1) open dispatch positions as of 1/11/2021
- Two (2) in process for 3/8/21 academy
- Nine (9) applications to be reviewed for interviews for 5/3/2021 academy

Dispatcher Alternative Schedule Project

Management continues to have detailed discussion with the SCEA about potential schedule options. These discussions center around how to keep costs connected with a new schedule neutral and how to meet minimum staffing requirements as a 12-hour schedule requires the use of an on-call program. We are beginning to share drafts of CBA language and are hoping to come to agreement on these key aspects before we have Circadian present schedule options for ranking and ultimately a selection. It's extremely important with any schedule option employees choose that we know it will work and won't be rejected through negotiations.

Office of Training and Standards (OTS) Update

As we begin the new year, here is a look back at some interesting training statistics from 2020:

- Number of academies in 2020 (all disciplines)...**14**
- Number of trainees hired, trained, and retained in 2020...**27**
- Number of dispatchers completed cross training in 2020...**9**
- Number of trainers committed to training sessions in 2020...**31**
- Number of dispatchers assisted with training sessions when no trainers were available in 2020...**17**

- Number of College Emergency Dispatch trainings sent out to staff...**23**
- Collective number of CE hours dispatch attained through College of Emergency Dispatch...**2,105**
- Number of completed QA's (with feedback) in 2020...**2,588**

Snohomish County 911 - Staffing Report 1/11/2021

Full-Time Center Staff		
Legacy Employees = Hired before 12/1/2017..... New Hire Employees = Hired on/after 12/1/2017		
Job Title:	Status:	Current #
Call-Taker	Legacy: Only trained in call-taking	1
Police Dispatcher	Legacy: Only trained in CT and Police	11
Fire Dispatcher	Legacy: Only trained in CT and Fire	7
Cross-Trained Trainee	Currently in cross-training for the 3rd discipline	3
Cross-Trained Dispatcher	Cross-training completed for all 3 disciplines	45
Trainee Dispatcher	New Hire who has not completed a 2nd discipline yet	21
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	14
Total:		102
See "Dispatcher Status Log" attached in this week's email for breakdown by employee name		

Authorized Staffing Level - (including trainees)	99.0%
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Center Staffing Strength - (excludes trainees and LOA's)	81.3%
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# of Authorized Full-Time Positions:	161
# of Full-Time Positions Filled:	158
# of Current Full-Time Vacancies:	3

Long Term LOA's	-3
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# of Current Relief Dispatchers:	7
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Relief dispatchers are not included in any totals/percentages on this report.

Current # of SNO911 Employees - (F/T and P/T):	165
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Current Recruitment Status

Candidates signed up to test	9	Test date 01/14
Candidates to be interviewed	3	Interviewing for May 2021 academy now
Candidates in poly	1	Scheduled for poly exam.
Candidates in background or further	2	In background (or further stage).
Candidates ready for academy	0	Final offers signed/returned. Ready for academy!

YTD Dispatch Trainees Hired	0
-----------------------------	---

Employment Separations

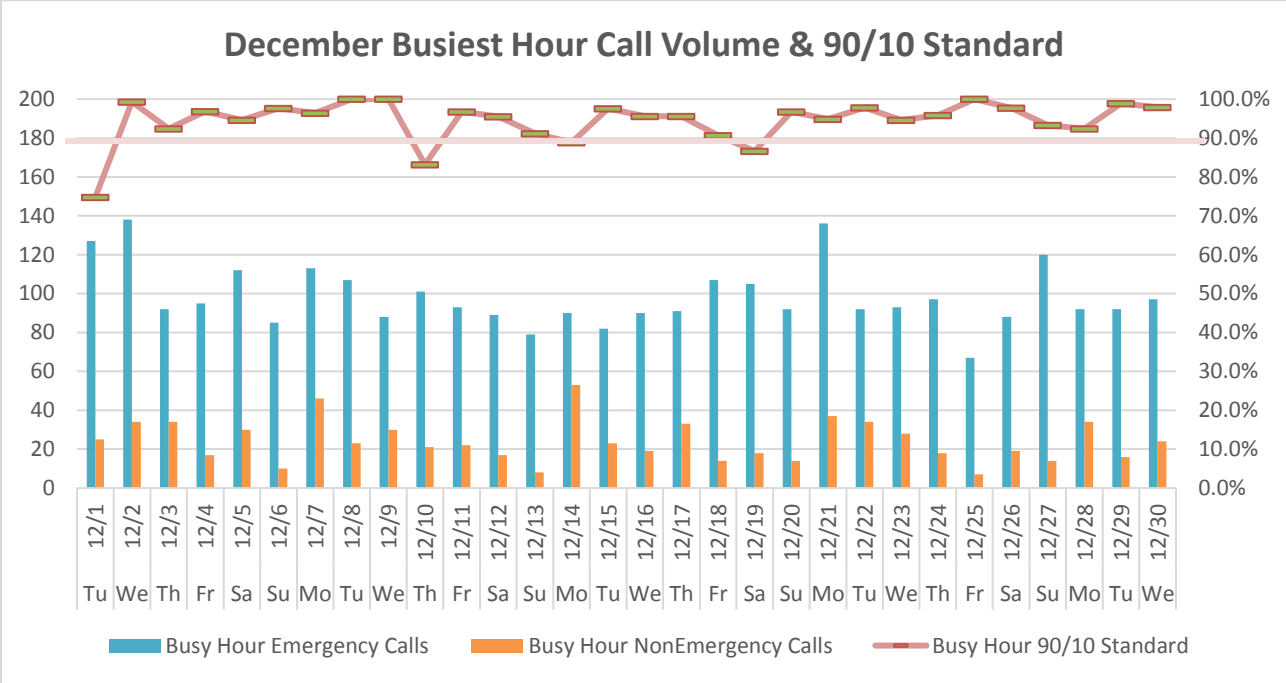
YTD Employee Separations:	22
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Trainee Dispatch:		
Accepted New Job	1	
Death of Employee	0	
Involuntary Separation	2	
Medical	1	
Relocation	0	
Retirement	0	
Voluntary Opt-Out	2	
Trainee Appointive Staff:		
Accepted New Job	1	
Death of Employee	0	
Involuntary Separation	0	
Medical	0	
No Reason Given	0	
Relocation	0	
Retirement	0	
Voluntary Opt-Out	0	

Dispatch (Not a Trainee):		
Accepted New Job	2	
Death of Employee	1	
Involuntary Separation	1	
Medical	1	
No Reason Given	2	
Personal	0	
Relocation	4	
Retirement	1	
Appointive Staff (Not a Trainee):		
Accepted New Job	0	
Death of Employee	0	
Involuntary Separation	1	
Medical	0	
No Reason Given	0	
Personal	1	
Relocation	1	
Retirement	0	

F/T Dispatchers:	
Authorized Positions:	103
Filled F/T Positions:	102
F/T Vacancies:	1
Supervisors:	
Authorized Positions:	16
Filled F/T Positions:	16
F/T Vacancies:	0
Leadership Staff:	
Authorized Positions:	5
Filled F/T Positions:	5
F/T Vacancies:	0
Ops Staff:	
Authorized Positions:	6
Filled F/T Positions:	6
F/T Vacancies:	0
Admin Staff:	
Authorized F/T Positions:	11
Filled F/T Positions:	9
F/T Vacancies:	2
Tech Staff:	
Authorized Positions:	11
Filled F/T Positions:	11
F/T Vacancies:	0
Wireless Technology:	
Authorized Positions:	9
Filled F/T Positions:	9

12 Month SNO911 Call Volume & NENA Standard Report													
	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Emergency Calls	42592	41708	39653	39120	36397	42707	42328	47239	46075	43598	41562	37516	39892
Non-Emergency Calls	10592	10683	10492	11019	11333	14589	13726	15196	13774	12976	12741	10614	11274
Avg Busy Hour 90/10	96.4%	96.3%	95.9%	95.7%	95.9%	94.3%	94.3%	94.0%	93.5%	93.1%	94.6%	96.0%	94.5%
All Hour Avg 95/20	99.5%	99.6%	99.6%	99.6%	99.6%	99.3%	99.5%	99.2%	99.3%	99.3%	99.5%	99.6%	99.5%
Avg Busy Hour Emer	103	98	102	94	92	101	103	122	113	109	99	93	98
Avg Busy Hour Non-Emer	20	26	25	27	25	31	30	38	30	29	29	25	24
Avg Perfect Hours	11	12	11	11	11	9	10	9	9	8	10	11	10
Avg Emer Per Day	1,372	1,327	1,367	1,267	1,213	1,379	1,411	1,520	1,486	1,453	1,339	1,251	1,283
Avg Non-Emer Per Day	336	341	362	354	378	475	458	488	442	433	414	354	357



Text-2-911 Report

911 Texts	Type	20-Jan	20-Feb	20-Mar	20-Apr	20-May	20-Jun	20-Jul	20-Aug	20-Sep	20-Oct	20-Nov	20-Dec
Appropriate Use	True Emergency	12	8	13	12	14	15	16	12	17	16	4	13
Incorrect Use	Follow-Up	4	3	3	1	0	6	3	0	3	0	0	5
	Area Checks	7	13	10	18	8	16	14	20	12	19	9	14
	Noise	0	0	0	6	1	1	2	0	5	0	4	1
	Traffic	5	7	0	3	7	2	7	2	1	1	5	
	Other Complaints	1	2	4	7	17	2	13	7	6	9	2	8
Misuse	Accidental	12	8	5	7	17	6	6	3	5	3	2	2
	Prank	0	10	0	5	0	0	10	6	2	9	0	30
Other	Test	26	14	2	2	1	16	13	1	3	11	11	4
	Abandoned	16	20	11	30	28	21	32	12	27	18	7	16
	Non-English	0	0	0	0	0	0	1	2	0	1	2	0
	Outgoing	0	0	0	0	0	0	0	0	0	0	0	0
	Transfer	0	2	2	0	1	0	2	2	0	1	0	3
	Voice Call	14	6	11	16	8	13	18	12	11	14	13	15
Month Total		97	93	61	107	102	98	137	79	92	102	59	111

Abandoned: Non-Responsive

Accidental: Device or person accidental TXT29-1-1

Area Check: Check of area for person, vehicle, gunshot

Follow-up: Where is officer?

Noise: Music, people etc.

Transfer: Transfers to other PSAPs

Other: Any other request or complaint, media from Intrado

Outgoing: Outgoing text calls

Prank: Calls from the same number that do not give any valid information

Test: PSAP testing/training TXT29-1-1, vendor test

Traffic: Speeders, DUIs, etc.

Voice Call: Dispatchers called the texter/texter placed voice call

SPIDR Tech Survey - December

How satisfied are you with the level of courtesy and respect shown to you by the 911 dispatcher you called for police service?		
Satisfaction Response	# of Surveys	% of Surveys
4 - Very Satisfied	390	87.84%
3 - Satisfied	41	9.23%
2 - Neither Satisfied nor Dissatisfied	6	1.35%
1 - Somewhat Dissatisfied	4	0.90%
0 - Very Dissatisfied	3	0.68%
Total	444	100.00%

911 dispatchers are trained to be efficient and deliberate when speaking with you, while remaining professional. Do you feel the exchange of information between you and the 911 dispatcher was efficient and professional?		
Professionalism Rating	# of Surveys	% of Surveys
Yes	431	97.07%
Somewhat	9	2.03%
No	4	0.90%
Total	444	100.00%

Survey responses for calls that occurred during the previous month. Surveys are sent to a select number of type codes (typically lower priority) chosen by each police agency.

FIRE EVENTS PER AGENCY 2020													
FIRE AREA	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
AIRPORT FIRE	27	30	9	7	18	27	17	26	26	26	35	23	271
ARLINGTON CITY	313	263	256	239	266	270	321	295	278	283	303	274	3361
ARLINGTON RURAL FD 21	74	46	63	54	73	53	79	72	80	60	70	66	790
DARRINGTON FD 24	31	33	36	38	42	38	43	41	52	46	37	41	478
EVERETT CITY	1851	1633	1785	1525	1713	1620	1820	1770	1693	1795	1651	1785	20641
FD 19	33	31	29	28	30	40	33	46	45	35	46	36	432
FD 7 (Mill Creek excluded)	963	917	924	895	913	850	945	979	1000	939	817	897	11039
GETCHELL FD 22	35	29	31	25	40	24	48	53	42	23	40	34	424
GOLD BAR - INDEX FD 26	85	87	71	82	80	80	117	98	72	73	59	67	971
GRANITE FALLS FD 17	142	107	126	109	167	122	161	163	132	129	124	130	1612
HAT ISLAND FD 27	4	1	4	2	2	2	3	2	4	3	3	3	33
LAKE ROESIGER FD 16	36	17	25	22	16	14	20	22	19	10	11	25	237
LAKE STEVENS FD 8													
MARYSVILLE FIRE	1001	903	964	825	932	966	1023	1066	1020	943	915	1017	11575
MILL CREEK CITY	191	188	164	108	130	138	143	148	163	153	154	187	1867
MUKILTEO CITY	189	170	170	140	156	156	153	183	199	186	163	158	2023
NORTH COUNTY FIRE (UNINC)	181	163	152	149	155	164	134	143	153	160	128	146	1828
OSO FD 25	4	5	8	5	7	4	13	10	7	13	12	10	98
ROBE FD 23	5	9	4	12	7	5	17	12	9	9	6	7	102
SNOHOMISH FD 4	309	252	262	240	275	231	323	300	297	284	236	290	3299
SOUTH COUNTY FIRE (TOTAL)	2459	2139	2415	2026	2130	2066	2321	2353	2269	2264	2129	2320	26891
SOUTH COUNTY FIRE (UNINC)	1122	986	1146	956	1037	951	1136	1133	1149	1110	1035	1107	12868
EDMONDS CITY (CONTRACT)	477	415	460	404	385	442	447	435	399	429	381	434	5108
BRIER CITY	42	27	36	22	49	39	41	32	31	30	24	39	412
LYNNWOOD CITY	593	515	545	454	441	467	496	540	488	501	496	523	6059
MOUNTLAKE TERRACE CITY	225	196	228	190	218	167	201	213	202	194	193	217	2444
STANWOOD CITY	148	137	139	96	112	102	116	133	142	117	123	104	1469
SULTAN FD 5	109	74	77	70	75	84	78	85	111	74	88	105	1030
TULALIP FD 15	56	70	62	62	71	66	85	79	82	61	69	67	830
POLICE EVENTS PER AGENCY 2020													
POLICE AGENCY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
ARLINGTON	2159	2146	1976	1585	1951	1879	2130	2197	2082	2180	1803	1807	23895
BRIER	399	328	174	172	297	175	277	397	413	582	402	268	3884
DARRINGTON	80	109	124	83	125	122	159	154	153	134	105	106	1454
EDMONDS	2397	2231	2107	1767	2531	2631	2915	2574	2462	2371	2272	2369	28627
EVERETT	11321	10686	9431	8473	10497	10050	11426	11014	10677	10604	9646	10124	123949
GOLD BAR	193	226	205	154	215	167	279	209	164	193	184	252	2441
GRANITE FALLS	320	328	377	443	564	534	467	468	444	405	408	485	5243
INDEX	47	36	53	56	53	52	52	58	52	51	48	34	592
LAKE STEVENS	2178	1969	1832	1675	2200	1953	2286	2154	2046	2454	1841	1790	24378
LYNNWOOD	3608	3502	3184	2473	2918	2784	3127	2980	2901	3009	2764	3004	36254
MARYSVILLE	5870	5758	5034	4766	5726	5762	5885	5553	5709	5588	5094	5433	66178
MILL CREEK	1098	1143	854	923	1174	1095	1024	1022	1018	955	828	896	12030
MONROE	1983	1800	1613	1302	1737	1620	1824	1735	1676	1564	1285	1298	19437
MOUNTLAKE TERRACE	1378	1318	1104	967	1304	1162	1169	1332	1125	1123	996	1245	14223
MUKILTEO	2660	2809	3002	3346	2849	2371	2841	2510	2522	2652	2393	2551	32506
SNOHOMISH	877	1068	871	814	963	1016	968	971	899	913	722	777	10859
SNOHOMISH COUNTY	14601	14853	14497	14101	16987	15878	17455	16309	15113	15088	13600	15017	183499
STANWOOD	732	883	704	667	694	703	845	795	718	839	690	645	8915
STILLAGUAMISH	765	715	842	800	800	821	827	836	780	768	764	814	9532
SULTAN	270	278	233	207	333	255	351	289	272	367	354	398	3607
WOODWAY	54	64	38	30	43	33	53	47	44	61	34	40	541

RRP & Preparation for Subscriber Deployments

We are pulling resources from other parts of the agency for additional assistance with both administrative and RRP needs. The subscriber deployments of portable and mobiles requires tremendous coordination which is set to begin in a few months from now. Recruiting for a Procurement Coordinator and Administrative Assistant is underway and will help further share the workload. Temp hiring was considered and still may occur but for now the cross-functional teams are the best fit.

WAVE Status

The WAVE 5000 firewall was disconnected (and therefore the WAVE pilot was completely ended) due to a license transfer delay, which resulted in our firewall security policies falling out of date. In an abundance of caution, we opted to remove the firewall from service until we can get the updated definitions and related subscription service in place. We anticipate the return of “Wave to Wave” calls in the next 30 days, but the larger pilot will remain on hold pending available staff time to further troubleshoot the reports of missed audio when channel marker is enabled.

Existing System Work

With Design Review completed, a portion of staff time will now be prioritized on matters for the current system such as securing agreements which will streamline maintenance and service calls. We also have an opportunity to acquire equipment from our partners at Community Transit as they decommission their LMR system that we will need to create transition plans for. While much of our attention is on the new system, we are still managing and maintaining the old, and are always looking at ways for improving its resiliency.

Clinton Outage

The windstorm that occurred on 1/13 knocked out commercial power at our Clinton site in Island County. Clinton provides coverage to the Edmonds waterfront area from across the Sound. The cause of the outage was of course the power failure, however the backup generator failed to start as the site provider had neglected to ensure that the generator fuel-tank was full! We, along with SNOPUD will be scheduling a call with the site owner to ensure that this omission is not repeated. Both SNO911 and SNOPUD reacted quickly to the site, and were the team that diagnosed the failure for the land-owner. Our portable generator was used to restore the site, and so a great job was done by both our staff as well as our partners at SNOPUD!



New World Hardware Upgrade

Most of the remaining hardware has arrived on site. A few more items remain to be received. We should be ready to begin configuring and installing the new equipment by early February. Once we have configured and tested the new equipment, we will finalize our plan to implement the new network hardware and SAN storage. This implementation will require 2 outages to completely integrate the new hardware.

New World Software Upgrade

The version we are considering upgrading to, 2020.1 HF3, has been installed and setup in our test environment. The first round of testing was performed on January 13. This testing involves users from all disciplines and focuses on the entire incident process from initial call taking in CAD to case closed in records. 15 issues were identified with 4 issues considered P0, upgrade stoppers. We have reported these issues to Tyler and will continue to work to get them resolved.

As part of the upgrade to 2020.1 HF3, Tyler will no longer support 32 bit Operating Systems for clients. Most desktop systems should already be updated to Windows 10 64 bit by now but we have begun communicating this to agency personnel as well as sending the information out to the county IT managers' distribution list. IN addition to Windows 64 bit operating systems, the new version will require a minimum of .Net 4.8. >Net is the programming framework that most Windows applications use in order to communicate with the operating system.

Virtual Desktop System for Remote New World Access (VPAC 2.0)

The upgraded VPAC environment is nearly finished and ready to go. It was used for the end to end testing of the new software. While a few bugs were found, it performed well. We are confident the bugs will be resolved quickly and the new environment will be ready to begin general roll out to agencies soon. The new environment will require an updated Citrix receiver application on desktops that use VPAC. We have begun communicating this to our agencies and IT personnel. The new VPAC environment is required to support the 64 bit requirement of the New World software.

ESO File Transfer Issues

We have worked with ESO to identify the issue and find a workaround for the file transfer issues with their interface. ESO has identified the issue is within their application and have begun working on a fix. The fix will require a significant software re-write that they anticipate could take several months to complete. In the meantime, we have installed and setup a second interface to process call data quicker. This workaround has improved over-all call processing times but we are still seeing some slowdowns when larger incidents that involve multiple jurisdictions come in.

Admin Phone System Upgrade

We are in the final stages of configuring the new admin phone system. The phone company has prepared our new SIP lines and we are now working with the hardware vendor to configure the new PBX system and new phones. We have scheduled a cut-over to the new phone system for the week of January 25.

Radio Replacement Project – At a Glance Updates

January 2021

Recent Major Activities/Decisions

- A new Lead Project Manager (Charlie Hasenbeck) has been assigned to our project by Motorola
 - Charlie has been a PM for many years with Motorola and has led multiple projects

Subscribers

- SNO911 performing final testing on code plugs provided by Motorola (scheduled to be completed by 1/20)
- Weekly logistics meetings to start on 1/20 with agencies scheduled to receive radios starting the second week of February
 - Weekly meetings will be held with various attendees based on delivery schedule to ensure synchronization of expectations of portable radio delivery process
- Special RRP web-site created to provide a single point of reference for schedule, process, and meetings
- Google surveys are now being utilized to simplify process for agency configuration information gathering

Infrastructure (Agreements, Construction, Microwave, Paging, Radio)

- Work primarily in three fronts currently: Leases, FCC Licenses, and Site Construction Design/Permitting
 - Leases: Progressing to plan; Mill Creek and Machias Fire Station potentially require redesign to obtain lease
 - FCC Licenses: Submission to the FCC in process (~50% of radio system licenses), Region 43 approval (remaining 50% of system licenses) require more materials and approvals from regional partners for approval
 - ADCOMM Engineering will be further engaged to help with FCC licensing needs
 - Construction/Permitting: Proceeding as planned, initial drawing sets are being sent to SNO911 for initial review
- Paging design will re-start in the March/April timeframe as staff is focused on Subscriber and Site Construction Design tasks

RRP Policy & Major Decision Timeline

- 12/2020: Motorola Change Order 3 Approved
 - o All systems – except paging – have been modified with new technical exhibits replacing existing exhibits, new schedule is established, project credit established and reserved for future/planned items
- 12/2020: Fire-TAC approves template changes and gives Fire Template Committee authorization for further changes
- 8/2020: Police-/Fire-TAC approves Subscriber programming templates (zone/channel assignments & ergonomics)
- 6/10/2020: Motorola Change Order 2
 - o Updated Coverage testing methodology, final subscriber configuration and counts, increased functionality in subscribers (encryption/XE for fire, Wi-Fi for all)
- 5/2020: Phased deployment approach adopted
 - o Decision to deploy system designed for 800 MHz Portable operations, and expand to support multi-band Portable operations as a future phase
- 4/16/2020 - Subscriber Scope of Services Policy approved
 - o Agencies will own subscriber equipment, SNO911 will plan for long-term replacement and process/assist with warranty repairs
 - o Installation details including differences for agencies who choose to opt-out of project installs
- 4/16/2020: Additional Subscribers Policy approved
 - o Covers reimbursement parameters and process for radios purchased after 1/1/2019 and are an increase to quantities in project scope. E.g. New (additional) apparatus added to fleet
- 1/2020: WAVE5000 Pilot Program approved
- 9/2019: Fire Subscriber Replacement Policy approved, updated 5/2020
- 9/2019: Law Subscriber Replacement Policy approved, updated 5/2020
- 7/2019: Motorola Change Order 1
 - o Allows agency cooperative purchasing, updated subscriber warranty protection
- RRP – Future Replacement Policy – Under Development

30 Day Forecast

- **Subscribers:**
 - o Complete testing of final code plugs received from Motorola
 - o “Fire Up” Marysville assembly line for programming
 - o Deliver first batch of portable radios to users
- **Implementation:**
 - o Continue work in obtaining leases/approvals for RRP
 - o Continue to review first-round deliverables for A&E vendor and provide feedback

60 Day Forecast

- **Subscribers:**
 - o Continue to deliver portable radios
 - o Collect and “blank” old portable radios and return to agencies
- **Implementation:**
 - o Engage ADCOMM for further FCC license work (Board Action)
 - o Continue work in obtaining leases/approvals for RRP
 - o Continue to A&E vendor (permitting process refinement, drawing reviews)

90 Day Forecast

- **Subscribers:**
 - o Continue to deliver portable radios
 - o Collect and “blank” old portable radios and return to agencies
- **Design:**
 - o Paging system re-design begins
 - o Interoperability planning resumes
- **Implementation:**
 - o Finalize leases/approvals for RRP
 - o Site modification RFP drafting begins
 - o FCC licensing support (Region 43)

Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for December 8, 2020 - 10:30-11:30 p.m.

TELE/WEB - CONFERENCE

Note: *Follow-up action items are noted in italics.* Decisions are underlined **Motions are underlined and bold.**

Meeting Attendance:

POLICE TAC REPRESENTATIVES					
Deputy Chief Daniel Cone	✓	Deputy Chief Chuck Steichen	✓	Sheriff Adam Fortney	
Clerk Maria Buell	✓	Asst. Chief Jeff Goldman		Chief Rob Palmer	✓
Chief Jim Lawless, <u>Chair</u>	✓	Deputy Chief Ryan Irving		Chief Rob Martin	✓
Captain Rod Sniffen	✓	Commander Mike Haynes	✓	Chief Don Tardiff	✓
Commander Ron Brooks <u>Vice Chair</u>		Asst. Chief Glen Koen	✓	Chief Jeffrey Young	✓
POLICE TAC ALTERNATES					
Chief Mike Catlett		Commander Coleman Langdon	✓	Bureau Chief Ian Huri	✓
Sergeant Alan Hardwick		Commander Larry Buell		Captain John Flood	
Deputy Chief John DeRousse		Chief Jeff Jolley		Acting Captain Jeff Graves	
Staff Support Team and Guests					
Executive Director Kurt Mills	✓	Deputy Director Terry Peterson	✓	Director of IT Steve Lawlor	✓
Ops Manager Karen McKay	✓	Director of Ops Andie Burton	✓	Sys. Svc. Sup. Howard Tucker	✓
Proj. Manager Michael Gallagher	✓	Ops Manager Karl Christian	✓	Captain Keith Rodgers	✓
Ops Manager Hattie Schweitzer	✓	Dep Director WT Brad Steiner	✓	Records Officer, Sheila Betts	✓
Tyler Enterprises, Paul Case	✓	NW Project Manager, Gloria Bolin	✓	Chief Cheol Kang	✓
Sgt. Bobby Philips	✓				

Chair Jim Lawless called the meeting to order at 1031 hours.

1. **Roll Call** – Roll call was done as attendees logged into ZOOM.
2. **October 13, 2020 Minutes Approved:**
 - 1st: Deputy Chief Chuck Steichen 2nd: Captain Ron Brooks
3. **Announcements:** Jim introduced and welcomed the new Mill Creek police Chief, Jeffrey Young (after the PTCC report and before the Radio Template Committee updates).
4. **Action Items:** None
5. **Reports**
 - A. **Policy Review Committee – Jim Lawless**
No meeting. Nothing to report.
 - B. **Mobile Users' Group – Travis Katzer**
Nothing to report (Travis was not in attendance)
 - C. **SNO911 Updates – Kurt Mills**
 - a. **Staffing** – Kurt shared the hiring efforts, including the advertising and marketing, have helped us get close to full staffing and we are seeing a downward trend in overtime.

- b. **Law Enforcement Response Protocol (LERP)** – LERP was created as an effort to have a plan and protocols in place, should CoVid-19 impact SNO911 or any of our member agencies ability to respond. With the latest surge in CoVid-19, our fire agencies have begun the process of reviewing and refining their policies and procedures. Kurt thought it would be good for discussion at this committee as well. Andie noted that SNO911 Operations is reviewing their internal policy and working on training for dispatch staff. Kurt also reminded the committee that adoption of this protocol would need to be global, county wide. Jim said Ian will be providing an update, this Thursday at the Sheriff's and Chief's meeting.

D. Anti-Bias Workgroup now Known as Bias-Reduction in Emergency Communications Workgroup or "BREC" - Andie shared the group met this month and all participants were in attendance.

- i. The team chose the group name: "Bias-Reduction in Emergency Communications Workgroup. (BREC);"
- ii. The Mission Statement: "Create a dialogue and a group, within Snohomish County, that identifies strategies and tactics to eliminate or reduce, the impact of bias-based 911 calls, by developing policies and training, and creating a culture of individual empowerment;"
- iii. Identified 3 Strategies: Training, policies and technology.

A communication flyer will be created and distributed to all agencies via the Police TAC email group. Andie requested those emails/flyers be distributed as widely as possible within their agency. They will be soliciting feedback and bias based field examples for the group to review. These examples provide them the opportunity to listen to the audio and compare it to the CAD log to help identify and discuss ways to educate and reduce the issue.

Jim would like to see some form of public communication, announcing a group has been formed with the introduction of the group name and mission statement. Andie said that was part of the group discussion as well as creating community groups once the framework for the group has been set.

E. Paperwork Entry Group – Andie Burton

The Kick-Off meeting is set for December 16, 2020. If additional participants are needed, Andie will reach out again. SNO911 will be represented by Andie, Karen and the SNO911 ACCESS TAC – Tara Larkins. The agencies Andie has identified as participants are; Mill Creek, Lake Stevens, Mukilteo and Marysville.

F. PTCC – Steve Lawlor

- a. **Tyler Hotfix** – Testing begins this week on 2020.1 but the new VPAC environment is not ready for the Delta environment. Some agencies have physical connections to Delta. If there are any agencies that would like to create a physical Delta connection, please contact the SNO911 HelpDesk.

Paul Case and Gloria Fitzpatrick from Tyler were present and discussed ShieldForce. The Two-Factor Authentication for ShieldForce did not make it into this release and is now scheduled for Hotfix 2020.2. Paul shared that the coding is ready to go; however, the Ransom Ware the company experienced in September, caused them to experience 8 weeks of delay in development. There has not been a release date solidified but as of right now, they are anticipating a release date in March. Paul said he would know more in a week and would provide an update then.

Kurt, mentioned that we will wait for PTCC's recommendation after functionality has been confirmed and then it will be brought to TAC for review and recommendation.

- b. Next Update** – Steve shared that the next install to 2020.1 will take longer, which translates to a longer outage. He will update the committee with more details as soon as they are available to him.

G. Radio Replacement Project – Brad Steiner

Brad will be providing his update under “Old Business.”

H. Radio Template Sub-Committee – Chuck Steichen

The Committee met a couple of times to finalize their recommendation to Police TAC. Brad will be update the committee on that recommendation later in this meeting.

I. Technical Update – Steve Lawlor

The Dell Hardware was installed for testing a couple of weeks ago and it has been running smoothly. The underlying storage replacement and the networking equipment is tentatively being scheduled for January and February of 2021.

6. New Business

A. Forms to Dispatch Fax Number via MDC – Karen McKay

Karen said that Chief Ventura had inquired as to whether or not there was a way for units to fax from the MDT to the dispatch floor, thus allowing his officers to stay in the field instead of having to return to the office to accomplish that task. Karen determined that there is a way and each agencies IT department can assist in setting that up. Steve offered that the SNO911 Helpdesk can assist with answering questions if an agency needs further information.

B. Unmanned Aircraft System (UAS) – Karl Christian

Karl said there has been an increase in UAS users and requests. SNO911 would like to review the possibility of building our own internal standardized procedure. If that is something your agency is interested in participating in, email ops@sno911.org. Lake Stevens and Mukilteo shared that they recently started UAS programs. For now, they are only responding to calls within their cities, but once they are up and running they will share that with the other agencies.

8. Old Business

A. Approval of Updated Radio Templates – Brad Steiner

Brad provided a spreadsheet (shared via Zoom). The Pilot Test was successful and he received quite a bit of feedback. Through that feedback, changes were made and the most notable for Law Enforcement agencies were:

- i. Radio will no longer show the radio ID when transmitting.
- ii. Anticipating Tulalip PD joining our system, Tulalip PD now has a main channel reserved.

The three items Brad would like Police TAC to consider for approval: ID, zone channel assignments and ergonomic (Tulalip PD label) changes. All changes have been highlighted in the PowerPoint slide. *Brad will re-distribute the PPT and the spreadsheet* he shared via email after the meeting. This will be the last opportunity we have before it is turned over to Motorola for programming.

Brad is asking for assistance from Police TAC to help identify representatives from Parks Dept., Animal Control, Medical Examiner and both County and Monroe EOC, that can assist in identifying where those group should be assigned in the new configuration.

Motion: Approval of the latest updates made to the templates.

1st: Bureau Chief, Ian Huri

2nd: Assistant Chief, Glen Koen

Approved Unanimously

9. Good of the Order.

A. 2021 Police TAC 2021 Calendar and Contacts – Sheila Betts

Calendar invitations were sent out yesterday for 2021. If there have been any changes that have not been captured in the documents provided, please forward those to Sheila @ sbetts@sno911.org

- B. Kurt wanted to thank Brad and his team for the endless hours the team has devoted and the amount of work they've put into this project. Jim agreed and added his appreciation for the amount of work he knows Brad and his team have spent working on behalf of all of our Member Agencies.
- C. Chuck spoke more to the UAS usage and the agencies that either have programs already in place or are in the process, of are: Lynnwood, Everett, Mukilteo, SCSO, and Lake Stevens. Chuck suggested those agencies begin conversations to potentially standardize procedures within the county.

10. Meeting was adjourned at 11:29 hours.

The next meeting is scheduled for January 12, 2021 @ 1030 – VIA ZOOM

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

December 9, 2020

Committee Members in Attendance	☒ Eric Andrews	Sky Valley Fire	☒ Drew Bono	Fire District 24
	☒ Thad Hovis	South County Fire	☐ Willie Harper	Fire District 25
	☒ Mike Gatterman	Fire District 4	☐ Mike Worthy	Fire District 27
	☐ Merlin Halverson	Fire District 5	☐ Dave Kraski	Arlington Fire
	☐ Bronson Smith	Fire District 15	☒ Mike Calvert	Everett Fire
	☐ Brian Anderson	Fire District 16	☒ Darryl Neuhoﬀ	Marysville Fire
	☒ Jim Haverfield	Fire District 17	☒ Blake Engnes	Mukilteo Fire
	☒ Keith Strotz	Fire District 19	☐ John Cermak	North County RFA
	☐ Chad Schmidt	Fire District 21	☐ Brian McMahan	Paine Field Fire
	☐ Travis Hots	Fire District 22	☒ Steve Guptill	Snohomish Regional Fire/Rescue
	☐ Tim Bond	Fire District 23	☐	
Alternates in Attendance	☐ Ron Simmons	Fire District 4	☒ Jeff Cole	Marysville Fire
	☒ Bill Dane	Fire District 17	☐ Chris Alexander	Mukilteo Fire
	☐ Gino Bellizzi	First District 19	☒ Don Bartlett	North County RFA
	☒ Jeremy Stocker	Fire District 22	☐ Ernie Walters	Sky Valley Fire
	☐ Dennis Fenstermaker	Fire District 24	☐ Larry Huff	Snohomish Regional Fire/Rescue
	☒ Theresa Ramey	Arlington Fire	☒ John Chalfant	South County Fire
	☐ Dave DeMarco	Everett Fire	☐	
Guests and Staff in Attendance	Don Waller, Fire District 4	Andie Burton, SNO911	Duane Leger, SNO911	
	Craig Heike, Fire District 4	Hattie Schweitzer, SNO911	Eric Schoonmaker, SNO911	
	Jason Isotalo, SCF	Karl Christian, SNO911	Meg Bittinger, SNO911	
	Ryan Lundquist, Sno Regional F/R	Steve Lawlor, SNO911		
	Terry Peterson, SNO911	Derek Wilson, SNO911		
	Brad Steiner, SNO911	Michael Gallagher, SNO911		

Note: *Follow-up action items are noted in italics.* Decisions are underlined.

Chairman Eric Andrews called the meeting to order at 1:30 p.m.

1. ANNOUNCEMENTS: N/A

- 2. APPROVAL OF MINUTES:** A motion was made by Chief Guptill and seconded by Chief Bono to approve the November 18, 2020 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

- A. PTCC / NWS.** *Steve Lawlor.* The committee did meet this month. One of the topics was the upcoming New World upgrade to 2020.1 HotFix 2. Still on schedule and testing this week. Terry VanOpdorp is working on a couple of GIS issues. The advanced authentication for the Shield Force component did not make it into this version like it was supposed to. Hoping the upgrade in production will happen in March of 2021. The committee also discussed ESO - the latest version has had issues with transferring the data. IT has been working with ESO support, and it appears to be a design flaw. They didn't anticipate the number of agencies and data - the system just doesn't support it all. Because of this we are looking at a significant amount of time to redesign,

write new software, and fix the issue. Steve asked if we could revert back to the previous version in the meantime, and they are looking into that.

- B. Technical Update.** *Steve Lawlor.* Been running on the new server hardware for a few weeks now, and everything is looking great. Reminder, there are still two more major upgrades (planned outages) coming up.
- C. Radio Replacement Committee.** *Brad Steiner.* The pilot test is complete and there has been good feedback from the users. Brad went over the template changes in a PowerPoint. It was determined that there was a misunderstanding, so Brad will regroup with his team and fix it. Chief Andrews made a motion to accept the document, other than the change that need to be made to the zone arrangement by the Template Committee. Seconded by Jeremy Stocker. Motion approved.
- D. Radio Procedures Committee.** *Hattie Schweitzer.* Committee last met on the 9th of November. Strike Team Zone Response was discussed further and they came up with two options - status quo and using a phantom unit (Derek discussed this at the last Fire TAC meeting). Per Chief Andrews there is a lot of discussion at the chiefs association that could completely change the fire resource plan, and we should use the phantom unit in the meantime. Chief Hovis made a motion to table this until there is more conversations - status quo until then. Seconded by Chief Bono. Motion approved.
- E. Fire Standards/Data.** N/A
- F. Fire User Group.** Per Chief Neuhoﬀ, they met today but nothing major was discussed.

- 4. SNO911 UPDATE:** *Terry Peterson.* There is a very significant change order related to the radio project that will be presented to the SNO911 Finance Committee tomorrow, and it will go before the Board next week. It's called Change Order 3, and this is a major milestone for the radio project. Kudos to Brad and his group for this accomplishment. *Andie Burton* – Smart911 CAD Interface - any feedback would be appreciated. SNO911 had our rooftop air purifier units installed at North and South campus, and the stand alone units were installed at the tertiary site and the Marysville location. *Hattie Schweitzer* - Call of the Month for October is Aubrey Zajac, November is Rose O'Hearn - the write ups will be forwarded to TAC this afternoon.

5. OLD BUSINESS:

- A. FOC Workgroup** - *Andie Burton.* There will be an invite for a work group regarding FOCs and planned outage times/using CAD Lite per the discussions at the November TAC meeting. Steve Guptill and Darryl Neuhoﬀ were designated as participants; Andie asked if there was a desire for other (smaller) agencies to be represented. Drew Bono and Don Waller volunteered to participate. Any other agencies that want to participate can contact Andie.

6. NEW BUSINESS:

- A. Boat CAD Designators** - *Steve Guptill.* There have been issues with Boat 81, which is permanently moored at a dock on Lake Stevens, being dispatched to other water rescue calls in the area. Looking for ideas on how to land lock boat 81. Create a different designator for a stationary boat vs. trailer mounted boat? Also an issue with radio designators regarding boats vs. jet skis - agencies should get what they are told they will get. There are designators for boats and hover craft, but there doesn't seem to be any sub-designators for smaller water craft. After much discussion it was decided that there will be follow up with special ops, do some CAD testing, and come up with recommendations that will work.

- B. PulsePoint – Darryl Neuhoff.** PulsePoint is an app that has the ability to alert users within a certain vicinity, out in a public domain, of the need for CPR. Prior concerns from agencies in the county appear to be resolved. There has been positive feedback from agencies that do use this app. Chief Neuhoff made a motion to get an agreement in place for utilizing PulsePoint. Seconded by Don Waller. Unanimously approved.

7. GOOD OF THE ORDER:

- 8. ADJOURN:** The Fire TAC / Operations Committee adjourned at 3:12 p.m.

The next Fire Technical Advisory / Operations Committee meeting is scheduled for Wednesday, January 20th at 1:30 p.m. via ZOOM.

Snohomish County 911
Finance Committee
Meeting Summary for January 14, 2021 / 1:30 – 3:00 pm
Location: Web Conference

Meeting Attendance:

Committee Members					
Dave DeMarco	✓	David Chan	✓	Jeff Brand – arrived later	✓
Steve Guptill					
Staff Support Team					
Kurt Mills	✓	Angie Baird	✓	Terry Peterson	✓
Brad Steiner				Sharon Brendle (notetaker)	✓

Chair Dave DeMarco called the meeting to order at 1:32 pm.

1. Reports

- A. Blanket Voucher Report** – There were no questions on the monthly vouchers other than the expense to Motorola. Kurt clarified that with large amounts, in this case \$20 million, the County reimburses up front, then SNO911 pays the invoice. Angie also clarified that payment was not wired, and was sent via FedEx in a prepaid trackable envelope at Motorola's request. She went over the process the department takes before a check can be printed, and explained that it goes through 3 different signatures before the final checks are printed. **David Chan moved to recommend approval of the Blanket Voucher Report for November. The motion was seconded by Dave DeMarco and approved unanimously.**
- B. Fund Balance Report** – The year end fund balance report was provided for committee's review. There were no questions.
- C. RRP Payment Tracking** – Information provided for committee's review. The spreadsheet provided had 2020 information cut off. A complete file showing 2020 expenditures will be emailed to the committee after the meeting.

2. Old Business

- A. State Audit Update (Angie).** A summary of the exit conference was provided in the packet. The audit was clean and included only a few recommendations under the accountability audit, but none under the financial audit. Angie explained that the recommendations for the management team included the following for internal use:
- Create written procedures for accounts payable, clarifying the practice that approvals must be obtained before checks are printed.
 - Create a policy for electronic funds transfers. Angie explained that Snohomish County 911 does not pay vendors through electronic funds transfers. The agency

does submit payroll direct deposit and tax payments electronically, but the current banking setup does not allow payments to vendors.

- Transfer of the Assets from the SERS merger. It was noted as an exit item that SNO911 did not receive an inventory list from SERS prior to the merger. An inventory was not conducted until much later in the year and by that time the board had authorized disposal of some of the assets. This item is related to an exit item from SERS' final audit and would have been a management letter for SERS had the merger not taken place. It does not reflect unfavorably against SNO911 and there are procedures in place to track assets.

David requested that Angie send a copy of the Exit items, listing the above recommendations, to the finance committee. Angie explained that the Exits items are recommendations given to the management team, they are not included in the audit reports or posted online and they are not sent out as public documents. David complemented Angie and her team for having a clean audit. Angie added that the auditors stated they did not find a single misstatement or discrepancy in the financial audit and the recommendations are all related to the agency accountability audit.

- B. Capital Plan Updates (Kurt).** Kurt reviewed the capital plan updates with the committee and explained this was to move projects over to 2020, including ongoing projects that will have remaining funding needed in 2021. The spreadsheet provided shows the highlighted items that fall under this category. No significant increases were reported, but dollars may have been rounded up to reflect even numbers. Kurt clarified that these items have been evaluated and some were determined to have been underspent. David agreed with the practice of rounding up of budgeted numbers and thanked the agency for doing this. Kurt suggested in the future that it may be more efficient to approve the capital plans at the beginning of the year after the appropriate year end figures are applied, rather than in the middle of the year (as was done in 2020). David agreed that the Capital Plan should be projected for 5 years and feels it's much more beneficial. Kurt agreed and stated that any longer than that you are really just rough estimates in the later years and it is better to plan even though changes may occur. He explained that SNOPAC's practice was to go out even 7 to 10 years. Kurt clarified that we likely won't spend the funding for the Tertiary Center plan but recommends having it available.

David moved to recommend to the board to approve the 2021 adjustment to the Capital Plan. Dave seconded the motion and it was approved by all.

3. New Business

- A. APF – Genesis Software Maintenance.** Kurt explained that SERS/Wireless Tech previously had had this software, and it was included with the Motorola purchase. This software was included in the upgrade several years ago, but now WT is seeking approval from the board for the renewal directly from the vendor. This is an analytic software that they use to monitor and troubleshoot the system, and will become an annual budgeted amount.

Dave moves to authorize the Executive Director or his designee to renew or execute the Essential Services Agreement with Genesis for the amount of \$16,583 (plus taxes or fees). The motion was seconded by David and approved by all.

B. Good of the order:

- David commented he thought the meeting on December 29th was a good meeting and appreciated the questions raised by Chief Alexander and Chief Templeman. He also asked how the vaccination effort was going, and if anyone had heard whether the county was adjusting their priority in vaccinating some of their employees.
- Terry responded that based upon the SNO911 employee survey, they were anticipating about 60% of the staff to want the vaccine. As of today, 45 people out of a total of 160 employees have received their first vaccine. Kurt added that there are quite a few people still scheduled, with more opportunities opening up daily, and recalled that he had been approached by 2 people recently that had changed their mind and received their vaccine and thanked him for the opportunity to do so.
- In response to David's second question, he is unaware of the county's vaccine priority recommendations. Vaccinations are underway but its too early to assess how many staff have been vaccinated. David thinks it's imperative that entire organizations get vaccinated which protects the agency's functionality. Kurt agreed and appreciates the help SNO911 has received from both Dave DeMarco from Everett Fire and Bob Eastman from South County Fire.
- Jeff Brand added that there have been several more opportunities for this staff and other law enforcement to get vaccinated. He reports that even those that were initially apprehensive, are now getting the shot. They are not ready to mandate the vaccine at this time.
- David also asked if there were preparations the agency is taking in response to the raid on the US Capitol. Kurt assured that they are participating in intelligence briefings and planning. Additional discussion took place on what the county and local law enforcement is doing in their preparations for next week.

The meeting was adjourned at 2:06 pm. The next meeting will be held on February 11th at 1:30 p.m.



Office of the Washington State Auditor

Pat McCarthy

Exit Conference: Snohomish County 911

The Office of the Washington State Auditor's vision is increased trust in government. Our mission is to provide citizens with independent and transparent examinations of how state and local governments use public funds, and develop strategies that make government more efficient and effective.

The purpose of this meeting is to share the results of your audit and our draft reporting. We value and appreciate your participation.

Audit Reports

We will publish the following reports:

- Accountability audit for January 1, 2019 through December 31, 2019 – see draft report.
- Financial statement audit for January 1, 2019 through December 31, 2019 - see draft report.

Audit Highlights

We would like to thank the Angie Baird and the Finance Department for their prompt responses to all audit requests. Specifically, we would like to recognize all the efforts of Andrea McDaniel who provided a significant amount of electronic documentation to support the payroll system conversion.

Recommendations not included in the Audit Reports

Exit Items

We have provided exit recommendations for management's consideration. Exit items address control deficiencies or non-compliance with laws or regulation that have an insignificant or immaterial effect on the entity, or errors with an immaterial effect on the financial statements. Exit items are not referenced in the audit report.

Status of Prior Management Letter items

Brief Description	Resolved	Unresolved
SERS (Wireless Tech) - leave balances and accruals	X	

Communications required by audit standards

In relation to our financial statement audit report, we would like to bring to your attention:

- There were no uncorrected misstatements in the audited financial statements.
- There were no material misstatements in the financial statements corrected by management during the audit.

Finalizing Your Audit

Report Publication

Audit reports are published on our website and distributed via e-mail in an electronic .pdf file. We also offer a subscription service that allows you to be notified by email when audit reports are released or posted to our website. You can sign up for this convenient service at: <https://portal.sao.wa.gov/SAOPortal/>

Management Representation Letter

We have included a copy of representations requested of Agency management.

Audit Cost

At the entrance conference, we estimated the cost of the audit to be \$28,000 and actual audit costs will approximate that amount.

Your Next Scheduled Audit

Your next audit is scheduled to be conducted in fall 2021 and will cover the following general areas:

- Accountability for Public Resources
- Financial Statement

The estimated cost for the next audit based on current rates is \$25,000 including travel and other expenses, if any. This preliminary estimate is provided as a budgeting tool and not a guarantee of final cost.

If expenditures of federal awards are \$750,000 or more in any fiscal year, notify our Office so we can schedule your audit to meet federal single audit requirements. Federal awards can include grants, loans, and non-cash assistance such as equipment and supplies.

Working Together to Improve Government

Audit Survey

When your report is released you will receive an audit survey from us. We value your opinions on our audit services and hope you provide feedback.

Local Government Support Team

This team provides support services to local governments through the Budget, Accounting, and Reporting System (BARS) and annual online filing technical assistance, provides accounting, reporting and BARS training. Our website and client portal offers many resources, including a client Help Desk that answers auditing and accounting questions, updated BARS manuals, access to resources and recorded trainings, and additional accounting and reporting resources. Additionally this team assists with the online filing of your financial statements.

The Center for Government Innovation

The Center for Government Innovation of the Office of the Washington State Auditor offers services designed to help you, help the residents you serve at no additional cost to your government. What does this mean? They provide expert advice in areas like building a Lean culture to help local governments find ways to be more efficient, effective and transparent. The Center also provides financial management technical advice and best practices and resources. These can be accessed from the “Improving Government” tab of our SAO website and

help you act on accounting standard changes, comply with regulations, protect public resources, minimize your cybersecurity risk and respond to recommendations in your audit. The Center also offers the Financial Intelligence Tool, better known as FIT, to help you assess and monitor your finances and compare your financial operations to other local governments like you. You can email the Center for a personal training session to learn all the benefits using the FIT tool can provide. The Center understands that time is your most precious commodity as a public servant, and wants to help you do more with the limited hours you have. If you are interested in learning how the Center can help you maximize your effect in government, call them at (564) 999-0818 or email them at Center@sao.wa.gov.

Questions?

Please contact us with any questions about information in this document or related audit reports.

Kelly Collins, CPA, Director of Local Audit, (564) 999-0807, Kelly.Collins@sao.wa.gov

Tina Watkins, CPA, Assistant Director of Local Audit, (360) 260-6411 Tina.Watkins@sao.wa.gov

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Office of the Washington State Auditor
Pat McCarthy

Accountability Audit Report

Snohomish County 911

(SNO 911)

For the period January 1, 2019 through December 31, 2019

Published (Inserted by OS)

Report No. 1027529





Office of the Washington State Auditor Pat McCarthy

Issue Date – (Inserted by OS)

Board of Directors
SNO 911
Everett, Washington

Report on Accountability

Thank you for the opportunity to work with you to promote accountability, integrity and openness in government. The Office of the Washington State Auditor takes seriously our role of providing state and local governments with assurance and accountability as the independent auditor of public accounts. In this way, we strive to help government work better, cost less, deliver higher value and earn greater public trust.

Independent audits provide essential accountability and transparency for Agency operations. This information is valuable to management, the governing body and public stakeholders when assessing the government's stewardship of public resources.

Attached is our independent audit report on the Agency's compliance with applicable requirements and safeguarding of public resources for the areas we examined. We appreciate the opportunity to work with your staff, and we value your cooperation during the audit.

Sincerely,

Pat McCarthy
State Auditor
Olympia, WA

Americans with Disabilities

In accordance with the Americans with Disabilities Act, we will make this document available in alternative formats. For more information, please contact our Office at (564) 999-0950, TDD Relay at (800) 833-6388, or email our webmaster at webmaster@sao.wa.gov.

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AUDIT RESULTS

Results in brief

This report describes the overall results and conclusions for the areas we examined. In those selected areas, Agency operations complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

In keeping with general auditing practices, we do not examine every transaction, activity, policy, internal control, or area. As a result, no information is provided on the areas that were not examined.

About the audit

This report contains the results of our independent accountability audit of SNO 911 from January 1, 2019 through December 31, 2019.

Management is responsible for ensuring compliance and adequate safeguarding of public resources from fraud, loss or abuse. This includes the design, implementation and maintenance of internal controls relevant to these objectives.

This audit was conducted under the authority of RCW 43.09.260, which requires the Office of the State Auditor to examine the financial affairs of all local governments. Our audit involved obtaining evidence about the Agency's use of public resources, compliance with state laws and regulations and its own policies and procedures, and internal controls over such matters. The procedures performed were based on our assessment of risks in the areas we examined.

Based on our risk assessment for the year ended December 31, 2019, the areas examined were those representing the highest risk of fraud, loss, abuse, or noncompliance. We examined the following areas during this audit period:

- Tracking and monitoring of assets – merger of Snohomish County Emergency Radio System's (SERS) assets
- Accounts payable – general disbursements and electronic funds transfers
- Payroll – software conversion, leave balances and accruals
- Financial condition

RELATED REPORTS

Financial

Our opinion on the Agency's financial statements is provided in a separate report, which includes the Agency's financial statements. That report is available on our website, <http://portal.sao.wa.gov/ReportSearch>.

INFORMATION ABOUT THE AGENCY

Snohomish County 911, doing business as SNO 911, was incorporated on January 1, 2018 pursuant to the merger between Southwest Snohomish County Public Safety Communication Agency (SNOCOM) and Snohomish County Police Staff and Auxiliary Services Center (SNOPAC).

An appointed, 16-member Board of Directors governs the Agency which includes 15 voting members and one non-voting member. The Agency operates under the laws of the State of Washington applicable to a special purpose governmental unit. The Agency provides emergency communication services and all related incidental functions for communicating and dispatching services between the public and responding agencies. Operating disbursements were \$23,152,188 in 2019.

Contact information related to this report

Address:	SNO 911 1121 S.E. Everett Mall Way Suite 200 Everett, WA 98208
Contact:	Angie Baird, Director of Finance and Human Resources
Telephone:	(425) 407-3920
Website:	www.sno911.org

Information current as of report publish date.

Audit history

You can find current and past audit reports for SNO 911 at <http://portal.sao.wa.gov/ReportSearch>.

ABOUT THE STATE AUDITOR’S OFFICE

The State Auditor’s Office is established in the state’s Constitution and is part of the executive branch of state government. The State Auditor is elected by the citizens of Washington and serves four-year terms.

We work with our audit clients and citizens to achieve our vision of government that works for citizens, by helping governments work better, cost less, deliver higher value, and earn greater public trust.

In fulfilling our mission to hold state and local governments accountable for the use of public resources, we also hold ourselves accountable by continually improving our audit quality and operational efficiency and developing highly engaged and committed employees.

As an elected agency, the State Auditor’s Office has the independence necessary to objectively perform audits and investigations. Our audits are designed to comply with professional standards as well as to satisfy the requirements of federal, state, and local laws.

Our audits look at financial information and compliance with state, federal and local laws on the part of all local governments, including schools, and all state agencies, including institutions of higher education. In addition, we conduct performance audits of state agencies and local governments as well as [fraud](#), state [whistleblower](#) and [citizen hotline](#) investigations.

The results of our work are widely distributed through a variety of reports, which are available on our [website](#) and through our free, electronic [subscription](#) service.

We take our role as partners in accountability seriously, and provide training and technical assistance to governments, and have an extensive quality assurance program.

Contact information for the State Auditor’s Office	
Public Records requests	PublicRecords@sao.wa.gov
Main telephone	(564) 999-0950
Toll-free Citizen Hotline	(866) 902-3900
Website	www.sao.wa.gov



Office of the Washington State Auditor
Pat McCarthy

Financial Statements Audit Report

Snohomish County 911

(SNO 911)

For the period January 1, 2019 through December 31, 2019

Published (Inserted by OS)

Report No. 1027530





**Office of the Washington State Auditor
Pat McCarthy**

Issue Date – (Inserted by OS)

Board of Directors
SNO 911
Everett, Washington

Report on Financial Statements

Please find attached our report on SNO 911's financial statements.

We are issuing this report in order to provide information on the Agency's financial condition.

Sincerely,

A handwritten signature in cursive script that reads "Pat McCarthy".

Pat McCarthy
State Auditor
Olympia, WA

Americans with Disabilities

In accordance with the Americans with Disabilities Act, we will make this document available in alternative formats. For more information, please contact our Office at (564) 999-0950, TDD Relay at (800) 833-6388, or email our webmaster at webmaster@sao.wa.gov.

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**INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL
OVER FINANCIAL REPORTING AND ON COMPLIANCE AND
OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL
STATEMENTS PERFORMED IN ACCORDANCE WITH
GOVERNMENT AUDITING STANDARDS**

SNO 911

January 1, 2019 through December 31, 2019

Board of Directors
SNO 911
Everett, Washington

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, the financial statements of SNO 911, as of and for the year ended December 31, 2019, and the related notes to the financial statements, which collectively comprise the Agency's financial statements, and have issued our report thereon dated December 17, 2020.

We issued an unmodified opinion on the fair presentation of the Agency's financial statements in accordance with its regulatory basis of accounting. We issued an adverse opinion on the fair presentation with regard to accounting principles generally accepted in the United States of America (GAAP) because the financial statements are prepared by the Agency using accounting practices prescribed by state law and the State Auditor's *Budgeting, Accounting and Reporting System* (BARS) manual described in Note 1, which is a basis of accounting other than GAAP. The effects on the financial statements of the variances between the basis of accounting described in Note 1 and accounting principles generally accepted in the United States of America, although not reasonably determinable, are presumed to be material.

As discussed in Note 8 to the 2019 financial statements, the Agency merged with, and received the remaining assets and liabilities from, Snohomish County Emergency Radio System (SERS), effective January 1, 2019. The financial statements include all adjustments resulting from this merger.

As discussed in Note 10 to the 2019 financial statements, in February 2020, a state of emergency was declared that could have a negative financial effect on the Agency.

INTERNAL CONTROL OVER FINANCIAL REPORTING

In planning and performing our audit of the financial statements, we considered the Agency's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Agency's internal control. Accordingly, we do not express an opinion on the effectiveness of the Agency's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Agency's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

COMPLIANCE AND OTHER MATTERS

As part of obtaining reasonable assurance about whether the Agency's financial statements are free from material misstatement, we performed tests of the Agency's compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion.

The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

PURPOSE OF THIS REPORT

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the

Agency's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Agency's internal control and compliance. Accordingly, this communication is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy

State Auditor

Olympia, WA

December 17, 2020

INDEPENDENT AUDITOR'S REPORT ON FINANCIAL STATEMENTS

SNO 911

January 1, 2019 through December 31, 2019

Board of Directors
SNO 911
Everett, Washington

REPORT ON THE FINANCIAL STATEMENTS

We have audited the accompanying financial statements of SNO 911, for the year ended December 31, 2019, and the related notes to the financial statements, which collectively comprise the Agency's financial statements, as listed on page 11.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the financial reporting provisions of state law and the *Budgeting, Accounting and Reporting System* (BARS) manual prescribed by the State Auditor described in Note 1. This includes determining that the basis of accounting is acceptable for the presentation of the financial statements in the circumstances. Management is also responsible for the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express opinions on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether

due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Agency's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Agency's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Unmodified Opinion on Regulatory Basis of Accounting (BARS Manual)

As described in Note 1, SNO 911 has prepared these financial statements to meet the financial reporting requirements of state law using accounting practices prescribed by the State Auditor's *Budgeting, Accounting and Reporting System* (BARS) manual. Those accounting practices differ from accounting principles generally accepted in the United States of America (GAAP). The differences in these accounting practices are also described in Note 1.

In our opinion, the financial statements referred to above present fairly, in all material respects, the cash and investments of SNO 911, and its changes in cash and investments, for the year ended December 31, 2019, on the basis of accounting described in Note 1.

Basis for Adverse Opinion on U.S. GAAP

Auditing standards issued by the American Institute of Certified Public Accountants (AICPA) require auditors to formally acknowledge when governments do not prepare their financial statements, intended for general use, in accordance with GAAP. The effects on the financial statements of the variances between GAAP and the accounting practices the Agency used, as described in Note 1, although not reasonably determinable, are presumed to be material. As a result, we are required to issue an adverse opinion on whether the financial statements are presented fairly, in all material respects, in accordance with GAAP.

Adverse Opinion on U.S. GAAP

The financial statements referred to above were not intended to, and in our opinion they do not, present fairly, in accordance with accounting principles generally accepted in the United States of America, the financial position of SNO 911, as of December 31, 2019, or the changes in financial

position or cash flows thereof for the year then ended, due to the significance of the matter discussed in the above “Basis for Adverse Opinion on U.S. GAAP” paragraph.

Matters of Emphasis

As discussed in Note 8 of the 2019 financial statements, the Agency merged with, and received the remaining assets and liabilities from, Snohomish County Emergency Radio System (SERS), effective January 1, 2019. The financial statements include all adjustments resulting from this merger. Our opinion is not modified with respect to this matter.

As discussed in Note 10 to the 2019 financial statements, in February 2020, a state of emergency was declared that could have a negative financial effect on the Agency. Our opinion is not modified with respect to this matter.

Other Matters

Supplementary and Other Information

Our audit was conducted for the purpose of forming an opinion on the financial statements taken as a whole. The Schedule of Liabilities is presented for purposes of additional analysis, as required by the prescribed BARS manual. This schedule is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements taken as a whole.

OTHER REPORTING REQUIRED BY GOVERNMENT AUDITING STANDARDS

In accordance with *Government Auditing Standards*, we have also issued our report dated December 17, 2020 on our consideration of the Agency’s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to

provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Agency's internal control over financial reporting and compliance.



Pat McCarthy
State Auditor
Olympia, WA

December 17, 2020

FINANCIAL SECTION

SNO 911

January 1, 2019 through December 31, 2019

FINANCIAL STATEMENTS

Fund Resources and Uses Arising from Cash Transactions – 2019

Notes to Financial Statements – 2019

SUPPLEMENTARY AND OTHER INFORMATION

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ABOUT THE STATE AUDITOR’S OFFICE

The State Auditor’s Office is established in the state’s Constitution and is part of the executive branch of state government. The State Auditor is elected by the citizens of Washington and serves four-year terms.

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Website	www.sao.wa.gov

LETTER OF REPRESENTATION TO BE TYPED ON CLIENT LETTERHEAD
(USE THIS TEMPLATE FOR BARS CASH BASIS AUDITS)

December 17, 2020 ①

Washington State Auditor's Office
15129 Main Street, Suite C102
Mill Creek, WA 98012

To the Office of the Washington State Auditor:

We are providing this letter in connection with your audit of Snohomish County 911 for the period from January 1, 2019 through December 31, 2019. Representations are in relation to matters existing during or subsequent to the audit period up to the date of this letter.

Certain representations in this letter are described as being limited to matters that are significant or material. Information is considered significant or material if it is probable that it would change or influence the judgment of a reasonable person.

We confirm, to the best of our knowledge and belief, having made appropriate inquiries to be able to provide our representations, the following representations made to you during your audit. If we subsequently discover information that would change our representations related to this period, we will notify you in a timely manner.

General Representations:

1. We have provided you with unrestricted access to people you wished to speak with and made available all relevant and requested information of which we are aware, including:
 - a. Financial records and related data.
 - b. Minutes of the meetings of the governing body or summaries of actions of recent meetings for which minutes have not yet been prepared.
 - c. Other internal or external audits, examinations, investigations or studies that might concern the objectives of the audit and the corrective action taken to address significant findings and recommendations.
 - d. Communications from regulatory agencies, government representatives or others concerning possible material noncompliance, deficiencies in internal control or other matters that might concern the objectives of the audit.
 - e. Related party relationships and transactions.
 - f. Results of our internal assessment of business risks and risks related to financial reporting, compliance and fraud.

2. We acknowledge our responsibility for compliance with requirements related to confidentiality of certain information, and have notified you whenever records or data containing information subject to any confidentiality requirements were made available.
3. We acknowledge our responsibility for compliance with applicable laws, regulations, contracts and grant agreements.
4. We have identified and disclosed all laws, regulations, contracts and grant agreements that could have a direct and material effect on the determination of financial statement amounts, including legal and contractual provisions for reporting specific activities in separate funds.
5. [Except as discussed with you, ②] we have complied with all material aspects of laws, regulations, contracts and grant agreements.
6. We acknowledge our responsibility for establishing and maintaining effective internal controls over compliance with applicable laws and regulations and safeguarding of public resources, including controls to prevent and detect fraud.
7. [Except as discussed with you, ②] we have established adequate procedures and controls to provide reasonable assurance of safeguarding public resources and compliance with applicable laws and regulations.
8. [Except as reported to you in accordance with RCW 43.09.185, ②] we have no knowledge of any loss of public funds or assets or other illegal activity, or any allegations of fraud or suspected fraud involving management or employees.
9. In accordance with RCW 43.09.200, all transactions have been properly recorded in the financial records[, notwithstanding immaterial uncorrected items referenced below].
10. We are responsible for, and have accurately prepared, the summary schedule of prior audit findings to include all findings, and we have provided you with all the information on the status of the follow-up on prior audit findings. [omit if inapplicable]
11. We are responsible for taking corrective action on audit findings and have developed a corrective action plan. [omit if inapplicable]

Additional representations related to the financial statements: ③

12. We acknowledge our responsibility for fair presentation of the financial statements and believe financial statements are fairly presented in accordance with the *Budgeting, Accounting and Reporting Standards Manual* (BARS Manual), which is a comprehensive basis of accounting other than accounting principles generally accepted in the United States of America.
13. We acknowledge our responsibility for establishing and maintaining effective internal control over financial reporting.

14. The financial statements properly classify all funds and activities.
15. Revenues are appropriately classified by fund and account in accordance with the BARS Manual.
16. Expenses are appropriately classified by fund and account, and allocations have been made on a reasonable basis.
17. Ending cash and investments are properly classified as reserved and unreserved.
18. Significant assumptions we used in making accounting estimates are reasonable.
19. The following have been properly classified, reported and disclosed in the financial statements, as applicable:
 - a. Interfund, internal, and intra-entity activity and balances.
 - b. Related-party transactions, including sales, purchases, loans, transfers, leasing arrangements, and guarantees, and amounts receivable from or payable to related parties.
 - c. Joint ventures and other related organizations.
 - d. Guarantees under which the government is contingently liable.
 - e. All events occurring subsequent to the fiscal year end through the date of this letter that would require adjustment to, or disclosure in, the financial statements.
 - f. Effects of all known actual or possible litigation, claims, assessments, violations of laws, regulations, contracts or grant agreements and other loss contingencies.
20. We have accurately disclosed to you all known actual or possible pending or threatened litigation, claims or assessments whose effects should be considered when preparing the financial statements. We have also accurately disclosed to you the nature and extent of our consultation with outside attorneys concerning litigation, claims and assessments.
21. We acknowledge our responsibility to include all necessary and applicable disclosures required by the BARS Manual, including:
 - a. Description of the basis of accounting, summary of significant accounting policies and how this differs from Generally Accepted Accounting Principles (GAAP).
 - b. Disclosures similar to those required by GAAP to the extent they are applicable to items reported in the financial statements.
 - c. Any additional disclosures beyond those specifically required by the BARS Manual that may be necessary for the statements to be fairly presented.
22. We acknowledge our responsibility for reporting supplementary information such as the Schedule of Liabilities in accordance with applicable requirements and believe supplementary information is fairly presented, in both form and content in accordance with those requirements.

23. We have disclosed to you all significant changes to the methods of measurement and presentation of supplementary information, reasons for any changes and all significant assumptions or interpretations underlying the measurement or presentation.
24. We believe there are no uncorrected misstatements that would be material individually and in the aggregate to the financial statements taken as a whole. ④
25. We acknowledge our responsibility not to publish any document containing the audit report with any change in the financial statements, supplementary and other information referenced in the auditor's report. We will contact the auditor if we have any needs for publishing the audit report with different content included.

(Signature)

Kurt Mills
Executive Director
Snohomish County 911

(Signature)

Angie Baird
Director of Finance and Human Resources
Snohomish County 911

NOTES TO THE PREPARER

- ① The date of the letter should match the date of the reports issued by the auditor. This date should be obtained from the auditor.

The period covered by the representation letter must be the same as the period described in the audit reports.

- ② Only include “Except as ...” if there is a reported or disclosed issue or exception related to the representation. This representation should be included both when a known issue was disclosed and when the auditor is reporting on issues previously unknown to management. When issues are reported, this representation signifies that all relevant information regarding reported issues has been shared with the auditor, in addition to complete disclosure of all known issues.

- ③ Only include this section when a financial statement audit has been conducted.

- ⑧ The letter should be signed by members of management with overall responsibility for financial and operating matters who are responsible and knowledgeable about, directly or through others, the matters covered in the representations. Generally, the letter is signed by the chief executive officer (e.g. city manager, mayor, superintendent) and the chief financial officer (e.g. finance officer, business manager, clerk/treasurer).

Additional signature lines may be added if requested. However, internal auditors should be independent of management and, as such, would not be expected to sign the letter.

Any deviation from standard language provided in the template above should be discussed with the auditor. If you need clarification on any point or feel you cannot make a representation, please contact the auditor.

Snohomish County 911 - SAO Exit Conference

Meeting Summary for December 17, 2020

Location: Web Conference

Meeting Attendance:

State Auditor's Office	SNO911 Management & Staff	SNO911 Board Members
Kristina Baylor	Kurt Mills	David Chan, South County Fire
Courtney Amonsén	Angie Baird	Darryl Neuhoﬀ, Marysville Fire
Maggie Wallis	Andrea McDaniel	Jonathan Ventura, Arlington PD
	Rita Simmons-Owens	Chris Alexander, Mukilteo Fire
	Sharon Brendle (notetaker)	

The meeting started at 2:02.

Kristina Baylor, the audit manager for the local office of the Washington State Auditor, welcomed the meeting attendees and provided a PowerPoint presentation. She said the purpose of the meeting was to share the results of SNO911's most recent audit and answer any questions. She introduced her team members, Courtney Amonsén, the audit supervisor, and Maggie Wallis, the audit lead.

SNO911 Executive Director Kurt Mills introduced the SNO911 staff in attendance: Finance Analyst Rita Simmons-Owens, Finance Coordinator Andrea McDaniel, and Director of Finance and Human Resources, Angie Baird. He also introduced four board members, Commissioner David Chan, Deputy Chief Darryl Neuhoﬀ, Chief Jonathan Ventura, and Chief Chris Alexander.

A meeting packet was attached to the meeting invite in order to supplement the visual presentation provided in the conference and contains full draft copies of the audit report.

- I. **Overview of Audit.** Kristina described the audit process as a helpful tool for both the agency's governing body and its management. The audit helps determine whether the operations of the agency are working as intended or if there were areas that could benefit from some improvement. All audit reports, including financial statements, are available to the public on their website. Any recommendations that come out of the audit process are structured to make sure that they are helpful to improve efficiency and effectiveness of the governmental agency.
- II. **Accountability Audit for year 2019.** Maggie described the purpose was to ascertain whether the system complied with state laws, regulations, grants, contracts, and its own policies and procedures. They also look to make sure that the system has adequate controls to safeguard public resources. SNO911 systems was found to be in compliance in all areas, including:
 - SERS Merger. In this case the audit found that the inventory system did not receive a final list until almost a year after the merger. A similar situation was discovered when

they performed SERS' final audit. SERS did not insure that capital assets and theft-sensitive assets were accurate and complete prior to the merger. They reported that this was due to limited staffing availability. They were able to confirm that all assets that were listed on the asset transfer list were recorded into the current asset system. Kurt described the time frame the agency faced with the merger. The decision to merge occurred in October of 2018, with it being effective in January 2019. Given the limited time available, SNO911 management were very aware that an accurate inventory was needed, but none existed. This matter has been corrected and the agency is now in control of the inventory system.

- They also examined SNO911's new payroll system to insure that the data was accurately transferred over to the new system, that it was working as intended, and the user access and security settings were adequate. Maggie reported that they found no discrepancies, so no recommendations were needed.
- The previous management letter from SERS was also reviewed concerning leave balances and accruals. Maggie confirmed that all leave balances transferred over and the policy was followed.
- Lastly, Maggie wanted to thank Andrea for providing all the electronic documentation for supporting purposes, and to Angie for providing the investigation of the SERS payroll management letter that helped determine the matter was resolved.

III. Financial Audit for year 2019. Courtney went over the highlights of the financial report. She reported that they did not identify any concerns with SNO911's control process. Their opinion on the financial reports was un-modified, or a clean opinion. The audit also referenced that SNO911 reports per the BARS manual, as most agencies do in the State of Washington. She explained that that is an allowable practice and does not negatively affect the agency in any way. She added that the audit found no material weaknesses or significant deficiencies in internal control, and no instances of material noncompliance were identified. Two items were properly disclosed in the notes in the financial statement: the merger with SERS; and the state of emergency declaration (statewide emphasis) and is considered as an unknown potential financial effect. This was disclosed and will continue to be reviewed in the future. Courtney also reported that there were no uncorrected misstatements identified, and no material misstatements were identified. She explained that they typically see minor misstatements, but there were none with SNO911's audit and she congratulated the agency for this. Some additional remarks made:

- The field and audit work were completed within the original estimate of \$28,000.
- The next audit is scheduled for Fall of 2021 (accountability and financial)
- Estimated cost for the next audit is \$25,000. The reduction is due to additional reviews performed this year on account of the payroll system conversion.
- Report is expected to be issued in the next week and will be available on their website. An audit survey will also be sent and they appreciate any feedback.

IV. Summary, Questions and Comments.

- Maggie expressed her appreciation to Angie, Dan, Andrea and Rita for their assistance.
- Angie thanked the audit team and appreciated the extra hours that were put in so that the exit conference could be held today.
- Angie also had a question about the Accountability Audit and asked if it was needed every year or if it could be switched to every other year, and if there was a cost savings for this. Courtney explained that the policy covering this states that agencies with combined revenue of over \$10 million require an annual accountability audit. SNO911 falls under this category.
- Kurt thanked the audit team and his staff. He thanked Angie for being strict about the agency's fiscal policies as well as keeping everyone on track.
- Commissioner Chan asked when the last audit was performed on SERS. Maggie responded that it was conducted toward the fall of 2019 and covered their fiscal year 2018. The report was issued on November 25, 2019. They had a recommendation regarding asset tracking in that they did not complete an inventory. This was due to their limited staffing and availability. The cash transactions were reviewed and deemed accurate. He also asked about the payroll software system changes and Maggie went over the steps they took to ensure that the system was correctly calculating the same figures.
- Angie clarified that the SNO911 Board had an obligation to collect the asset list from SERS prior to the merger. They did not receive an inventory list until much later in the year.
- Deputy Chief Neuhoff congratulated the SNO911 team for their clean audit. Considering they had to work through two major mergers, he thinks that it speaks volumes to the integrity and professionalism of the finance team.

The meeting concluded at 2:33 p.m.

Snohomish County 911
Personnel Committee
Meeting Summary for January 12, 2021
Location: Web Conference

Meeting Attendance:

Committee Members					
John DeRousse, Chair	✓	Thad Hovis	✓	George Hurst	✓
Jonathan Ventura					
Staff Support Team					
Kurt Mills	✓	Terry Peterson	✓	Angie Baird	
Sharon Brendle	✓				

The meeting was called to order at 8:30 am by Deputy Chief John DeRousse.

1. **Staffing Report & Recruiting Update.** Terry reported no significant changes since last month. There is only one opening in the dispatch center. The next academy is scheduled for March, and they're expecting 3 new employees for that. Since there are still staff coming out of training, there are now over 80% trained staff participating in the schedule. As of the year ending in 2020, overtime hours had decreased by 2600.

For the Purchasing/Procurement position, this has been advertised and so far over 20 applicants have applied. He expects to have interviews scheduled soon. For the Administrative Assistant position, they have gone through several rounds of interviews, but candidates are either withdrawing, or are not getting through initial backgrounds.

2. **SCEA**
 - i. **Schedule Project Update.** Terry reported that they have a meeting scheduled today following a break during the holidays. Schedule discussions are planned, with most of it centered around calculating overtime. Terry expects these discussions to continue in the coming weeks, but feels that once the OT issue is agreed upon by both sides, Circadian will be brought back (remotely) to re-engage the scheduling process. Terry hopes to be able to do this next month.
 - ii. **Arbitration.** The remaining arbitration has been resolved. This relates to a suspension over insubordination. The discipline was sustained but the duration of the suspension was reduced.
3. **Systems Security Engineer.** Kurt reported that for some time the agency has been dealing with security needs of the different systems by having additional duties handled by one of the systems engineers. They are aware that they will likely need a dedicated systems security position in the future, but they aren't at that point yet. He described this proposal as a bridge to hold the agency over until that time. Both of the Systems Engineers II have CCNA certification (Cisco Certified Network Associate), however one of them has gone out on his

own to achieve CISSP (Certified Information Systems Security Professional) certification. Kurt described this as the gold standard for information security. Given the recent hacking of Solar Winds, threats are growing and becoming more sophisticated, and are requiring more time and expertise to protect the agency. This proposal described in the APF is for a salary increase of 10% on top of his existing salary. He explained that this recognizes the expertise that this person has achieved.

The committee had a lengthy discussion on this matter. Kurt has offered to share current policies in place regarding the CCNA requirement for this position, as well as discuss any other details of this proposal. The leadership team will continue to evaluate the security needs of the agency, but thinks that in a couple of years, this will need to be a dedicated position.

George moved to recommend to the Board a 10% salary increase for the existing Security and Systems Engineer II position. The motion was seconded by Thad, and approved.

4. Round Table.

- Thad reported that vaccinations at South County Fire are moving fast. He estimates that 75% of staff will most likely receive the vaccine.
- Kurt thanked the assistance the agency has received from South County Fire. He appreciates the leadership shown by Shaughn Maxwell and Bob Eastman and how leadership from the fire group has allow SNO911 to improve our response and precautions focused on taking care of our employees who have such important jobs.

The meeting was adjourned at 0925. The next Personnel Committee meeting is scheduled for Tuesday, February 9th at 8:30 a.m.

Snohomish County 911
Future Facility Evaluation Meeting Committee
Meeting Summary for January 12, 2021
Location: Web Conference

Meeting Attendance:

Committee Members					
Dave DeMarco		Jeff Brand	✓	Steve Guptill	
George Hurst	✓	Kristiana Johnson	✓		
Jason Biermann	✓	Rich Llewellyn	✓		
Staff Support Team					
Kurt Mills	✓	Terry Peterson	✓	Angie Baird	
Sharon Brendle (notetaker)	✓				

The meeting was called to order at 3:05 pm by Kurt Mills.

- 1. Committee Chair Selection.** Kurt asked if anyone was interested in serving as committee chair. Rich Llewellyn nominated Dave DeMarco for committee chair. The nomination was seconded by George Hurst. All were in favor. Dave will begin chairing the committee at the next meeting.
- 2. Future Facility Location Evaluation.** There was discussion on the practical steps to move things forward and Kurt explaining determining a footprint within the County was a logical first step. A site selection matrix and two resources from NENA & FEMA were briefly discussed. An overview map of where employees live was reviewed as well. Kurt plans to bring forward a localized version of the location check list and a general idea of where they think would be the most suitable location footprint should be. Everyone supported this approach. Committee members shared some additional criteria suggestions:
 - Sight elevation (specifically locating it where a signal wouldn't be obstructed). Jeff thinks it needs to be in a location that wouldn't require signal repeaters. He's also interested in future expansion possibilities (such as multi-story buildings).
 - Accessibility if bridges are destroyed. Kurt agreed which is why they think being south of Marysville would be preferred.
 - Proximity to overland routes, and factor in road clearing for either earthquake or snow storms. Jason reported that DEM has a lot of data that can support a search.
 - Access to public transportation, specifically light rail and bus transportation. Kristiana calculated that there were 30 staff members living in the Everett area, 70 north of Everett, and 51 south of Everett. She reported that the Everett area has the most reliable transportation hubs and recommends contacting the route planners at Sound Transit to learn more about their future plans for the county.

3. **Colocation Evaluation.** Kurt is aware of interest expressed from numerous agencies on collocating with SNO911. He thinks that once they narrow down their location we can have a more fruitful discussion on potential co-location.
4. **External Resource Discussion.** There has been some very preliminary discussions on what types of external resources are appropriate for this project. Following some discussion, the committee recommended reaching out to at least 3 organizations that have done this before, such as South Sound 911, or others. Terry reported that South Sound has offered to be a resource for us since they recently went through a project similar to ours. Even though South Sound 911 considers themselves the first ground-up, purpose-built 911 facility in the state, the committee was definitely on board with extending the search outside the state. Kurt has some contacts with other 911 agencies that have recently constructed new facilities and he will reach out to them for possible site visits. He also thinks the committee should start engaging with a commercial realtor fairly soon in order to explore what the current market looks like. Terry added that there are multiple paths to achieving a new building: project manager, contractor, or a developer that will build the facility, then rent the space back. He thinks it would be worthwhile to discuss this with someone in the business that can offer the best advice moving forward with the RFP process.
5. **Funding / Budget.** Kurt explained that while we have a positive fiscal outlook between savings and other sources that more formal work will need to occur in partnership with the County.
6. **Scheduling South Sound 911 Tour.** The committee expressed interest in this. Inquiries with that agency will be made and a visit scheduled.

The meeting adjourned at 3:38 p.m. The next meeting is tentatively scheduled for February 9th at 3:00 pm.