SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
REGULAR MEETING AGENDA
June 17, 2021 at 8:30 a.m.
Web Conference – Join Zoom Meeting

https://us02web.zoom.us/j/86000466014?pwd=YWxBbE9HMlJuT2ZXMmtYVU8rSnBkUT09

Meeting ID: 860 0046 6014
Passcode: 195881
Dial by your location
+1 253 215 8782 US (Tacoma)

8. Committee Reports

C. County EESCS Committee (formerly County E911 Office)

D. County ECSF Program Advisory Board

E. Future Facility

F. Board Technical Leadership (no meeting)

9. Executive Session

10. Good of the Order

11. Adjourn

SNOHOMISH COUNTY 911
BOARD of DIRECTORS MEETING

May 20, 2021

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☐ Judy Tuohy	Everett
	☐ Chris Alexander	Mukilteo Fire	☒ Jonathan Ventura	Arlington Police
	☐ Jeff Brand	SCSO Undersheriff	☒ Kurt Mills	Snohomish Co 911
	☐ David Chan	South County Fire	☒ Terry Peterson	Snohomish Co 911
	☐ Dave DeMarco	Everett Fire	☒ Angie Baird	Snohomish Co 911
	☒ John Dyer	Lake Stevens Police	☒ Brad Steiner	Snohomish Co 911
	☒ Richard Emery	Mukilteo	☒ Marlin Herolaga	Snohomish Co 911
	☐ Steve Guptill	Fire District 7	☒ Andie Burton	Snohomish Co 911
	☒ George Hurst	Lynnwood	☒ Howard Tucker	Snohomish Co 911
	☐ Jason Biermann	Snohomish County	☐ Brad Cattle	Legal Counsel
	☒ Darryl Neuhoff	Marysville Fire	☒ Jordan Stephens	Legal Counsel
	☒ Dan Templeman	Everett Police		
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	Commander Mark Thomas – Marysville Police		Sharon Brendle – SNO911 (notetaker)	
	Assistant Chief Jim Lawless – Marysville Police			
	Chief Jeff Young – Mill Creek Police			
	Riley McGinnis –member of the public			

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	The meeting was called to order at 8:30 am by President Jon Nehring. ▪ Deputy Director Terry Peterson called roll and verified a quorum. ▪ Executive Director Kurt Mills announced they have hired Josh Roundy, previously with Lake Stevens, as the new Finance Manager. He will be joining the agency on June 1st, and they are excited to having him come on board.	
2. Public Comments	None	
3. Approval of Agenda	Director Mills requested moving the Bias Reduction in Emergency Communications presentation to be right after the consent agenda. ***Deputy Chief Darryl Neuhoff moved to approve the agenda with the change noted. Councilmember Richard Emery seconded the motion and it was approved unanimously.***	**Revised Agenda approved**

4. Consent Agenda	***Deputy Chief Neuhoff moved to approve the Consent Agenda, with the minutes from the board meeting of April 15, 2021, and the April 2021 Blanket Voucher & Payroll Approval Form of Checks 14354-14468, for a total of $1,123,161.62, and Payroll Direct Deposit in the amount of $1,073,987.02. The motion was seconded by Councilmember George Hurst and passed unanimously.***	**Consent Agenda passed**
Presentation	**Bias Reduction in Emergency Communications (BREC).** Assistant Chief Jim Lawless, chair of Police TAC, spoke about the work that the BREC workgroup has been doing to address bias-based calls. He introduced Marysville Police Commander Mark Thomas, who presented a PowerPoint Slide Presentation on this workgroup. The group is made up of both management and staff of SNO911 along with law enforcement members from around the county. Commander Thomas complimented SNO911 in recognizing the issue and in partnering with local law enforcement. Director of Operations, Andie Burton, reported on a recent webinar sponsored by WCIA that the group attended in which ValleyCom has been working with a consulting firm (BDS) on this same issue. Director Burton has reached out to ValleyCom and they will be joining the BREC group this month to discuss some initiatives that they have tried. Commander Thomas thanked Director Burton for the hard work that she and her staff have performed, along with the assistance from other law enforcement agencies. Comments made after the presentation: ▪ Deputy Chief Neuhoff thanked Commander Thomas for the presentation and said he appreciates the group recognizing the issue. He also thanked the dispatch center for pro-actively getting involved and bringing the matter to everyone's attention. He expressed his outrage on the way law enforcement are often being used as a weapon to support a caller's bias. ▪ Mukilteo Councilmember Richard Emery voiced his support for this process, and added that he respects the research and thoughtfulness that was involved in gathering the information and providing a framework for moving forward. ▪ Director Mills thanked Commander Thomas and other members of BREC for following through on the initial idea and engaging with the SNO911 team and local law enforcement to come up with the workgroup's concept. ▪ President Nehring appreciated the presentation and feedback, and thanked Commander Thomas and his group for the good work being done.	
5. Old Business	**A. RFQ – Project Management of Future 911 Facility.** Director Mills referred to the copy of the professional services RFQ contained in the meeting packet that has been a discussion topic for several months at the committee level. He explained that with a Professional Services Agreement, a competitive process was not required, but because the scope will likely be expansive the committee chose to roll it out in this way. He added that with this agreement, the agency is not under any	

	timeframe or scope obligations. He is looking for support to publish the RFQ as soon as possible. Funding will be from the Future Facility capital plan. Director Mills clarified that the RFQ has gone through legal review, along with the contract template. Their intent is to publish it in the Business Journal as well as post it to their website. ***Deputy Chief Neuhoff moved to approve moving forward with the RFQ for Project Management of the Future Facility. The motion was seconded by Councilmember Emery.*** Director Mills added that the committee is also looking at a draft 30 year funding model and have had some preliminary informal discussions with the County about bonding capability. He further explained that he sent out a collocation solicitation to the member agencies and has received some potential interest from the Snohomish County Sheriff's office for a South Precinct as well as Snohomish County Department of Emergency Management (DEM). ***Following a few comments, the President called for the vote and the motion was approved unanimously.*** **B. Transition Annual Agency Assembly to Annual Report.** Deputy Director Peterson reminded the board that the Annual Agency Assembly is a requirement as per the Interlocal Agreement. He went on to explain that for the last 3 years they have not seen much participation outside of those agency representatives that normally attend the monthly board meetings. He spoke of the importance of sharing information and suggested moving toward an annual report instead. After some brief discussion, a recommendation was made to hold meetings on a biennial basis to coincide with caucus meetings, but also move forward with the annual report concept. Deputy Director Peterson will make the needed changes to the ILA and bring it back for the board to consider at a later meeting.	**Motion approved**
6. New Business	**A. APF – Emergency Resolution-HVAC Failures.** Deputy Director Steiner explained that the Wireless group is in the process of going out to bid for HVAC maintenance service, but in the meantime they have experienced some failures at three different sites. The HVAC systems are needed to keep the sites cool and keep the equipment from shutting down. These failures were considered critical, and the resolution covers 3 invoices, but he expects to bring a 4th one to the board next month. He asked the board for support in declaring these repairs an emergency. ***Deputy Chief Neuhoff moved to support staff's declaration of an emergency procurement to the SNO911 Board. The motion was seconded by Chief John Dyer and approved unanimously.*** **B. APF – RRP Warehouse Space.** Deputy Director Steiner recalled that the RRP budget had originally had a line item budget for a second warehouse, but after some consideration they decided to work with the available space they had and	**Motion approved**

	ended up rolling that budget amount back into the contingency fund. He explained that it was becoming clear that they needed additional space after all in order to keep the project on schedule. After a search in the area, they have located warehouse space relatively close to their current location. This space will be for dead storage purposes only. The current cost estimate is $311,000 for a three year term and doesn't include utilities or security. He is asking for support to move forward with this lease arrangement in order to meet the September ship date for equipment expected from Motorola. Director Mills added that they plan to try to negotiate in order to sub-let if they don't need the space for the entire 3 years. Following some discussion, a motion was made. ***Deputy Chief Neuhoff moved to approve leasing additional warehouse space for the Radio Replacement Project for a 3 year term projected to cost $311,000 as outlined in this APF. The motion was seconded by Chief Thad Hovis and approved unanimously.***	**Motion approved**
7. Reports	**A. Agency Reports.** Director Mills spoke on a few items in addition to the written report. ▪ He expressed his appreciation to the leadership team for their resiliency working through a number of challenging issues they've had to deal with the past several month. ▪ The agency is evaluating with the fire community on whether they will be replacing the legacy system for Fire Paging or if they will be looking for an alternative. ▪ Negotiations with the dispatchers union are ongoing. The first meeting with attorneys is scheduled for May 25th. Leadership has been negotiating with the dispatcher's union board for over a year regarding the 12 hour schedule. The director expects that he will be coming to the SNO911 board to ask for guidance on these negotiations in the near future. ▪ They have been unable to find a candidate for the Purchasing Coordinator position. He explained the challenge seems to be with the two year term. They will be re-examining this topic in the next month and plan to come forward with a different recommendation. ▪ Deputy Director Peterson also spoke about the Enhanced Police Paperwork that the agency handles for the 7 south county police agencies. This has remained since consolidation and is a carryover from work done for the previous SNOCOM agencies. He reported that they will be bringing forward a recommendation in their discussion with these agencies. Ultimately, this will come back to the board for final approval. ▪ He also reported that they are working towards bringing staff back together to north campus and returning the south campus location back to a warm backup facility. **B. Radio Replacement Project (RRP) Update.** Deputy Director Steiner reported that the reprogramming of the portables has gone well, and they are 98% complete for fire and 89%	

	complete for law enforcement. He also reported that frequency licensing is moving ahead, and they have passed their local frequency coordination and those other frequencies that don't require coordination with Canada. They are still watching for the results on the coordination study with Canada. They are moving forward with site construction so he expects to have procurements relating to these in the future. He added that the wireless team is starting their bench testing today. He is encouraging any mobile radio user to stop by the Marysville site and give them their opinions on buttons, ergonomics and other matters. They hope not to repeat the reprogramming efforts they went through with the portables. **C. Police TAC.** Assistant Chief Lawless reported that in addition to matters previously mentioned in today's meeting they discussed impacts of recent legislation relating to drug offences. He spoke of how these changes will be handled and managed, and added they hope to be able to leverage some of the funcitions available in the New World System to provide uniform information throughout the county. **D. Fire TAC.** Chief Thad Hovis reported that at their recent meeting they voted that any call type for technical rescue or hazmat that occurs anywhere in the county will receive a standardized response.	
8. Committee Reports	**A. Finance Committee.** Meeting minutes are in the packet. **B. Personnel Committee.** No meeting. **C. County EESCS Committee.** No meeting report. **D. County ECSF Program Advisory Board.** No meeting. **E. Future Facility Committee.** Meeting minutes are in the packet. **F. Board Technical Leadership.** No meeting.	
9. Good of the Order	▪ Councilmember Hurst asked about the 9-8-8 system (the national suicide prevention and mental health crisis hotline) and inquired as to what the impact of the bill would be to the SNO911 agency. Director Mills said he didn't know if there would be any impact, but there seems to be a desire to have a couple of centers in the state to potentially take those calls. He had heard that South Sound 911 may have volunteered to take calls for Western Washington. He added that the Future Facility Committee has addressed what the future needs of the agency might be and whether they would be able to accommodate those such as suicide prevention or 3-1-1 (access to non-emergency municipal services).	
10. Adjourned	The meeting was adjourned at 9:35. The next meeting is scheduled for June 17, at 8:30 a.m.	

SNOHOMISH COUNTY 911
RESOLUTION 2021-04

A Resolution identifying an emergency, authorize the waiving of the competitive procurement process, and ratifying the purchases

WHEREAS, beginning on April 22, 2021 Snohomish County 911 ("SNO911") discovered a failure of its Heating, Ventilation, and Air Conditioning (HVAC) unit at its Rucker Hill radio site and subsequently incurred additional breakdown requiring emergency repairs. For purposes of this Resolution, this event is hereinafter referred to as "the Emergency"; and

WHEREAS, on May 21, 2021 the Board of Directors approved Resolution 2021-03 declaring the emergency; and

WHEREAS, as a result of the Emergency, SNO911 incurred an additional $1,849.10 for parts and labor related to the emergency; and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF SNOHOMISH COUNTY 911, as follows:

1. The Board authorizes the waiving of the competitive procurement process required by the SNO911 Procurement Policy and Procedure and ratifies the above-described purchase.

Adopted by the Snohomish County 911 Board of Directors on the 17th day of June, 2021.

Attest: This ____day of _____, 2021: ______________________________ President

____
Secretary

ACTION PROPOSAL FORM

Date: 6/4/2021

Action Title: Agency Requests for Additional Subscriber Equipment

Time Sensitivity: Normal

Background / Purpose:

With adoption of the updated Subscriber Replacement Policies, the RRP scope has now been defined in terms of how much subscriber equipment it will provide per agency. SNO911 has already received requests for additional radios due to the expansions of staff and/or vehicles/apparatus and we wish to develop processes around meeting those needs and we believe it is in all our best interests to have a single point of contact for this process.

The purpose of this APF is to request that SNO911 create a new Capital Fund to provide for additional subscriber equipment beyond the scope of the RRP that will include funding for both expansion/grown and lost/damaged. The single capital project will be initially funded with $150,000 per year until it reaches $600,000, or the Board determines different funding levels. We will budget in an effort to maintain a balance of $600,000 annually and in the coming years develop forecasts for lost/damaged and to the degree possible future growth that the Board can use to make adjustments as necessary.

To be eligible for purchase through this model, SNO911 staff will require that the agency certify that their request for additional radios is in compliance with the formulas & polices established within the RRP for agency quantities and other approved policies. SNO911 may request the agency provide staffing and vehicle information to support their request.

Recommendation/Motion:

Authorize creation of new Capital Fund for agency subscriber equipment starting with a fund balance of $150,000 and a target maximum of $600,000.

Funding Source: 2021: RRP Project Contingency, 2022 and beyond Sales Tax Funds subject to reimbursement from Snohomish County

ACTION PROPOSAL FORM

Date: 6/4/2021

Action Title: Adoption of RRP Warranty Services Policy

Time Sensitivity: Normal

Background / Purpose:

With the establishment of the Sales Tax, it is understood that SNO911 agencies are requesting that SNO911 provide centralized services for repair and services of their RRP-provided radios. SNO911 wishes to establish a policy that defines these services for both future personnel planning purposes and to establish a common understanding of the services offered.

The policy attached to this APF was distributed for discussion and review in April, and staff has made some minor changes related to the lost/stolen equipment per the received feedback. Staff now wishes to move forward with the adoption of this policy which will enable ordering of spare equipment as well as establishing formal processes and a staffing plan for returns and repair services.

In other action before the Board this month, SNO911 will establish a related capital fund that will include funding for both expansion/grown and lost/damaged, as well as develop forecasts the board may use to determine funding needs.

The policy has been approved for recommendation by Police TAC with the exception of the Cost Shares section.

Recommendation/Motion:

Approve the RRP Warranty Services Policy, including authorization to purchase radio cache and other related equipment in an amount not to exceed $230,000.00.

Funding Source: 2021 to be funded from RRP Project contingency. Future needs to replenish the cache radios would be included in the annual budget request made to Snohomish County.

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

Motorola Hardware Warranty Services during RRP

Date: 5/28/2021

Purpose

The purpose of this policy is to define the scope of services that will be provided by SNO911 to facilitate warranty repairs on behalf of our member agencies for the Motorola mobiles, portables, and control stations while they are covered under the Motorola Warranty provided in connection with the RRP.

Definitions

The warranty services are defined in the contract between SNO911 and MSI, and are transferred to each agency upon equipment transfer. Key terms are included below as a reference they relate to the services provided under this policy.

Warranty Repairs are repairs and associated costs that apply only to the portable radio (unit itself), mobile transceiver, and mobile control head(s) and are covered by the Motorola warranty negotiated as part of the RRP contract. Any repairs and associated services not covered by the Motorola warranty are not covered or provided by SNO911 under this policy.

Non-Warrantied Items are accessories such as: standard mobile palm microphones; non-standard mobile microphones; portable remote speaker microphones; optional or additional control heads; mobile external speakers; single and multiple unit portable chargers; mobile power and antenna cables/mounts; mobile antennas; portable antennas, and power supplies. Any additional associated costs such as removal/installation of a mobile radio or control station are not covered by SNO911 or the RRP. Agencies are advised to continue to budget for non-warrantied items and other needs not covered under this policy.

Non-Warrantied Damage is defined as defects, malfunctions, performance failures or damage to the unit resulting from physical, liquid, or chemical damage beyond the limitations advertised in the specification sheet. This includes abuse or misuse of hardware. The APX specification sheets are available via the Motorola website, or can be provided by SNO911 upon request. Agencies are advised to continue to budget for subscriber radios not covered under the policy.

Motorola Subscriber Warranty Period is a period of three years that began upon shipment (for most subscribers this was June of 2020). Portable batteries are warranted for 2 years (also beginning in June of 2020). The Motorola Warranty Period may be extended through a contract change order in the future.

Background

With the centralized purchase of mobile and portable radios through the RRP, SNO911 is initially considered the owner and therefore the maintenance point of contact for the mobiles, portables, and control stations (henceforth radios). The equipment transfer agreement transfers the legal ownership, and associated warranty, to each member agency. However, SNO911 is in a unique position to help facilitate repairs by remaining the warranty and maintenance point of contact for Motorola. Additionally, this policy allows SNO911 to rapidly replace the impacted equipment from a cache of spares which shortens the time that equipment is out of service. Finally, SNO911 is in a positionto more effectively monitor for problems in the eco-system of radios and more proactivelyaddress problems that multiple agencies may be facing. It is the intent of this policy to provide these additional services through the lifecycle of the RRP provided radios until such a time they are ultimately replaced through the SNO911 program, contingent on approved funding.

Warranty Repair Services Offered

With this in mind, SNO911 is offering the following services through the duration of the life-cycle of the radios provided through the RRP:

- Programming of all radios to the agency's specifications and approved by the designated TAC (or future TAC-approved programming governance model). Only SNO911 personnel shall be authorized to program equipment. Unauthorized reprogramming of radios will result in the need to for those radios to be reintegrated into the SNO911 Radio Management system, the cost which will be paid for by the Agency.
- Additional services, subject to the reimbursement of the necessary funds by Snohomish County and/or the continuation of the Motorola Subscriber Warranty:
    - Support a cache of radios and RRP-provided accessories to enable a fast replacement of equipment to minimize down-time:
        - 10 Law Portables (APX8000)
        - 10 Fire Portables (APX8000 HXE)
        - 25 Law portable batteries
        - 25 Fire portable batteries
        - 10 Mobile Radios
            - 6 E5 Single Remote Control Head and applicable microphones
            - 2 E5 Dual Remote Control Heads and applicable microphones
            - 1 E5 Dash Mount and applicable microphones

        - 1 O3 Control Head

    - For radios that are submitted to SNO911 for repair, SNO911 will utilize existing cache hardware (if available) to make an immediate replacement available to the agency*.
    - SNO911 will facilitate shipping and repairs to the broken radio via Motorola and return the fixed unit to the cache for the next replacement or directly back to the agency in the case of no cache hardware being available*.

      *All equipment submitted and distributed to/from the agency will have its ownership transferred for ease of inventory, reduction of unnecessary installations, and cache flexibility.

Mobile Radio Diagnosis Services Offered
At this time, SNO911 is not staffed to provide a full-set of diagnostic services to each agency. In addition, the services offered will vary based upon if the original installation was performed by the RRP, or by the agency directly. Based on past experience, most issues reported with mobile radios are related to the installation or changes in the vehicle conditions (i.e. loose/worn wiring, car accidents, etc.) rather than the radio itself. Therefore the diagnosis services offered will vary. For all diagnosis services offered however, the vehicle/apparatus will be delivered to the SNO911 Wireless Technology service location (currently in Marysville), and will be diagnosed on-site.

For Installations Performed By the RRP

SNO911 staff will assist agency personnel is diagnosing the source of the performance issue. However, staff time is on an "as available" basis and shall be pre-approved before diagnostic services begin. Agencies may choose to have diagnostic services performed by a third-party vendor at their own cost.

Please note that the installation services are not warrantied through the RRP. When the vehicle is accepted post-installation, it will then be the responsibility of the agency to perform any repairs associated with the non-warrantied items. If upon diagnosis it is determined that the resolution is not a direct repair of the mobile radio itself, it will be the responsibility of the agency to facilitate any and all repairs with a qualified provider and theprovider will take responsibility for diagnosis and removal of the radio for repair if needed. If the diagnosis of the issue is performed by SNO911 and it is determined that the radio needs to be repaired, SNO911 will perform the removal and installation of the radio unit itself.

For Installations Performed By the Agency

As part of accepting payment from the RRP to offset their mobile installation costs, the agency agreed to provide the troubleshooting/diagnostic testing and any repairs for their installations per existing polices. Per those polices and agreements (Asset Transfer Agreement, updated 3/30/2021), prior to engaging with SNO911 for additional support, these agencies will be required to complete and provide the checklist included as Exhibit C in the updated Asset Transfer Agreement. SNO911 resources will not be assigned untila completed checklist is provided.

If upon diagnosis it is determined that the resolution is not a direct repair of the mobile radio itself, it will be the responsibility of the agency to facilitate any and all repairs with aqualified provider.

Agency Responsibilities

The agency will be responsible for the following to facilitate a warranty repair/diagnosis:

- Notification to SNO911 of the needed replacement as quickly as possible via wtorders@sno911.org
  - This will alert staff and we can begin to allocate cache hardware if available
- Removal of the mobile transceiver or control-head and subsequent installation of replacement equipment (if early efforts have shown that it is a radio issue directly)
- Delivery of all equipment to SNO911 for diagnosis or shipment
- Pickup of all equipment from SNO911

For equipment that is sent to Motorola and later deemed not covered under warranty, but possible to be repair, SNO911 will confer with agency the repair total, and if so approved by the agency will facilitate the repair. SNO911 will seek reimbursement from the agency for all non-warranty repair charges.

All Remaining Equipment

Any equipment that is not warranted by Motorola is the responsibility of each agency to repair if necessary except as outlined below.

Lost or Destroyed Equipment

SNO911 recognizes that reasonable loss and damage of radios is expected. The Board will establish a Capital Project and determine an appropriate funding amount to fund replacement of radios lost or destroyed (damaged beyond repair). The Board will consider adjusting available funding during the annual budgeting process. Replacement Radios are contingent on availability of funds. Staff will provide the Board with a Loss Report annually to aid with planning.

Generally, any on-the-job loss, theft or unrepairable damage is eligible for replacement with the exception of loss due to gross-negligence.

SNO911 will strive to replace radios with like units (models/types/colors) if available through approved sources however all parties recognize equipment models and features will change and are subject to availability. SNO911 will order, receive, program, and transfer the replacement radio to the agency.

The SNO911 Board will review and consider changes to this policy & funding no later than three-years after implementation.

Agency Responsibilities

Agency agrees that to be eligible to request radio replacements it had, at the time of loss, an Inventory & Asset Management Policy consistent with the Washington State Law and agrees to adhere to SAO reporting requirements for loss assets.

Completion of a **Loss Description Report** that includes description of loss event, serial numbers, asset numbers, models, quantities, radio types and other information necessary to document request. Report will be submitted by the agency head or designee.

Agency will file a police report if radios were stolen and provide the report number and filing agency information.

If an insurance claim is filed agency will provide claim number(s), insurance agency.

Agency agrees to provide status of open claims/cases from time to time or upon request.

Agency will reimburse SNO911 for replacement radio costs if it receives reimbursement for loss from any source including, but not limited to, insurance payments or restitution.

Agencies are encouraged to budget for uncovered and other loss as there is no guarantee of replacement. Replacement requests will be reviewed and approved/denied by the Board. The Board may deny, approve or adjust replacement requests based on circumstances and available funding.

Cost Shares

Radio Replacements will include a cost share for a rolling 24-month period from dates of loss as described below.

Lost/Damaged	SNO911 Portion	Agency Portion
1	100%	Zero
2-3	80%	20%
4 to 8	70%	30%
>8	Board Discretion	

PPC Recommendation

Mill Creek & Machias Site Losses & AlternateAnalysis

PREPARED BY: SNO911 RRP Team

PREPARED FOR: RRP PPC

SUBJECT: **Mill Creek and Machias radio site alternate option analysis**

DATE: 5/27/2021

1. Updated Staff Recommendation for PPC Support

- Decouple the Mill Creek and Machias site work from the overall RRP project work and schedule. Potential alternate sites would NOT be brought online at the same time as the new system; AND
- Pursue an option to lease / co-locate at the known TMobile site (Mill Creek alternate) now, securing that option in writing with site owner and colocators; AND
- Put site vetting, design, and acquisition work on HOLD until Feb 2022 or sooner.

2. Context & Problem Statement

The Mill Creek (City Hall) and Machias (Fire Station) sites were planned into the RRP project scope to strategically improve coverage quality into the Mill Creek and Machias Valleys as the existing radio system does not provide adequate coverage. The development for each site was included in the MSI contract and has been underway (in the design and permitting stages) for more than a year. In March 2021 the site owners for both sites determined that they no longer wanted to allow development of these new RF sites on their properties and terminated the agreements that had been in process.

3. Performance/Operational Impact

Motorola has reevaluated the coverage performance of the system with the removal of both the Machias and Mill Creek sites and determined:

- The mobile service area reliability (i.e. the average reliability within the Mobile Service Area) will stay at 92%
- The portable service area reliability (i.e. the average reliability within the Portable Services Area) will ***decrease*** from 95% to 94.9%.

When judged by a coverage map, the coverage in the Mill Creek area does not represent any "openings" in coverage, however the Machias Valley area does experience a widening in existing coverage gaps (illustrated by red color)

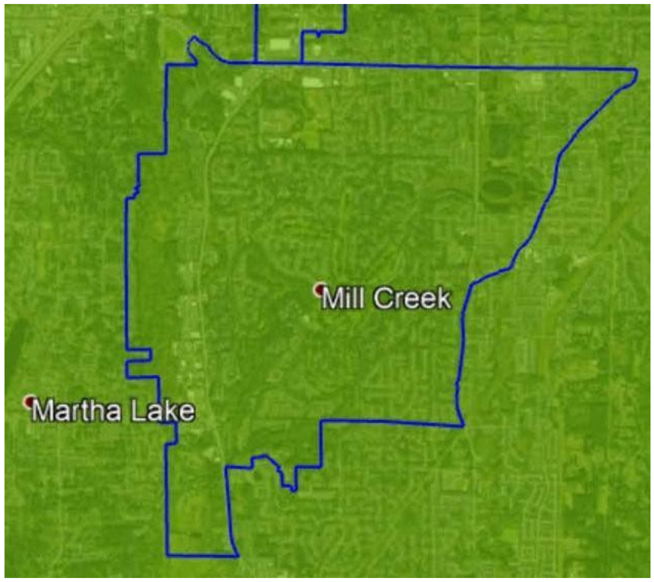


Figure 1 – Mill Creek Portable Round-Trip Coverage Map (Red Illustrates Coverage Loss)

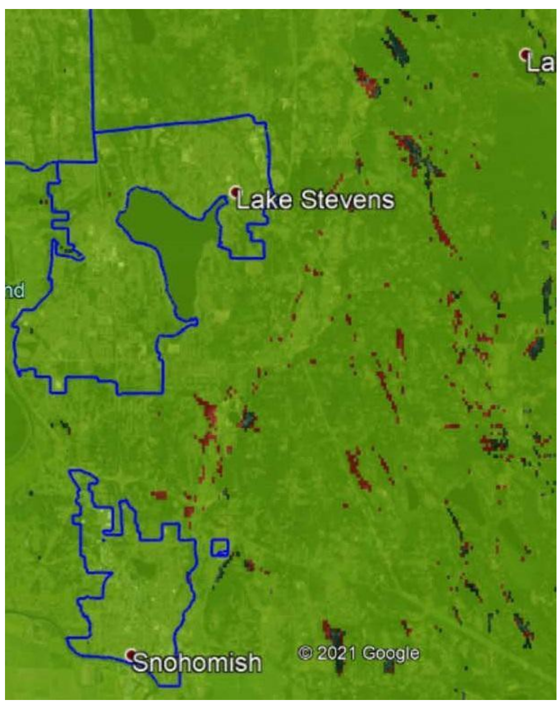


Figure 2 – Machais Portable Round-Trip Coverage Map (Red Illustrates Coverage Loss)

The PPC was presented with a “larger view” of the above coverage, and a discussion ensued regarding the options for addressing the site losses. Concerns were raised by the Sheriff’s office regarding the coverage in the Machias Valley, but at the end of the discussion, the staff-presented recommendation, was supported by all PPC members in attendance, which was:

1. To decouple the Mill Creek & Machais sites from the project schedule – but not removing the coverage improvement goals in the Mill Creek and Machias area(s) from the project scope. In doing so, the intention is to not let the re-design and implementation of alternate sites delay the system from being transitioned.
    a. Note PPC was shown that the approximate re-design/permit time for these sites ranged from 18-24 months, and implementation time of 1-2 years.
2. Staff also recommended a parallel approach to these sites (i.e. we work them in parallel the best we can), but we would need to evaluate the process for accomplishing this parallel work.

UPDATE

Since the last PPC meeting, SNO911 staffing for the RRP has been reviewed and based on current staffing levels and priorities, we do not forecast any work related to alternate site approaches until Feb. of 2022 where we will likely pursue contract resources for this work. We will however devote time to pursue a lease option for the Mill-Creek T-Mobile site so we do not lose that opportunity, but this will be non-technical work.

ACTION PROPOSAL FORM

Date: June 2021

Action Title: Employee Fund Association Payroll Deduction

Time Sensitivity: Normal

Background / Purpose:

The Employee Fund Association is a voluntary membership of Snohomish County 911 employees. Employees donate to the fund via payroll deductions, currently set at $1 per paycheck, and some members have requested to increase their monthly donation. The association pays for and provides items the agency is prohibited from spending tax payer dollars on. This includes items such as flowers for life events, charitable donations, gift baskets during Police and Fire/EMS weeks and Care Packages for other 911 centers around the nation who are experiencing a large event.

The membership is requesting an increase to the voluntary payroll deduction limits ranging from $1 - $10 per paycheck. There are currently 90 members and it is unlikely that each of the members will contribute the maximum amount. The Employee Fund Association Board has confirmed they are committed to maintaining a reasonable balance and continuing to spend the donations received.

Motion:

Authorize Snohomish County 911 to process voluntary payroll deductions for the Employee Fund Association from $1 - $10 per paycheck.

Funding Source: N/A

To: SNO911 Board of Directors

From: SNO911 Employee Fund Association Board of Directors

Date: June 14, 2021

Re: SNO911 Employee Fund – Payroll Deduction Option Increase Proposal

---

Background

Employees have enjoyed the use of this fund and there has been a growing desire to do more. Even with conservative use, in a pandemic year, the EEC has still spent the majority of the income from payroll deductions. Employee Engagement Committee members have worked hard to encourage more participation in the fund through marketing and highlighting what we are doing for staff. The biggest help in getting more fund members has been the presentation at the new hire academy.

There were several critical incidents/line of duty deaths in 2020 in the region, and staff wanted to send gift baskets/care packages. Despite encouraging seeking reimbursement for parts of these packages from the Employee Fund, EEC members were hesitant and ultimately did not seek reimbursement. Rather, they solicited donations from staff, and in some cases pitched in extra money out of pocket to pay for items. Having additional funds available would help change this reluctance and not create additional burden on employees to contribute.

2020 Income (payroll deductions): $1782, average $74.25/per pay period

2020 Expenditures: $1115.17, examples below:

- Flowers for employee life events (discontinued February 2020-unsustainable due to budget)
- Bathroom sundries for North & South Campuses
- Postage/Office Supplies/Administrative Fees
- Greeting Cards for life events
- Charitable Donations
- Employee Memorial Items

Proposal: Allow Employee Fund members the option to donate between $1 to $10 per paycheck to the SNO911 Employee Fund via payroll deduction, chosen by the employee

What-if Forecast of Annual Expenses (assuming funding was not a constraint):

- Flower arrangements for employee Bereavement (20 occurences in 2020): $2500
- Charitable Donations (would like to increase from 2020 and consider donations in lieu of drives): $500
- National Public Safety Telecommunicator's Week (augment SNO911 recognition budget): $1000
- Care Packages for Other PSAPs (~3/year): $1500
- Police Week Activities for Member Agencies: $250
- Fire/EMS Week Activities for Member Agencies: $250
- Holiday Decorations/Engagement Activity Supplies: $500
- Bathroom Sundries: $500
- Greeting Cards (non-bereavement, other life events): $100
- Postage/Administrative Fees: $100
- Miscellaneous/unexpected $500

This list is inclusive of the types of activities the EEC would like to do if there were not budget constraints. This adds up to $7700. If the proposal was approved, and all 88 members of the Employee Fund increased donations to $10/pay period, the income annually would increase to $21,120. It is not likely that all members will increase donations to the maximum, so it is likely the annual income from payroll deductions would be lower, and hopefully in line with the desired forecast spending.

To address concerns about the level of unspent balances in the Employee Fund bank account, it's a good opportunity to remind everyone of the existing procedures, roles and responsibilities, adopted into the by-laws that prescribe specific checks and balances. If this remains a concern, then adjusting these procedures as appropriate seems like a potential remedy.

ACTION PROPOSAL FORM

Date: June 17, 2021

Action Title: Vendor Gift

Time Sensitivity: Normal

Background / Purpose:

Intrado has expressed appreciation for the tremendous amount of good work that SNO911 employees provide during times of crisis. Intrado is a current vendor and SNO911 is not currently participating in a process for 911 telephony services. The vendor does not have an expectation that the gift would influence any vote, action or judgement by SNO911.

Intrado has requested to provide a meal for employees as a gesture of appreciation. They have sent a gift to the agency of $500 in the form of a Costco Cash Card and stated they would like to provide a meal for employees.

SNO911 is a member of the Emergency Communications Advisory Board (ECAB) for Intrado, and Intrado has provided all members of the ECAB group a $500 gift to provide a meal to their employees.

Recommendation:
To authorize SNO911 to accept the $500 gift from Intrado and use the funds to purchase a meal for employees.

Funding Source: N/A

ACTION PROPOSAL FORM

Date: 6/14/2021

Action Title: Agency Staffing Needs

Time Sensitivity: Elevated

Background / Purpose:

In July 2020 the board approved funding, estimated at $125K annually, for additional support that included relating to project administration and procurement that included different areas of focus and have been unsuccessful in filling the position. As has been reported over the last 10 months we have been unsuccessful filling this need primarily because of the 2-year term. We have explored outsourcing and found it to be cost prohibitive. During this time the needs have grown, additional needs have been identified, and we have suffered with backlogs in work.

With further evaluation we have adjusted this position again in a manner that is more broadly focused on long-term agency needs and are requesting to create a permanent Business Unit Manager that will support functions and work of the Radio Replacement Project, Wireless Tech & Tech Departments functions as described in the position justification. We are proposing the position be funded by the RRP through 2023 and become part of the regular SNO911 Budget in 2024.

Suggested Motion:

Approve hiring of a Business Unit Manager as described in APF & Position Justification. The position will be funded from the RRP through 2023 and then become part of the agency operating budget.

Funding:
This position will be funded through the Radio Replacement project Fund 130 for the first two years and absorbed into the general operating budget starting in 2024.

New Position Justification Form

Job Title: Business Unit Manager
Department: Wireless Department
Recommended Salary Grade 15: $105,485 - $140,645

Job Summary: The focus of this position will be on general business management work and to work with staff across the agency to identify standards, and practices and develop written policies and procedures. Initially, the focus will be on asset tracking and inventory control to include everything from procurement, receiving and recording assets, all the way through asset disposal. This will require knowledge of and experience with procurement procedures, inventory control processes, asset tracking, transfers and documentation practices. This is a managerial position that will train staff on compliance, standards and best practices and ensure policies and procedures are being followed.

This position will be initially focused on the high priority work to directly support the radio project asset control and is expected to fill other needs in the future such as streamlining functions between departments, identifying technology needs and making actionable recommendations, managing agency lease agreements, assisting with contract review and negotiations, service agreements, warranty and equipment repairs, conducting market analysis for rents, negotiating site leases, member agency surveys and other items identified through long-range planning efforts.

1. **Explain how this position supports the mission, goals, and objectives of SNO911.**
   This position is designed to support the Wireless Technology and Tech departments by providing consistent guidance and direct oversight with purchasing and inventory control practices and procedures and to streamline asset control processes. The position will also support ongoing efforts to build and develop standardized processes and ensure compliance with existing standards between the Wireless Technology and Information Technology departments. Increasing integration between these departments is expected to increase security, reliability, depth of knowledge, and application of best practices. Tighter integration along with clear documentation and process expectations create a culture of independent responsibility while maintaining accountability to approved processes.

2. **Top Five outcomes expected from the position**

a) Identify and develop department procedures and workflow for entire life cycle of assets, starting with the procurement process, asset tracking, inventory control and asset disposal.
b) Identify and assign roles to specific functions related to procurement and asset tracking and conducting inventory.
c) Identify and improve processes and functions to help staff across departments increase information sharing, provide appropriate levels of documentation and increase productivity.
d) Develop written procedures for staff to follow, create and conduct training to make sure there is consistency to follow new procedures.
e) Identify other areas related to business management that can be strengthened through established processes.

3. **Describe trade-offs and opportunity costs, and discuss how the position will be funded.**
   This position will be funded through the Radio Replacement project Fund 130 for the first two years and absorbed into the general operating budget starting in 2024.

4. **Describe the impact of filling this position on other positions.**
   This position is designed to initially focus on establishing procedures and train staff to fill the immediate need of asset control. It is expected the position will grow into a role that can support other agency needs in the future and relieve some duties from other directors and managers in the Wireless Tech and Tech departments.

5. **Describe the impact if the position is not filled, or filling is delayed**
   If this position was not filled, Snohomish County 911 could continue to perform its mission and continue the work on the radio project. However, the level of attention to detail and accuracy is already suffering due a lack of documented procedures and staff knowledge on best practices, established workflows and the oversight needed to ensure procedures are followed. The large number of asset purchases for the Radio Project adds a considerable amount of extra work for verification of quantity and items ordered and received and steps are currently getting missed, either due to lack of direct oversight or lack of knowledge.

Board Packet Memorandum

Date: June 17, 2021

To: Snohomish County 911 Board Members

From: Leadership Team

General

Mission-critical systems [1] have been operating at normal since the last Agency Report.

Campus Reunification Announced

SNO911 is targeting Wednesday, July 21st at 0700 to bring all staff back together at our main campus. A percentage of staff from Operations and Tech have been assigned to South Campus for over fifteen months. We are looking forward to being back together in one space again, and hope to make our reunification day a celebration and recognition of our collective resilience through the pandemic.

Dispatch Supervisor Recruitment

We are currently seeking applicants to fill an open Dispatch Supervisor position. The application period closes on June 15th, and will be followed by a written examination and file review. Eligible candidates will move forward to an assessment center tentatively scheduled for July 7th and or 8th and we hope to have a new supervisor identified and in training by mid-July.

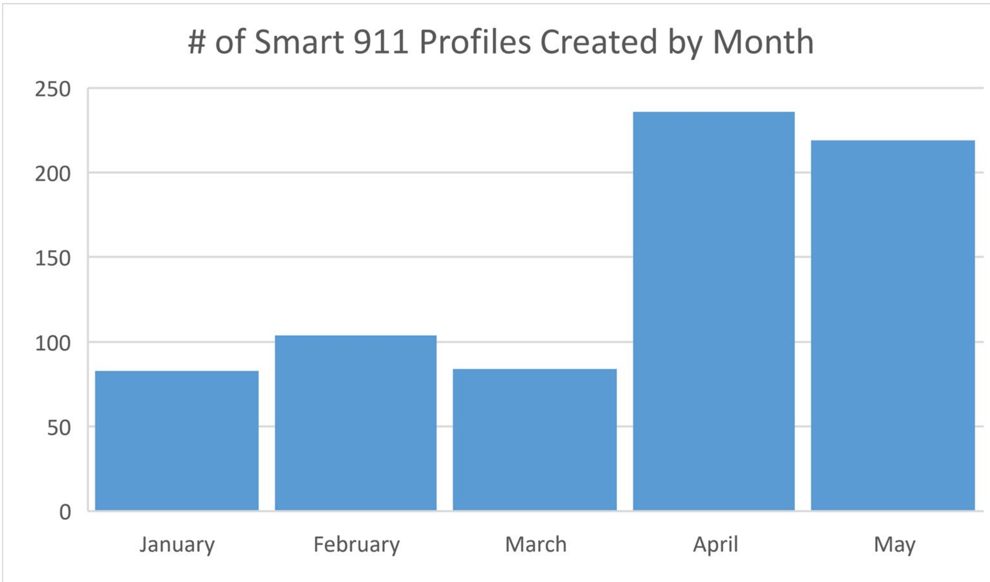
Smart 911 Re-Launch

SNO911 is wrapping up our Smart911 "Re-launch" campaign. Over the last couple of months, we have seen some positive progress. A recap of these activities is included below.

- Training video targeted for Police and Fire was created and countywide training is complete. The video has 1.3K views.
- Additionally, we asked member agencies to help us get the word out by providing agencies with a "starter kit" of public education materials to help distribute in the community.
- Member agencies were provided a press release template with our agencies for use on various media platforms.
- We are now monitoring the effectiveness of the public education push. The chart below shows a marked increase in profile creations.

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

- Attended and have scheduled a few presentations with our member agencies to promote awareness.
- Working with Smart911 on a better way to communicate/remind members of the public when a profile expires.



Race to ACE Update

May Update. The Quality Assurance Unit (QAU) held another voluntary ACE clinic for all staff to attend. This month the training targeted Drowning/Near Drowning/Diving/Scuba Accidents to refresh dispatchers to these types of incidents as the weather gets nicer. The Office of Training and Standards started to utilize YouTube for short pointed trainings with narrated video on how to use a specific part of the protocol. These short trainings are based on the questions the QAU receives. We are closer than ever, averaging 92% compliance in the last month. The team working on accreditation goals developed a newsletter that was sent to staff encouraging them to be "all in", supportive of each other, and ultimately create and sustain a culture of learning. Reinforcement of that statement and monitoring adherence to training will be the focus over the next month.

Alternative Schedule Project

The SCEA and management continue regular discussions and are actively negotiating new CBA language related to the 12-hour schedule. An original, aggressive, target implementation date of August 1st will be moved out until January 1st at the request of the union. CBA language changes will still be presented to the Board for consideration along with the other items up for negotiation.

UKG (Kronos) Professional Services have provided quotes for the additional optimization and upgrade of the TeleStaff scheduling program for the proposed new dispatch staff schedule. Scheduling with UKG Professional Services will be set pending an agreement with the SCEA on the rules of the new schedule format.

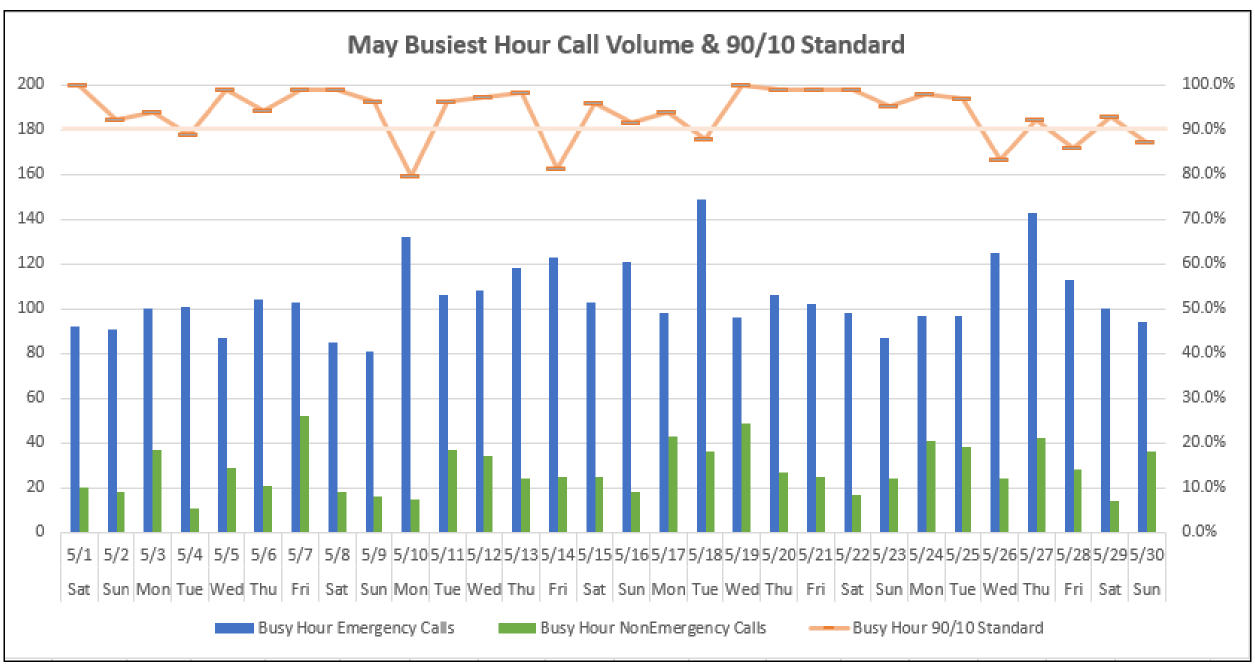
Office of Training and Standards (OTS) Update

The July call taking academy has been re-opened with a target class of 2 new dispatch trainees. The class of 4 that started last month has completed their call taking training and have begun on the job training with their CTO's. Retention levels remain high overall and trainees have consistently gained independent status each month.

Monthly Statistical Reports

12 Month SNO911 Call Volume & NENA Standard Report

	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Emergency Calls	42707	42328	47239	46075	43598	41562	37516	39892	39138	35866	40196	41312	44187
Non-Emergency Calls	14589	13726	15196	13774	12976	12741	10614	11274	12025	11231	13695	12759	13106
Avg Busy Hour 90/10	94.3%	94.3%	94.0%	93.5%	93.1%	94.6%	96.0%	94.5%	96.5%	95.6%	95.7%	94.7%	93.9%
All Hour Avg 95/20	99.3%	99.5%	99.2%	99.3%	99.3%	99.5%	99.6%	99.5%	99.6%	99.6%	99.7%	99.5%	99.3%
Avg Busy Hour Emer	101	103	122	113	109	99	93	98	92	96	96	104	106
Avg Busy Hour Non-Emer	31	30	38	30	29	29	25	24	25	29	29	27	28
Avg Perfect Hours	9	10	9	9	8	10	11	10	12	12	13	9	10
Avg Emer Per Day	1,379	1,411	1,520	1,486	1,453	1,339	1,251	1,283	1,268	1,281	1,296	1,377	1,425
Avg Non-Emer Per Day	475	458	488	442	433	414	354	357	392	401	442	425	423



Text-2-911 Report

911 Texts	Type	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Appropriate Use	True Emergency	5	13	16	14	8							
Incorrect Use	Follow-Up	0	3	1	7	5							
	Area Checks	8	18	20	6	15							
	Noise	0	0	5	2	0							
	Traffic	1	5	1	0	1							
	Other Complaints	1	13	7	13	6							
Misuse	Accidental	0	5	5	6	7							
	Prank	0	1	26	7	1							
Other	Test	11	7	7	7	5							
	Abandoned	5	16	10	10	11							
	Non-English	1	0	0	0	0							
	Outgoing	0	0	0	0	0							
	Transfer	0	2	0	1	1							
	Voice Call	10	11	18	8	19							
Month Total		42	94	116	81	79	0	0	0	0	0	0	0

Abandoned: Non-Responsive
Accidental: Device or person accidental TXT29-1-1
Area Check: Check of area for person, vehicle, gunshot
Follow-up: Where is officer?
Noise: Music, people etc.
Transfer: Transfers to other PSAPs
Other: Any other request or complaint, media from Intrado
Outgoing: Outgoing text calls
Prank: Calls from the same number that do not give any valid information
Test: PSAP testing/training TXT29-1-1, vendor test
Traffic: Speeders, DUIs, etc.
Voice Call: Dispatchers called the texter/texter placed voice call

SPIDR Tech Survey – May 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	838	85.25%
3 - Satisfied	93	9.46%
2 - Neither Satisfied nor Dissatisfied	30	3.05%
1 - Somewhat Dissatisfied	10	1.02%
0 - Very Dissatisfied	12	1.22%
Total	**983**	**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	935	95.12%
Somewhat	36	3.66%
No	12	1.22%
Total	**983**	**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	18	13	19	15	17	-	-	-	-	-	-	-	82
ARLINGTON CITY	251	264	283	312	313	-	-	-	-	-	-	-	1,423
ARLINGTON RURAL FD 21	80	46	54	71	70	-	-	-	-	-	-	-	321
DARRINGTON FD 24	60	41	32	31	42	-	-	-	-	-	-	-	206
EVERETT CITY	1,759	1,506	1,786	1,774	1,847	-	-	-	-	-	-	-	8,672
FD 19	39	27	45	40	54	-	-	-	-	-	-	-	205
FD 7 (Mill Creek excluded)	888	837	920	910	1,019	-	-	-	-	-	-	-	4,574
GETCHELL FD 22	46	27	32	31	43	-	-	-	-	-	-	-	179
GOLD BAR - INDEX FD 26	72	60	47	74	63	-	-	-	-	-	-	-	316
GRANITE FALLS FD 17	147	124	118	139	148	-	-	-	-	-	-	-	676
HAT ISLAND FD 27	2	2	1	7	3	-	-	-	-	-	-	-	15
LAKE ROESIGER FD 16	7	22	12	16	17	-	-	-	-	-	-	-	74
LAKE STEVENS FD 8													
MARYSVILLE FIRE	995	856	948	1,011	1,015	-	-	-	-	-	-	-	4,825
MILL CREEK CITY	152	157	155	196	180	-	-	-	-	-	-	-	840
MUKILTEO CITY	143	154	151	157	190	-	-	-	-	-	-	-	795
NORTH COUNTY FIRE (UNINC)	164	139	140	154	171	-	-	-	-	-	-	-	768
OSO FD 25	11	3	5	15	9	-	-	-	-	-	-	-	43
ROBE FD 23	7	2	2	1	5	-	-	-	-	-	-	-	17
SNOHOMISH FD 4	263	230	274	278	301	-	-	-	-	-	-	-	1,346
SOUTH COUNTY FIRE (TOTAL)	2,181	2,120	2,262	2,400	2,400	-	-	-	-	-	-	-	11,363
SOUTH COUNTY FIRE (UNINC)	1,056	1,047	1,084	1,187	1,126	-	-	-	-	-	-	-	5,500
EDMONDS CITY (CONTRACT)	428	391	387	414	423	-	-	-	-	-	-	-	2,043
BRIER CITY	30	31	37	26	38	-	-	-	-	-	-	-	162
LYNNWOOD CITY	471	453	507	545	547	-	-	-	-	-	-	-	2,523
MOUNTLAKE TERRACE CITY	196	198	247	228	266	-	-	-	-	-	-	-	1,135
STANWOOD CITY	129	112	123	119	144	-	-	-	-	-	-	-	627
SULTAN FD 5	98	82	63	101	85	-	-	-	-	-	-	-	429
TULALIP FD 15	69	56	65	75	65	-	-	-	-	-	-	-	330

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	1,907	1,659	1,830	1,725	1,905	-	-	-	-	-	-	-	9,026
BRIER	297	201	442	379	339	-	-	-	-	-	-	-	1,658
DARRINGTON	123	99	135	87	118	-	-	-	-	-	-	-	562
EDMONDS	2,849	2,324	2,629	2,251	2,682	-	-	-	-	-	-	-	12,735
EVERETT	10,018	9,382	10,772	10,306	10,883	-	-	-	-	-	-	-	51,361
GOLD BAR	201	238	207	157	159	-	-	-	-	-	-	-	962
GRANITE FALLS	471	450	521	453	376	-	-	-	-	-	-	-	2,271
INDEX	35	41	40	32	25	-	-	-	-	-	-	-	173
LAKE STEVENS	2,019	2,071	2,103	2,047	2,200	-	-	-	-	-	-	-	10,440
LYNNWOOD	3,079	2,556	3,172	3,120	3,155	-	-	-	-	-	-	-	15,082
MARYSVILLE	5,045	4,762	5,671	5,126	5,012	-	-	-	-	-	-	-	25,616
MILL CREEK	912	975	1,082	1,126	1,157	-	-	-	-	-	-	-	5,252
MONROE	1,356	1,179	1,369	1,400	1,440	-	-	-	-	-	-	-	6,744
MOUNTLAKE TERRACE	1,322	1,119	1,452	1,584	1,672	-	-	-	-	-	-	-	7,149
MUKILTEO	2,665	2,252	2,437	2,322	2,515	-	-	-	-	-	-	-	12,191
SNOHOMISH	706	783	922	1,028	990	-	-	-	-	-	-	-	4,429
SNOHOMISH COUNTY	14,297	13,352	15,264	14,505	14,552	-	-	-	-	-	-	-	71,970
STANWOOD	676	572	682	594	545	-	-	-	-	-	-	-	3,069
STILLAGUAMISH	882	1,065	1,139	1,113	1,015	-	-	-	-	-	-	-	5,214
SULTAN	365	340	390	444	370	-	-	-	-	-	-	-	1,909
WOODWAY	52	32	33	42	43	-	-	-	-	-	-	-	202

Snohomish County 911 - Staffing Report 6/14/2021

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	9
Fire Dispatcher	Legacy: Only trained in CT and Fire	7
Cross-Trained Dispatcher	Cross-Trained in CT, Police, and Fire	51
Cross-Trained Trainee	Trained in 2 disciplines, and currently in-training for the 3rd	3
Trainee Dispatcher	New Hire who has not completed a 2nd discipline yet	12
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	18
	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)	87.5%

# of Authorized Full-Time Positions:	160
# of Full-Time Positions Filled:	156
# of Current Full-Time Vacancies:	4

Long Term LOA's	-5

# of Current Relief Dispatchers:	7

Relief dispatchers are not included in any totals/percentages on this report.

Current # of SNO911 Employees - (F/T and P/T):	163

F/T Dispatchers:	
Authorized Positions:	103
Filled F/T Positions:	101
F/T Vacancies:	2
Supervisors:	
Authorized Positions:	16
Filled F/T Positions:	15
F/T Vacancies:	1
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:	10
Filled F/T Positions:	10
F/T Vacancies:	0
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

Current Recruitment Status

Candidates signed up to test	3	Test Date 6/17
Candidates to be interviewed	2	Interviewing for Sept academy and hiring list
Candidates in poly	2	Scheduled for poly exam.
Candidates in background or further	2	In background (or further stage).
Candidates ready for academy	0	Final offers signed/returned. Ready for academy!

YTD Dispatch Trainees Hired	5

Employment Separations

YTD Employee Separations:	9

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

New World Software Upgrade

PTCC met on June 4th. They talked with Tyler (Gloria Bolin) about the NWS 2021.1 version that we are looking to upgrade to. Since NORCOM already upgraded to that version a few months ago. This was a great opportunity to talk with Tyler to discuss NORCOM's upgrade and any struggles/issues that they were challenged with. PTCC is confident that any issues that NORCOM encountered was specific to their environment and that SNO911 should not see those in our upgrade. However, there is always a chance for surprises/new issues during an upgrade. As it stands today, we are planning to install the NWS 2021.1 version into our Delta environment for testing on July 6th and we are targeting a Go Live into our Production environment on October 20th.

vPAC 2.0

Tech continues to move forward with the rollout plan for our agencies. The project is currently on schedule and the plan is that all agencies will be fully cutover to the new system by the end of the month. There is more than half of our agencies already on the new system. We did discover one issue with an evidence label printer but that issue was quickly resolved. Currently, there are no open issues reported at this time and the system is performing as designed. We will continue to work closely with all of our agencies and their IT staff to make sure the implementation is a smooth transition.

ESO File Transfer Issues

ESO has applied a fix on their end to address our performance issues. As of today, the fix has addressed the performance issues that we were experiencing. There is one outstanding issue that involves duplicates, ESO is currently working on that issue and at this time we have no updates on the status of that progress.

PulsePoint

The project is continuing to move forward. The software was installed on May 20th with little to no issues. Tech has reviewed and corrected the SQL queries that the vendor provided to us. The vendor did setup a test site for Tech to view and test. The PulsePoint workgroup will be reaching out to each agency to setup their access to the system. The workgroup continues to meet weekly with PulsePoint.

Wise Track

The new inventory tracking system is in place and being uses. All of our assets have been uploaded into the system and is now being tracked. Tech staff is working with the vendor to make any minor tweaks/adjustments to the system to ensure it is configured the most optimal way for our use. Tech is also working with the vendor on all training and documentation for the system. Last week the Wise Track Storeroom module was purchased and we are working with the vendor to add that into the environment. This gives us the ability to track all consumable items (non-asset items) such as items like toner for the printers. Tech is working closely with Wireless Tech to ensure they are able to fully utilize the new system.

RRP Fire Paging Priority

Due to the multiple fire paging outages, and after additional testing and evaluation of the current equipment, staff is recommending a reprioritization of the paging scope within the RRP to enable replacement of the existing paging equipment to begin as soon as possible. This request is under consideration by Motorola, therefore staff does not yet know the exact impact to the overall RRP cost and schedule.

WAVE Status

Due to the limited staffing, and other priorities related the RRP, the WAVE Pilot is being placed on hold for the foreseeable future.

Community Transit Equipment

After careful consideration and review of the current staffing demands and priorities at this time, staff has made the difficult decision to not move forward with transferring the generators and building at Gunnysack to SNO911. WT must keep focused on the priorities of the current system and a fast deployment of the RRP system(s), and any additional non-essential work is being prioritized appropriately.

WT/RRP Staffing

Staff is reviewing our WT/RRP staffing plan as the unforeseen issues with the portables and paging issues have highlighted the difficulties in managing current system issues and user needs and keeping the RRP moving forward with its changes as well. The Business Unit Manager position will bring some needed assistance and process improvement, and we continue the process to on-board the two additional Radio Tech. positions authorized previously by the Board. With the additional warehouse coming, as well as applying lessons-learned from the portable deployment, additional staff may be necessary to improve the mobile-deployment process and after-deployment support of mobile and portable radios.

Radio Replacement Project Updates

June 2021

Subscribers:

- We have delivered 93% of the portables in the initial scope of the RRP
- Staff investigating reports of additional “bonks” – high priority
- Revised Mobile Implementation Plan is being developed applying lessons learned from the portable deployment, but also to take advantage of Motorola’s new sub-contractor MIT
- Mobile ergonomics were reviewed by agencies, and should be approved by this Board meeting

Radio Sites/Microwave:

- FCC Licensing for 800 MHz is fully submitted, and we are expecting to hear back from the FCC within a month or two for all remaining 800 MHz licenses
- Site construction procurement will be broken into two phases to expedite construction schedule as design has taken longer than anticipated
- Motorola & team are working on a change order to establish a new project schedule due to needed corrections to assumptions as well as site-readiness updates.

Risks:

- Due to our proximity with Canada we still have some licensing concerns that could impact the project – 800 MHz FCC licensing will soon determine if this risk is an issue
- Two new radio sites that had preliminary approval from the landowners were ultimately denied. While this may not impact systemwide coverage materially, the loss of coverage in these areas is a risk and alternatives are being evaluated including capacity to add additional sites both from a fiscal and operational levels.

Policy:

- We are actively working on policies related to on-going support that includes planning for the next radio system, subscriber growth & replacement for lost/damaged equipment.
    - These policies are necessary to enable flexibility and timely responses to agency needs.

RRP Policy & Major Decision Timeline

- 6/2021: Police-TAC approves mobile programming information
- 4/2021: Motorola provides "boston strap" to replace leather swivel holster for APX 8000 HXE portable radios
- 3/2021: Fire-TAC requests changes to radio programming templates, SNO911 receives Fire-TAC approval of updated templates
- 3/2021: Police-TAC requests changes to radio programming templates, SNO911 receives Police-TAC approval of updated templates
- 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

Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for June 8, 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	✓	Interim Chief Michelle Bennett		Chief Rob Palmer	✓
Asst. Chief Jim Lawless, Chair	✓	Deputy Chief Ryan Irving	✓	Chief Rob Martin	
Captain Rod Sniffen	✓	Commander Mike Haynes	✓	Chief Don Tardiff	
Commander Ron Brooks Vice Chair	✓	Asst. Chief Glen Koen	✓	Chief Jeffrey Young	✓
ALTERNATE REPRESENTATIVES					
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	✓
Sergeant Karl Gilje	✓				
SUPPORT STAFF AND GUESTS					
Executive Director Kurt Mills		Deputy Director Terry Peterson	✓	Corporal Mike Bard	✓
Ops Manager Karen McKay	✓	Director of Ops Andie Burton		Master PO Travis Katzer	✓
Lt. Mark Thomas		Ops Manager Karl Christian	✓	Sgt. Jerry Riener	✓
Ops Manager Hattie Schweitzer	✓	Dep Director WT Brad Steiner	✓	Records Supervisor, Sheila Betts	✓
Director of IT Marlin Herolaga	✓	Sgt. Stan White	✓		

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

1. **Roll Call –** Roll call was done as attendees logged into ZOOM.

2. **May 11, 2021 Minutes Approved**:
   1st: Deputy Chief Chuck Steichen **2nd:** Captain Rod Sniffen

3. **Announcements:**
   Hattie reminded the Committee of the CAD Lite Drill scheduled to take place tomorrow morning, June 9, 202 from 0500-0630 hours.

4. **Reports**
   - **A. Policy Review Committee:** Jim Lawless
     No meeting. Nothing to report.
   - **B. Mobile Users' Group:** Travis Katzer
     No meeting. Nothing to report.
   - **C. SNO911 Updates:** Terry Peterson
     Deferred to items on the agenda, 6.B & C and 7.A & B, for Brad Steiner.
   - **D. BREC Workgroup :** Karen McKay
     Valley Communications, Director Ueland, who has been with Valley Comm since 1981, shared the when and why Valley Comm decided it was necessary to address social and racial inequity in their

own internal processes; the steps they've taken, where they are now and what's next (See BREC May 2021 Meeting Summary – Attached).

E. Paperwork Entry Workgroup: Terry Peterson

Historically, what was formerly known as SNOCOM, provided ACCESS paperwork processing for Lynnwood, Mill Creek, Edmonds, Mountlake Terrace, Brier, Woodway and Mukilteo Police Departments (South 7).

Prior to consolidation, there was discussion as to whether or not this service would be continued, expanded to include some of the north (SNOPAC) agencies or discontinued all together.

Over the course of the last several months, a workgroup was formed where data was collected and reviewed.

Using the data, coupled with three years of consolidation experience, the workgroup has developed a recommendation believed to provide the best option for our member agencies and for SNO911.

The recommendation is as follows:

- Stand up a Police Records function within SNO911;
- Hire 1.5 employees to staff that position;
- After hours, urgent and time sensitive paperwork functions as well as those that come via dispatch (some ex. are entry of missing persons, stolen vehicles, clears, locates) will continue to be a dispatch function; however, primary paperwork functions (ex. entries of warrants, protection orders, holder of the record pieces), will occur through the Records Office;
- The cost of hiring the 1.5 employees would be split between the South 7 agencies using the assessment formula.

Terry met with the South 7 last week (note: Brier and Woodway were not in attendance and Terry has not heard back from them as of today), who were in general agreement and will work on solidifying that decision moving forward. If the decision is made to move forward with that recommendation:

- Cost would be added to the 2022 budget.

F. PTCC Report

Tyler 21.1 Upgrade: Marlin Herolaga

The 21.1 Tyler upgrade that was discussed at the last Police TAC meeting with an anticipated upgrade date scheduled for July 6th with a go-live date of October 20, 2021.

Marlin also shared PTCC has a vacancy and is asking our Law Enforcement agencies to consider reaching out with a representative they feel may be interested and would like the opportunity to participate.

G. Radio Replacement Project: Brad Steiner

a. **Portables:** Wireless Tech has received numerous reports on radio "bonks," when using "Push to Talk," from Everett, Monroe, and Edmonds Police Departments. Wireless Tech staff is working to replicate the reports, but cannot to date. Wireless Tech has escalated with Motorola and are working to ensure that all system-related parameters and changes (ex. code plugs and firmware) are correct and would not cause this issue.

b. **Mobile Installations**: Motorola is coordinating with a third party vendor for installation (not Day Wireless). With this 3rd party vendor, installation crews would travel to our member agencies to provide this service and could potentially speed up the process. There will be more to come in regards to coordination between SNO911 Wireless Tech and our member agencies before the installation plan is finalized.

5. **Technical Update:** Marlin Herolaga

A. **VPAC 2.0:** As of today 23 agencies have been cutover to VPAC 2.0. All cutovers are schedule do be completed by the end of June.

B. **LexisNexis:** Marlin reports he and Kurt are still working on their research and he anticipates having more information for the committee at the July meeting.

C. **Washington State Patrol (WSP) Changes:** Marlin shared for informational purposes, that WSP made significant changes to the NCIC and WACIC masks. Marlin encourages our member agencies to make sure they update their ORI with the new ORI update that was released to address parsing issues.

6. **New Business**

A. **Drug Referrals:** Chuck Steichen , Jerry Reiner , Travis Katzer

Due to the signing of SB5476, and currently no system developed by the state to address the issue of how to track referrals, Chuck, Jerry and Travis, with feedback from the Snohomish County Prosecutor's Office, "*have developed a system (*within New World) *that creates very minimal extra work and provides data to officers in the field*." (from PPT)

Background (from PPT):

"With the signing of SB5476 we must refer a person to services twice before referring charges or arresting for possession of a controlled substance.
Agencies need a system to track referrals and work is continuing as to how this will be handled. Ideally there will be a statewide system created for this information sharing."

After the presentation and discussion, a motion was made to approve the proposed recommended method and Chuck will continue to work with the Prosecutor's office.

Motion: Approve the recommended method to track diversions and/or referrals within the New World System and for Deputy Chief, Chuck Steichen present it at the next Sheriff and Police Chiefs Committee meeting.

1st: Bureau Chief, Ian Huri 2nd: Commander, Ron Brooks Approved- Unanimously

B. **Paging System Reliability:** Brad Steiner

There have been four major outages in the last eight weeks with a minor site outage last weekend. There have been issues with reliability, configurations loading properly and the use of used hardware of the Channel Bank System (the heart of the system). Wireless Tech has been evaluating whether or not it is feasible to support the current paging system for the next 2-3 years and how to best move forward.

Knowing the Paging System is a critical piece of the infrastructure and currently does not have the stability necessary to support the system, SNO911 has reached out to Motorola and asked them to reevaluate the current RRP schedule and provide us with what the minimum amount of work is to upgrade the current Paging System, in order to get it stable.
By moving paging up, it is noted that there will be downstream impacts to the RRP schedule.

C. Mill Creek & Machias Site Changes & Impact: Brad Steiner
HANDOUT PROVIDED – "*PPC Recommendation – Mill Creek & Machias Site Losses & Alternate Analysis.*" Dated: 05.27.2021 - Synopsis below:

- Background - Although both The Mill Creek (City Hall) and Machias (Fire Station) sites were planned into the RRP project scope and the development for each site was included in the MSI contract (for more than a year), in March 2021, both site owner determined they no longer wanted to allow development of these new RF site on their properties and terminate the agreements that had been in process.
- Performance/Operational Impact - Motorola has reevaluated the coverage performance of the system with the removal of both the Machias and Mill Creek sites and determined:
  - The mobile service area reliability (i.e. the average reliability within the Mobile Service Area) will stay at 92%
  - The portable service area reliability (i.e. the average reliability within the Portable Services Area) will decrease from 95% to 94.9%.

  When judged by a coverage map, the coverage in the Mill Creek area does not represent any "openings" in coverage, however the Machias Valley area does experience a widening in existing coverage gaps.

PPC Recommendation:

1. To decouple the Mill Creek & Machais sites from the project schedule – but not removing the coverage improvement goals in the Mill Creek and Machias area(s) from the project scope. In doing so, the intention is to not let the re-design and implementation of alternate sites delay the system from being transitioned.
(Note PPC was shown that the approximate re-design/permit time for these sites ranged from 18-24 months, and implementation time of 1-2 years.)
2. Staff also recommended a parallel approach to these sites (i.e. we work them in parallel the best we can), but we would need to evaluate the process for accomplishing this parallel work.

UPDATE: Since the last PPC meeting, SNO911 staffing for the RRP has been reviewed and based on current staffing levels and priorities, we do not forecast any work related to alternate site approaches until Feb. of 2022 where we will likely pursue contract resources for this work. We will however devote time to pursue a lease option for the Mill-Creek T-Mobile site so we do not lose that opportunity, but this will be
non-technical work.

Motion: Approve the recommendation made by PPC to decouple the Mill Creek & Machais sites from the core project schedule.
1st: Bureau Chief, Ian Huri **2nd: Deputy Chief, Chuck Steichen** **Approved- Unanimously**

7. Old Business

A. RRP Updated Mobile Ergonomics: Brad Steiner

HANDOUTS: Four Ergonomic Spreadsheets were provided (8500 - Law, DEM, Jail, Sheriff)

After last month's Committee meeting and several who took advantage of Wireless Tech's offer to visit their Marysville site, where they stationed Mobiles for some hands on testing, there were no major concerns shared; however, there were some questions.

- What do the inactive Talk-Groups do?
  - Updates were made to the "Zone Channel Guide." No changes made to the "visor guide," based on the feedback; however, if someone switches to one of the inactive channels, a qualification has been added to show that the inactive channel is non-operational, and if someone attempts to transmit on one of those channels, they will receive a "bonk."
- What about the backlighting?
  - They will be configured to power back up in the mode set prior to the radio being powered down.

Also:

- Emergency Activation Buttons will be disabled on Mobile, so they will function as they do today;
- Emergency Activation Buttons, in the case of a collision, will activate if the accessory cable is cut or disconnected from the radio. This is also how they function in current mobile set up. Travis noted that after discussion with Derek, this can pose an issue for dispatch to identify where or which vehicle the activation is coming from. Any changes to this configuration is on hold.
- Dynamic Zone programming has been unlocked and 16 channels can be added.

Motion: Approve to move forward with the recommended changes to the RRP Mobile Ergonomics only (not the O3 Control Heads and the proposed changes to the Emergency Activation Button).

1st: Deputy Chief, Chuck Steichen 2nd: Bureau Chief, Ian Huri Approved- Unanimously

B. RRP Motorola Warranty Services: Brad Steiner

HANDOUT PROVIDED: "*Motorola Hardware Warranty Services During RRP*" Dated 05.28.2021

Synopsis below:

Motion: Approve the recommended Motorolla Hardware Warranty Serives Policy as presented, with the exception of recognizing that the cost share portion still needs to be discussed by the SNO911 Executive Board of Directors.

1st: Bureau Chief, Ian Huri 2nd: Deputy Chief, Chuck Steichen Approved- Unanimously

8. Good of the Order.

10. Meeting was adjourned at 11:59 hours.

The next meeting is scheduled for July 13, 2021 @ 1100 – VIA ZOOM

SNOHOMISH COUNTY 911
Fire Technical Advisory / Operations Committee

May 19, 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
	☒ Don Waller	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	☒ Brett Blankenship	Sno County Airport FD
	☐ Travis Hots	Fire District 22	☒ Steve Guptill	SRFR
	☐ Tim Bond	Fire District 23	☐	
Alternates in Attendance	☒ Mike Gatterman	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	SRFR
	☒ Theresa Ramey	Arlington Fire	☒ John Chalfant	South County Fire
	☐ Dave DeMarco	Everett Fire	☐	

Guests and Staff in Attendance	Todd Anderson, SCF	Marlin Herolaga, SNO911	Meg Bittinger, SNO911
	Jason Isotalo, SCF	Derek Wilson, SNO911	
	Michael Fitzgerald, SCF	Hattie Schweitzer, SNO911	
	Ryan Lundquist, Sno Regional F/R	Terry Peterson, SNO911	
	Kurt Mills, SNO911	Karl Christian, SNO911	
	Andie Burton, 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 1:30 p.m.

1. ANNOUNCEMENTS: N/A

2. APPROVAL OF MINUTES: A motion was made by Jeremy Stocker and seconded by Don Waller to approve the April, 2021 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

A. PTCC / NWS. *Marlin Herolaga.* PTCC met on May 4th and discussed which version to move forward with for the upgrade. Recommendation is to go with the 21.1 version. This version will be available to download June 8th. A motion was made by Darryl Neuhoff to accept PTCC's recommendation and move forward with the New World 21.1 version upgrade. Seconded by Thad Hovis. Unanimously approved.

B. Technical Update. *Marlin Herolaga*. vPac 2.0 testing was completed with minimal issues, all of which have already been resolved. Fail over testing was successful. Currently, FD4, Marysville PD and Mukilteo Fire and PD have all cut over to the vPac 2.0 version. Only issue was a label printing issue for police, and they are currently working on that. Arlington Fire will cut over this Thursday, and both Monroe and Arlington PD will cut over next Tuesday. Moving forward the plan is to cut over fire agencies on Thursdays and police agencies on Tuesdays, with all agencies completed by the end of June. Pulse Point – There was a kickoff meeting on April 22nd. The initial software install will be tomorrow.

C. **Radio Replacement Committee.** *Brad Steiner.* The most pressing issue for Fire TAC is a reminder that beginning tomorrow, the Marysville facility will be open for the next week so agencies can come by and see the mobiles. Someone will be there to walk you through some of the finer points of the dual control heads and to demonstrate all of the features and functions. Wireless encourages every agency to send as many people as they can. Reprogramming mobiles is not as easy as reprogramming portables, so this is one way to minimize any quality problems with testing.

D. Radio Procedures Committee. *Hattie Schweitzer.* No updates for Fire TAC today.

E. Fire User Group. *Derek Wilson.* Nothing to report to Fire TAC.

4. SNO911 UPDATE:

A. MPDS Call of the Month - *Hattie Schweitzer.* The DRC/DSC was rescheduled for next month, so there was no call chosen for the month of May.

5. OLD BUSINESS:

A. FOC Workgroup- *Derek Wilson.* Had another meeting after doing the dispatcher workgroup. Looking for final confirmation that everyone is okay with SNO911 simulating a full outage on June 9th from 0500-0630. They will be using CAD Lite and ensuring that the 5 fire dispatchers will have the new process down as best they can. There were no objections from the group, so Derek will make sure they get the usual notifications out and move forward.

B. Smart911 Relaunch Efforts – *Kurt Mills.* The relaunch took place and the support from all of the agencies is appreciated. Press releases were issued last week. SNO911 is tracking registrations so they should be able to see the effectiveness of this campaign. If you run out of materials to hand out, please contact Hattie Schweitzer.

C. SNO911 Notification Status – *Derek Wilson.* Still a work in progress. For those agencies who haven't filled out the form, please do so. This will be on the back burner until after the planned outage on June 9th.

D. County Fire Resource Plan Committee – *Jeremy Stocker.* At their last meeting they worked on reformatting the document itself. Hoping to have something for Fire TAC to look at next month.

E. Interoperability Committee Assignments – *Brad Steiner.* They have the committee assignments and Brad will try to get a meeting set up in the next 2-3 weeks.

F. Mobile Ergonomics Approval and Demonstration – *Brad Steiner.* Discussed above.

G. Fire Paging – *Kurt Mills*. The chassis was replaced and SNO911 is pretty sure that this was the root cause of the paging issues. The incident that happened today was an unrelated network issue. Replacing the paging was included in the scope of the radio replacement project, to the tune of 1.8 million dollars. Given that the technology we have right now is so old, Kurt isn't sure this is the best way to spend the money. Is Locution a viable replacement for paging for those agencies that have reliable internet connectivity? After some discussion, the main concern is that a lot of the smaller agencies have internet issues and paging has been the most reliable. Bottom line is we are trying to solve a problem with really old technology. If we continue to use pagers we will continue to have issues. Per Darryl, we need to find a different solution other than the

VHF system we currently have. We need to define what the problem is, and the overall solution. An independent system that notifies fire fighters of an incident in their jurisdiction, with a redundancy in the event that the system fails, and one that is not dependent on a third party, would be ideal. Not all agencies are going to fit into the same programs. Per Kurt, SNO911 would like to see what options are out there, and would like to attend the APCO conference in San Antonio this summer. Kurt believes that it would be advantageous if someone from the fire service comes with SNO911 to the conference to walk the floor, see what solutions are out there, and make sure the right questions are asked. SNO911 will foot that bill. Per Chief Hovis, South County Fire would be happy to offer up a representative to attend the conference.

H. **Updated RRP Fire Subscriber Replacement Policy** – *Darryl Neuhoff*. Regarding the Radio Allotment for Fire Agencies Document that Darryl provided, there should be 3 chargers assigned to a brush truck according to Chief Andrews. Darryl will make sure the document is updated. <u>Chief Andrews made a motion to approve the document, seconded by Don Bartlett. Unanimously approved.</u>

6. **NEW BUSINESS:**

A. **New Unit Type Discussion –** *Derek Wilson.* This can be removed from the agenda.

B. **Radio Description Field in NWS –** *Andie Burton/Derek Wilson.* Andie, Derek and Brad have been working together and have come up with a way for CAD users to search equipment entries to see additional information about radios in the event that an unassigned radio triggers an emergency activation. There is a field called Radio Description, and Derek will be sending an email in the next week with some screen shots to explain it better. On the CAD side they are changing the permissions for the dispatchers so that when they go to use a feature to search for a radio, it will take them to the equipment field and show them that description field. Please see the email that Derek sent to Fire TAC on May 20th.

C. **SOPB Tech Rescue and HazMat FRL's 2nd, 3rd, & 4th Alarms –** *Larry Huff.* The Special Operations Board is made up of every fire agency in Snohomish County. In 2019 the SOPB adopted a template for HazMat and Tech Rescue for 2nd, 3rd and 4th alarms. Since then, there has been some challenges in setting up and implementing FRPs for each agency. Larry would like for there to be a motion to open some discussion on the topic. <u>Motion by Chief Huff to authorize the Special Operations Policy Board-Operations Committee Chair(s) for HazMat and Technical Rescue, to work in conjunction with SNO911 to update the FRPs for each Snohomish County Fire Agency, as needed, to be in compliance with the adopted SOPB minimum requirements for the second (2nd), third (3rd) and fourth (4th) alarms as related to RESCS (Confined Space), RESTR (Trench Rescue), RESA (High/Low Angle Rescue), RESTTR (Structural Collapse) and HazMat. No updates will be made which reduces any agencies predetermined response plan. Lower alarm levels will be taken into consideration prior to determining if minimum requirements are met. Seconded by Chief Hovis. Unanimously approved.</u>

D. **Snohomish County Pre-Incident Planning TAC Subcommittee Presentation & Recommendation –** *Todd Anderson.* First Due is a pre-incident planning software program that has solutions that can meet everybody's needs. The Pre-Incident Planning Committee researched a lot of different platforms. They wanted to make sure they found a GIS based platform, which First Due is. First Due also has an ISO rating, and they offer in-house training. A lot of agencies around the area are using First Due, including Seattle, Bellevue, Woodinville and East Side Fire. The committee has reached out to these departments, and so far the agencies are all happy with the program. <u>Motion made by Darryl Neuhoff that TAC take the recommendation from the Pre-Incident</u>

Planning Committee and adopt First Due as the primary software program for pre-incident planning. Seconded by Jeremy Stocker. Unanimously approved.

***Not on the agenda – Chief Andrews asked about SNO OPS vs. PSOPS** *Brad Steiner.* PSOPS were supposed to be phased out a while ago. As it stands now, SNO OPS 1-4 and 12-16 are in the portables and the consoles, but not in the mobiles. After much discussion, it was decided that talk groups 1-4 and 12-16 will be disabled since they are not programmed into the legacy mobiles. Please see Brad's email that he sent to Fire TAC on May 20th.

7. **GOOD OF THE ORDER:** *Don Bartlett*. Portable mic on one of their radios was not syncing and skipping positions. He checked the mic with different radios and it was definitely a problem with the mic vs. the radio. Don suggests that the rest of the agencies check their mics to make sure they are working properly. Per Brad they will track this and make sure any defective mics are replaced.

*Thad Hovis***.** Regarding Smart911, Thad thanked Director Mills, Andie and Terry for allowing Derek to attend (via ZOOM) SCF's board meeting last night and talk about the Smart911 relaunch efforts.

Steve Guptill. Short report scripts – would like Kurt or Terry to look in to SNO911 policy regarding the narrative for an over the air short report on the radio. Per Andie, this topic was brought up a couple months ago and they double checked the policy and ran it through the radio procedures committee. They are working on getting training out.

8. **ADJOURN:** The Fire TAC / Operations Committee adjourned at 2:52 p.m.

The next Fire Technical Advisory / Operations Committee meeting is scheduled for Wednesday, June 16th at 1:30 p.m. via ZOOM.

Snohomish County 911
Finance Committee
Meeting Summary for June 10, 2021 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom

Meeting Attendance:

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

*Arrived at 1:56 pm

Undersheriff Jeff Brand called the meeting to order at 1:31 pm.

1. **Announcements.** Angie introduced SNO911's new Finance Manager, Josh Roundy. Everyone welcomed him to the meeting. Angie also requested that the meeting agenda be adjusted to move 4C and 4D before Reports so that Brad can present them. He has to leave early for another meeting. There was no objection to making the adjustment.

   New Business.

   C. **APF-Additional Agency Radio Requests.** Brad presented the APF that re-examines the concept of additional radios for additional staff and vehicles. The proposal is to establish a new Capital fund for the purpose of purchasing additional radios. The proposal is to use $150,000 from the RRP contingency fund and request $150,000 each year until a balance of $600,000 is reached. Then the reimbursement requests to the county each year would be to bring the fund back to that balance. He added that so far this year they have about $146,000 forecast to spend on radios that agencies have requested. He further added that agencies will need to certify that the radios being requested meet the original requirements of the RRP. Terry explained that this means "natural growth of the agency", that are driven by population changes or staff additions, rather than for replacement purposes. Angie added that the APF is worded in a way that would not restrict the Boards authority to use the new capital fund for other related purposes. <u>At the time of this presentation, the committee did not have a quorum. The members present were in consensus of moving this forward to the board for approval.</u>

   D. **APF-Adoption of RRP Warranty Services Policy.** Brad recalled that this is the same policy presented in April. Outside of the bottom section relating to cost sharing, and adjusting the numbers of the cache (based on their internal review), there have been no other changes to the policy. Angie clarified that the committee is being asked to weigh in on authorizing the expenditure for purchasing a cache of radios to have in stock. Terry suggested that the policy may be better discussed in sections. He added that the last section in the policy was a the focus of discussion. Police TAC didn't want to discuss the cost share section, but was in favor of the operational and technical components of the policy. When the policy was first brought to the committee in April, it stated that agencies should pay for all radios lost or damaged. Since then they have modified that language to present more of a cost sharing model that includes more of a sliding scale of cost sharing. There was some brief discussion on the cost sharing component, but all agreed that it should be discussed at a board level. <u>There was consensus among those committee members present to support the RRP Warranty Services Policy, specifically, to authorize the expenditure to create a cache of radios and other related equipment sufficient to respond to warranty repairs as outlined in the policy.</u>

Chief Dave DeMarco arrived later in the meeting after this topic had been discussed. He stated that he is not in favor of the cost sharing component and plans to address the board about this. He believes that the dollars built into the sales tax measure were intended to replace lost or destroyed equipment in the course of normal business. He explained that it would be similar to the way fleet expansion is funded. By allocating an annual dollar amount to cover this, it would be better than implementing a cost sharing measure. Angie explained that the committee's decision was only related to supporting the expenditure to create a cache of radios. The rest of the discussion on the policy will take place at the board.

2. **Reports.**
   - A. **Blanket Voucher Report.** There were no questions about this report. Angie asked if there were any questions that come up between now and the board meeting to please reach out to her. <u>The committee agreed to move this voucher report forward to the Board.</u>
   - B. **Fund Balance Report.** No questions. David Chan said he appreciates having the fund balance report.
   - C. **Radio Replacement Project Payment Tracking.** No questions.
3. **Old Business.**
   - A. **Financial Consultant Update.** Angie reported that they received two proposals for this project. She reminded the committee the scope of the project is to 1) review the department structure and 2) to evaluate if the financial software is effective for the agency. A scoring matrix was sent out to the committee members and she received one back from David Chan electronically. The finance team also evaluated the responses and filled out a scoring sheet. Jeff Brand had filled his out but it was not in an electronic format and he will send it to Angie. The committee reviewed the scoring sheets.

     Dave DeMarco joined the committee meeting while this item was being discussed.

     Angie explained the finance team's evaluation of the proposals, and explained the reasoning behind her team's responses and they both scored fairly close, with Mr. Bailey having a slight lead. Both the finance team and Jeff Brand said they preferred

Mr. Bailey due to his extensive experience working with local government. Commissioner Chan also expressed his reasoning and stated that he preferred CFO Selections. He thinks of SNO911 as a regular business with resources and internal control, especially given the huge amount of funding with the radio project. He said he thinks that CFO has more expertise and are more of a traditional and established consulting firm which would provide more resources, as opposed to Mr. Bailey who is a sole practitioner. He said that CFO added more details in their proposal and listed a plan to research other software. He had also commented earlier in the meeting that he had experience working with Mr. Bailey in the past when recruiting for their current finance director who will be retiring soon. He added that he had more confidence in the number of hours proposed by CFO and he doesn't want to have to hire another consultant in the future if the one hired does not spend the necessary time to learn the system. Angie reminded the committee that they have received authorization from the board to negotiate a contract with whomever is decided on. They do not need to receive further authorization from the board.

David Chan recommended that the committee and staff interview the two that responded to the RFP. He thinks it would give them more of a chance to expand on their written proposals, and feels that what they included is too limiting. He wants to hear additional information on how they would approach the project before he can make a final selection. Dave DeMarco explained that he also reviewed both proposals and agreed with staffs recommendation. He added that he has no interest in participating in an interview, but go with the committee's decision. Jeff Brand stated that while understanding David Chan's point of view, he didn't agree with it. He thinks that the RFP properly described what the agency wanted done. He thinks that having an interview would only delay the process that should move ahead. He didn't see a large difference between the two firms, but described his reasons based on what he was seeing in the responses. He thinks the committee should vote on which one staff should go with. Dave DeMarco reminded the committee that typically decisions such as this do not fall to the governing body; it is the responsibility of the staff. He added that the committee should trust the work of the staff and let them select the consultant. If, prior to their work, an opportunity for an entrance interview comes up and if any member of the committee wishes to sit down with the consultant or provide input, then that would be acceptable. David Chan's response was if the consultant was already selected what would be the point to discuss anything further. He said he considers it his due diligence to interview the responders, and didn't feel his scoring should reflect his final decision. He added that he was concerned that the firms didn't make a presentation. Terry reminded the committee that the RFP asked for a written response, and everyone is doing their scoring based on that. Once the scores are tallied up, then the winner will be known. Due to the size of the scope there were no plans to have presentations be a part of the decision process. Given that information, David Chan felt he couldn't make a decision. He said he felt the process was incomplete in performing due diligence. David said that since he felt some of the staff and committee, including Angie, knew Mr. Bailey, he considered it an unfair evaluation. Angie said she did not agree with that statement, and Jeff Brand also interjected and said that he thought it was an unfair assumption that staff is favoring one person over another and pointed out that staff scored both consultants pretty similar. Jeff said he did not know Mr. Bailey, but scored him higher based upon the written proposal he read. Jeff went on to explain that if the scope was much larger, he could understand going further, but feels that staff should be trusted with the final decision. David Chan wanted to clarify that he did not mean Angie favored Mr. Bailey, but because she knew of him, but did not know of the other candidate, it wasn't an equal evaluation. He added that he still feels having an interview is the most appropriate next step, and likes having the staff conduct the interview, with the option of committee members attending. The committee was not interested in participating in an interview process and determined that all score sheets should be tallied and that contract negotiations would begin with the response that scored the highest. Chief Dave DeMarco moved to combine the score sheets for final scoring and award the highest scoring proposal. Jeff Brand seconded this motion. David Chan voted against. The motion passed.

4. **New Business (Remaining).**
   - A. **Employee Fund Payroll Deduction.** Angie presented the APF and explained that the Employee Fund Association is an employee run association and receives funds through payroll deductions. The funds go towards things that tax payer dollars cannot be spent on, such as flowers for life events, and other items. She added that the Board is being asked to weigh in on the payroll deduction component. Currently, the voluntary deduction is limited to $1.00 per paycheck. The association has asked if the membership could be given a range to donate between $1 and $10 per paycheck. The association has also stated that they are committed to make sure they are spending the dollars received. A copy of the request from the association is included in the meeting packet. Angie is looking for support to authorize the payroll deduction changes. In response to a question about dollar amounts being published, Angie said that names of the members are known, but specific contribution amounts are not made public. Terry added that the Personnel Committee reviewed the proposal and they were supportive of the additional contributions.

     Jeff Brand moved to authorize Snohomish County 911 to process voluntary payroll deductions for the Employee Fund Association from $1-$10 per paycheck. The motion was seconded by David Chan and approved unanimously.
   - B. **Business Unit Manager.** Terry presented an Organization Chart that represented what the board approved in July 2020, and included some updates. He said that the org. chart helps to explain the reasoning and history behind this request. They were unsuccessful in filling the Project Admin/Procurement position, and since that time leadership has re-evaluated the needs for the support of the project team. They are now recommending that instead of filling the procurement position that had a two year term limit, they are now requesting the funding get repurposed into a full time Business Unit Manager, without any term limitations. The new position justification form explains the reasoning behind this position. Angie added that this

position is the highest priority within the organization and the position will ensure that the processes and procedures are identified and staff is trained for those things that are related to the life cycle of an asset, from procurement through receiving, tracking, transfer and disposal. This would also streamline procedures through both Wireless and Tech departments. Following discussion a motion was made.
Jeff Brand moved to approve the hiring of a Business Unit Manager to be funded from the RRP for two years and then become part of the agency operating budget. The motion was seconded by David Chan and approved unanimously.

5. Good of the Order.

- Jeff commented on the spirited discussion held earlier in the meeting, and hoped that no offense was taken.
- David said that he has talked to both of the candidates, and because of his background in financial systems he feels that Mr. Broetje with CFO Selections is more qualified due to his previous experience with NORCOM and other agencies. He thinks because it's a personal professional service, the interview part is important. He added that the service is the product, not the written proposal.
- Dave DeMarco clarified that Angie will be expecting score sheets from he and Jeff Brand, and will add the scores up and go with the one on top.
- David Chan said he doesn't like being cornered with the comment "trust the staff." He said he completely trusts the staff, and by him voting no, it does not mean he does not trust the finance staff. Dave DeMarco replied that it was not his intent with that statement.

The meeting was adjourned at 2:46 p.m. The next meeting is scheduled for July 8th at 1:30 p.m.

Snohomish County 911
Personnel Committee
Meeting Summary for June 8, 2021, 8:30 a.m.
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	✓				

<u>Decisions are underlined</u>, follow up matters are in *italic*.

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

1. **Staffing Report & Recruiting Update.** Terry reported that currently there are 4 vacancies on the dispatch floor. He thanked the board for earlier authorizing a temporary increase so that they were able to hire an additional two dispatchers last month. This reflects the normal attrition within the industry. Angie added that the new Finance Manager started last week, along with a part-time Administrative Assistant.
2. **Employee Fund Association Payroll Deduction.** Angie provided an APF for this item and explained that the association provides funds to purchase items that the agency cannot spend public taxpayer dollars on. The association is requesting that the voluntary payroll deduction be increased from $1.00 per employee per payroll and allow employees the option of contributing from $1 to $10.00 per payroll. The proposal that was furnished includes more information from the association and the association has confirmed they are committed to spending the funds. The action for the SNO911 board is on allowing a change for the payroll deduction. The committee requested this also be shared with the Finance Committee.
   <u>**George moved that the Personnel Committee recommend to the board to authorize Snohomish County 911 to allow the voluntary payroll deductions for the Employee Fund Association include a range from $1 - $10 per paycheck. The motion was seconded by Thad Hovis and approved unanimously.**</u>
3. **Business Unit Manager Position.** Terry recalled that in July of last year, the board approved some additional support for the RRP. He reported they have been unsuccessful in filling the position. He added that since receiving authorization they have become more aware of the support needs of the agency. A position justification form was included in the packet and lists the roles and responsibilities and how the person would support the agency. Angie explained that this position will initially focus on identifying and developing standard procedures for the Wireless department for the life cycle of an assets. This will include the life cycle of assets from procurement, receiving and tracking,

transferring and disposal of assets, and training and mentoring staff. Angie explained this is the highest priority in the agency right now. This position will also help to streamline and coordinate processes between Wireless and IT. Terry added that one of the joint projects is the Paging Network which is being worked on by both departments. This position is expected to grow into other areas in the future and it's important the initial focus of the position be on this high priority body of work.

George moved to approve hiring of a Business Unit Manager to be funded from the RRP for two years and then moved to the operating budget. The motion was seconded by Thad Hovis and approved unanimously.

4. **Enhanced Police Records.** Terry explained that prior to consolidation, SNOCOM provided enhanced police records functions, such as entering warrants, protection orders, stolen vehicles, missing persons, etc. for the 7 south county agencies. Once the centers were consolidated, the Boards decided to keep offering that service, gain experience under the consolidated agency, and come back later with a recommendation for the future. A committee was put together and performed an analysis of the work. The recommendation is to create a police records function within the organization which would consist of 1.5 employees. Currently, it's being performed by 90+ dispatch staff which creates some inconsistencies. Terry explained that they would move the work from the dispatchers and give it to staff dedicated to just this function. In addition, the south 7 agencies would pay for this service, and the other agencies would no longer contribute to it. He added that he has met with the south 7 agencies, and have heard from all except Brier and Woodway. The remaining 5 have communicated their support for this and their willingness to pay for it in 2022. If the board approves this, it will be added to the 2022 budget. He also said they may try to start it up sooner if they can absorb it in the existing budget. He further explained that there is no desire to expand this to other agencies within the county, since they have their own records departments. There was more discussion on the particulars of the job, and the committee members were supportive of this proposal moving forward.

5. **SCEA Negotiations Update.** Terry reported that he has not received any update on any additional discussions between the two attorneys. In addition to the meetings with the attorneys, management staff has been in discussion with the union regarding implementation of the new 12 hour schedule, including the on-call program. He said the sub-group has worked through about 80% of the schedule issues. He also heard that the union wants to bid out their vacation schedules for the rest of the year, and look at implementation of the new work schedule on January 1, 2022.

6. **Round Table.**
    - Angie reported that she recently received two claims against the organization. One has been given over to WCIA who will be arranging legal representation for the agency. A second one has already been closed without a response from the agency.

- Terry also shared an update on a temporary employment contract within WT coming to an end. As the project moves into the next phase, they will be looking to fill the project manager position that can cover the next chapter of the project.
- Thad Hovis shared that South County Fire is in the process of recruiting for a new Finance Director. This position will be transitioning to a CFO position for the agency.
- John DeRousse announced that he will be stepping away from the committee and board as early as next month. He is moving over to fulfill the Operations Deputy Chief position, and Deputy Chief Jeraud Irving will be taking his place in Administrative Services. Terry went over the processes for making board and committee changes. Terry and Angie both expressed their thanks to John for his support and his contributions to the committee and board. Everyone wished him well in his new position.

This meeting was adjourned at 0900. Next Personnel Committee Meeting, Tuesday, July 6th at 8:30 am.

ANDERSON HUNTER LAW FIRM, P.S.

2707 COLBY AVENUE, SUITE 1001
EVERETT, WASHINGTON 98201
(425) 252-5161
FAX: (425) 258-3345
www.andersonhunterlaw.com

AMY C. ALLISON
JEFFREY H. CAPELOTO
GLENN PAUL CARPENTER
BRADFORD N. CATTLE
JOHN A. FOLLIS
NICOLE FRANKLIN
G. GEOFFREY GIBBS

IAN JOHNSON
C. MICHAEL KVISTAD
KRISTA J. MACLAREN
JORDAN STEPHENS
LAURIE UMMEL
JEFFREY C. WISHKO
O.D. ANDERSON (1892-1961)
JAMES P. HUNTER (1915-1988)

June 14, 2021

Sent via e-mail: kmills@sno911.org

Snohomish County 911
ATTN: Kurt Mills

Re: Conflict of Interest Waiver

Dear Kurt:

The Rules of Professional Conduct ("RPC") applicable to lawyers in the State of Washington, particularly RPC 1.7, prevents lawyers from representation of a client if that representation is directly adverse to another client unless the lawyer reasonably believes the representation will not affect the relationship with the other client and each client consents in writing after consultation and full disclosure of material facts (following authorization from the other client to make such a disclosure).

Volunteers of America has asked the Anderson Hunter Law Firm ("Firm") to review a sublease with Snohomish County 911. As we have discussed, the Firm provides legal services to Snohomish County 911 and Volunteers of America. You have indicated that Snohomish County 911 will be seeking the legal services from another legal firm for this matter, but that you consent to the Firm representing Volunteers of America.

Though Snohomish County 911 will not be utilizing the Firm's services related to the sublease, pursuant to the applicable Rules of Professional Conduct I believe I need to inform you in writing of this conflict and our ethical obligations. As such, I am providing you with a copy of the Rules of Professional Conduct, Section 1.7.

If you are comfortable with us proceeding as proposed, I am requesting that you sign an acknowledgement at the end of this, acknowledging that we have specifically discussed this issue of a conflict and that you are agreeing to waive any such conflict and allow us to continue to represent you. I would ask that you sign and return a copy of this letter to me.

If you have any questions or concerns, please feel free to call me to discuss.

Very truly yours,

ANDERSON HUNTER LAW FIRM

J. Stephens for:
Bradford N. Cattle

BNC:bp

The undersigned hereby consents to representation by the Anderson Hunter Law Firm under the circumstances set forth above.

SNOHOMISH COUNTY 911

DATE:__________________

____
By: Kurt Mills
Its: Executive Director

BNC\19450\0001\01114189.v1

RPC 1.7
CONFLICT OF INTEREST: CURRENT CLIENTS

(a) Except as provided in paragraph (b), a lawyer shall not represent a client if the representation involves a
concurrent conflict of interest. A concurrent conflict of interest exists if:

(1) the representation of one client will be directly adverse to another client; or

(2) there is a significant risk that the representation of one or more clients will be materially limited by the
lawyer's responsibilities to another client, a former client or a third person or by a personal interest of
the lawyer.

(b) Notwithstanding the existence of a concurrent conflict of interest under paragraph (a), a lawyer may represent
a client if:

(1) the lawyer reasonably believes that the lawyer will be able to provide competent and diligent
representation to each affected client;

(2) the representation is not prohibited by law;

(3) the representation does not involve the assertion of a claim by one client against another client
represented by the lawyer in the same litigation or other proceeding before a tribunal; and

(4) each affected client gives informed consent, confirmed in writing (following authorization from the
other client to make any required disclosures).

[Originally effective September 1, 1985; amended effective September 1, 1995; September 1, 2006.]