



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

February 18, 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 January 21, 2020..... 3
 - B. January 2021 Blanket Voucher & Payroll Approval Form:
 - i. Checks 14073 - 14140, for a total of \$951,667.68
 - ii. Payroll Direct Deposit, in the amount of \$1,109,888.71
- 5. Old Business**
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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

January 21, 2021

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	☒ Jim 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	Jeff Young – Mill Creek Police Chief		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 shared the roll call sheet used to keep a record of the attendees. He called roll and verified a quorum. - He also reminded the board of how voting members are determined. If a primary board member is present, they are voting. If they are not at the meeting, then their alternate (assigned in order by caucus group) would become the voting member. - He also reminded the board against using Zoom chat for any official discussion, since the chat feature isn't recorded. Discussions take place in the open meeting.	
2. Public Comments	None	
3. Approval of Agenda	<i>Chief John Dyer moved to approve the agenda as written. Deputy Chief Darryl Neuhoﬀ seconded the motion and it was approved unanimously.</i>	Agenda approved

4. Consent Agenda: Minutes and Blanket Voucher & Payroll Approval Form	<i>Deputy Chief Neuhoff moved to approve the Consent Agenda, including the meeting minutes of the Regular Board Meeting of December 17, the Special Board meeting of December 29, 2020, and the December 2020 Blanket Voucher & Payroll Approval Form: Checks 13907-14072, for a total of \$22,085,684.33, and Payroll Direct Deposit in the amount of \$1,138,233.49. The motion was seconded by Undersheriff Jeff Brand and passed unanimously.</i>	Consent Agenda Approved
5. Old Business	A. Capital Plan Updates. Executive Director Kurt Mills presented a spreadsheet showing the proposal to move remaining dollars to 2021 from those approved capital projects that were either not started or not completed in 2020. This proposal was discussed and reviewed at the Finance Committee, and recommended for Board approval. He clarified that new dollars are not being added to the projects.. While there are no current plans for the \$61K listed under the Tertiary Center, he feels that with the future still unknown with regards to the pandemic, this project should also be moved over to 2021. <i>Deputy Chief Neuhoff moved to approve the Capital Plan as amended. The motion was seconded by Chief Chris Alexander and approved unanimously.</i>	Capital Plan changes approved
6. New Business	A. APF – Genesis Software Maintenance. Deputy Director Brad Steiner explained that this request relates to a processor “box” that not only monitors and records all data coming out of the radio system, but then issues reports. It had been purchased as a part of the Motorola upgrade years ago. This proposal would reinstate the maintenance for this equipment so it’s upgraded and working properly. Deputy Director Steiner said that the reporting will help them track the system to a much tighter degree. This purchase will initially use money this year from the RRP budget, then will be absorbed into the SNO911 budget as an annual maintenance expense moving forward. The amount requested covers the approximate \$5,000 upgrade, with the maintenance amount of around \$11,000 for a total amount of \$16,583.00. Deputy Director Steiner also explained that the reports will be used for the Wireless group to monitor the radio use and see how busy the system is. It also allows them to examine individual call trends. Once the new system is up and running, there are additional reports that may be utilized. <i>Deputy Chief Neuhoff moved to authorize the essential services agreement with Genesis for the amount of \$16,583.00, plus any taxes, should they become necessary. The motion was seconded by Councilmember Richard Emery and approved unanimously.</i>	Motion approved
7. Reports	A. Agency Reports. Deputy Director Peterson referred to the report in the packet and highlighted a couple of items: ▪ SNO911 really appreciates the relationship they have had with their fire agencies throughout the pandemic. As a result, a significant number of staff (91 out of 161)	

	have received their first vaccination. This projection lines up with what they were expecting based upon the survey they sent out beforehand. ▪ Windstorm activity. This occurred overnight on the 13th. He reported that SNO911 was extremely busy receiving close to 900 calls during the hours of midnight to 7 a.m. Ops Managers reported to each site and Wireless staff dealt with downed trees obstructing access to one of their tower sites. B. Radio Replacement Project. In addition to the material contained in the meeting packet, Deputy Director Steiner reported that things are moving forward towards getting radios deployed soon. He referred to a new Radio Replacement Project website. This is a way in which the Project Manager, Michael Gallagher, can communicate more efficiently with the agencies. The site will contain online surveys, portable schedules, forms and meeting recaps. Beginning on January 27th, the project manager will be hosting meetings in order to go over coordination and next steps. Meetings will be scheduled depending on when the agency will be receiving their radios. The website will be updated on a regular basis as changes are made. He expressed his thanks to everyone for their continued patience. C. Police TAC. Nothing additional to report. D. Fire TAC. Nothing additional to report.	
8. Committee Reports	A. Finance Committee. Chief Dave DeMarco reported that the committee met on the 14th and announced that SNO911 received a clean audit report which Director Angie Baird will go into more detail. He added that the clean audit represents the values that have been expected from SNO911, and is something that the board can be proud of. He added that the financial consultant that SNO911 will be going out to bid for soon is a supplement to the current process and he sees it as an effort to recognize the great work being done and to look for opportunities to improve. Director Baird reported that in addition to being a clean audit, the financial audit did not include any recommendations for improvement. On the accountability audit, a couple of recommendations were made. These had to do with creating a policy and procedure relating to the accounts payable process, electronic funds transfers (the agency is not currently set up to do this), and inventory. Regarding inventory, there were some exit items that SERS had received to conduct inventory SNO911 did not collect an asset list prior to the merger. She explained that this would have been a management letter for SERS had the merger not taken place. Since the merger, an inventory has occurred and proper procedures are in place. There are no further concerns from the auditors in the area. Minutes to the exit conference are included with the finance committee report. B. Personnel Committee. Nothing additional to report. C. County EESCS Committee. No meeting.	

	D. County ECSF Program Advisory Board. No meeting. E. Future Facility Committee. Director Mills reported that the committee met on the 12th. Chief DeMarco was named committee chair. The committee discussed the following topics: location footprint for the facility, colocation possibilities, external resources (consultants, experts), budget considerations, and the outcome of new facilities by other agencies. They are scheduled to tour South Sound 911 and learn more about their new facility in Tacoma. F. Board Technical Leadership. No meeting.	
9. Executive Session	None.	
10. Good of the Order	▪ Director Mills recalled that this week marks the one year anniversary of the pandemic and reflected on the lives lost. He hopes things improve with the increase in vaccination. He also expressed his appreciation of the way the county has come together and supported each other through the economic challenges, including the guidance they have received from the fire community on how to protect the agency and staff, along with the support of the board for authorizing the approval of equipment and the Tertiary Center. ▪ Commissioner Chan appreciated Chiefs Alexander and Templeman for voicing their opinions during the December 29th board meeting. He added that it is a sign of a good board when everyone looks out for the interests of the organization. ▪ President Nehring thanked Director Baird and her team for the good audit results.	
11. Adjourned	The meeting was adjourned at 9:05 a.m. The next meeting is scheduled for February 18, at 8:30 a.m.	

ACTION PROPOSAL FORM



Date: 2/12/2021

Action Title: RRP: Reimbursements for Non-Project Installed Mobile Radios

Time Sensitivity: Normal

Background / Purpose:

The current scope of the RRP provides for the installation of mobile radios in vehicles and fire apparatus for all mobile radios identified in the project. Additionally, vehicle chargers are also included for installation for select fire apparatus. Some agencies have expressed a desire to “opt-out” and perform their own installations. SNO911 supports this decision, and has provided via a different policy the role and responsibilities that the agency assumes when performing their own installations.

Staff has developed and is recommending an equivalent payment methodology that will reimburse each opt-out agency the amount the project would have paid had the work been completed as part of the project.

Based on the latest mobile radio counts as of December 2020, this methodology results in the following payment amounts:

Agency	Counts as of 12/2020			Payment Amount
	Mobile Quantity	Dual-Head Installation	Fire Vehicle Chargers	
Edmonds PD	36	0	0	\$ 34,257.34
Lake Stevens PD	25	0	0	\$ 23,789.82
SNOCO Auditor	7	0	0	\$ 6,661.15
SNOCO Parks	4	0	0	\$ 3,806.37
SNOCO DEM	16	2	0	\$ 15,980.27
SNOCO Sheriff	360	0	0	\$ 342,573.36
SNOCO Corrections	6	0	0	\$ 5,709.56
Stillaguamish PD	17	0	0	\$ 16,177.08
Arlington FD	15	0	0	\$ 14,273.89
FD7 + FD8	81	18	110	\$ 124,382.91
FD17	11	11	0	\$ 14,618.85
FD22	13	2	22	\$ 21,227.66
FD26	29	9	0	\$ 30,992.73
SNOCO Fire Marshall	5	5	3	\$ 7,749.77

Total: \$ 662,200.75

Per the Radio Replacement Project Policy – Subscriber Scope of Services approved by the SNO911 Board on 4/16/2020 each agency that accepts this payment is acknowledging sole responsibility for installation quality and is responsible for any impacts and remedies resulting from faulty installation. Agency agrees not to seek additional RRP reimbursements for these installations. Additional radios not identified above are also not subject to reimbursement.

Prior to any payment, agency will work with legal on an MOU outlining responsibilities associated with accepting this reimbursement.

The costs for reimbursement will come from the RRP project contingency.

The Finance Committee reviewed/discussed this and while there was not a quorum there was a unanimous recommendation to proceed.

Recommendation/Motion:

Motion to authorize SNO911 to pay opt-out agencies under the terms identified in this APF.

Funding: Radio Replacement Project Fund 130



ACTION PROPOSAL FORM

Date: 2/4/2021

Action Title: RRP: ADCOMM Quality Contract Addendum #2

Time Sensitivity: Normal

Background / Purpose:

In April of 2019 the SNO911 Board approved a professional services agreement with ADCOMM engineering related to the FCC licensing process for the RRP. This agreement is currently a separate agreement from the ADCOMM "Quality Consultant Contract" that has been discussed and expanded as of the past few board meetings. For reference, the ADCOMM "Quality Consultant Contract" contains the ADCOMM Project Manager, engineering support services, and site construction support personnel.

The existing FCC licensing agreement is nearing its completion, and there is still more work to be done related to obtaining our FCC licenses. Therefore, in an effort to reduce contract complexity we are continuing ADCOMM's engagement in our FCC licensing support through an addendum to the Quality Contract rather than via the previous agreement. The purpose of this Addendum is two-fold:

1. To allow ADCOMM to continue to support SNO911 staff in order to obtain our FCC licenses for the portions that are not Motorola's responsibility
2. To allow ADCOMM to support our site construction permitting process and provide additional services related to securing the construction permits

The services for reimbursements under item 2 above was in the December 2020 APF approving the dollar extension to this contract. This addendum simply memorializes those terms and allows ADCOMM to perform additional services – should they be required by the permitting office – in order to keep our permitting process moving ahead as quickly as possible.

Costs

Staff anticipates that we will require up to \$50,000.00 for the FCC licensing portion of this Addendum per the current scope.

As ADCOMM is simply pre-paying and requesting reimbursement for the permitting costs, staff is proposing that we apply the RRP budget as necessary to complete the permit process (currently identified as \$100,000.00, but could use more contingency if required). Therefore we believe a board authorization is not necessary as no funds will be paid to ADCOMM, rather they are just the payment processor.

Any other additional services will be quoted on an as needed basis and we believe will be under \$30,000.00 (if necessary at all).

NOTE: This Addendum has undergone legal review.

Recommendation/Motion:

Authorize execution of Addendum #2 with ADCOMM Engineering, including up to \$80,000.00 for FCC licensing services and identified additional services by the Authority Having Jurisdiction (AHJ) related to obtaining permits.

Funding: Radio Replacement Project Fund 130

Snohomish County 911

Contract for Radio Replacement Project - Technical Consultant

ADDENDUM #2

THIS ADDENDUM (this "Addendum") is made by and between SNOHOMISH COUNTY 911, an interlocal nonprofit corporation organized under the laws of the State of Washington ("SNO911") and ADCOMM ENGINEERING LLC., a limited liability company organized under the laws of the State of Oregon performing professional services ("Contractor"). SNO911 and Contractor may be referred to where appropriate individually as a "Party" or collectively as the "Parties." The Parties hereby agree as follows;

RECITALS

1. Contractor and SNO911 have two existing Agreements one dated March 18, 2019 "3-18 Agreement" to provide services related to the modification/acquisition of radio licenses from the FCC and the August 21, 2019 as amended by Addendum #1 dated August 28, 2020 "8-21 Agreement" to provide various technical consulting services related to Radio Replacement Project;

2. The 3-18 Agreement is nearing the end of its financial authorization by the SNO911 Board of Directors;

3. For simplicity and ease of accountability, Contractor and SNO911 wish to end the 3-18 Agreement when the final authorized funds are expended and to contract for additional radio license services under the terms of the 8-21 Agreement as provided for and modified by this Addendum #2.

AGREEMENT

IN CONSIDERATION of mutual covenants contained in the Contract as well as this Addendum, the Parties agree as follows:

1.0 The parties agree to amend Exhibit A of the 8-21 Agreement to include the following additional FCC licensing and construction permitting services that Contractor shall provide to SNO911 "Addendum #2 Services":

1.1 FCC License Specialist services who will provide the following:

1.1.1 For each identified co- and adjacent-channel licensee, Develop the necessary co- and/or adjacent-channel interference contour representations for the proposed SNO911

frequencies/configurations as well as the licensee's system as currently licensed. All representations shall be developed in compliance as applicable with Region 43, APCO, and FCC technical requirements

- 1.1.2 If deemed necessary, for each co- and/or adjacent-channel licensee, develop contours comparing SNO911's proposed use to existing use, highlighting potential impacts on the affected licensee. Develop matrix-based predictions as necessary. "Existing" coverage will be based on FCC license data.
- 1.1.3 Assist SNO911 in creating communications materials with affected licensees in an effort to obtain consent, including providing technical and meeting support as needed.
- 1.1.4 Develop licensee signature-ready letters of consent (LOC), to include required FCC and/or Region 43 RPC language
- 1.1.5 Provide technical and meeting support to SNO911 with the Region 43 RPC to obtain approval once all LOCs have been secured.
- 1.1.6 Provide updated technical exhibits for non-NPSPAC and NPSPAC frequencies if deemed necessary and authorized by SNO911
 - 1.1.6.1 Technical exhibits include, but are not limited to co-/adjacent-channel contours, Canadian Power Flux Density contours, and other graphical representations.
- 1.1.7 Complete all necessary FCC forms to assign the existing Community Transit 7/800 MHz frequencies to SNO911
 - 1.1.7.1 This includes both technical and meeting support between all parties (i.e. ADCOMM, SNO911, and Community Transit)
- 1.1.8 In conjunction with SNO911 staff, determine the usage of currently licensed frequencies 854.0125, 854.2125, and the 800 MHz frequencies in use by Community Transit to determine if these can be deployed in the proposed simulcast sites (both North and South) as an emergency plan should capacity need to be added for cutover purposes
 - 1.1.8.1 This emergency plan is a simple narrative that explains the process to license these frequencies and any additional limitations they may have compared to the existing channels.

1.2 Construction Permitting Services

1.2.1 ADCOMM shall directly pay for all necessary construction, building, electrical, or any other required permit fees on behalf of SNO911, and then seek reimbursement from SNO911.

1.2.2 ADCOMM shall separately bill SNO911 the actual amounts for these permit fees

1.2.2.1 For supporting material for reimbursement, ADCOMM will provide the original invoices from the Authorities Having Jurisdiction (AHJs) and proof of payment by ADCOMM to SNO911 for each reimbursement.

1.2.3 ADCOMM may also perform additional services to support the permitting process if additional analysis are required by the AHJs.

1.2.3.1 Additional services currently envisioned include public meeting support and NIER studies but others may be required based on the specific requests of the AHJs.

1.2.3.2 Any additional services will be specifically authorized by SNO911 after a quote for those services is provided by ADCOMM based upon the specific requirements of the AHJ(s).

2.0 Compensation Addendum #2 Services.

2.1 SNO911 shall pay Contractor for the additional FCC License Specialist services provided in this Addendum in section 1.1 at the rate of "Senior Consultant" (\$165.00 per hour) as defined in the Contract.

2.2 There are no additional fees associated with the permitting pre-payment beyond the reimbursement of actual costs.

2.3 Any additional services authorized under section 1.2.3 will have an associated quote, and will be billed separately.

3.0 Term

3.1 The services provided through this addendum are subject to the same term and termination conditions in the 8-21 Agreement.

4.0 Notice to Proceed/Stop Work

4.1 Services provided as defined in section 1.1 in this addendum will be authorized by SNO911 and are governed by a "do not exceed" amount of \$50,000.00 for the total charges for these services and expenses. This

authorization amount may be changed without a formal change order if mutually agreed to by both parties in writing.

- 4.2 Contractor will monitor its total compensation billed under this addendum and will stop all work when the billable amount reaches the authorized limit. SNO911 will not be responsible to pay Contractor for charges in addition to the authorized limit unless specifically authorized by SNO911

5.0 Miscellaneous

- 5.1 Unless specifically identified above, all other terms and conditions of the 8-21 Agreement remain unchanged and are in full effect.

By signing below, both parties agree to the addendum to the Contract as detailed above.

APPROVED: SNO911

CONTRACTOR: ADCOMM ENG. LLC.

Kurt Mills, Executive Director

Susan Ronning, Principal

Date: _____

Date: _____

AGREEMENT FOR SERVICES BETWEEN SNOHOMISH COUNTY 911 AND THE TULALIP TRIBES

THIS AGREEMENT is made and entered into as of the ____ day of _____, 2021, by and between SNOHOMISH COUNTY 911, an interlocal non-profit corporation organized under the laws of the State of Washington ("**SNO911**") and the TULALIP TRIBES, a federally recognized sovereign tribe under the laws of the United States of America, (hereinafter the "**Tribe**").

R E C I T A L S

A. SNO911 is organized to provide emergency and public safety communications, dispatch, monitoring, and information services in Snohomish County, Washington.

B. The Tribe operates the Tulalip Tribal Police Department ("**Tribal Police Department**") within the jurisdictional area of the Tulalip Reservation in Snohomish County, Washington.

C. The Tribe, by and through its Tribal Police Department, maintains its own dispatch operation and desires to utilize the SNO911 radio technology system for voice communications for public safety purposes only.

D. SNO911 is willing to have the Tribe participate as a contracted Subscriber agency – as that term is defined in the Interlocal Agreement attached hereto as "**Exhibit A**" ("**ILA**") – in the SNO911 radio technology system on the terms and conditions provided in this Agreement.

E. SNO911 and the Tribe are desirous of entering into a contractual relationship for the Tribe to access certain SNO911 services if the Tribe meets the standards required of SNO911 agencies and otherwise meets the terms and conditions of this Agreement.

A G R E E M E N T

FOR GOOD AND VALUABLE CONSIDERATION, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

Section 1. Purpose of Agreement. The purpose of this Agreement is to define the scope of services contracted by the Tribe from SNO911, set forth the compensation to be paid by the Tribe for such services, and to enumerate other related provisions, which contribute to the mutual benefit of the parties to this Agreement.

Section 2. Scope of Services. SNO911 shall provide services to the Tribe in accordance with this Agreement, with the ILA as may hereinafter be amended, with the procedures and practices established by the SNO911 Board of Directors, the procedures

and practices established by the SNO911 technical advisory committees, and the Snohomish County Law Enforcement Radio Procedures. Specifically, SNO911 shall provide the following services to the Tribe:

Section 2.1 SNO911 shall provide the Tribe access to SNO911's emergency public radio system for purposes of radio communications amongst its Tribal Police Department staff for public safety purposes only.

Section 2.2 SNO911 shall provide, install, and program ☒ portable radios and ☒ mobile radios for Tribal Police Department's mobile fleet, for use consistent with this Agreement. Such provision, installation, and programming shall be consistent with SNO911's current radio replacement project.

Section 2.3 SNO911 shall program two (2) base radios, which shall already have been provided by and installed by the Tribal Police Department. After programming by SNO911, the use of such base radios shall be use consistent with this Agreement.

Section 2.3 SNO911 shall provide usage of two (2) dedicated talk-groups to the Tribal Police Department for public safety use only within the Tribal Police Department only. The talk groups are shared and accessible by SNO911 and SNO911's user agencies. The Tribal Police Department's access to other non-Tribal talk-groups is subject to the discretion of the SNO911 Police Technical Advisory Committee.

Section 2.4 SNO911 shall invite the Tribal Police Department chief or the chief's designee to participate in the SNO911 Police Technical Advisory Committee, as further described in the ILA. SNO911 shall also invite the Tribe to participate in the SNO911 agency assembly and participate in SNO911 budget proposal review, as further described in the ILA.

Section 2.5 SNO911 shall provide the Tribal Police Department the same radio priority as other public safety agencies.

Section 3. Responsibility of the Tribe. The Tribe shall be responsible for the following:

Section 3.1 The Tribal Police Department shall use and access the SNO911 radio system for public safety use only.

Section 3.2 The Tribe shall be responsible for the purchase and programming of radios beyond the number provided by SNO911 pursuant to Section 2 of this Agreement. The Tribe shall also be responsible for installations of in-building radios and equipment in the Tribe's dispatch center. The Tribe shall be responsible for all of its own costs that are created as a result of it becoming a SNO911 Subscriber (as defined in the ILA). The Tribe shall be responsible for all of its and SNO911 costs associated with lost or damaged radios and hardware,

except that any loss or damage covered by a manufacturer's warranty to SNO911 shall be extended to the Tribe if permitted under the terms of the warranty.

Section 3.3 The Tribe shall establish and enforce specific controls to prevent the unauthorized or inappropriate use of radios and the communication system.

Section 3.4 The Tribe shall immediately report unauthorized or inappropriate access to or disclosure of information from any SNO911 system.

Section 3.5 The Tribe shall follow established practices regarding radio configuration, usage, nomenclatures, and operating parameters. Additionally, the Tribe shall ensure its staff is trained and adhere to standards outlined in the Snohomish County Law Enforcement Radio Procedures whenever interoperating with other users of the SNO911 system.

Section 3.6 The Tribe shall abide by all Federal Communication Commission rules and regulations concerning the use of shared radio facilities.

Section 3.7 The Tribe shall follow established practices regarding requests for other entities to extend access for mutual aid purposes. Such requests are subject to approval by the SNO911 Police Technical Advisory Committee.

Section 3.8 The Tribe agrees to the terms of the ILA in its capacity as a Subscriber (as the ILA defines that term) and acknowledges it is subject to all provisions of the ILA applicable to Subscribers.

Section 3.9 The Tribe shall maintain equipment to applicable standards, governance and requirements of SNO911 and its other agencies. The Tribe shall purchase all hardware, software, and required annual maintenance costs which is required of an agency participating with SNO911. The Tribe shall be responsible, at its expense, to upgrade and install its own equipment to accommodate the capability to communicate on the authorized talk groups. The Tribe shall coordinate its software licenses required to utilize the SNO911 technology system with SNO911. SNO911 shall have sole discretion in determining compatibility of software and the Tribe shall procure compatible software in the event a determination is made that existing software is not compatible. The Tribe, as a contracting agency with SNO911, shall abide by all operational and technological business practices of SNO911 as they exist at the time of the execution of this Agreement or as those practices may change, from time to time, in the future.

Section 3.10 The Tribe shall immediately report to SNO911 all Tribal Police Department personnel changes so that SNO911 can disable system access.

Section 3.11 The Tribe shall remain in compliance with State of Washington ACCESS requirements and CJIS Standards and immediately report to SNO911 any changes in status.

Section 4. Initial Infrastructure Fee and User Fees. The Tribe shall be responsible for the following Initial Infrastructure Fee and User Fees:

Section 4.1 Initial Infrastructure Fee. The Tribe shall pay a one-time infrastructure fee of THIRTY-ONE THOUSAND FIVE HUNDRED AND NO CENTS (\$31,500.00) to SNO911. Payment shall be made within [x] days of execution of this Agreement.

Section 4.2 User Fees. The Tribe shall pay TWENTY-FIVE DOLLARS AND FORTY-THREE CENTS (\$25.43) per radio per month for labor-related costs to SNO911 and FOUR DOLLARS AND THIRTY-TWO CENTS (\$4.32) per radio per month for operating-related costs, for a combined total of TWENTY-NINE DOLLARS AND SEVENTY-FIVE CENTS (\$29.75) per radio per month. Any work requested by the Tribe and performed by SNO911 that is out of the scope of this Agreement will be charged on a time and material basis with such time being charged as herein described. SNO911 shall bill the Tribe monthly. The Tribe shall make payment within [x] days of receipt of invoice.

Section 4.3 Delinquency. User Fees not paid when due shall begin to accrue interest on the date the User Fee was originally due and shall continue until the User Fee is paid (together with all accrued interest) in full at the Federal Prime Rate plus 3%. SNO 911 shall, within seven (7) business days of the due date, send notice to the Tribe of such delinquency. In the event the Tribe does not pay in full all User Fees plus accrued interest within six (6) months from the date of initial delinquency, the Governing Board may terminate services to the Tribe. Any such termination shall not absolve the Tribe of its obligation to pay any amounts owing to SNO911, including any accrued interest.

Section 5. Term of Agreement. This Agreement shall commence as of the date set forth above and continue for twelve (12) months thereafter.

Section 6. Termination.

Section 6.1 Termination Without Cause. Either SNO911 or the Tribe may terminate this Agreement, without cause, by providing written notice to the other party at least fifteen (15) days prior to the effective date of termination; provided, however, after termination, the Tribe shall continue to be responsible to pay any outstanding User Fees, together with any other applicable costs allocated to the Tribe as part of its participation in SNO911, for the year in which termination notice was given and for the following year in the event that the SNO911 budget for that year has been approved and adopted by the SNO911 Board of Directors as of the effective date of notice of termination.

Section 6.2 Termination for Cause. Any party may immediately terminate this Agreement for cause for violating a provision of this Agreement. In the event that SNO911 terminates for cause, the Tribe's User Fees will be handled in the same manner as a termination without cause and the Tribe shall continue to be responsible for its costs as stated above.

Section 6.3 Miscellaneous. Upon any termination of this Agreement, the Tribe shall return all portable radios and mobile radios to SNO911 and SNO911 shall suspend all accesses and other privileges provided under this Agreement. Any termination of this Agreement shall not result in a refund to the Tribe of the Infrastructure Fee. This provision shall survive termination of this Agreement.

Section 7. Access Restriction. The Tribe's access to the SNO911 technology system may be limited, restricted, or temporarily terminated, without notice, if SNO911 has a good faith belief that such action is necessary to maintain the integrity of the technology system or a good faith belief that any component of the technology system has or will be misused or if, in SNO911's sole discretion, such usage is having a detrimental impact to SNO911's radio technology system or operation.

Section 8. Dispute Resolution. The dispute resolution provisions of the ILA, as may hereinafter be amended, shall apply.

Section 9. Indemnification and Hold Harmless. The Tribe agrees to indemnify and hold harmless each Principal (as that term is defined in the ILA) and SNO911, their officers, officials, employees, and volunteers from any and all claims, injuries, damages, losses, or suits including attorney fees, arising out of the Tribe's negligent acts or omissions in connection with the receipt of services from SNO911.

In the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Tribe and SNO911, its officers, officials, employees, and volunteers, the party's liability hereunder shall be only to the extent of the party's negligence. It is further specifically and expressly understood that the indemnification provided in this Section constitutes the party's waiver of immunity under Industrial Insurance Title 51 RCW, solely for the purpose of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this Section shall survive the expiration or termination of this Agreement.

Each party shall give the other party proper notice as provided herein of any claim or suit coming within the purview of these indemnities. Termination of this Agreement shall not affect the continuing obligations of each of the parties as indemnitors hereunder with respect to those indemnities and which shall have occurred prior to such termination.

Section 10. Disclaimer of Liability. Under no circumstances, shall SNO911 or anyone else involved in administering or providing the services hereunder be liable for any exemplary, punitive, indirect, incidental, special, or consequential damages. SNO911 shall not under any circumstances be liable for any damages resulting from the failure of public or private utilities, the failure of communications equipment, or any other failure that causes system down time, and in no event shall SNO911 be liable for any monetary damages in excess of the total amount of monetary consideration received by SNO911 under this Agreement. This provision shall survive termination of this Agreement.

Section 11. Insurance. Both SNO911 and the Tribe shall maintain liability insurance coverage the scope of which shall include claims that may arise under this

Agreement with coverage limits of at least One Million Dollars (\$1,000,000.00) per occurrence combined single limit for bodily injury and property damage liability and with an annual aggregate of at least Two Million Dollars (\$2,000,000.00). Evidence of such insurance compliance shall be provided to the other Party upon request. This provision shall survive termination of this Agreement.

Section 12. Public Records. SNO911 is subject to Washington's Public Records Act, Chapter 42.56 RCW (the "Act"), and the Act defines "Public Record" very broadly. Any records or documents, including electronic records, relating to, or arising out of this Agreement are subject to that Act. Likewise, any recorded radio communications are considered Public Records subject to the Act. The Tribe acknowledges that Public Records, including this Agreement, may be required to be made available for inspection or copying if a request to do so is received by SNO911. Any such request received by the Tribe, including oral requests, must be referred to the SNO911 Executive Director immediately so that SNO911 may acknowledge the request within five (5) business days of receipt. The Tribe shall not make Public Records available to anyone requesting them unless authorized to do so by SNO911. The Tribe shall make records available as required by this section without charge to SNO911.

Section 13. No Third-Party Rights. This Agreement is intended to govern only the rights and responsibilities of the parties hereto and as specified herein. Nothing in this Agreement shall be construed or interpreted to create any third-party rights or create a cause of action in favor of a third party. This Agreement shall not be construed or interpreted to create a standard of performance or care for the purposes of any claim initiated by a third party. This provision shall survive termination of this Agreement.

Section 14. Limited Waivers of Sovereign Immunity and Venue Stipulation. The Tribe and SNO911 recognize and respect the sovereignty and legal status of the other Party. The Tribe and SNO911 further recognize that the other Party has and reserves all rights, powers, and remedies now or hereafter existing at law, in equity or by statute, treaty, or otherwise. Except for the limited waiver set forth herein, this Agreement is not intended to nor shall it be construed to diminish, increase, or otherwise alter the rights and entitlements of either Party. Nothing in this Agreement is or shall be deemed to be a waiver of the Tribe's or SNO911's sovereign immunity from suit except that each Party hereby expressly provides a limited waiver of sovereign immunity from suit and consents to be subject to the jurisdiction and venue of the Snohomish County Superior Court for disputes arising between SNO911 and the Tribe arising under the terms and conditions of this Agreement, but not as to any other person or entity. Neither Party shall revoke, by any means, that Party's limited waiver of sovereign immunity, during the term of this Agreement. The limited waivers of sovereign immunity provided by each Party shall be effective as of the date of this Agreement and shall continue for the applicable statute of limitations following termination or cancellation of this Agreement except that such limited waivers of sovereign immunity shall remain effective for any legal proceeding pending at the end of such applicable statute of limitations period until the conclusion of any such legal proceeding and enforcement thereof. The limited waiver of sovereign immunity shall survive termination of the Agreement for the duration of any applicable statute of limitations.

Section 15. Notices.

Section 15.1 Notice to SNO911 shall be sent to the following address:

Angie Baird
Snohomish County 911
1121 S.E. Everett Mall Way, Suite 200
Everett, WA 98208
abaird@sno911.org

Section 15.2 Notice to the Tribe shall be sent to the following address:

Name:	
Address:	
Address:	
Address:	
E-mail:	

Section 16. Severability. If any part of this Agreement is unenforceable for any reason the remainder of the Agreement shall remain in full force and effect.

Section 17. Modification. This instrument constitutes the entire Agreement between the parties and supersedes all prior agreements. No modification or amendments shall be valid unless evidenced in writing, properly agreed to, and signed by both parties.

Section 18. Entire Agreement. The Parties agree that this Agreement, together with the portions incorporated herein, is the complete expression of the terms, and any oral representations or understandings not incorporated herein are excluded. Either party may request changes in this Agreement upon proper notice, and when mutually agreed shall be incorporated herein by written amendments hereto.

Section 19. Authority. Each person signing below for and on behalf of the respective Party hereby represents and warrants to the other party full and complete authority to enter into this Agreement on behalf of such party and that upon execution and delivery of this Agreement by both parties, this Agreement and the obligations set forth therein shall be valid and binding upon the party for whom such person executes this Agreement.

Section 20. Recording. The parties acknowledge that this Agreement may be filed with the Auditor of Snohomish Counties or, alternatively, listed on one or more

parties' web site, pursuant to RCW 39.34.040 and hereby authorize the recording or listing thereof.

[Signatures on the following page.]

WHEREFORE, the parties have executed this Agreement on the dates set forth below.

THE TULALIP TRIBES

By_____

Its_____

Date:_____, 2021

SNOHOMISH COUNTY 911

By_____

Its_____

Date: _____, 2021

EXHIBIT A



ACTION PROPOSAL FORM

Date: 2/12/2021

Action Title: Increase Balance of RRP Fund 130

Time Sensitivity: Normal

Background / Purpose:

Fund 130 is used to manage payments related to the Radio Replacement Project (RRP). These costs are reimbursed by the County and the balance we carry allows the agency to pay costs in a timely manner to avoid late charges or project delays. The initial fund balance of \$250,000 was approved by the Board on 06/20/19.

Late in January staff needed to move funds from Reserves to cover the WCIA payment and has also completed a review of the future anticipated costs.

After discussion at the Finance Committee there is support to permanently increase the balance to \$1,000,000.

Requested Motion:

Establish a new fund balance of \$1,000,000 by moving \$750,000 from Reserves Fund 90.

Funding Source: N/A



ACTION PROPOSAL FORM

Date: 2/12/2020

Action Title: Information Systems Security

Time Sensitivity: Normal

Background / Purpose:

SNO911 has never had a dedicated Information Systems Security position and while it is likely we will need such a position in the future we still have requirements to maintain the security and stability of our systems. Currently our needs are addressed by one of our System Engineers who has assumed additional duties from other Systems Engineers without receiving any other compensation. This individual has received specialized training provided by SNO911 and last month achieved the CISSP (Certified Information Systems Security Professional) Certification which is a gold-standard training that covers topics like access control systems and methodology, business continuity planning and disaster recovery planning, physical security, operations, security, management practices, telecommunications and networking security.

Until such time as we determine whether we need and can fund a dedicated position we are proposing taking steps to keep this individual on our team and properly recognize the value this level of training and expertise brings to our agency and the critical services we provide. The position's job description has been changed to reflect CISSP as a requirement for the position.

Systems Engineer II positions are classified as Grade 14, of which we have 2, one of which is designated as the "Security & Systems Engineer II".

Proposing a 10% salary increase taking this individual from Grade 14 Top Step of \$124,466 to \$136,891 a total salary increase of \$12,467.

This increase will be absorbed within the 2021 Budget and will be added to the 2022 Budget, unless other changes occur.

Personnel Committee has discussed and supports this action.

Recommendation:

Approve a 10% salary increase for the single Security Systems Engineer II position assigned the systems security duties.

Funding:

Operating Fund 70



ACTION PROPOSAL FORM

Date: 2/12/2021

Action Title: PulsePoint System

Time Sensitivity: Normal

Background / Purpose:

The American Heart Association Community CPR efforts are aimed at training the community to initiate bystander CPR immediately even before EMS arrives which in turn significantly improves survival rates.

PulsePoint supports these types of efforts by providing real-time smartphone alerts to registered users when a sudden cardiac arrest is reported to 911 at a public location. The system alerts nearby citizens trained in CPR as well as off-duty professionals such as firefighters, paramedics, and nurses who have an opportunity to initiate CPR until Fire/EMS arrives. The application also directs these potential rescuers to the exact location of the closest Automated External Defibrillator (AED) and is able to integrate AED location information into the agencies existing MPDS ProQA software.

PulsePoint is like an AMBER alert for sudden cardiac arrest victims and has been in use in Seattle since 2016 as well as over 4,000 other jurisdictions nationwide. PulsePoint is a 501(c)(3) public non-profit foundation.

We believe PulsePoint is the only provider of its nature and that this acquisition can be sole sourced. We are proposing to use 2020 carryover funding to acquire this system that will include an annual reoccurring cost of \$25,500.

The Finance Committee reviewed/discussed this and while there was not a quorum there was a unanimous recommendation to proceed.

Requested Motion:

Authorize acquisition of PulsePoint in an amount not to exceed \$39,050 pending final purchasing and legal review.

Funding Source: Operating Fund

Contact Name Kurt Mills
Email kmills@sno911.org

Quote Number PPF-00010609
Created Date 1/5/2021
Expiration Date 3/31/2021
Prepared By Kraig Erickson
Phone (218) 384-1123
Email kraig.erickson@pulsepoint.org

Bill To Name Snohomish County 911
Bill To 1121 SE Everett Mall Way #200
Everett, WA 98208
United States

Ship To Name Snohomish County Fire District One911
Ship To 1121 SE Everett Mall Way #200
Everett, WA 98208
United States

Product	Sales Price	Quantity	Total Price
PulsePoint Respond Implementation Project- Includes PulsePoint Read-only CAD connection installation, configuration, testing, validation, AED registry organization, technical admin training, digital materials, and proj mgmnt of launch.	USD 10,000.00	1.00	USD 10,000.00
PulsePoint Respond - Tier 3: Annual Subscription for covered population size 750K - 1.5M. Includes PulsePoint Respond License, Public and Verified Responder apps, AED Registry, Maintenance / Support of CAD Interface, admin and end-users.	USD 25,500.00	1.00	USD 25,500.00

Order will be processed upon PulsePoint Foundation's acceptance of signed quote, signed Statement of Work, and Customer Purchase Order or payment.

Total Price USD 35,500.00

Upon acceptance, Customer will be invoiced for Implementation Fee. Customer will not be invoiced for Annual Subscription Fee until Soft Launch, which is when Annual Subscription Term begins.

Please return signed Quote, Statement of Work, and Payment to the PulsePoint representative listed above or mail to:

**PulsePoint Foundation
PO Box 12594
Pleasanton, CA 94588-2594**

Authorized Customer Representative

Signature

Name

Title

Date

PULSEPOINT

STANDARD SUBSCRIPTION TERMS AND CONDITIONS

This Software and Services Agreement (the “**Agreement**”) applies to and governs access to and use of the PulsePoint Respond System and is entered into between the PulsePoint Foundation, a California 501 (c)(3) non-profit corporation, (“**The Foundation**”), and the contracting entity (“**Customer**”).

1. PULSEPOINT RESPOND (“System”)

Licensed Software. The Licensed Software (as hereinafter defined) is a software-as-a-service (“**SaaS**”) pre- arrival solution designed to support public safety agencies working to improve communications with citizens and off-duty personnel to improve cardiac arrest survival rates via mobile applications.

The primary purpose of the Licensed Software is to provide: (1) community members the ability to receive notifications of CPR-needed medical events occurring in public places, (2) verified responders the ability to receive notifications of time-sensitive medical events occurring in public and private places if the Verified Responder option is included in Customer’s subscription, (3) location of publicly accessible defibrillators, and (4) increased awareness of local emergency activity. (the “**Licensed Software**”). The Foundation owns all rights to the Licensed Software.

2. SYSTEM SERVICES.

System Support. The Foundation provides web-based, email, and telephone System Support (collectively, the “**System Support**”) at no additional cost to designated contacts of Customer. System Support consists of help with System navigation or troubleshooting arising from the use of the System, as designed. System Support excludes supporting Customer procured hardware, operating systems, and Internet connectivity.

Web-based System Support is provided through web-based, self-help educational resources available within the System 24/7/365. The Foundation provides numerous educational resources which should be used before requesting email or telephone System Support. These include user guide(s), training videos, and frequently asked questions (FAQs).

Tiered email and telephone System Support is available to supplement Web-based System Support. The Foundation’s Support Center is staffed during prime Customer business hours, Monday – Friday, 7AM – 6PM PT, excluding major holidays. During “non-prime” hours (6PM – 7AM PT Monday – Thursday, and 6PM PT on Friday through 7AM PT the following Monday, and on major holidays), inquiries regarding major system outages and interface issues are supported by technical staff. General support inquiries started outside of prime hours will be addressed the next business day.

3. CUSTOMER REQUIREMENTS.

3.1 PulsePoint Connect Server. Customer must provide its own computer that meets the minimum hardware requirements to run the Licensed Software, as further defined in a separate Statement of Work that includes implementation of the Licensed Software.

3.2 Named User Identification and Authentication. The System requires a unique user name and password for the individual Customer representative (“**Named User**”) to access the System. Customer is responsible for administration and management of the Named User account, including the appropriate technical and administrative safeguards to prevent unauthorized access. The Foundation shall have no responsibility for unauthorized access to Customer’s data or Confidential Information (as hereinafter defined) that results from Customer’s failure to prevent unauthorized access.

4. LICENSE AND FEES.

4.1 License. Subject to the terms and conditions of this Agreement, The Foundation hereby grants to Customer a non-exclusive, non-transferable (except as provided in this Agreement) license to use the System for lawful business purposes.

4.2 Fees.

4.2.1 Subscription Fees. Customer agrees to pay the Subscription Fees as set forth in applicable Quote. Subscription Fees include: System, Data Center Services, System Maintenance, Upgrades, and System Support. Subscription Fees will be invoiced annually.

4.2.2 Professional Services Fees. Customer agrees to pay Professional Services Fees as set forth in applicable Professional Services Engagements. Payment terms and conditions are as follows:

4.2.3 Payment Terms. Payment terms to the Foundation shall be NET 30 to ensure uninterrupted System service and support.

4.2.4 Taxes. The Foundation is required to collect sales tax from products and services provided to customers in certain states. The Foundation reserves the right to invoice the Customer those taxes now or at any time in the future, which are imposed upon the sale or delivery of items purchased or licensed.

If a certificate of exemption or similar document or proceeding is to be made in order to exempt the sale from sales or use tax liability, Customer will obtain and purchase such certificate, document or proceeding. Customer is required to provide a certificate of exemption in order for The Foundation to correctly identify Customer's tax status.

5. TERM AND TERMINATION.

5.1 Term Initiation. This Agreement takes effect upon receipt of order and continues through the conclusion of the subscription term or any subsequent renewal subscription terms. The subscription term (the “**Term**”) begins on Customer’s Soft Launch (as herein defined) Date or 120 days from signature date on Quote, whichever comes first, and continues for duration of Term set forth in executed Quote. Soft Launch (“**Soft Launch**”) is the first day Customer’s incident data is available in the production environment. In the case of renewal, the subsequent of which Term is the first day after expiration of the previous Term.

5.2 Term Renewal. This Agreement shall automatically renew upon expiration of the then current Term, at the current System price list for the same Term, unless Customer notifies The Foundation of its intention for nonrenewal by written notification at least 45 days prior to the end of the then current Term, or unless The Foundation requires a new Agreement to be executed by the parties. If The Foundation requires a new Agreement, it will be provided to Customer at least 60 days prior to the end of the then current Term. Customer may decline to enter into a new Agreement in its sole and absolute discretion; and if Customer so declines, then Customer shall not be responsible for any Subscription Fees after the then current Term.

5.3 Termination. Either party may terminate the Agreement upon the other party’s material breach of this Agreement, if within 30 days of receipt of written notification of breach; the breaching party has failed to cure its breach. The Foundation may terminate service immediately upon Termination of the Agreement. In the event of early Termination due to material breach by Customer, Customer shall be responsible for remaining Subscription Fees for the then current Term. In the event of early Termination due to material breach by The Foundation, Customer shall not be responsible for future Subscription Fees beyond the effective date of the termination of this Agreement.

Notwithstanding anything in this Section 5 or in this Agreement to the contrary, Customer may terminate this Agreement and Customer obligations hereunder during the initial Term or any subsequent renewal Term, without cause, for any reason, or for no reason, and in Customer’s sole and absolute discretion.

Upon Termination, all of Customer’s licenses and rights to the System shall terminate, and Customer shall immediately cease use of the System.

6. PROPRIETARY RIGHTS OF THE FOUNDATION IN THE LICENSED SOFTWARE AND DOCUMENTATION.

6.1 Nature of Rights and Title. Customer acknowledges that the System and documentation supplied by The Foundation to Customer are proprietary and shall remain the sole and exclusive property of The Foundation and nothing in this Agreement shall be construed as transferring any aspect of such rights to Customer or any third party.

6.2 Unauthorized Acts. Customer agrees to notify The Foundation promptly of the unauthorized possession, use, or knowledge of any item supplied under this Agreement and of other proprietary information made available to Customer under this Agreement, by any person or organization not authorized by this Agreement to have such possession, use or knowledge. Customer’s compliance with this subparagraph 6.2 shall not be construed in any way as a waiver of The Foundation’s right, if any, to recover damages or obtain other relief against Customer for its negligent or intentional acts in regard to The Foundation’s proprietary rights, or for breach of Customer’s contractual obligations under this Agreement.

6.3 Remedies. If Customer attempts to use, copy, license, sub-license or otherwise transfer the Licensed Software or access to the System supplied by The Foundation under this Agreement, in a manner contrary to the

terms of this Agreement or in competition with The Foundation or in derogation of The Foundation's proprietary rights, whether or not these rights are explicitly stated, determined by law, or otherwise, The Foundation shall have the right to obtain injunctive relief enjoining such action, in addition to any other remedies available to the Foundation under this Agreement, applicable law or in equity. Customer acknowledges that monetary damages would be inadequate.

6.4 Infringement Indemnification. The Foundation shall indemnify, defend and hold harmless Customer from and against any and all loss, cost, damage or liability, including reasonable attorneys' fees and expenses, arising out of or relating to any claim or cause of action for patent, copyright, and/or other intellectual property infringement (each, an **"Infringement Claim"**) asserted against Customer by virtue of the System, Software or documentation or Customer's use or possession of the System, Software or documentation pursuant to this Agreement. The Foundation shall defend or settle at its sole expense all suits and proceedings arising out of the foregoing; provided that Customer gives The Foundation prompt notice of any such Infringement Claim of which it learns. In all events, Customer shall have the right to participate at its own expense in the defense of any such suit or proceeding through counsel of its own choosing. In the event that any Infringement Claim is asserted by a third party with respect to the System or Customer's use thereof, then and in that event, Customer may terminate its use of the System and/or this Agreement without payment of any contracted fees for services or periods not provided.

7. CONFIDENTIALITY AND DATA USE.

7.1 Confidential Information. The parties agree that any Confidential Information provided under this Agreement shall be held and maintained in strict confidence. Each party agrees to protect the Confidential Information of the other party in a manner consistent with the protections used to protect its own Confidential Information, including, without limitation, informing its employees of its obligations under this Agreement and taking such steps as are reasonable in the circumstances, or as reasonably requested by the other party, to prevent any unauthorized disclosure, copying or use of Confidential Information. Confidential Information means any proprietary material that the disclosing party designates as confidential (collectively, the **"Confidential Information"**). Confidential Information shall also include, without limitation, all information in any form which relates to the business, expertise and/or operations of the disclosing party, including without limitation, information in any form generally understood to be trade secret, proprietary or confidential and/or that is related to products and services, commercial and financial information, system functionality charts and descriptions, program code logic, trade secret information, and information about health care providers, customers and/or business partners. The Foundation will not use Confidential Information except as expressly provided in this Agreement. Confidential Information does not include information that (i) is already known to the receiving party at the time it is disclosed and has not been obtained wrongfully, (ii) becomes publicly known without the fault of the receiving party, (iii) is independently developed by the receiving party, (iv) is approved for release in writing by the disclosing party, (v) is disclosed without restriction by the disclosing party to a third party, or (vi) is disclosed pursuant to applicable statutory or other legal or accreditation obligation beyond the control of the receiving party.

7.2 Unauthorized Disclosure. The recipient of any Confidential Information shall, upon discovery of any unauthorized use or disclosure of such Confidential Information, or any other breach of these confidentiality obligations by the recipient, fully cooperate with the disclosing party to assist the disclosing party to regain possession of the Confidential Information and prevent the further unauthorized use or disclosure of the Confidential Information.

7.3 Data Use. Customer agrees to provide The Foundation certain Data (**"Data"**), identified in the Statement of Work and signed by Customer, for the purposes of making the System function as designed. Both parties understand and agree that Data received by The Foundation from Customer for use in the System is public data subject to routine disclosure.

7.3.1 Third-Party Data Use. The Foundation may make available certain third-party services whereby The Foundation may share Customer data on Customer's behalf. Customer can choose to opt-in to these services, which may require Customer to complete external agreements with third-party partners, prior to The Foundation making Customer Data available outside of the System.

7.3.2 Nationwide Third-Party Data Use. Customer understands and agrees that The Foundation may share Data received from Customer with certain third-party services if the third-party receives aggregate Data across other customers of The Foundation for uses deemed to be in the interest of public safety and consistent with The Foundation's Data Use Policy. This policy includes review of third-party usage by an oversight panel consisting of PulsePoint customers and leading public safety trade association(s). Any Nationwide Third-Party Data Use will be disclosed to Customer.

7.3.3 Performance and Statistical Data. The Foundation recognizes the importance in identifying issues and improvements surrounding the functionality, integration, performance, and reliability of the System. Customer agrees that The Foundation may collect, maintain, and use technical information related to the System, including, but not limited to, its usage, functionality, integration, performance, and reliability. The Foundation may use this information to improve its products or to provide customized services or technologies.

8. LIMITED WARRANTY.

For the duration of this Agreement (the "Warranty Period"), The Foundation will investigate, document and deliver any amendments or alterations to the Licensed Software or other System components that may be required to correct errors which significantly affect performance.

THE LIMITED WARRANTY SET FORTH IN THIS AGREEMENT IS THE ONLY WARRANTY MADE BY THE FOUNDATION. THE FOUNDATION EXPRESSLY DISCLAIMS, AND CUSTOMER HEREBY EXPRESSLY WAIVES, ALL OTHER WARRANTIES EXPRESS, IMPLIED OR STATUTORY, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE. THE FOUNDATION DOES NOT WARRANT THAT THE LICENSED SOFTWARE OR SYSTEM WILL MEET CUSTOMER'S REQUIREMENTS OR THAT THE OPERATION OF THE LICENSED SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT, EXCEPT AS REQUIRED HEREIN TO ADDRESS ERRORS THAT SIGNIFICANTLY AFFECT PERFORMANCE, ERRORS IN THE LICENSED SOFTWARE OR SYSTEM WILL BE CORRECTED. THE FOUNDATION'S LIMITED WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS OF THE FOUNDATION FOR ANY CLAIMS AND/OR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE INSTALLATION, USE OR PERFORMANCE OF THE LICENSED SOFTWARE OR SYSTEM.

9. LIMITATION OF LIABILITY.

THE FOUNDATION'S LIABILITY FOR ANY ACTIONS, CLAIMS OR DAMAGES ARISING OUT OF OR RESULTING FROM THIS AGREEMENT OR THE SYSTEM IS LIMITED TO THE AMOUNTS PAID BY CUSTOMER IN THE TWELVE-MONTH PERIOD PRECEDING THE CLAIM. IN NO EVENT SHALL THE FOUNDATION HAVE ANY LIABILITY FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, LOSS OF DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, ARISING IN ANY WAY OUT OF THIS AGREEMENT UNDER ANY CAUSE OF ACTION. THE FOUNDATION WILL NOT BE LIABLE FOR LOSS, CORRUPTION OR COMPROMISE OF THE CONFIDENTIALITY OF CUSTOMER-PROVIDED DATA.

10. REFERENCE AND SPONSORSHIP. Customer agrees that The Foundation may identify Customer as a customer or user of the System on its website, App Store page and similar sites, and other marketing materials, and describe the project and the services provided by the Foundation to Customer. Nothing herein constitutes an endorsement of The Foundation by Customer.

11. GENERAL.

11.1 Assignment. This Agreement and any related obligation of one party, may not be assigned in whole or in part without the prior written consent of the other party, which shall not be unreasonably withheld. Any attempt by either party to assign any of the rights, duties or obligations of this Agreement without such consent shall be void. After and upon approved assignment, this Agreement shall bind and inure to the benefit of the parties and their respective successors, assignees, transferees, and legal representatives.

11.2 Amendment. This Agreement can only be modified by a written agreement duly signed by persons authorized to sign agreements on behalf of Customer and The Foundation, and variance from the terms and conditions of this Agreement in any order or other written notification from the Customer will be of no effect.

11.3 Severability. If any provision or provisions of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

11.4 Entire Agreement. Customer acknowledges that its authorized representative has read this Agreement, understands it, and agrees on behalf of Customer to be bound by its terms and conditions. Further, Customer agrees that this Agreement constitutes the complete and exclusive statement of the agreement between the parties, which supersedes all proposals or prior agreements, oral or written, and all other communications between the parties

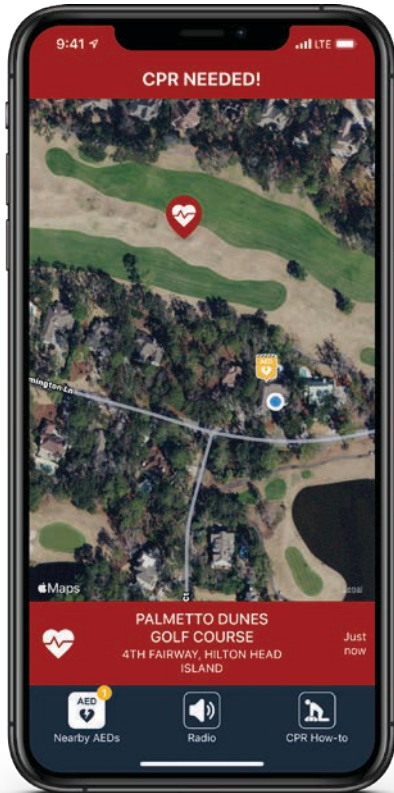
relating to the subject matter of this Agreement, and other communications made or required pursuant to the terms of this Agreement shall be in writing and shall be (i) personally delivered, sent by nationally recognized courier service, or sent by certified mail, return receipt requested, and shall be deemed to have been received upon the earlier of actual receipt or five (5) business days after deposit with the nationally recognized courier service or deposit in the mail; (ii) sent by facsimile and deemed to have been received on the date of the facsimile confirmation; (iii) sent by electronic means and shall be deemed to have been received upon return of a read receipt.

11.5 Notices. Unless another address for a party has been specified by providing notice as set forth herein, such notices, demands, requests and other communications permitted or allowed under this Agreement must be sent to Customer at the address set forth on the signed Quote and to The Foundation, Attn: Legal, PO Box 12594, Pleasanton, CA 94588-2594.

PULSEPOINT RESPOND

Public CPR-Needed Activations for Community Responders

PulsePoint Respond is a 911-connected mobile app that alerts CPR-trained citizens to someone nearby having a sudden cardiac arrest.



- PulsePoint aims to initiate CPR earlier and more often as well as increase the use of automated external defibrillators (AED), prior to emergency responders arriving on scene.
- PulsePoint is integrated directly into the public safety communications center. When a call taker determines CPR may be needed, an alert is simultaneously sent to nearby app subscribers with the dispatch of emergency responders.
- PulsePoint Respond informs the community of emergency activity in real time. Alerting residents to traffic collisions, wildland fires and other emergencies makes PulsePoint a valued and trusted local resource. The routine usefulness of the app helps build and sustain a reliable network of engaged citizens and CPR-trained individuals.

- PulsePoint Respond alerts community responders only if the cardiac emergency occurs in a public location.
- Subscribers indicate if they intend to respond and can listen to live dispatch audio (if offered by the agency) for any updates communicated to the responding crews as they make their way to the patient.
- PulsePoint includes a powerful and simple to use analytics platform, *PulsePoint Insights*, designed to provide actionable statistics on PulsePoint performance in a community.



Learn more at pulsepoint.org
Download PulsePoint Respond



911 called for victim.



911 center initiates
PulsePoint alert.



Nearby PulsePoint subscribers
alerted simultaneously with
emergency responders.



PulsePoint responders directed to victim
location and notified of nearest AEDs.

PULSEPOINT VERIFIED RESPONDER

Residential CPR-Needed Activations and Enhanced Capabilities

PulsePoint offers Verified Responder for medically trained community members and Verified Responder Pro for public safety employees. These users are notified of all cardiac arrest events, including those in private homes.

Verified Responder

PulsePoint Verified Responder is for invited members of the community with medical or rescue training, including residential security staff or residents with special neighborhood responsibilities. These users share all the basic functionality of PulsePoint Respond with the addition of residential response.

Verified Responder Pro

PulsePoint Verified Responder Pro is the professional version of PulsePoint Respond, providing advanced functionality for agency personnel. Professional verified responders are shown all calls in the jurisdiction along with complete address information and routing for all incident types. These users receive more detailed incident information and additional notification options.



By invitation only. See feature matrix for a complete product comparison.

PULSEPOINT AED

Next Generation AED Management

PulsePoint AED is an effective tool to help build the public AED registry. AEDs managed using PulsePoint AED are accessible to emergency dispatchers and disclosed to emergency responders, including nearby individuals trained in CPR.

- Agency-authorized users can edit the complete AED record using their mobile device — no desktop needed.
- Includes business open/closed details based on linked public data sources (no need to enter or maintain business operating hours).
- Manage and display colocated resources such as Bleeding Control Kits, Naloxone and Epinephrine, including dressing and drug expiration dates.
- PulsePoint AED integrates with ProQA Paramount allowing dispatchers to inform callers of the exact location of nearby AEDs — directly within the protocol and with no changes to workflow.
- Extensive AED device and consumable information supporting expiration reminders and manufacturer notices.

Community members can also report AED locations on the website, aed.new.

Learn more at pulsepoint.org
Download PulsePoint AED





Nationwide Third-Party Data Use Policy

This policy supports Section 7.3.2 of the PulsePoint Subscription Terms and Conditions available at <https://www.pulsepoint.org/terms>.

Any Nationwide Third-Party Data Use ("**Data Use**") must first be authorized by resolution of the PulsePoint Foundation ("**Foundation**") Board of Directors ("**Board**"). If adopted by the Board the proposed Data Use must be formally submitted to the Data Use Oversight Committee ("**Committee**") for consideration. Only Data Uses approved by both the Board and the Committee are authorized for implementation.

Any Data Use shall be consistent with the PulsePoint Privacy Policy available at <https://www.pulsepoint.org/foundation#privacy>.

Any Data Use shall be disclosed to PulsePoint agencies. Such disclosure shall include correspondence to the primary agency contact(s) of record and included as an attachment to this policy.

For the purpose of Section 7.3.2 the public safety trade association providing Data Use oversight is:

International Association of Fire Chiefs
4795 Meadow Wood Lane, Suite 100
Chantilly, VA 20151

Primary Contact

Mark Light, CEO and Executive Director, IAFC
mark.light@iafc.org
(703) 537-4815

Data Use Committee Lead

Dave Van Ballegooijen, General Manager, Western Fire Chiefs Association
dave@wfca.com
(800) 785-3473

The Foundation has no role in the membership of the Committee, however, by agreement, all members must be from PulsePoint agencies.

If there is any discrepancy between any provision of this policy and any provision of the Terms and Conditions, the provisions of the Terms and Conditions shall prevail.

Effective date: April 2, 2018

Authorized Nationwide Third-Party Data Uses

Currently there is only one authorized nationwide third-party data use.

AirMap

409 Santa Monica Blvd
Santa Monica, CA 90401
www.airmap.com

AirMap is the world's leading intelligence platform for connecting drones to airspace authorities. PulsePoint shares live incident data with AirMap services to reduce drone interference with fire operations in low-altitude airspace.

Date approved: December 14, 2016

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v.191218



ACTION PROPOSAL FORM

Date: 2/12/2021

Action Title: Inventory Tracking System

Time Sensitivity: Normal

Background / Purpose:

Since the consolidation and merger, we have found inventory tracking needs have changed, in particular as it relates to the Radio Replacement project and the associated needs. We have concluded that our existing inventory management system should be replaced.

We have evaluated several systems and internally decided WiseTrack best meets our needs. It offers the fields and tools need for us to track our assets in accordance with state guidelines. It also has tools that will help us complete our annual physical inventory reviews quicker and more efficiently.

This system includes an annual maintenance agreement of \$1,800.

The Finance Committee reviewed/discussed this and while there was not a quorum there was a unanimous recommendation to proceed.

WiseTrack is available on the State KCDA contract 018-A.

Requested Motion:

Authorize acquisition of WiseTrack Inventory Tracking software in an amount not to exceed \$13,500.

Funding Source: Radio Replacement Project Fund 130

ACTION PROPOSAL FORM

Date: 2/12/2021

Action Title: Year End Carryover

Time Sensitivity: Normal

Background / Purpose:

The 2020 Budget had a carryover of \$368,195. After discussion at the Finance Committee there is a recommendation to leave \$39,050 in Operating to fund the acquisition of PulsePoint and move the remaining \$329,145 into Capital Fund.

Requested Motion:

To move \$329,145 of the 2020 carryover from Operating Fund 70 to Capital Fund 80

Funding Source: N/A





Board Packet

Memorandum

Date: February 12, 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.

Race to ACE – January Update

We have continued to progress towards our goal of performing at accreditation levels. For January, Agency non-compliance hovered around 11%, with the goal of 7% or less. Thus far in February, the Agency non-compliance rate is 6%. OTS continues to lead the charge, working closely with the ACE Team, which is comprised of members from all levels of the organization. Special thanks to Dr. Eric Cooper, Snohomish County EMS Medical Program Director, for his letter to SNO911 staff thanking them for their work during the pandemic and showing support for the goal of ACE Accreditation.

February is National Heart Month, and we have continued to focus additional training and ACE Clinics on the CPR module of the system. CPR is arguably one of the most important instructions we provide in terms of the potential to save someone's life. This deep dive focus is providing additional and refresher training around CPR and the MPDS system, which also counts toward meeting the Race to ACE goals.

MPDS Training Videos

SNO911 recently completed three training videos related to the MPDS program. Each video is about 6-7 minutes long and is intended to introduce both SNO911 staff and field responders to the program, key components of the triage process, and how the system is incorporated in Snohomish County. One of the first audiences for these videos will be recently promoted Fire Captains later this month. Members of OTS will screen the videos alongside a presentation detailing SNO911's role as the dispatch center in general.

We are also planning to share these videos with all of our member agencies around the County in the coming weeks and hope they share them with their staff.

https://www.youtube.com/watch?v=7pQFSW6qZ_I&list=PLL3u0zAkQb2JcLKni2U8RIPrEpsDQKO8d

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

Ops/Supervisor Shift Meetings

On February 3rd, the OPS team began holding monthly meetings with each shift Supervisor team. These meetings are designed for OPS to share information, and the supervisors to bring forward ideas and concerns specific to their shifts. They are also the product of feedback Ops received from the Supervisor group. The meetings were well received, and will continue on a monthly basis. These meetings are scheduled about one week prior to the monthly full Supervisor meeting, which allows for timely follow-up in the larger group setting.

Bias Reduction in Emergency Communications (BREC) Workgroup

The workgroup continues to meet monthly. Most recently, the need for subcommittees was identified. These subcommittees will be responsible for reviewing SNO911 policy and associated training and bringing forward suggestions to the workgroup as a whole. This will help ensure there is momentum between meetings. Subcommittees will be made up of SNO911 dispatch staff with participation from user agency representatives who are currently working patrol. Additionally, the workgroup is finalizing a flyer for distribution to police agencies that discusses who the work group is, the mission, and solicits examples or “case studies” of calls that appear to be bias-based.

Alternative Schedule Project

Management and the SCEA continue to have detailed discussions about alternative schedule options. Following the initial survey completed by Circadian back in June, we have been working with the union to make sure any new schedule options is cost neutral and we are able to meet minimum staffing requirements. We have general agreement on several key items and are working to formally document these agreements thorough a letter of understanding. We are planning for a joint presentation to the workforce followed by reinitiating the survey ranking process with Circadian. Management and the SCEA have drafted a list of tasks along with a timeline to help keep the process moving forward. We will continue to share the details of the process with the Personnel Committee.

Office of Training and Standards (OTS) Update

SNO911 has seen a steady reduction in new hire training over the last several weeks as more and more trainee dispatchers are released to work independently. This, coupled with improved retention, has dramatically reduced our need for call taking training and will reduce police dispatching training in the coming weeks and months.

Our current standings include eighteen trainees and one rehired dispatcher. Fifteen of these trainees have been released on call taking and are now working on getting their police dispatch training completed. The other three are progressing well and will likely move to police training soon. With plans for only one new trainee starting in March, we are on track for much lighter new hire training workload in 2021.

Snohomish County 911 - Staffing Report

2/8/2021

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 Dispatcher	Cross-training completed for all 3 disciplines	46
Cross-Trained Trainee	Currently in cross-training for the 3rd discipline	3
Trainee Dispatcher	New Hire who has not completed a 2nd discipline yet	19
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	14
Total:		101
See "Dispatcher Status Log" attached in this week's email for breakdown by employee name		

Authorized Staffing Level - (including trainees)	98.1%
--	-------

Center Staffing Strength - (excludes trainees and LOA's)	84.4%
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# of Authorized Full-Time Positions:	161
# of Full-Time Positions Filled:	156
# of Current Full-Time Vacancies:	5

Long Term LOA's	-1
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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):	163
--	-----

Current Recruitment Status

Candidates signed up to test	7	Test date 02/16 & 2/19
Candidates to be interviewed	3	Interviewing for July academy and hiring list
Candidates in poly	2	Scheduled for poly exam.
Candidates in background or further	3	In background (or further stage).
Candidates ready for academy	1	Final offers signed/returned. Ready for academy!

YTD Dispatch Trainees Hired	0
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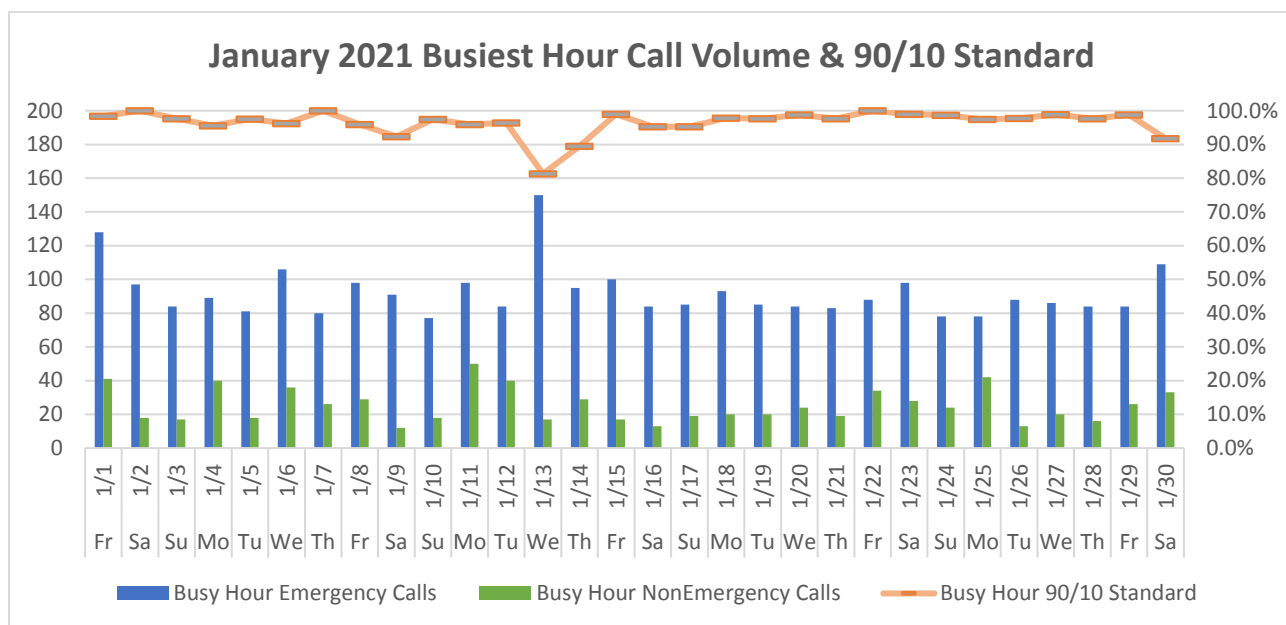
Employment Separations

YTD Employee Separations:	2
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Trainee Dispatch:	
Accepted New Job	0
Death of Employee	0
Involuntary Separation	0
Medical	0
Relocation	0
Retirement	0
Voluntary Opt-Out	1
Trainee Appointive Staff:	
Accepted New Job	0
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	0
Death of Employee	0
Involuntary Separation	0
Medical	0
No Reason Given	0
Personal	0
Relocation	0
Retirement	0
Appointive Staff (Not a Trainee):	
Accepted New Job	0
Death of Employee	0
Involuntary Separation	1
Medical	0
No Reason Given	0
Personal	0
Relocation	0
Retirement	0

F/T Dispatchers:	
Authorized Positions:	103
Filled F/T Positions:	101
F/T Vacancies:	2
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:	10
F/T Vacancies:	1
Wireless Technology:	
Authorized Positions:	9
Filled F/T Positions:	9
F/T Vacancies:	0



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	5											
Incorrect Use	Follow-Up	0											
	Area Checks	8											
	Noise	0											
	Traffic	1											
	Other Complaints	1											
Misuse	Accidental	0											
	Prank	0											
Other	Test	11											
	Abandoned	5											
	Non-English	1											
	Outgoing	0											
	Transfer	0											
	Voice Call	10											
Month Total		42	0	0	0	0	0	0	0	0	0	0	0

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, DULs, etc.

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

SPIDR Tech Survey – January 2021

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	716	85.54%
3 - Satisfied	90	10.75%
2 - Neither Satisfied nor Dissatisfied	10	1.19%
1 - Somewhat Dissatisfied	11	1.31%
0 - Very Dissatisfied	10	1.19%
Total	837	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	807	96.42%
Somewhat	20	2.39%
No	10	1.19%
Total	837	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 2021													
FIRE AREA	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	YTD
AIRPORT FIRE	20	0	0	0	0	0	0	0	0	0	0	0	20
ARLINGTON CITY	1773	0	0	0	0	0	0	0	0	0	0	0	1773
ARLINGTON RURAL FD 21	46	0	0	0	0	0	0	0	0	0	0	0	46
DARRINGTON FD 24	12	0	0	0	0	0	0	0	0	0	0	0	12
EVERETT CITY	1007	0	0	0	0	0	0	0	0	0	0	0	1007
FD 19	80	0	0	0	0	0	0	0	0	0	0	0	80
FD 7 (Mill Creek excluded)	857	0	0	0	0	0	0	0	0	0	0	0	857
GETCHELL FD 22	8	0	0	0	0	0	0	0	0	0	0	0	8
GOLD BAR - INDEX FD 26	2	0	0	0	0	0	0	0	0	0	0	0	2
GRANITE FALLS FD 17	39	0	0	0	0	0	0	0	0	0	0	0	39
HAT ISLAND FD 27	296	0	0	0	0	0	0	0	0	0	0	0	296
LAKE ROESIGER FD 16	151	0	0	0	0	0	0	0	0	0	0	0	151
LAKE STEVENS FD 8													
MARYSVILLE FIRE	143	0	0	0	0	0	0	0	0	0	0	0	143
MILL CREEK CITY	191	0	0	0	0	0	0	0	0	0	0	0	191
MUKILTEO CITY	0	0	0	0	0	0	0	0	0	0	0	0	0
NORTH COUNTY FIRE (UNINC)	104	0	0	0	0	0	0	0	0	0	0	0	104
OSO FD 25	73	0	0	0	0	0	0	0	0	0	0	0	73
ROBE FD 23	60	0	0	0	0	0	0	0	0	0	0	0	60
SNOHOMISH FD 4	264	0	0	0	0	0	0	0	0	0	0	0	264
SOUTH COUNTY FIRE (TOTAL)	2181	0	0	0	0	0	0	0	0	0	0	0	2181
SOUTH COUNTY FIRE (UNINC)	1056	0	0	0	0	0	0	0	0	0	0	0	1056
EDMONDS CITY (CONTRACT)	428	0	0	0	0	0	0	0	0	0	0	0	428
BRIER CITY	30	0	0	0	0	0	0	0	0	0	0	0	30
LYNNWOOD CITY	471	0	0	0	0	0	0	0	0	0	0	0	471
MOUNTLAKE TERRACE CITY	196	0	0	0	0	0	0	0	0	0	0	0	196
STANWOOD CITY	148	0	0	0	0	0	0	0	0	0	0	0	148
SULTAN FD 5	99	0	0	0	0	0	0	0	0	0	0	0	99
TULALIP FD 15	7	0	0	0	0	0	0	0	0	0	0	0	7

POLICE EVENTS PER AGENCY 2021													
POLICE AGENCY	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	YTD
ARLINGTON	1901	9	0	0	0	0	0	0	0	0	0	0	1910
BRIER	297	0	0	0	0	0	0	0	0	0	0	0	297
DARRINGTON	124	0	0	0	0	0	0	0	0	0	0	0	124
EDMONDS	2840	0	0	0	0	0	0	0	0	0	0	0	2840
EVERETT	9955	0	0	0	0	0	0	0	0	0	0	0	9955
GOLD BAR	203	0	0	0	0	0	0	0	0	0	0	0	203
GRANITE FALLS	473	0	0	0	0	0	0	0	0	0	0	0	473
INDEX	35	0	0	0	0	0	0	0	0	0	0	0	35
LAKE STEVENS	2012	0	0	0	0	0	0	0	0	0	0	0	2012
LYNNWOOD	3056	0	0	0	0	0	0	0	0	0	0	0	3056
MARYSVILLE	5031	0	0	0	0	0	0	0	0	0	0	0	5031
MILL CREEK	909	0	0	0	0	0	0	0	0	0	0	0	909
MONROE	1352	0	0	0	0	0	0	0	0	0	0	0	1352
MOUNTLAKE TERRACE	1318	0	0	0	0	0	0	0	0	0	0	0	1318
MUKILTEO	2664	0	0	0	0	0	0	0	0	0	0	0	2664
SNOHOMISH	706	0	0	0	0	0	0	0	0	0	0	0	706
SNOHOMISH COUNTY	14228	0	0	0	0	0	0	0	0	0	0	0	14228
STANWOOD	673	0	0	0	0	0	0	0	0	0	0	0	673
STILLAGUAMISH	882	0	0	0	0	0	0	0	0	0	0	0	882
SULTAN	364	0	0	0	0	0	0	0	0	0	0	0	364
WOODWAY	51	0	0	0	0	0	0	0	0	0	0	0	51
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

New World Software Upgrade

We continue to test version 2020.1 HF3. 3 P0 issues are still not resolved. We have planned a second round of end-to-end testing with our agencies for February 23. Due to the outstanding issues however, PTCC is recommending we push the tentative Go Live date from March 9 to April 19.

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)

We have worked through the remaining bugs in the new environment and are now preparing to begin roll out to our agencies. We will focus initially on those agencies that have the most peripheral devices in use so we can troubleshoot any issues. The new VPAC environment is required to support the 64 bit requirement of the New World software.

ESO File Transfer Issues

We continue to see slow data transfer rates with the reconfigured interface when large incidents are processed. In general though, the reconfiguration has improved performance of the data transfer. ESO notified us the week of February 8 that they are close to having an updated interface that should resolve these issues. We were not given a timeframe yet but we anticipate we will be testing the new interface in the next couple of weeks.

Admin Phone System Upgrade

We upgraded to our new phone system on January 28. The transition went well. We had a few minor issues that were addressed quickly. We continue to have issues with faxes that we are working through with the phone company. We hope to have this last issue fully resolved within the next few days.

Cubicle Furniture Installation

The installation of our new cubicle furniture began on February 8. The OTS area was finished in the first two days. Finance and Operations are coming along nicely at this point. We anticipate all areas to be complete by end of day on February 16.

Subscribers!

While we try to keep the RRP items separate from the regular department report, I couldn't resist sharing more details with the Board this month. As you may have also seen in our first quarterly update that went out on 2/12, we have begun delivering portables to your agencies!

The RRP team (both SNO911 and Motorola) have done a tremendous job in creating a solid process for programming, testing, and delivering your portables to eliminate sources of programming errors and implement quickly... Here are a few pictures that highlight the process:



The entire process is an assembly line, and consists of three major steps: Identification, Programming, and Testing.

Identification: Each radio ID is selected and assigned to an agency by SNO911 to eliminate the possibility of duplication. Each agency and radio is then printed a unique barcoded sticker to eliminate the manual data-entry process for all remaining steps in the entire process.

Radios are then taken from their boxes, stickers applied, and they are “read” into our new centralized programming database (note: this is the same database that will manage the new system as well).

Programming: After being read into the database, the capabilities are then modified (again based on the barcodes and agency assignment) in the centralized programming software and the radio is then automatically programmed over a local area network. (Note: this uses the same mechanism for programming via WiFi and the future P25 system, so in many ways we are using the features of the new system today!)



This results in a highly efficient process with the minimal amount of human data-entry. As you can see we are well ahead in the programming department!



Testing: After the radio is programmed the radios then are placed in queue to have some of their performance specifications validated prior to delivery. While this adds time to the overall delivery, both SNO911 and Motorola agree that this is the best way to ensure that the radios you receive have been thoroughly tested and are ready to go!

While it is not possible to eliminate all sources of error, we feel that by utilizing the components of the new system early (centralized database and programming software), as well as a disciplined approach to data-entry (barcoded stickers and scanners), we have implemented an accurate, efficient and expeditious process to get you your portables!

Subscriber Delivery Process

We have begun weekly meetings per the previously communicated portable delivery schedule and are actively managing delivery, inventory transfer, and return of old radios with your authorized agents. We have setup a specialized website (<https://sites.google.com/view/sno911rrp/>) where an agency can view/download the latest schedule, training materials, and installation documentation. Your agency stakeholder will be invited to the meeting(s) at least one-week in advance of delivery to confirm all of the necessary details.

What Can My Agency Do To Help?

We are utilizing every opportunity to communicate that the key to a timely deployment of radios is the return of your existing radios. We are encouraging agencies to proactively return radios that aren't in use, but are actively working to ensure a timely return of legacy radios after we have delivered your new radios. Please reach out to our Project Manager (mgallagher@sno911.org) if you have radios that can be returned early!

WAVE Status

The WAVE firewall has been updated and has been reconnected so that WAVE-to-WAVE calls are available for user testing. The WT team remains focused on the RRP and delivery of subscribers, and so we do not have a date established for further troubleshooting of the WAVE pilot system. We want to thank everyone for their patience and understanding while we prioritize the subscribers at this critical time.

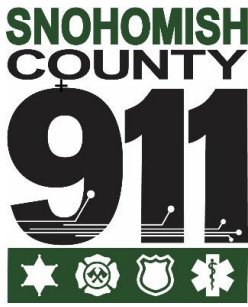
Existing System Support & Maintenance

SNO911 staff is taking a new look at the maintenance and support of the existing system now that we have reached the end of support with Motorola on many items. The passing of this support date has been known for many years, but now that we are here staff is re-evaluating our spare stocks and working to ensure that we have enough hardware sparing to insure against a major hardware loss on the existing system.

We have also begun the process to establish additional maintenance contracts to establish a routine maintenance schedule for some of the facilities that have never been on a maintenance plan. Examples include HVAC, communication shelter maintenance (roofing, cracking, etc.), and tower maintenance.

Community Transit VoIP System Success

We want to congratulate our friends at Community Transit for successfully implementing their VoIP communications system. We received word this month that they are beginning their plans to decommission their radio system, and will therefore be leaving our sites this year. In partnership, Community Transit has offered SNO911 access to some of its existing equipment that is no longer needed. Some of these are significant hardware items to our operations such as spare radios (both for the existing and new system) as well as generators which we intend to use to replace some of our existing older generators. Staff will be working with Community Transit to ensure proper transfer statutes are followed, but this represents a major “assist” to our operations from Community Transit.



1121 SE Everett Mall Way, #200
Everett, WA 98208
(425) 407-3911

MPDS Training Guide for Fire, EMS & 911

Purpose

The purpose of the training videos is to provide an overview of the MPDS (Medical Priority Dispatch System). We use this tool at Snohomish County 911 to triage medical calls. For EMS providers, knowledge of MPDS provides valuable insight into the triage and dispatch of a call. This standardized triage process allows us to be in a position to make data driven, intelligent, system-wide decisions, based on developing trends and how our community is responding to EMS.

There are three short videos that provide an overview of the system. The videos are designed for training of Firefighters, EMS providers and Dispatchers.

They are intended to be watched in order:

Chapter 1: https://youtu.be/7pQFSW6qZ_I

Chapter 2: https://youtu.be/KMFY_74sP7s

Chapter 3: <https://youtu.be/YR3ozz7EEo>

Once completed the viewer will understand the learning goals below:

Learning Goals

- Learn what EMD is and why the MPDS system was selected.
- Learn about the IAED and how protocols are developed and maintained
- Learn about how 911 calls, and specifically EMS calls are processed using MPDS
- Learn how the protocols are maintained by an international academic body and then customized to our local standards
- Learn how local governance evaluates changes throughout the patient care continuum.

The EMD Environment

- EMDs work in a challenging, fast paced, non-visual, environment. They rely on the caller to be their eyes and ears for every situation.
- Changes can occur while responders are enroute. Calls can be upgraded or downgraded as the situation develops.
- What callers tell Snohomish County 911 doesn't always match what paramedics or EMTs find when they arrive on scene.

The 911 call

- After identifying ourselves as 911, our first step is to verify the address. This is critical as most calls come from mobile phones with no location information provided. Verifying a call back number must come next in case the caller gets disconnected.

- Next we ask a very specific question, “Tell Me Exactly What happened?” We use this precise wording to help callers offer the most important and pertinent information that describes WHY they might need help.
- Specifically phrased questions encourage accurate answers.
- We perform an initial acuity check. This includes the questions, “Is the Patient Awake?” and “Is the Patient Breathing?”
 - Cardiac/Respiratory arrest calls are dispatched immediately and CPR instructions are provided.

The EMS Response

- When EMDs send Advanced Life Support (ALS), it’s not necessarily because ALS care is needed. An ALS response is based on reported symptoms where an ALS assessment is justified.
- The protocol is not performing a clinical diagnosis.
- The more severe the patient’s symptoms, the faster the call is dispatched.
- Once the determinant code is selected, the call for service is sent to the dispatcher for unit assignment. Simultaneously, the call-taker continues to process the call.
- Local jurisdictions determine the responses type (type code) and response mode (lights and sirens).

Anatomy of a Determinant Code

- Information obtained during call triage helps the system select the appropriate determinant code.
- Determinant code is formulated by combining the Chief Complaint Protocol Number, the Determinant Level Letter, the Determinant Number/Descriptor and the Determinant Suffix (if applicable). Example: 12-D-1
- **Protocol Number:** Chief Complaint i.e. Falls, Seizure, Breathing Problems. This is the patient’s foremost symptoms or complaint.

01: Abdominal Pain / Problems	20: Heat / Cold Exposure
02: Allergies (Reactions) / Envenomations (Stings, Bites)	21: Hemorrhage (Bleeding) / Lacerations
03: Animal Bites / Attacks	22: Inaccessible Incident / Other Entrapments (Non-Traffic)
04: Assault / Sexual Assault / Stun Gun	23: Overdose / Poisoning (Ingestion)
05: Back Pain (Non-Traumatic or Non-Recent Trauma)	25: Psychiatric / Abnormal Behavior / Suicide Attempt
06: Breathing Problems	26: Sick Person (Specific Diagnosis)
07: Burns (Scalds) / Explosion (Blast)	27: Stab / Gunshot / Penetrating Trauma
08: Carbon Monoxide / Inhalation / HAZMAT / CBRN	28: Stroke (CVA) / Transient Ischemic Attack (TIA)
09: Cardiac or Respiratory Arrest / Death	29: Traffic Collision / Transportation Incident
10: Chest Pain / Chest Discomfort (Non-Traumatic)	30: Traumatic Injuries (Specific)
11: Choking	31: Unconscious / Fainting (Near)
12: Convulsions / Seizures	32: Unknown Problem (Person Down)
13: Diabetic Problems	33: Transfer / Interfacility / Palliative Care
14: Drowning / Near Drowning / Diving / SCUBA Accident	34: ACN (Automatic Crash Notification)
15: Electrocution / Lightning	36: Pandemic / Epidemic / Outbreak (Surveillance or Triage)
16: Eye Problems / Injuries	
17: Falls	
18: Headache	
19: Heart Problems / A.I.C.D.	

- **Determinant Level:** Overall acuity of patient's symptoms helps determine response mode type:
 - Six Determinant levels are:
 - ECHO: Time life emergency, sends the closest available unit of any type, code response
 - DELTA: ALS assessment justified, code response
 - CHARLIE: ALS assessment justified, non-code response
 - BRAVO: BLS treatment, code response
 - ALPHA: BLS treatment, non-code response
 - OMEGA: BLS treatment, non-code response or referral to Nurse line
- **Determinant Number/Descriptor:** Patient's most acute symptom that drives the response
- **Determinant Suffix:** Provides additional information about the patient i.e. history of epilepsy or COPD

LEVELS	#	DETERMINANT DESCRIPTORS	➔ E	CODES	RESPONSES
D	1	Not breathing (after Key Questioning)		12-D-1	
	2	CONTINUOUS or MULTIPLE seizures		12-D-2	
	3	AGONAL/INEFFECTIVE BREATHING		12-D-3	
	4	Effective breathing not verified ≥ 35		12-D-4	

Fig. 3-18. The MPDS v13 protocols. © 1978–2015 PDC.

Determinant Coding Components				
Protocol Number	Determinant Level	Determinant Number	Determinant Descriptor	Determinant Code
12	D	2	CONTINUOUS or MULTIPLE seizures	= 12-D-2*
<i>*Note: Several protocols contain additional code-type differentiator letters at the end of the full code called suffixes (see fig. 3-25 and accompanying text).</i>				

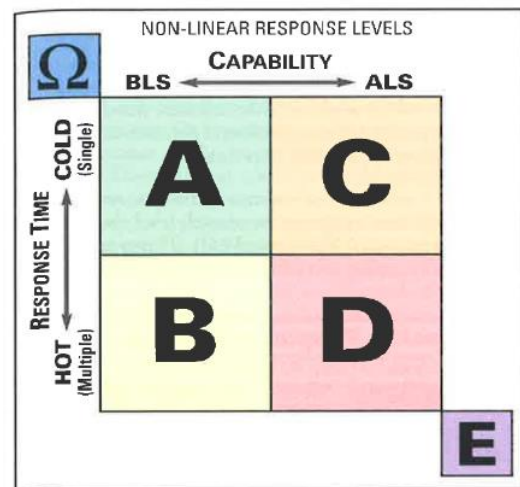
Mobile View

- Determinant Code information can be found in the EMD Tab in fire mobile

02/03/2021 09:54:24 -- sn0357 Dispatch Code: <u>10D02</u> (DIFFICULTY SPEAKING BETWEEN BREATHS) Response: MED ANSWERS: -- He is completely alert (responding appropriately). -- He is not breathing normally. -- He has difficulty speaking between breaths.
--

Response Determinant Methodology

- Determinant Levels (Omega, Alpha, Bravo, Charlie Delta and Echo) suggest what skill sets are needed, and how rapidly they are needed.
- These are recommendations from the IAED. Local jurisdictions determine final response mode and type.
- The vertical axis relates to response time (lights and sirens vs non-code). The horizontal axis relates to responder ability (ALS vs BLS).



Analysis of the System

- SNO911 has a Quality Assurance (QA) and Quality Improvement (QI) unit that evaluates dispatcher compliance, provides feedback, and continual education. Additionally they review Field Feedback Forms where input is sought from first responders.
- DRC/DSC members continually monitor, refine, and measure the system, by reviewing 911 calls, provider impressions, and ED diagnoses.
 - The DRC/DSC work together by using the above data to make changes to recommendations and response plans
 - Since implementation of MPDS, the combined DRC/DSC have modified over 260 determinant code response levels.
 - For example: 1-C-5 Males over 35 years, with abdominal pain located above the navel initially received an ALS response. After anecdotal evidence from responders that ALS treatment was not needed, the DRC/DSC reviewed provider impressions, ED diagnoses, and hospital outcome data. The data supported a downgrade to BLS response due to a low instance of cardiac related events.

It's a fact; the use of MPDS has modernized and improved the role 911 plays in patient care for Snohomish County.

Definitions

ALS/BLS: Refer to level of EMS care provided. Typically EMTs are BLS and provide Basic Life Support that includes administering O2, stabilizing injuries, control bleeding and a variety of other skills. Paramedics are trained to provide Advanced Life Support that includes all BLS skills plus administer certain drugs, start IVs, intubate, EKG and a variety of other more invasive skills. There are intermediate steps in some systems. Snohomish County is a tiered EMS system where the appropriate response (ALS vs. BLS) is determined during the 911 call. There are a finite number of ALS resources therefore appropriate utilization is important.

CAD: (Computer Aided Dispatch) Software used by SNO911 dispatchers for call intake and dispatch.

CFS: (Call for Service) Revolving number used in CAD to identify calls (not a case number)

Determinant Code: Unique code derived from patient's medical symptoms using MPDS PRO QA. There are over 1,500 different Determinant Codes.

DRC/DSC: (Dispatch Review Committee/Dispatch Steering Committee) Local governing body overseeing MPDS usage in Snohomish County comprised of EMS providers, Physician, 911 and QA experts.

EMD: (Emergency Medical Dispatch or Dispatcher) System of protocols used to triage of medical emergencies. SNO911 Dispatchers are Certified Emergency Medical Dispatchers.

IAED: (International Academies of Emergency Dispatch) Governing body of MPDS that maintains and improves MPDS protocols

MPDS: (Medical Priority Dispatch System): The EMS protocols used by EMDs

NENA: (National Emergency Number Association) Organization dedicated to the improvement of 911

PAIs: (Pre-Arrival Instructions) Specific life-saving instructions including CPR, Childbirth, and Choking

PDC: (Priority Dispatch Corporation) Company that maintains and distributes PRO QA Software

PDIs: (Post-Dispatch Instructions) Instructions given at the end of a medical call to help caller with patient care and prepare for aid's arrival

ProQA: Computer software version of MPDS Protocols integrated into CAD

Protocol 36: Protocol that triages for Pandemic/Epidemic/Outbreak related symptoms

Type Code: CAD code that categorizes a call for Police, Fire, or Medical response

Additional References

<https://www.emergencydispatch.org/who-we-are>

<https://iaedjournal.org/maximal-response-or-not/>

<https://www.heraldnet.com/news/despite-virus-scare-at-local-911-center-the-calls-dont-stop/>

<https://www.emergencydispatch.org/home>

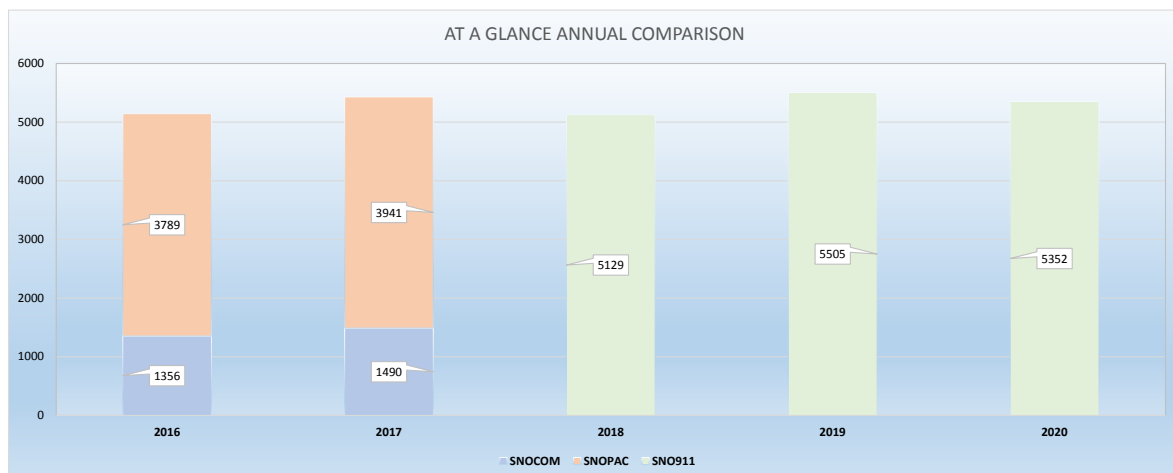
<https://prioritydispatch.net/>

https://www.sno911.org/index.php?option=com_breezingforms&Itemid=1171

SNO911 2020 RECORDS REQUEST STATISTICAL INFORMATION

		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTALS
1	DESCRIPTION:					
	Total number of open requests at the start of the reporting period:	24	6	3	4	37
	Of the number of requests open at the start of the reporting period, how many were closed during the reporting period:	24	6	3	4	37
	TOTAL NUMBER OF REQUESTS RECEIVED DURING REPORTING PERIOD:	1570	1538	1161	1083	5352
	Of those received during reporting period, how many were closed during the reporting period:	1557	1530	1152	1072	5311
	Total number of requests closed during reporting period:	1581	1536	1155	1076	5348
2	Median number of days to final disposition of all requests	1	1	1	1	1
3	Number of requests denied in full:	3	3	3	3	12
	Number of requests abandoned by requesters during reporting period:	6	3	4	2	15
	Number of requests fulfilled entirely electronically:	1540	1514	1115	1044	5213
	Number of requests fulfilled entirely by physical records:	0	0	2	1	3
	Number of requests fulfilled by combination of electronic/physical:	1	0	0	0	1
	Number of LARGE requests (defined as anything over 2 hours)	15	14	20	11	60
4	Requests per Type:					
	Prosecutor:	1001	1013	491	446	2951
	Public Defender:	43	36	26	22	127
	Media:	10	5	7	5	27
	Law Enforcement:	190	218	254	234	896
	Fire:	44	52	40	17	153
	Incarcerated Individuals:	1	2	0	0	3
	Law Firms:	422	322	352	334	1430
	Individuals:	106	77	98	96	377
	Insurers:	8	6	0	9	23
	Current or Former Employee:	0	4	10	3	17

2016-2020 ANNUAL TOTALS				
	2016	2017	2019	2020
SNOCOM	1356	1490		
SNOPAC	3789	3941		
SNO911			5505	5352
TOTAL:	5145	5431	5505	5352



January 26, 2021

Dear SNO911 Team:

First off, I wanted to thank you for all of your dedication and service during the Covid-19 pandemic. By using the Medical Priority Dispatch System (MPDS) and ProQA application, we were able to quickly implement enhanced call screening that not only helped to triage the priority of calls, but also helped to keep our EMTs and Paramedics safe. In the beginning of the pandemic, we didn't know a lot about the virus, how it transmitted, the impact on call volume, impact on our scarce first responder resource and hospital utilization.

The SNO911 motto "Help Starts Here" rang true while the pandemic was unfolding.

Help continues to start at SNO911 and I support your efforts in moving forward with MPDS Accreditation. The usefulness of the system through the pandemic has only solidified my support for the wonderful job you do and I stand behind raising the bar and recognizing your achievements.

I have had the opportunity to listen to and review a lot of calls unrelated to Covid-19 since implementing MPDS ProQA in October 2018. I have grown keenly aware that consistency is key. For the same reasons we have checklists for EMTs & paramedics, we have a protocol system at SNO911. Following a checklist or protocol system ensures that every patient is triaged and treated uniformly and correctly, every time. The International Academy of Emergency Dispatch (IAED) accreditation program offers an external validation and measurement of your individual and agency-wide performance.

I know each and every one of you desire to provide the highest level of care possible to the residents of Snohomish County. ACE Accreditation is way to incorporate the industry standard pre-arrival care system into the very fabric of SNO911. It holds us accountable to our stakeholders and callers by providing an affirmative statement that what we do at SNO911 matters and we take it seriously!

I applaud your commitment to providing the highest level of care.

The road to ACE Accreditation is not necessarily an easy path to take. I serve on the Dispatch Steering Committee, the body that oversees the MPDS system in Snohomish County. *In that role, I've reviewed SNO911's performance and want to recognize how far you've already come toward reaching this goal.* While it might seem mundane at times, consistency within the protocol allows us to provide consistent care as well as trust in the data coming out of the system.

My environment is visual while working with patients. Dispatchers work in an environment where they must instruct someone how to give CPR, help a choking patient, or aid in delivering a child, all with only the power of your voice. You're not just reciting words on a screen, you're providing lifesaving directions to a caller so that a patient has a fighting chance.

I'll finish with a famous MPDS quote - "Even if we can't save every life, we can help every caller". I believe being an accredited agency means we are helping every caller. I'm here to support you on this path and will be very proud to watch SNO911 and the MPDS program reach this significant achievement.

Very Best,



Eric Cooper, MD
SCEMS Medical Program Director

Radio Replacement Project – At a Glance Updates

January 2021

Recent Major Activities/Decisions

- SNO911 authorized law, fire, and sheriff radio programming information with Motorola
- Portable deliveries have begun! **(Please see agency report for more details and pictures)**

Subscribers

- Deliveries are in progress!
- Special website created for communicating schedule, training materials, and installation requirements (<https://sites.google.com/view/sno911rrp/>)
- Weekly logistics meetings have started, your agency stakeholder will be strategically invited based on schedule

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

- Work primarily in three fronts currently: Leases, FCC Licenses, and Site Construction Design/Permitting
 - Leases:
 - New site leases are still being reviewed by land-owners and some have required modifications which will take additional time
 - Some existing site leases are pending review of final construction drawings
 - April Board is targeted for multiple new lease approvals
 - FCC Licenses:
 - In order to expedite licensing approval process, FCC license submissions were split and submitted separately (Region 43 and FCC)
 - Region 43 approval requires regional partner/other licensee approval, which ADCOMM is actively working on
 - FCC approval is in progress with submittals delivered, multiple months will be required to obtain final approvals and likely a few technical exchanges
 - ADCOMM Engineering will be further engaged to help with FCC licensing needs
 - Construction/Permitting:
 - Proceeding as planned, all first-pass drawing sets are scheduled to be delivered at the end of the month

- Leases and permits are poised to move upon delivery of actionable/approved drawing sets.

RRP Policy & Major Decision Timeline

- 1/2021: SNO911 approves Law, Fire, and Sheriff radio programming templates
- 1/2021: Fire-TAC Template Committee approves programming
- 12/2020: Motorola Change Order 3 Approved
 - 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
 - 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
 - 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
 - Agencies will own subscriber equipment, SNO911 will plan for long-term replacement and process/assist with warranty repairs
 - Installation details including differences for agencies who choose to opt-out of project installs
- 4/16/2020: Additional Subscribers Policy approved
 - 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
 - Allows agency cooperative purchasing, updated subscriber warranty protection
- RRP – Future Replacement Policy – Under Development

30 Day Forecast

- **Subscribers:**
 - Continued implementation of portable radio delivery process
- **Implementation:**
 - First-round of site construction drawings & plans delivered to SNO911
 - Begin scope definition/procurement processes for
 - Construction Contractor
 - Tower Modification Contractor
 - Region 43 approval process – Letters of Concurrence from other licensees

60 Day Forecast

- **Subscribers:**
 - Continued implementation of portable radio delivery process
 - Create ancillary templates (dual-band, hospitals, EOCs, etc.)
- **Implementation:**
 - Second/Final review of construction drawings & plans
 - Move forward with all remaining lease modifications based on site plans
 - Begin construction permitting process
 - Restart interoperability plan with TACs

90 Day Forecast

- **Subscribers:**
 - Continued implementation of portable radio delivery process
 - Begin mobile programming for “opt-out” agencies
- **Design:**
 - Paging system re-design begins
 - Interoperability planning continues
- **Implementation:**
 - Finalize leases/approvals for RRP
 - Site & Tower modification RFP(s) drafting/publishing
 - FCC licensing: Region 43 final submittals

Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for January 12, 2021 / 10:30-11:30 p.m.
Location: 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 Brad Akau		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	✓	Master PO Travis Katzer	✓
Proj. Manager Michael Gallagher		Ops Manager Karl Christian	✓	Erik Scairpon	✓
Ops Manager Hattie Schweitzer	✓	Dep Director WT Brad Steiner	✓	Records Officer, Sheila Betts	✓

Chair Jim Lawless called the meeting to order at 1030 hours.

1. **Roll Call** – Roll call was done as attendees logged into ZOOM.
2. **December 8, 2020 Minutes Approved:**
 1st: Bureau Chief Ian Huri 2nd: Deputy Chief Ryan Irving
3. **Announcements:**
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. There is discussion of scheduling a meeting within the next month or two.
 - C. **SN0911 Updates** – Andie Burton
 - a. **Law Enforcement Response Protocol (LERP)** – Topic was re-introduced at the Sheriff's and Chief's Association meeting. Discussions will continue at the next meeting.
 - D. **Anti-Bias Workgroup now Known as Bias-Reduction in Emergency Communications Workgroup or "BREC"** – Andie Burton
 BREC's last meeting was on December 2nd; therefore, the update that was given to this committee at the December 8th meeting is still current. BREC will meet again on January 27th and an update will be provided at our next Police TAC meeting on February 9th.
 - E. **Paperwork Entry Group** – Andie Burton

The group met; however, attendance was low due to the holidays. Andie will be reaching to the members to confirm they will still be available to participate and schedule the next meeting.

F. PTCC – Steve Lawlor

- a. **Audit Reminder** – After the recent security issue one of our member agencies experienced, Steve asked that agencies monitor their New World and VPAC accounts. Steve shared that agencies can send a list of their VPAC accounts to Damon and/or Brent for auditing.
- b. **2020.1 Upgrade** – First round of end to end testing begins tomorrow, January 13, 2021, with the approximately 12 representatives that have signed up as testing participants. There will be two sessions, 0900-1200 and 1300-1600. A couple of weeks ago it was discovered the Sector tickets were not importing into New World; however, Damon was able to identify the issue and resolved it.

G. Radio Replacement Project – Brad Steiner

Final quality checks are currently being done on the final code plugs that are back from Motorola. Radio programming will begin in approximately 2 weeks and it is anticipated the first set of portables will begin rolling out the first week of February. Michael Gallagher will begin communicating with agencies, via email, to keep everyone updated.

Mobiles are in the final refinement stage and logistics review in order to make it a smooth, effective and efficient process. A few more surveys will be distributed for additional feedback prior to the installation of Mobiles.

A website is under development to provide a more efficient method of communication, provide updated schedules and to centrally house information.

H. Radio Template Sub-Committee – Chuck Steichen

Nothing to report.

I. Technical Update – Steve Lawlor

A couple of weeks ago, there was a brief CAD Client outage, not a full system outage, that was causing some CAD clients to crash when attempting to open a CFS. There was also a GIS Mapping update done that same morning and it was determined the CAD clients that were crashing, were the ones who had not received the GIS update, when attempting to open a CFS created by a client that had applied the update. This is an issue we have not experienced in the past but measures have now been made to install GIS updates to all computers quickly and simultaneously to avoid this issue in the future.

6. New Business

A. Mental Health and Chemical Dependency Assists – Hattie Schweitzer

It appears we have seen an increase in CFS's from Snohomish County Mental Health and Resources. Most are for requests for law enforcement presence when they are called to evaluate a potential violent or suicidal subject. For consistency and tracking purposes, the suggestions were to create a specified type code and/or a primary disposition with a secondary disposition added. *Andie/Hattie will discuss the options with Derek to get his feedback and suggestions on the best solution(s) to meet the needs of our member agencies.*

B. PPE Notifications – Karen McKay

Karen shared the alerts on Elder Care Facilities regarding the notification to “don PPE,” have been removed from the fire/aid CFS’s which in turn turns them off for law enforcement CFS’s. It was mentioned that the Snohomish County Health Department website where they post weekly updates on active outbreaks. Andie mentioned call takers are still asking reporting parties to wear masks during law enforcement contact.

8. Old Business

No updates

9. Good of the Order.

A. Inauguration Day Ops/ECC Fusion – Andie Burton

Should it be needed, SNO911 has coordinated to be imbedded with ECC, as previously done during potential periods of civil unrest.

B. CoVid-19 Vaccinations - Chuck Steichen

Chuck shared there are several open vaccination sites for first responders in the area. Karen noted that if/when SNO911 is contacted by one of those sites with available doses, they are asking them to communicate with the SNO911 on duty supervisor. The supervisor, if needed, will notify an appropriate agency of the available doses.

Jim noted clarification and organization needs to be more consistent with the vaccination process and communication.

Chuck will be forwarding the latest ESF-13 communication to the committee members.

10. Meeting was adjourned at 11:18 hours.

The next meeting is scheduled for February 9, 2021 @ 1030 – VIA ZOOM

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

January 27, 2021

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	Derek Wilson, SNO911		
	Ryan Lundquist, Sno Regional F/R	Hattie Schweitzer, SNO911		
	Kurt Mills, SNO911	Karl Christian, SNO911		
	Terry Peterson, SNO911	Steve Lawlor, SNO911		
	Andie Burton, SNO911	Meg Bittinger, SNO911		
	Brad Steiner, SNO911			

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

Chairman Eric Andrews called the meeting to order at 2:00 p.m.

1. ANNOUNCEMENTS: N/A

2. APPROVAL OF MINUTES: A motion was made by Drew Bono and seconded by Mike Calvert to approve the December, 2020 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

A. PTCC / NWS. *Steve Lawlor.* At the last meeting they talked about auditing the New World accounts. It's a requirement for police agencies but they ask that periodic auditing happens with fire as well, so that accounts that are no longer active get disabled in the system. If you need assistance contact Brent or Damon. Chief Andrews suggested that IT send the list out to each agency and ask them to confirm it - they will probably get a better response that way. Steve agreed. ESO update - since we've had the two interfaces running, there has been one instance when Damon had to manually intervene because the back log got so large. Other than that, there have been some slow-downs with the data transferring. There is not a lot they can do to speed it up, and the manual intervention is tricky. There have been multiple after hours calls regarding

this, so moving forward, this is not considered an after-hours call out issue anymore. Please inform your frontline staff. Finally, we are still on schedule with the New World upgrade on March 9th.

- B. Technical Update.** *Steve Lawlor.* Needs clarification on the APX interface for fire pre-plans. APX is reaching out to Tyler and SNO911 looking for a resolution. Per Chief Andrews, we should pick one format, and Fire Prevention should make that recommendation. After much discussion, it was determined that TAC needs to gather more information, and we are not moving forward with APX at this point.
 - C. Radio Replacement Committee.** *Brad Steiner.* First dry run kick off today with Arlington Fire – one of the first four agencies to receive their portables. Roll out will be the second week of February. Still moving ahead with site leases, but the portables are the focus now. Agency contacts will be hearing from Michael soon. They developed a special website which will show agencies where they can get all their forms, the latest schedule, etc. This will be your single source of information.
 - D. Radio Procedures Committee.** *Hattie Schweitzer.* Strike Team Zone Response County Resource Plan is still on the agenda - this topic will be discussed here later today per Chief Andrews. Still looking at the document for Fire Radio Procedures. Received some more reviews from team members. Focusing on two areas right now. The first one is the hazmat page outs – trying to find some wording to bring back to either the special operations committee members, or to Fire TAC. After a discussion with Chief Wirtz, the Fire Radio Procedures Committee thought it would be best to have some kind of ability to call in personnel planning for different operational needs and additional resources, using a staffing program. Something that is a specific process for 4th alarm assignments. Per Chief Andrews, they're trying to make sure that any 4th alarms where there would be a tech rescue or hazmat is done by the scene incident management and not by the dispatch center. According to Derek, right now we don't really have a mechanism for that to happen, so no 4th alarms for a while. Second, the committee wants to make sure there is wording in the IMS guidelines on greater alarms that everyone is comfortable with, and that can be brought back to the dispatch center for training. Per Chief Andrews, any greater alarms will be sent to a staging area and assigned a separate radio channel. Hattie will make sure this is in the procedure manual and in the training.
 - E. Fire Standards/Data.** N/A
 - F. Fire User Group.** N/A
- 4. SNO911 UPDATE:** *Terry Peterson*— about 60% of SNO911 staff has received the first shot of the vaccination. SNO911 is still striving for the MPDS accreditation goal. There has been significant increase in compliance over the past couple months. Recently finished 3 MPDS training videos that talk about what the program is and why it's important, and it will be part of our new hire curriculum.
- A. MPDS Call of the Month** - *Hattie Schweitzer.* Matthew J. Taylor received this for the month of December. Please see the document that came out with the agenda.
- 5. OLD BUSINESS:**
- A. WAVE Radio Pilot-** *John Chalfant.* No update – giving them until tomorrow to get back to him after his last email to them. Per Brad, there will be an email soon. The firewall was disconnected because it's out of date. Firewall ownership was transferred from Motorola to SNO911, and they have updated the firewall policies this week. Wave to Wave communications will be back up soon, there is no ETA on Wave to Radio at this time.

- B. FOC Workgroup – Terry Peterson.** Throughout 2020, we had several planned outages for system maintenance. During this process it was determined that since we have CAD Lite, the expectations of the individual FOC's have changed dramatically. The one issue still outstanding relating to FOC's is regarding fire unit assignments when operating on CAD Lite. The group met and came up with a Basic Unit Assignment Plan. Essentially how this will work is, if we're in a planned outage, we can operate on CAD Lite, move to the Basic Unit Assignment Template, and do over 90% of the unit assignments using CAD Lite and using this tool. Caveat – if there is a major event we will need help from someone at the FOC level to make decisions. If this is acceptable to the group, there is a planned maintenance coming up in the next couple months. The thought is to work through the logistics of CAD Lite and use this new Basic Unit Assignment Matrix and observe how this works. Chief Guptill sent the basic unit assignment info to the workgroup. Derek will forward that document to Fire TAC.

6. NEW BUSINESS:

- A. Greater Alarms TAC Assignment - Hattie Schweitzer.** Already discussed - see above.
- B. Dispatch Position Renaming – Karl Christian.** Proposing to update the names of the fire dispatch positions. Currently they are named geographically, and they would like to change it to the name of the primary TAC handled at that position. SNO911 would like to change West Fire to TAC 1, East Fire to TAC 3, North Fire to TAC 5, and South Fire to TAC 7. Motion to approve by Jeremy Stocker, second by Chief Neuhoff. Unanimously approved.
- C. SNO911 Notifications - Andie Burton.** Prior to Covid, SNO911 started working on refining the processes for notifications that initiate from SNO911. Currently using the Rave Alert platform because it can be used with a browser rather than having to be on a network. The original proposal was to create two separate alert templates. One is a high priority notification such as a train derailment with a chemical plume, bug out to back-up facility, an unplanned outage, etc. The second notification, immediate agency notification, is intended for things such as planned system outages, unplanned outages of not-critical systems, drills, etc. It would be up to each individual agency to maintain/update their list. The way this has been done in the past has been through an email address maintained at the agency and set up by the agency's IT. This can continue in this new model, but for the emergency notifications, it was suggested that agencies add their personnel into Rave then provide SNO911 with a list of which individuals should receive that notification. Not all agencies have a Rave administrator in place yet, however DEM and Derek are willing to provide some training to agencies who need it. Having personnel notified via Rave in addition to the email distribution would be another layer in case of network issues at the city/agency level with email servers, etc. Andie asked about the expressed need for a possible third means of notification for things such as the urgent need to call a meeting, change of virtual meeting locations, etc. Chief Waller noted that it probably doesn't matter what the message is, if the Chiefs Association or TAC Chair deem it worthy of notification, it can be sent. SNO911 will update the document that was included with the Fire TAC packet and bring back information to the February TAC meeting.
- D. Snohomish County Fire Resource Plan – Chief Andrews.** At the Fire Chiefs Executive meeting today, they passed this plan off to Fire TAC/Ops. This will involve coming up with a new plan on how to coordinate fire resources in the county given major events. Includes how to move units around, and also how we would send a representative to the dispatch center who has the authority to move resources and make decisions. Jeremy Stocker agreed to be part of the committee. If anyone wants to be involved, please email Jeremy.

7. GOOD OF THE ORDER:

8. **ADJOURN:** The Fire TAC / Operations Committee adjourned at 3:24 p.m.

The next Fire Technical Advisory / Operations Committee meeting is scheduled for Wednesday, February 17th at 1:30 p.m. via ZOOM.

DRAFT

Snohomish County 911

Finance Committee

Meeting Summary for February 11, 2021 / 1:30 – 3:00 pm

Location: Web Conference

Meeting Attendance:

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

Dave DeMarco was unable to attend today's meeting. The attending committee members asked Kurt to chair and the meeting was called to order at 1:32. The agenda order was adjusted to allow a staff member to attend a different meeting. It was noted that there was not a quorum present however the meeting proceeded with an expectation this would be noted.

Old Business

- A. RRP Radio Installation Opt Out.** The APF was included in the packet. An MOU would be created which would establish the duties and responsibilities tied to the opt-out agreement and once the agencies signed the MOU, they would be reimbursed for the amount the project would have paid had the work been completed as part of the project. The user agencies that have opted out will have their own shops perform the installation that would have normally been contracted out with a third party vendor. These shops will follow the approved policies and installation guidelines and will be solely responsible for any work they undertake.

Jeff Brand made a motion to recommend that the board authorizes SNO911 to pay opt-out agencies under the terms identified in this APF. The motion was seconded by David Chan.

Following some brief discussion, **the committee approved the motion unanimously.**

- B. ADCOMM Addendum.** Brad reported they have two existing contracts with ADCOMM. He explained that they are now nearing the completion of the FCC licensing services contract, but still need their services. Brad proposes rolling the services described in the small contract into the larger one. Additionally, ADCOMM has offered to perform additional services connected to the permitting process. ADCOMM would prepay the permit fees and SNO911 would reimburse them for this cost, without any additional fees. This addendum would memorialize the action that the board took in 2020, and cleans up the contract which enables the agency to move forward more efficiently. All of these changes have been reviewed by Brian Snure.

David Chan made the motion to recommend to the board that SNO911 executes Addendum #2 with ADCOMM Engineering and authorizes up to \$80,000.00 for FCC licensing services and any additional identified services by the AHJ (authority having jurisdiction) related to obtaining permits. The Board also authorizes SNO911 staff to apply the construction/permit

budget and contingency to reimburse ADCOMM for those fees. Jeff Brand seconded the motion and it was approved unanimously.

1. Reports

A. **Blanket Voucher Report** – There were no questions raised. Jeff Brand moved to recommend to the board approval of the Blanket Voucher Report for January. The motion was seconded by David Chan and approved unanimously.

B. **Fund Balance Report** – The year end fund balance report was provided for committee's review. Following a question about reserves, Kurt explained that they don't tap into reserves without going to the board first. These funds are undesignated and used in emergencies. The fiscal policy states that the agency maintain 3 months of operating dollars in that fund.

- **RRP Fund 130 – transfer from reserves.** Originally the board approved a balance for this fund of \$250,000. They would like to increase this to \$1 million in order to better pay immediate requests. Kurt explained a recent situation with the WCIA insurance payment that required a transfer of funds. There was some discussion about this amount and it was explained that all requests must be fully documented for the county to consider before they authorize reimbursement.

David Chan moved to recommend to the board the increase of the balance of Fund 130 to a million dollars. This increase would come from reserves. Jeff Brand seconded the motion and it was approved.

C. **RRP Payment Tracking** – Information provided for the committee's review. There were no questions.

D. **2020 Year End Financial Report.** Kurt spoke about specific areas reflected in the report. Terry spoke on overtime expenses. He mentioned that some ongoing discussions with the union may impact future overtime. The committee spent some time discussing the OT issue.

2. Old Business

C. **Tulalip Tribal Police Contract Review.** Kurt explained that the plan is to take this contract to the board for their review and feedback. He reported that Chief Sutter has taken the framework to his council and they have no problems. The dispute resolution refers to the ILA and it will be attached to the contract as Exhibit A. Kurt will discuss with legal on the practice of releasing public records. No action is requested on this at this time.

3. New Business

A. **PulsePoint Community CPR System.** PulsePoint interfaces with CAD and provides a way to reach out to citizens that are trained and certified in CPR. This was discussed a few years ago. This has received a recommendation from Fire TAC that we implement this system. This is pending legal review. Kurt will reach to PulsePoint about possible liability risk.

Jeff Brand recommends to the board that they acquire PulsePoint in an amount not to exceed \$39,050 pending final purchasing and legal review. David Chan seconded the motion and it was approved.

- B. WiseTrack Inventory Tracking System.** This is a new program. The agency hopes to move forward with a different inventory management system. This one is available of the State Contract 018-A. Following some discussion the motion was made.

Jeff Brand recommends approval to acquire new Inventory Tracking software in an amount not to exceed \$13,500. David Chan seconded this motion and it was approved.

- C. 2020 Carryover.** The money is in the operating fund now. Staff recommends that they move \$329,145 into the capital fund. This is \$368,195, less the amount for PulsePoint (\$39,050). **Jeff Brand recommends moving \$329,145 to the capital fund. David Chan seconded this motion and it was approved.**

4. Good of the Order.

- David Chan wished everyone a Happy Chinese New Year.
- *Kurt will inform the committee members if he hears of anyone not being able to attend a meeting.*

The meeting was adjourned at 3:00 pm. The next meeting will be held on March 11th at 1:30 p.m.



SNOHOMISH COUNTY 911 2020 4Q Finance Department Report

Financial Summary: SNOCO911 2020 4Q

OPERATING

Fund #	Beginning Balance	Revenue	Expenditures	Carryover Transfers Other	Fund Balance
70	\$1,858,747	\$24,285,981	\$23,917,808	\$141,274	\$2,368,195
100 – WT CLOSED	\$1,979,319	\$30	\$0	\$1,979,349	\$0

CAPITAL PLAN

80	\$14,983,882	\$526,610	\$2,536,519	\$358,747	\$13,332,720
110 - WT	\$356,113	\$159	\$57,047	\$1,479,349	\$1,778,574

RESERVES

90	\$6,577,539	\$717	\$0	\$0	\$6,578,256
120 - WT	\$597,504	\$60	\$0	\$0	\$597,564

RADIO REPLACEMENT PROJECT

130	\$133,404	\$22,051,442	\$22,042,088		\$142,757
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Note: Fund # 100, 110 and 120 are Wireless Technology funds.

Fund 100: The account was closed on March 09, 2020.

General Operating - 70

Revenue

- Current fund balance of \$2,368,195. A minimum fund balance of \$2.0M was established (Per Board authorization 2/20/20) for cash flow purposes and is not counted toward any fund carryover.
- Total Revenue received came in at 98.8% of budget which was \$289k less than expected. This was primarily due to the timing of the receipt of the December Dispatch Services (see below) offset somewhat by greater than expected Miscellaneous Revenues.
- Dispatch services received were \$16,047,189 compared to a Budget of \$16,691,090. The majority of the balance of \$644k was received on 01/04/21.
- E911 disbursement funds received were \$6,038,144 which reflected the normal monthly distribution. Budgeted E911 funds are placed into Operating first. Budgeted was \$6,038,144 for 2020. Additional E911 disbursement funds received of \$525,056 were transferred to the Capital Plan (Fund 80) authorized by a Board motion on February 20, 2020.
- Emergency Sales Tax Revenue received was \$1,200,000 which was budgeted for 2020.
- Reimbursed expenses for EPCR were at \$138.5k or 137.2% of budget. This was primarily due to retroactive bill backs to Mukilteo and SCFRA of \$26.4k for 2019. Managed Laptop totaled \$275.1k or 186% of budget primarily due to the addition of 70 new units by SCFRA in December 2019. This was not budgeted for.
- Corrections Module Reimbursements received from the Snohomish County Sheriff's Office, Marysville City and Lynwood PD totaled \$26.2k.
- Locution reimbursements totaled \$35.3k.
- Wireless Rental Revenue received was \$375.1k or 101.2% of budget and came in as expected. \$124.9k of this amount is pass-through revenue and is offset in Rental Expense below.
- YTD Federal Indirect Grant reimbursements were eligible Covid-19 expenses at \$66.7k, \$293 for Emphasis patrol and \$846 for Complex Coordinated Terrorist Attack training.
- Other Miscellaneous Revenue was \$15.0k for New Hire reimbursements, \$9.1k for Priority Dispatch and \$3.0k for NENA conference and Training received from E911, \$15.1k for refunds and credits of registration fees, etc. due to Covid_19, \$5.0k from WCIA for attorney and investigation fees, \$2.8k for credit card rebates, \$29.0k from auction/disposal of surplus items, \$3.6k for Medical Premium reimbursements and \$4.7k received for other miscellaneous items.
- Interest received was \$211.

Expenses

- Total Expenditures were at 97.3% of budget. Total reimbursements for Covid-19 related expenses at December 31, 2020 were \$66.7k.

Personnel

- Total Personnel expenses were at 97.8% of budget and came in at \$452.5k under budget.
- Salaries and Wages came in at \$1.7M under budget, however, this was partially offset by Overtime, PTO and PTO accrual cash-outs (see below).
- Total hours for Administrative Leave at 12/31/20 were 543 (87 due to COVID) resulting in an expense of \$17.6k.
- Recruiting Incentives were at \$106.2k. This was an unbudgeted item. Note: The program has been discontinued as of June 19th due to reaching authorized staffing levels.

- PTO Accrual Cash Outs were at \$287.8k, which was 287.9% more than budgeted. PTO cash out options took place in March and November.
- PERS costs were at 103.6% of budget and ran higher than expected due to OT.
- Overtime came in at \$1.880M or at 198.3% of budget. Primary reasons were higher than normal absenteeism due to PMFL Maternity leaves (4,677+ Hours), Covid-19 (1,558+ Hours), additional administrative leave due to C-19 social distancing requirements (119 hours), additional medical leaves, higher than normal bereavement leave (more than double each of the previous two years) higher than normal Team Training OT for Circadian schedule meetings and the largest contributing factors were staffing and the training of new staff. It should be noted that with the ongoing hiring and training of dispatch staff, there were 2,640+ hours less overtime in 2020 than 2019. Snohomish County 911 typically under budgets for overtime.

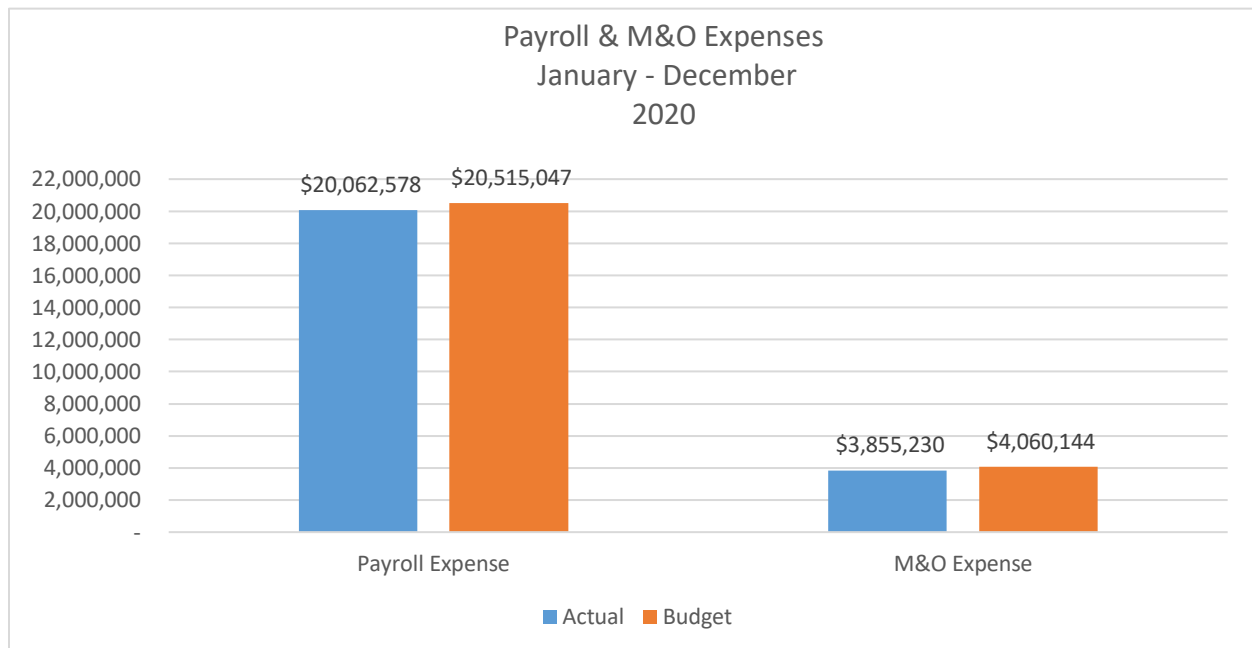
M & O

- Total Maintenance and Operations (M&O) costs (\$3.9M) were at 94.6% of budget or \$204.9k under budget primarily due to Training and Travel cancellations due to Covid_19 and less than expected expenditures in Minor Capital Equipment.
 - Reimbursed Expenses ended the year at 153.6% of budget. This includes expenses reimbursed for ACCESS user fees, EPCR, and Managed Laptop. It's important to note that these costs are offset by expected reimbursements and that assessments are not affected.
 - Professional fees (\$281.3k) were at 88.7% of budget. Included in this category are Applicant Processing Fees (\$128.3k) or 139.4% of budget were due to the current focus on hiring. The increase in Applicant Processing fees was offset by fewer expenditures in Legal Fees of \$47.3k due to no union collective bargaining during the year.
 - Administrative Support expenses ended at (\$69.8k) or at 61.4% of budget. This category includes items such as printing costs, recognition, recruiting advertising campaigns, postage, Excise and Use Taxes and document shredding services. Fewer purchases of items requiring the addition of Use Tax accounted for \$25k or 56.8% of the reduction.
 - Recognition ended the year at \$6.6k primarily due to the cancellation of Telecommunicators Week.
 - Rent was at \$988.8k or at 96.2% of budget for the year. Storage rent trended slightly less than budgeted due to the elimination of both units.
 - Utilities were slightly higher than expected at \$117.7k or at 117.7% of budget.
 - Repairs & Maintenance came in slightly higher at \$1.6M or 102.4% of budget. Notable payments made during the third quarter were annual maintenance/service fees to Tyler (\$752k), Kronos (\$31k), CDW*G (\$31k) and Insight Public Sector (\$70k). Additionally, a payment was made to ESO Solutions for a Personnel Module (\$30.3k) that was not budgeted for. The Board approved the motion at a Special Board Meeting on December 29, 2020.
 - Insurance came in at (\$136.1k) or 131.7% of budget. This was primarily due to the property schedule being updated for Wireless Tech. In May, \$5.8k of the expense was re-classed to the Radio Replacement Project.
 - Communications ended at \$112.6k or at 90.5% of budget. This category came in under budget due to the elimination of duplicated services that took place after budget was prepared last year.
 - Training and Travel finished the year at \$56.7k or 31.3% of budget. This category was expected to come in under budget due to the cancellation of training events this year due to Covid_19. SNO911 has received reimbursements and credits for conferences that were unable to be moved to a virtual setting or postponed to a later date in the amount of \$18.5k.
 - Minor Capital Equipment expenditures came in at \$134.7k or at 51.9% of budget. This category has been reduced for next year's budget.
 - Supplies ended the year at \$49.2k or 98.3% of budget and was in line with budget.

OTHER

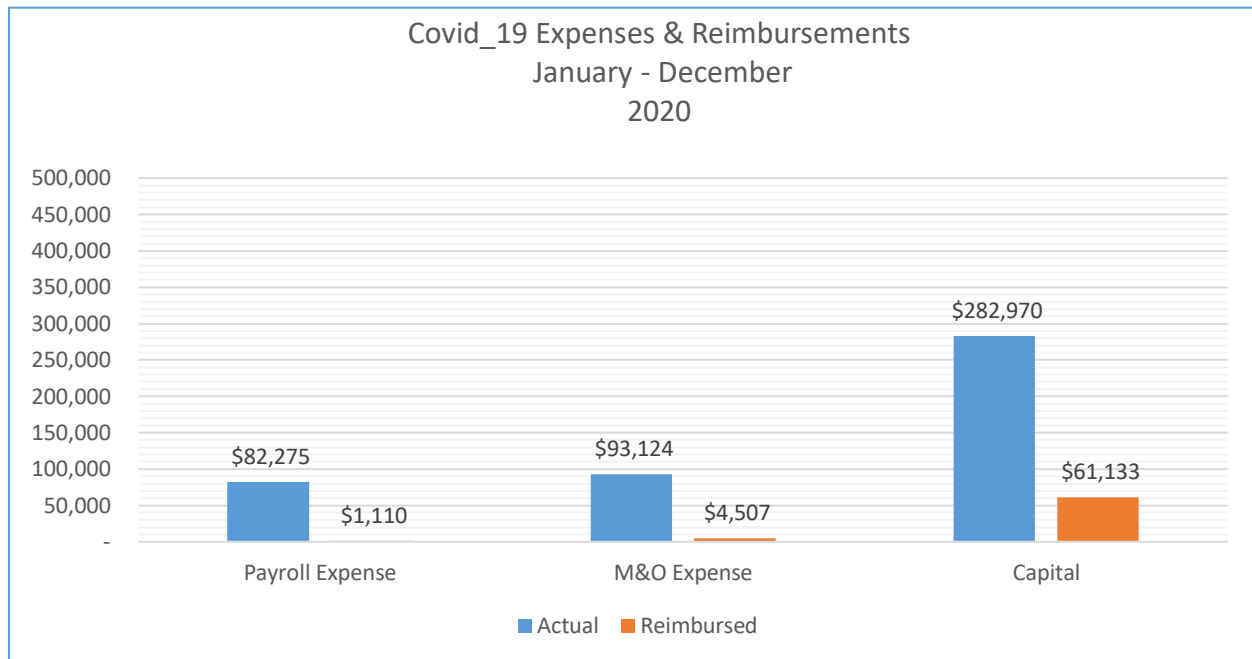
Per Board approval on 02/20/20, Operating Fund 70 2019 Carryover funds of \$358,747 were transferred into Capital Fund 80.

Operating Fund 70 Carryover funds for 2020 are \$368,195.14.



Year To Date Covid-19 Expenses:

Actual Covid_19 expenditures at December 31, 2020 were \$458.4k. This amount includes personnel, M&O and Capital related expenses. SNO911 management is confident that there will be more expenditures, however at this point, there is no definitive way to determine how much or for how long this will last. Additionally, management entered into a lease for a tertiary location, beginning on May 1st, 2020, for six months totaling \$40,000 with an option to extend for up to two years, which would result in a total expenditure of \$201,000. The lease has been extended through April of 2021. Utilization of a tertiary location assists with the County's readiness for a number of uses, including the ability to relocate all staff from a facility that requires immediate cleaning, overflow if activity spikes, integration of Police or Fire Operations Command, joint response to staffing emergencies with other regional ECCs, and potentially for asymptomatic employees who have valid reasons to request self-isolation but still desire to work.



SNO911 COVID SUMMARY YTD 12/31/2020				
	Spent	Reimbursed	Pending	Not Eligible
Payroll	82,275	1,110	3,984	77,181
Tertiary Center	206,784	61,133	107,457	38,195
Capital	117,787	2,817	55,990	58,981
Other & Supplies	51,522	1,690	4,613	45,220
	458,369	66,749	172,044	219,576

Note: Expenditure classifications above, were grouped to match grant project criteria. FEMA Public Assistance Grant reimbursements received to date \$66,749 and close out expected in 1st quarter 2021. Additional \$100k reimbursement received by EESCS in 2021.

Capital 80

- Current fund balance is \$13,332,720. Per Board approval on 02/20/20, Operating Fund 70's Carryover funds of \$358,747 were transferred into Capital Fund 80.
- Interest received is \$1,554.
- Expenditures \$2.54M and includes \$44.3k for CAD enhancements, \$6.9k for Datacenter Servers, \$185.6k for Managed Laptop Program, \$82.1 for Tenant Building Maintenance, \$100.0k for CAD PCs-Dispatch, \$48.2k for Administrative PC's and Displays, \$49.2k for Network Equipment Security, \$2.0k for Consulting/Outsourcing, \$345.6k for Tyler Hardware \$646.8k for VPAC Virtual Client Portal, \$193.1k for Tyler/NG Datamart\$61.4k for Backups and Storage, \$130.1k for PBX refresh, \$22.6k for Mobile Manual Ops (CAD-In-A-Box), \$11.6k for Back Up Cooling System, \$4.7k for Advanced Authentication, \$46.7k for Dispatch Schedule Alternatives, \$351.1k for SPIDR Tech Law Enforcement, \$198.6k for Tertiary 911 Location and \$6.0k for other.

General Reserves 90 (Undesignated)

- Interest received was \$717.
- Current fund balance of \$6,578,256.

Wireless Technology:

Operating Wireless Technology - 100

On February 20, 2020 the Board authorized dissolving the Wireless Tech Operating Fund 100, with \$500,000 to be transferred to Operating Fund 70, and the remaining balance of \$1,479,336 to be transferred to the Wireless Capital Fund 110, plus any additional interest.

Other than interest income, there were no other revenue or expense items during the calendar year.

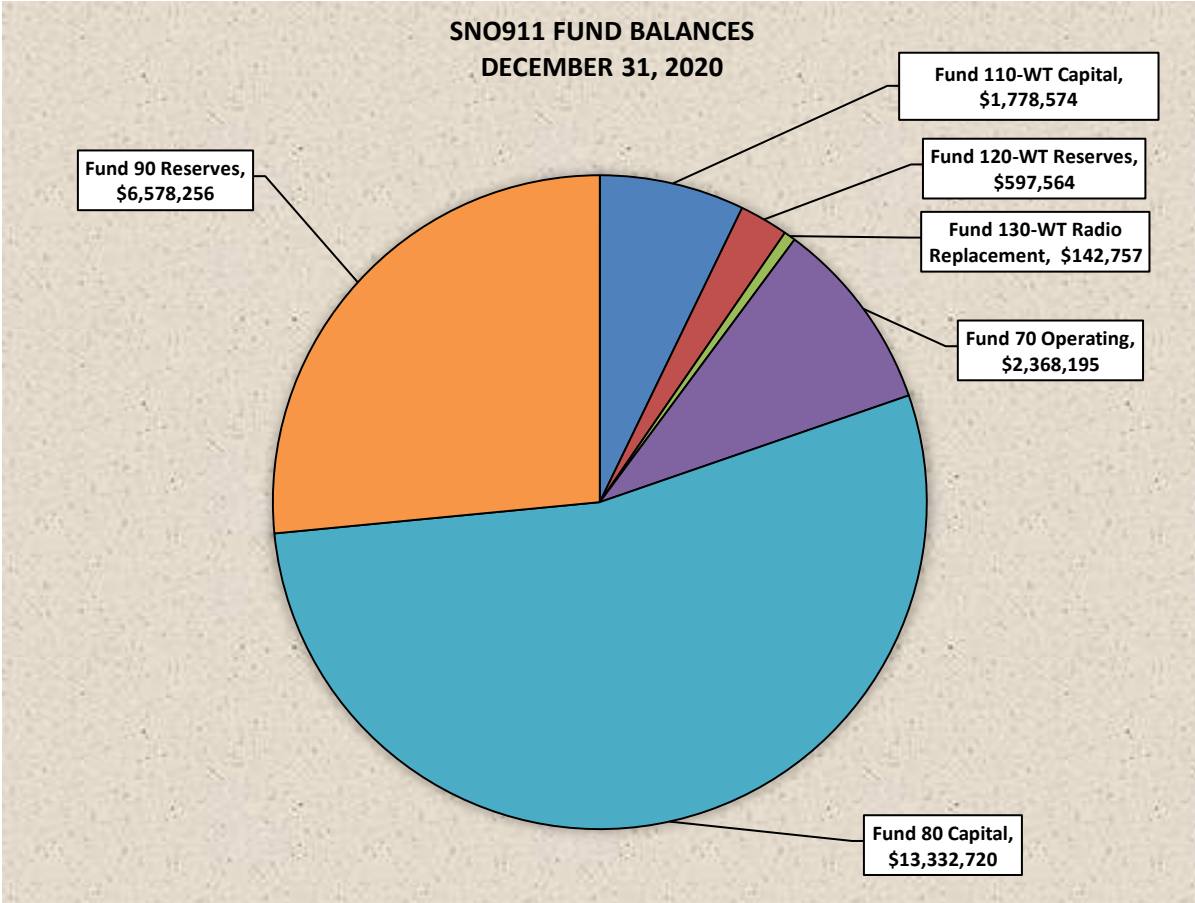
The bank account was closed on March 09, 2020.

Capital Wireless Technology - 110

- Current fund balance is \$1,778,574. This included a transfer of \$1,479,349 received from the Wireless Operating Fund discussed above.
- Interest received was \$159.
- Expenditures \$57.0k and includes \$57.0k for Generator Replacement at Gold Hill.

Reserves Wireless Technology - 120

- Interest received was \$60.
- Current fund balance of \$597,564.



Snohomish County 911

Budget vs. Actual General Operating 70

January through December 2020

	Jan - Dec 20	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
4020 · Dispatch Services	16,047,189.31	16,691,090.00	-643,900.69	96.1%
4040 · E911 Excise Tax Revenue	6,038,144.00	6,038,144.00	0.00	100.0%
4045 · Emergency Sales Tax Revenue	1,200,000.00	1,200,000.00	0.00	100.0%
4200 · Miscellaneous Income	1,000,437.32	645,957.00	354,480.32	154.9%
4300 · Interest	210.51			
Total Income	24,285,981.14	24,575,191.00	-289,209.86	98.8%
Gross Profit	24,285,981.14	24,575,191.00	-289,209.86	98.8%
Expense				
5000 · Payroll Expense	20,062,578.32	20,515,047.00	-452,468.68	97.8%
6000 · Reimbursed Expense	265,646.87	173,000.00	92,646.87	153.6%
6150 · Professional Fees	281,277.21	317,000.00	-35,722.79	88.7%
6200 · Administrative Support	69,792.74	113,628.00	-43,835.26	61.4%
6225 · Recognition	6,579.68	12,000.00	-5,420.32	54.8%
6250 · Rent	988,751.73	1,028,207.00	-39,455.27	96.2%
6252 · Utilities	117,656.81	100,000.00	17,656.81	117.7%
6300 · Repairs & Maintenance	1,636,222.65	1,597,725.00	38,497.65	102.4%
6350 · Insurance	136,104.00	103,350.00	32,754.00	131.7%
6400 · Communication	112,636.97	124,520.00	-11,883.03	90.5%
6500 · Training and Travel	56,681.24	181,245.00	-124,563.76	31.3%
6600 · Minor Capital Equipment	134,720.19	259,469.00	-124,748.81	51.9%
6700 · Supplies	49,159.45	50,000.00	-840.55	98.3%
Total Expense	23,917,807.86	24,575,191.00	-657,383.14	97.3%
Net Ordinary Income	368,173.28	0.00	368,173.28	100.0%
Net Income	368,173.28	0.00	368,173.28	100.0%

Snohomish County 911
Capital Plan 80
January through December 2020

	Jan - Dec 20
Ordinary Income/Expense	
Income	
4040 · E911 Excise Tax Revenue	525,056.00
4300 · Interest	
4320 · Other Interest	1,553.55
Total 4300 · Interest	1,553.55
Total Income	526,609.55
Gross Profit	526,609.55
Expense	
6150 · Professional Fees	46,666.65
6400 · Communication	12,304.74
6600 · Minor Capital Equipment	2,477,547.91
Total Expense	2,536,519.30
Net Ordinary Income	-2,009,909.75
Net Income	-2,009,909.75

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Cash Basis

Snohomish County 911
Reserves 90
January through December 2020

	<u>Jan - Dec 20</u>
Ordinary Income/Expense	
Income	
4300 · Interest	
4320 · Other Interest	<u>717.03</u>
Total 4300 · Interest	<u>717.03</u>
Total Income	<u>717.03</u>
Gross Profit	<u>717.03</u>
Net Ordinary Income	<u>717.03</u>
Net Income	<u><u>717.03</u></u>

Snohomish County 911
Wireless Tech Capital 110
January through December 2020

	Jan - Dec 20
Ordinary Income/Expense	
Income	
4300 · Interest	
4320 · Other Interest	158.95
Total 4300 · Interest	158.95
Total Income	158.95
Gross Profit	158.95
Expense	
6600 · Minor Capital Equipment	57,046.79
Total Expense	57,046.79
Net Ordinary Income	-56,887.84
Net Income	-56,887.84

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Cash Basis

Snohomish County 911
Wireless Tech Reserves 120
January through December 2020

	Jan - Dec 20
Ordinary Income/Expense	
Income	
4300 · Interest	
4320 · Other Interest	59.71
Total 4300 · Interest	59.71
Total Income	59.71
Gross Profit	59.71
Net Ordinary Income	59.71
Net Income	59.71

**Snohomish County 911
Radio Replacement Project 130
January through December 2020**

	Jan - Dec 20
Ordinary Income/Expense	
Income	
4200 · Miscellaneous Income	
4280 · Reimbursements	22,051,263.26
Total 4200 · Miscellaneous Income	22,051,263.26
4300 · Interest	
4320 · Other Interest	178.84
Total 4300 · Interest	178.84
Total Income	22,051,442.10
Gross Profit	22,051,442.10
Expense	
5000 · Payroll Expense	220,556.97
6150 · Professional Fees	242,129.43
6200 · Administrative Support	13,176.57
6350 · Insurance	5,773.00
6500 · Training and Travel	372.61
6600 · Minor Capital Equipment	21,560,079.88
Total Expense	22,042,088.46
Net Ordinary Income	9,353.64
Net Income	9,353.64

SNO911 Fund 80 Capital Plan 2020									
Last Approved 10/15/2020									
	Updated: 12/31/2020	YTD	Planned	YTD					
Project #	Project Name	2019	2020	2020	2021	2022	2023	2024	2025
80-001	RMS/Mobile/Corrections		75,000	1,274	145,000				
80-002	CAD	27,450	120,000	44,250	155,000				
80-003	UPS Replacement		0		250,000	0	0	0	175,000
80-004	Integrated Video Display System	50	5,000		5,000	5,000	5,000	5,000	5,000
80-005	Dispatch Consoles	32,582	10,000		30,000				
80-007	Datacenter Servers	13,224	20,000	6,928	30,000	15,000	10,000	10,000	10,000
80-009	Managed Laptop Program	438,121	200,000	185,632	200,000	100,000	150,000	500,000	130,000
80-010	Tenant Building Maintenance		350,000	82,137	12,000	5,000	5,000	5,000	125,000
80-011	CAD PCs-Dispatch	5,953	105,000	100,000	10,000	10,000	10,000	10,000	100,000
80-012	Administrative PC's and Displays	9,369	50,000	48,156	15,000	5,000	5,000	10,000	50,000
80-013	Network Equipment/Security	376,638	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	7,315	150,000		5,000	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	0	15,000	15,000	15,000	15,000
80-021	Center Monitors and Displays	5,320	10,000	1,446	5,000	5,000	5,000	5,000	30,000
80-024	Online Citizen Reporting / Shoplift	36,519	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	5,000	15,000			
80-028	Backups and Storage	43,692	120,000	61,366	5,000	50,000	5,000	5,000	50,000
80-029	Next Gen 911	12,999	50,000						
80-033	PBX Refresh	0	150,000	130,132	5,000	5,000	5,000	5,000	5,000
80-034	Mobile Manual Ops (CAD-In-A-Box)	95,899	75,000	22,646	50,000				
80-035	Service Vehicles	0	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	1,553	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	221,137	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	0	0	0	0	0
80-050	Financial Consultant		0		20,000				
	Beginning Balance	5,147,109	14,983,882	14,983,882	13,332,720	11,505,720	5,441,720	5,179,720	3,950,720
	Expenditures	1,401,658	3,745,410	2,536,519	1,827,000	6,064,000	262,000	1,229,000	1,640,000
	Net Balance after Exp.	3,745,450	11,238,472	12,447,363	11,505,720	5,441,720	5,179,720	3,950,720	2,310,720
	Funds Transfer Per Board Approval	10,601,206	358,747	358,747					
	E911 Contribution	614,943		525,056					
	Anticipated Interest Income	3,089		1,554					
	Projected YE Balance	14,983,882	11,597,219	13,332,720	11,505,720	5,441,720	5,179,720	3,950,720	2,310,720

SNO911 Fund 80 Capital Plan 2020									
Last Approved 10/15/2020									
Wireless Technology Fund 110 Capital Plan									
Last Approved 10/15/2020									
		YTD	Planned	YTD					
Project #	Project Name	2019	2020	2020	2021	2022	2023	2024	2025
110-001	Vehicle & Tire Replacements	37,478			235,000	45,000	45,000	45,000	45,000
110-002	Generator Replacement at Gold Hill	57,047	62,953	57,047					
110-003	Clinton Site Move		0	0					
110-004	Roof Replacements for Generators	18,351	100,000	0	0	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									
		0							
	Beginning Balance	0	356,113	356,113	1,778,574	1,276,074	924,074	788,074	568,074
	Expenditures	112,876	162,953	57,047	502,500	352,000	136,000	220,000	207,000
	Net Balance after Exp.	(112,876)	193,160	299,066	1,276,074	924,074	788,074	568,074	361,074
	Previous Year Carryover		0		0	0	0	0	0
	Funds Transferred in	388,088							
	Funds Transfer Per Board Approval	80,856	1,479,349	1,479,349					
	Anticipated Interest Income	46		159					
	Projected YE Balance	356,113	1,672,509	1,778,574	1,276,074	924,074	788,074	568,074	361,074

Radio Replacement Project Cost Tracking
As of 12/31/20

County Tracking	SNO911 Category #	Additional Detail	Cumulative Actual	2018 Actual	2019 Actual	2020 Actual
Project Management	130-001	SNO911 PM Salary & Benefits	\$ 310,594.50		\$ 90,037.53	\$ 220,556.97
	130-002	FCC Licensing	\$ 19,253.75		\$ 6,535.00	\$ 12,718.75
		Construction Permitting	\$ 12,679.30			\$ 12,679.30
		Communications	\$ 654.92		\$ 175.42	\$ 479.50
		Legal	\$ 4,917.00		\$ 2,658.00	\$ 2,259.00
		Network Design	\$ 1,427.40		\$ 1,427.40	
	130-003	Project ECS Salary & Benefits	\$ -			
		Project Tools & Equipment	\$ 5,951.98		\$ 4,825.32	\$ 1,126.66
		Project Employee Opr Costs (fuel/phone/etc)	\$ 1,413.53		\$ 663.58	\$ 749.95
		Project Vehicle Purchase	\$ 2,770.47			\$ 2,770.47
	130-004	RRP Travel	\$ 12,131.43		\$ 12,131.43	
	130-005	Marysville Office Security & Remodel	\$ 90,727.99		\$ 83,555.40	\$ 7,172.59
	130-006	Software	\$ 16,443.09		\$ 16,443.09	
	130-007	Land & Tower Rentals	\$ -			
	130-008	Aviation Radio Equipment	\$ 261,741.84			\$ 261,741.84
	130-009	Infrastructure	\$ 5,773.00			\$ 5,773.00
		Subscribers	\$ 2,428.46			\$ 2,428.46
			\$ -			
Motorola Infrastructure	130-011	Motorola Infrastructure/Radio System	\$ 17,081,189.20	\$ 3,368,646.10	\$ 13,712,475.05	\$ 68.05
	130-012	Paging Equipment	\$ -			
	130-013	Microwave Equipment	\$ -			
	130-014	Paging Equipment	\$ -			
Subscriber Units	130-015	P25 Subscribers - Standard Radios	\$ 16,879,145.11			\$ 16,879,145.11
Project Contingency	130-016	Facility R56 Upgrades	\$ -			
		Site Power Upgrades	\$ 35,502.04			\$ 35,502.04
		New Site Preparation - Adding AC Power	\$ -			
		APF - Quality Consultant	\$ 212,872.00		\$ 20,413.02	\$ 192,458.98
		Radio config changes / Fire dual control head	\$ 979,894.96			\$ 979,894.96
		Radios - Customized radios and Installation	\$ 2,494.57			\$ 2,494.57
		Radios - increased quantity	\$ 1,275,466.35			\$ 1,275,466.35
		Fire Model Change to Radios	\$ 1,937,752.78			\$ 1,937,752.78
		RRP Tower Loading Study	\$ 92,250.00		\$ 50,250.00	\$ 42,000.00
		Agency Radio Reimbursement	\$ 143,617.61		\$ 15,093.48	\$ 128,524.13
		Permit creation services & support	\$ 34,025.00			\$ 34,025.00
		Project Additional Staffing (ADCOMM CO#1)	\$ 625.00			\$ 625.00
		Site Readiness Contract	\$ 3,675.00			\$ 3,675.00
		Totals	\$ 39,427,418.28	\$ 3,368,646.10	\$ 14,016,683.72	\$ 22,042,088.46

**Snohomish County 911
Personnel Committee
Meeting Summary for February 9, 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 8:32 am by Deputy Chief John DeRousse.

- Staffing Report & Recruiting Update.** Terry reported there are only 2 openings in the dispatch center. A relief (PT) dispatcher is moving back to full time status. The other candidate has completed backgrounds and is scheduled to start on March 8th. On the administrative staff vacancies, there are 2 positions open. The full time Administrative Assistant will be filled internally with one of the current PT employees, and the Purchasing Coordinator (for the RRP) is still open. The candidate took another position somewhere else.

Kurt and Terry shared a photo showing the new bus ads that were recently started up again. These ads differ in color and message from the previous campaign. The ads have been pretty successful in the past.



He also pointed out that the center staffing strength is approaching 85%. This number is significant because of the direct correlation between percentages going up and overtime going down. He reported that OT has been going down consistently for several pay periods in a row.

- SCEA**

Schedule Project Update. Terry reported that discussions with the union on making sure the new schedule is cost neutrality continue. He explained that while the budget amounts will not change with a new schedule, things will change in order to reach cost neutrality. If there is built-in OT with a 12 hour schedule, then costs will need to be adjusted in other areas. They are looking at many components in order to keep expenses cost neutral. He presented a slide presentation they are working on to present to the union workforce what they've been working on and the potential changes. After they present this, they hope to bring Circadian back out to finalize the schedule options. Following that, they will then move into contract negotiations.

Terry broke down the process of reaching cost neutrality and explained that a new schedule will cost an additional \$765K with built-in overtime and the on-call program. He listed some areas that can be adjusted to lower costs, including shift differential, training premium and longevity. The biggest impact would be in the way OT is calculated. Currently, any hour worked outside of a regular scheduled shift is automatically overtime. The agency is negotiating to move to the FLSA method which states that any work in excess of 40 hours in a week is overtime. By moving to a strict FLSA method, and making the other adjustments he mentioned, they could become cost neutral with a 12 hour schedule. Terry explained that once a Letter of Understanding with the union is in place, they can proceed and eventually begin negotiations. Following that they will be bringing the contract forward to the board for approval and ratification. The workforce changed the way in which they bid for vacation from annually, to quarterly. Terry said that if everything progresses favorably, they optimistically could be implementing a new schedule as soon as summer. Questions and comments followed. The committee will be kept up to date on this continuing matter.

3. **Systems Security Engineer.** Kurt said that this was presented and discussed last month and the committee recommended moving it forward to the board. An updated Action Proposal Form was reviewed and the committee was comfortable with the changes. This will be forwarded to the board for approval at next week's meeting.
4. **Records Supervisor.** Kurt explained that currently there is one records position in the agency and the APF was reviewed. In addition to the Records Coordinator, two Administrative Assistants assist with records. The challenge is when someone is requested to testify at court. Because the Records Coordinator is not listed as a supervisor, she is not allowed to testify on anyone's behalf. They want to elevate the records coordinator to a records supervisor. He explained that this person has been handling many of the duties already in terms of training, development and managing the records needs of the agency. After some discussion, it was decided that more research on the comps will be done and they will come back next month with additional information. The committee supports the need for this change.
5. **Round Table.**
 - Thad reported they recently had 14 new recruits started at South County Fire. He also reported that their excess liability insurance provider just dropped them. Their excess coverage needs had reduced significantly which resulted in an increased rate along with additional exclusions. This is all based upon the pandemic.
 - George commented that he enjoys learning so much from the professionals on the committee.
 - Kurt reported that they are evaluating shutting down the Tertiary Center at the end of March. It's a significant expense. They will continue encouraging staff to receive vaccinations. Currently they have 65% of staff either vaccinated or in the process of completing their vaccination series.
 - John commented on the snow forecast and mentioned that he will coordinate for snow removal at the center. They will also open up their EOC if a significant storm occurs.

- Thad added that vaccinations for the public are still a challenge, and wondered if snow plows could be scheduled for some of those vaccination sites in the county. He also said that they are working with their partners to share any excess vaccines they have.

The meeting was adjourned at 0912. The next Personnel Committee meeting is scheduled for Tuesday, March 9th at 8:30 a.m.

Snohomish County 911
Future Facility Evaluation Meeting Committee
Meeting Summary for February 9, 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 3:01 pm by Dave DeMarco.

- 1. Future Facility Location Evaluation.** The evaluation criteria was reviewed, discussed and accepted by the Committee. There was a recommendation that including a consideration for solar may open up some grant opportunities.

Kurt mentioned that they were proposing choosing a property and running through the evaluation exercise. Dave recommended bringing in a commercial real estate broker to be involved in this process rather than using staff time for this.

The size of the property and structure were also discussed. Kurt mentioned that once the footprint can be narrowed down (where a suitable location might be), they would then reach out to their agencies and other stakeholders to see if there's interest in collocating on this project or if they have property that is suitable. Jason mentioned taking into consideration the proximity to the seismic "life-lines" that WSDOT have put into place. These include those roads that are being seismically reinforced to withstand earthquakes. ***Jason will send Kurt a map showing where these roads are located.*** Also available on the DEM website is a map showing which roads have priority for clearing in the event of an emergency.

Several maps were included in today's meeting packet showing liquefaction, geology (soil type), as well as transportation planning for future light rail. Kurt provided an overview of the county fiber ring and the steps that exist today to help ensure agencies are able to receive public safety technology services. In consideration of this network, the new facility would need to be located within the I-5 corridor and south of Marysville.

- 2. Colocation Evaluation.** This will be discussed at a future meeting.
- 3. External Resource Discussion.** Kurt agrees that engaging with a real estate broker makes good sense. He added that Dan, the real estate person for the City of Everett has been helpful and thinks it may be a good idea to invite him to a future meeting to answer some questions. He reported that he has also been in touch with OAC Services, a construction firm that has

been working on the courthouse project. They offered to speak to the committee on construction methodology. Terry mentioned that there are 3 or 4 other construction models allowed under Washington State law. OAC understands all of these models, including the pros, cons, and risks. He thinks the committee should educate themselves so they are able to present their findings to the board at a later date. Deciding on what method will be used will drive how the project proceeds. Terry has been contact with one member of the South Sound 911 project management team. They took a traditional approach with their construction and hired an architectural firm first, then went out to bid for a contractor. There was some additional discussion about speaking to an expert first as well as making sure that whoever provides initial consulting will not be disqualified for future RFPs. ***Kurt will seek a legal opinion on this and bring this topic back next month.***

Dave explained that he put Kurt in touch with the city's real estate expert only for help with general questions. He added that the City of Everett wants to see SNO911 in the best possible location.

Terry added that in response to a request made at the last meeting, he had asked South Sound 911 if they had a board level contact they could provide. They did and suggested he talk to a former city council member that served on their board from the beginning to its near completion. This person is willing to talk to the committee.

4. Site Visits.

- a. South Sound 911 Tour.** Terry reported that the scheduled date needs to be changed again. He asked if committee members could review their calendar and see if the morning of March 8th would work. All agreed. Terry will send out an updated invite for this new date.
- b. New Orleans 911.** This agency has been in their facility for 10 years. A link to a video tour was provided. <https://youtu.be/Zqu2iwYNYKA>
- c. Denver 911 Design.** This was provided in the packet.

5. Long-term Funding Options. This is being kept on the agenda for future discussion. Kurt reported they are having some initial discussions internally, with the plan to move onto the county level to explore all the options for potential revenue sources.

6. Project Plan. This will be expanded once more of the variables are known. Dave summarized that it appears this project will progress with a two-pronged effort. The first will be a property search, with the property helping to define the structure; followed by a construction project supported by a funding plan. He asked if we can start to make advancement in both prongs in order to capture the needed expertise necessary to move forward.

Colocation will be addressed once they're able to narrow the property location down. When they have a better understanding of this, it will help narrow the field of what colocation opportunities there may be. It may be easier to have an idea of what the project will look like before other agencies consider joining in.

More discussion followed on other ways the building could accommodate user agencies with training facilities, meeting rooms and classroom space. Some of these could potentially bring in revenue for the agency.

7. Good of the Order.

- George recommended looking into the architectural firm ADG (Architects Design Group) out of Florida. It appears they specialize in 911 centers and EOCs. Kurt commented that he had attended a training course that they had held in San Diego.

The meeting adjourned at 3:45. The next meeting is scheduled for March 9 at 3:00 p.m.