



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

July 15, 2021 at 8:30 a.m.

Web Conference – Join Zoom Meeting

<https://us02web.zoom.us/j/86000466014?pwd=YWxBbE9HMIJuT2ZXMmtYVU8rSnBkUT09>

Meeting ID: 860 0046 6014

Passcode: 195881

Dial by your location

+1 253 215 8782 US (Tacoma)

- 1. Call to Order, Roll Call and Announcements**
- 2. Public Comments**
- 3. Approval of Agenda**
- 4. Consent Agenda**
 - A. Minutes from the June Board Meeting of June 17, 20213
 - B. June 2021 Blanket Voucher & Payroll Approval Form:
 - i. Checks 14588 - 14692, for a total of \$1,106,716.66
 - ii. Payroll Direct Deposit, in the amount of \$1,053,377.75
- 5. Old Business**
 - A. Personnel Committee Vacancy
 - B. Warranty Services Policy Language Update9
 - C. Dispatchers Union Negotiations
- 6. New Business**
 - A. Resolution establishing Juneteenth as a SNO911 Holiday10
 - B. Future Facility Actions
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 - C. Police TAC
 - D. Fire TAC

8. Committee Reports

A. Finance Committee	28
B. Personnel Committee	31
C. County EESCS Committee (formerly County E911 Office)	
D. County ECSF Program Advisory Board	
E. Future Facility	35
F. Board Technical Leadership (no meeting)	

9. Executive Session

10. Good of the Order

11. Adjourn

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

June 17, 2021

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☒ Dan Templeman	Everett Police
	☒ Chris Alexander	Mukilteo Fire	☒ Judy Tuohy	Everett
	☐ Jeff Brand	SCSO Undersheriff	☒ Jonathan Ventura	Arlington Police
	☒ David Chan	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☒ Dave DeMarco	Everett Fire	☒ Terry Peterson	Snohomish Co 911
	☒ John Dyer	Lake Stevens Police	☒ Angie Baird	Snohomish Co 911
	☒ Richard Emery	Mukilteo	☒ Brad Steiner	Snohomish Co 911
	☐ Steve Guptill	Fire District 7	☐ Andie Burton	Snohomish Co 911
	☒ Shane Hawley	Edmonds	☒ Marlin Herolaga	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
Alternate Board Members in Attendance	☐ Vince Cavaleri	Mill Creek	☒ Cheol Kang	Mukilteo Police
	☐ Pete Caw	Mountlake Terrace PD	☐ Ken Klein	Snohomish County
	☐ Jeraud Irving	Everett Police	☒ James Lawless	Marysville
	☐ Steve Fox	Fire District 5	☒ Rich Llewellyn	Everett Fire
	☐ Brett Gailey	Lake Stevens	☒ Jim Nelson	Lynnwood Police
	☒ Thad Hovis	South County Fire	☐ Paul Roberts	Everett
	☒ Ian Huri	SCSO Bureau Chief	☐ Don Waller	Fire District 4
	☒ Kristiana Johnson	Edmonds	☒ Roy Waugh	Fire District 7
Guests and Staff in Attendance	Josh Roundy – SNO911 Finance Manager		Riley McGinnis – member of the public	
	David Mendel – King County PSERN		Stan White – Sergeant, Mill Creek PD	
	Jeff Young – Police Chief, Mill Creek		Sharon Brendle – SNO911 (notetaker)	
	Michelle Bennett – Acting Police Chief, Edmonds		Alicia Berget – SNO911 (notetaker)	

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	The meeting was called to order at 8:30 am by President Jon Nehring. - Deputy Director Terry Peterson called roll and verified a quorum. - Executive Director Kurt Mills introduced SNO911's new Finance Manager, Josh Roundy. - There will be an Executive Session today. Once the attorney arrives, the regular meeting will adjourn and the board will move into Executive Session to discuss Agenda item 6D. - Deputy Director Peterson reported that Deputy Chief John DeRousse has been reassigned within Everett Police and DC Jeraud Irving is the new Alternate representative to the Board. - Police Caucus 3 met prior to today's board meeting and voted to select Interim Assistant Chief Shane Hawley with Edmonds as a Primary board member and Deputy Chief Jim Lawless of Marysville as the 3rd Alternate to the caucus. - With DC Chief DeRousse's departure, there is an opening on the Personnel Committee. The members were asked to email	

	C. Warranty Services. Deputy Director Steiner recalled that the Warranty Services Policy was reviewed by both Police and Fire TAC, with some discussion taking place on a board level. The policy contains two main points: 1) establishes what services Wireless Tech is providing to the agencies with regard to diagnostic services, clarifies that it's doing all of the programming moving forward, and establishes a cache of radios for immediate replacement purposes; and 2) includes a policy for lost and damaged radios. He reported that they received a lot of comments around the cost share component for lost and damaged radios. The warranty services policy has received full support from both Police and Fire TACs, however, those groups have chosen to have the cost share issue discussed at the board. Director Mills commented that he feels that funds from the sales tax measure are to be used for radios, and those that are lost or damaged are a normal part of operations. He added that he wants to be responsible to the taxpayers and show that funds are being used wisely and appropriately. He explained that the cost share idea was included as a way to show that both SNO911 and the user agencies share in the financial accountability of the project. Following some comments and discussion, there was consensus to produce some alternate language to the cost share component of the policy. Director Mills said he will work on getting some additional language added to the policy, then will run it through the TAC groups and bring it back to the board next month. <i>Deputy Chief Neuhoff moved to 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, excluding the cost sharing portion of the policy. The motion was seconded by Chief Dave DeMarco and approved unanimously.</i>	Cost sharing language to be added Motion approved
Adjourned for Executive Session	President Nehring moved the Snohomish County 911 Board of Directors into Executive Session at 9:10 a.m., for the purpose of discussing Agenda item 6D: Collective Bargaining Issues under the authority of RCW 42.30.140(4)(a), as well as to discuss with legal counsel pending litigation under RCW 42.30.110(1)(i). The session is estimated to last 20 minutes and will conclude by 9:30. At the conclusion of the Executive Session, the board will return to Regular Session. No action is expected following the session.	
Regular Session reconvened	President Nehring reconvened the Board of Directors to Regular Session at 9:30 a.m. with no action taken.	
5. Old Business continued	D. Discussion Topic – PPC – Mill Creek & Machias Sites. Deputy Director updated the board as to what's been happening since the development of the Mill Creek and Machias radio sites fell through. After examining the impact of that on project coverage and schedule, he reported that the schedule would be significantly impacted and would likely involve bringing in additional staff and/or contractors as well as delay the project by 18-24 months if they continued working on	

	securing an alternate site at this time. Instead, his team has come up with these recommendations: ▪ Remove the Mill Creek and Machias new site work from the project schedule, and ▪ Pursue an option to lease at an existing or alternate site, and ▪ Put site vetting on hold until February 2022. The document contained some maps showing that coverage loss would be greater in the Machias area as opposed to Mill Creek. He explained that while losing the two sites has an impact, they do not want to delay the entire system. He also spoke about the overall impact and stated that most will not experience any significant changes. Following approval with the TAC groups, he reported they'll start working with Motorola to execute a change order to reflect those documented changes. This and possibly others may come back to the board for review. They are looking for the board to support staff's recommendations. <i>Deputy Chief Neuhoff moved to direct staff to prepare a change order to remove the Mill Creek and Machias sites from the initial phase of the contract, with the understanding that the dollar value of the sites will remain in the Motorola contract, and that the solution for those areas will be on-hold for further work until February 2022. Chief Alexander seconded the motion and it was approved unanimously.</i>	Motion approved
6. New Business	A. Employee Fund Association Deduction. Finance and Human Resources Director Angie Baird explained that the association is funded through voluntary payroll contributions. The board previously authorized those deductions to be \$1.00 per paycheck. The association is now requesting an increase as a range that employees can choose between \$1 and \$10 per paycheck. Both Personnel and Finance Committees have reviewed and support the request. <i>Deputy Chief Neuhoff moved to authorize Snohomish County 911 to process voluntary payroll deductions for the Employee Fund Association from \$1 - \$10 per paycheck. It was seconded by Councilmember Emery and approved unanimously.</i> B. Vendor Gift. Director Baird presented the APF on this and explained that one of the agency's vendors has sent a \$500 Costco gift card to provide a meal for employees as an appreciation gesture. She explained that there is a SNO911 representative that sits on Intrado's Emergency Communications Advisory Board and Intrado has provided this same gift to all members of that Board. <i>Chief John Dyer moved to authorize SNO911 to accept the \$500 gift from Intrado and use the funds to purchase a meal for employees. The motion was seconded by Chief Alexander and approved unanimously.</i> C. Business Unit Manager. Director Mills reminded the board that last July they approved a position that was focused on support and procurement for the RRP. The agency was not	Motion approved Motion approved

	successful in finding an applicant and changed focus to only that of a procurement position. They were still unsuccessful with that search. The agency is now suffering a backlog of work that needs to be done and are requesting approval to create a permanent full time position that will support functions and ensure policies are being followed for not only the RRP, but Wireless and IT as well. Staff has received support for this position from both Personnel and Finance Committees. Discussion followed with a request made to provide a summary of positions added and/or reclassified since the consolidation/merger. <i>Deputy Chief Neuhoff moved to approve hiring of a Business Unit Manager as described in the APF and Position Justification. The position will be funded from the RRP through 2023 and then become a part of the agency operating budget. The motion was seconded by Commissioner David Chan and approved unanimously.</i>	Provide a summary of positions added or reclassified since the merger Motion approved
7. Reports	A. Agency Reports. Director Mills referred to the agency memo contained in the meeting packet. He mentioned a conflict waver form that was also included. This waver refers to the acquisition of the new warehouse space in Marysville. In that case, Anderson Hunter represents Volunteers of America who SNO911 will be subleasing from. For matters relating to that building, SNO911 will be using attorney Brian Snure for their legal representation. B. Radio Replacement Project (RRP) Update. Deputy Director Steiner went over the list that was included in the board packet. Highlights include: ▪ FCC licenses are still in the works, with most of the frequencies having received approval. There is still a risk with some frequencies that need Canadian coordination. Wireless continues to monitor. ▪ Construction procurement has seen some delays in the planning process. They are moving ahead with 4 sites and finalizing the scope of work. ▪ Changes are forthcoming to the mobile implementation plan. Motorola requested a different vendor that has experience doing large scale mobile deployments. ▪ Updated programming has been approved through both TAC groups. Testing will follow. ▪ There has been a problem identified with portables. He described it as a “bonk” issue. They are investigating this problem with Motorola and are reaching out to agencies. ▪ He reported multiple outages in the paging system in the last 6 weeks. Due to the critical nature of this issue a change order request has been submitted to Motorola to move it up in the schedule. C. Police TAC. Deputy Chief Jim Lawless reported that Police TAC met on June 8th. Draft minutes are included in the meeting packet. He also commented on the anticipated roll-out of the next update for the New World product, which will hopefully go live sometime in October.	

	D. Fire TAC. Chief Thad Hovis reported that they met on June 16th, and the May minutes are included in the packet. They discussed fire paging reliability and cost sharing of replacement radios.	
8. Committee Reports	A. Finance Committee. Chief Dave DeMarco reported that the committee met on the 10th and all topics discussed have been covered today, with the exception of the selection of the financial system consultant. Staff and members of the finance committee scored the two proposals received and one received a higher ranking score. Staff will move forward with their negotiations with that firm. Commissioner Chan shared the scores for both proposals. B. Personnel Committee. Chief Thad Hovis reported that the minutes from the recent meeting are contained in the packet. C. County EESCS Committee. No meeting. D. County ECSF Program Advisory Board. No meeting. E. Future Facility Committee. Chief Dave DeMarco reported that the committee met earlier in the week. They discussed the process for finding a consultant is moving forward. Staff had also developed a forecast model that showed overall long-term funding. Deputy Director Peterson went over two spreadsheets, one showing a five year look at the facility funding with different revenue streams through the life of the project, as well as estimated expenditures. The other showed the long term projection of the tax revenue and anticipated expenditures over a 30 year period. He explained how the tax revenue would play out over the next 30 years. He went on to show how the bulk of future expenditures will be used for the next system, including setting aside \$5 million per year for 15 years to pay for it, and \$2 million per year for on-going maintenance and infrastructure. He also showed how funds are going towards the current project, including paying off the debt, along with future needs of the project, like improving coverage. Subscriber replacement and maintenance was also included in these figures. He also described some discussions he has had with the County finance team regarding projections and bonding capacity. More discussion among the board followed. Director Mills asked for support from the board to conduct more formal discussions and to put a plan together for purchasing property. He reports that there is support at the County for colocation with the Sheriff's office and DEM. There was consensus from the board to move forward on this project to get more information. F. Board Technical Leadership. No meeting.	Spreadsheets shared today will be emailed out to Board members after the meeting along with a link to the study completed in 2019.
9. Good of the Order	▪ None.	
10. Adjourned	The meeting was adjourned at 10:45. The next meeting is scheduled for July 15, at 8:30 a.m.	

Framework for Agency's seeking radio replacement for lost/damaged/stolen radios

An agency may request a replacement for lost/damaged/stolen radio equipment by submitting a request along with the supporting documentation outlined below. Requests will be approved or denied by the SNO911 Board of Directors during regular business meetings. Replacement is contingent on available funding which is at the discretion of the Board of Directors. When considering a request, the BOD may request additional information, deny, approve, partially approve or take other action it deems appropriate.

This replacement solution is not a substitute for necessary internal controls, appropriate use policies, insurance coverage or any other practical or statutory requirement. Failure to adhere to these requirements may result in denial of replacement requests.

Replacement/repair costs are limited to portable and mobile radio equipment that was provided by the RRP and excludes accessories, other hardware, cables and services such as installation.

Once completed a submission will be sent to the [REDACTED]. SNO911 will develop a form that may be updated from time to time and will include;

1. Description of circumstances including;
 - a. Date when loss occurred/identified.
 - b. Statement of circumstances.
 - c. Steps taken to locate or recover equipment.
 - d. Steps taken to mitigate future loss.
 - e. Other relevant information.
 2. Description of equipment sought for replacement including quantity, model(s) & serial numbers and other related information.
 3. Inclusion of applicable third-party documentation such as;
 - a. Police report (required for any theft)
 - b. Insurance claims (required if eligible for a claim)
 - c. SAO submission as required by RCW 43.09.185
 - d. Other related documentation
 4. Completed request will be signed by agency head, mayor, council president, etc.
- SNO911 may temporarily loan agency radios from cache for immediate needs that ensure operational readiness.
 - The BOD will review submissions during normal meetings. The Board may approve/deny requests, request additional information or take other steps it deems appropriate.
 - If replacement is approved, a replacement and transfer of ownership process will commence that includes formal agreement to;
 1. Permanently transfer radio to requesting agency.
 2. Return of purchased equipment if later located.
 3. Reimburse any recovered funds (insurance, restitution, etc.).
 - Agency/Board will review this policy from time to time in consideration of changes.

**SNOHOMISH COUNTY 911
RESOLUTION 2021-05**

**A RESOLUTION OF THE BOARD OF DIRECTORS
ESTABLISHING JUNETEENTH AS A SNO911 HOLIDAY**

WHEREAS, the 13th Amendment of the United States of America passed into law by the 38th Congress in 1865 stating that “Neither slavery nor involuntary servitude, except as a punishment for crime whereof the party shall have been duly convicted, shall exist within the United States, or any place subject to their jurisdiction.”; and

WHEREAS, Juneteenth, or June 19, 1865, is considered the date when the last enslaved African Americans were freed, which occurred in Galveston, Texas; and

WHEREAS, from its Galveston, Texas origin in 1865, the observance of June 19th as the African American Emancipation Day has spread across the United States and beyond; and

WHEREAS, the Snohomish County 911 Board recognizes that equality is a national value defined in and supported by the U.S. Constitution and that Juneteenth provides an opportunity to celebrate freedom and liberty, and serves as a reminder of our collective history; and

WHEREAS, in 2021 Juneteenth is a State and Federally recognized holiday commemoration of the ending of slavery in the United States and should take its place of honor as an observed holiday for employees of Snohomish County 911.

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

Juneteenth is an officially recognized holiday for the employees of Snohomish County 911. All relevant provisions of the Snohomish County 911 Personnel Administrative Manual that reference paid holidays for non-represented employees shall be updated to include the Juneteenth holiday. Snohomish County 911 staff and legal representatives are authorized to bargain with the unions regarding **recognition of** the Juneteenth holiday.

Adopted by the Snohomish County 911 Board of Directors on the 15th day of July, 2021.

Attest: This 15th day of July, 2021:

President

Secretary



ACTION PROPOSAL FORM

Date: 7/6/2021

Action Title: Future Facility Consultant & Preliminary Cost Share ILA

Time Sensitivity: Normal

Background / Purpose:

SNO911 is actively negotiating with the successful respondent to our RFQ and wish to begin the engagement so preliminary work can commence that will ultimately facilitate future Board decisions related to this project.

In unison with the work of the consultant we are also developing plans relating to long term funding, cost shares for collocating partners, and other planning work.

We are actively working on a cost share Interlocal Agreement with SCSO & DEM to account for the joint efforts.

This APF includes moving funding of \$5.7M to be available this year and authorizes initial funding for the consultant and related work such as legal reviews.

The Future Facility Committee discussed and supports these actions.

Suggested Motion:

Motion 1: Move all funding from Capital Project 80-032 from 2022 to 2021 and authorize expenditures of up to \$200,000 for preliminary planning phase with the consultant.

Motion 2: Authorize negotiating a cost-share ILA with the County for preliminary cost-share of consultant fees pending legal review.

Funding: Capital Project 80-032

SNO911 Fund 80 Capital Plan 2020							
Last Approved 03/18/2021							
	Updated: 03/31/2021	YTD	Planned				
Project #	Project Name	2020	2021	2022	2023	2024	2025
80-001	RMS/Mobile/Corrections	1,274	145,000				
80-002	CAD	44,250	155,000				
80-003	UPS Replacement		250,000	0	0	0	175,000
80-004	Integrated Video Display System		5,000	5,000	5,000	5,000	5,000
80-005	Dispatch Consoles		30,000				
80-007	Datacenter Servers	6,928	43,000	15,000	10,000	10,000	10,000
80-009	Managed Laptop Program	185,632	200,000	100,000	150,000	500,000	130,000
80-010	Tenant Building Maintenance	82,137	279,000	5,000	5,000	5,000	125,000
80-011	CAD PCs-Dispatch	100,000	10,000	10,000	10,000	10,000	100,000
80-012	Administrative PC's and Displays	48,156	15,000	5,000	5,000	10,000	50,000
80-013	Network Equipment/Security	49,229	55,000	20,000	10,000	350,000	50,000
80-015	UPS Battery Replace		0	0	0	15,000	30,000
80-016	Bldg Security Upgrade		15,000	2,000	2,000	2,000	
80-017	Logging Recorder	0	302,000	5,000	5,000	5,000	150,000
80-018	Consulting/Outsourcing	1,911	5,000	0	0	0	0
80-019	Tyler Hardware	345,587	69,000	15,000	15,000	15,000	15,000
80-021	Center Monitors and Displays	1,446	5,000	5,000	5,000	5,000	30,000
80-024	Online Citizen Reporting / Shoplift		5,000	5,000	5,000	5,000	5,000
80-025	VPAC Virtual Client Portal	646,819	15,000	10,000	10,000	10,000	650,000
80-026	Tyler/NG Datamart	192,989	62,000	15,000			
80-028	Backups and Storage	61,366	63,000	50,000	5,000	5,000	50,000
80-029	Next Gen 911						
80-033	PBX Refresh	130,132	24,000	5,000	5,000	5,000	5,000
80-034	Mobile Manual Ops (CAD-In-A-Box)	22,646	102,000				
80-035	Service Vehicles		0	70,000	0	0	0
80-036	Appliances	348	5,000	5,000	5,000	5,000	5,000
80-037	Furniture Replacement	2,920	10,000	12,000	5,000	12,000	5,000
80-038	Future Facility Initiative			5,700,000			
80-039	Dispatch Center Generator Replacement		740,000				
80-040	Backup Cooling System	11,639	0	0	0	250,000	
80-044	Advanced Authentication	4,743	5,000	5,000	5,000	5,000	50,000
80-045	Earthquake Base ISO Expansion		25,000	0	0	0	0
80-046	Data Interoperability		0	0	0	0	0
80-047	Dispatch Schedule Alternatives	46,667	0	0	0	0	0
80-048	SPIDR Tech Law Enforcement	351,071					
80-049	Tertiary 911 Location	198,630	61,000	0	0	0	0
80-050	Financial Consultant		20,000				
	Beginning Balance	14,983,882	13,332,720	10,612,720	4,548,720	4,286,720	3,057,720
	Expenditures	2,536,519	2,720,000	6,064,000	262,000	1,229,000	1,640,000
	Net Balance after Exp.	12,447,363	10,612,720	4,548,720	4,286,720	3,057,720	1,417,720
	Funds Transfer Per Board Approval	358,747					
	E911 Contribution	525,056					
	Miscellaneous Income						
	Anticipated Interest Income	1,554					
	Projected YE Balance	13,332,720	10,612,720	4,548,720	4,286,720	3,057,720	1,417,720

**INTERLOCAL AGREEMENT BETWEEN SNOHOMISH COUNTY 911 AND SNOHOMISH COUNTY TO
EXPLORE CO-LOCATION OF A SHARED PUBLIC SAFETY FACILITY**

THIS AGREEMENT BETWEEN SNOHOMISH COUNTY 911 AND SNOHOMISH COUNTY TO EXPLORE CO-LOCATION OF A SHARED PUBLIC SAFETY FACILITY (the "Agreement" or "ILA") is made and entered into as of this _____ day _____, 2021, by and between Snohomish County, a political subdivision of the State of Washington, for the Snohomish County Sheriff's Office (the "County" or "SCSO"), and the Snohomish County Department of Emergency Management ("DEM"), and Snohomish County 911, an Interlocal non-profit corporation under the laws of the State of Washington ("SNO911").

RECITALS

WHEREAS, on April 18, 2019, the SNO911 Board of Directors adopted a Facility Study that outlined two options including remodeling the existing facility and building a new facility, and on December 17, 2020 the SNO911 Board approved the development of plans around building a new consolidated 911 facility; and

WHEREAS, on March 21, 2020, the SNO911 Board of Directors adopted a geographical footprint to focus efforts for land acquisition and staff subsequently solicited its member agencies for interest in co-location partnerships; and

WHEREAS, The County has identified the need to build a new South County Law Enforcement Precinct and has developed a professional plan for space needs of approximately 22,154 sq. ft. and 49 parking stalls; and

WHEREAS, SNO911 has developed a professional plan for space needs of approximately 30,215 sq. ft. and 144 parking stalls; and

WHEREAS, the County has expressed interest to SNO911 in exploring co-locating in a new facility to include space for the operational needs of SNO911, Snohomish County Sheriff's Office South Precinct, and Snohomish County Department of Emergency Management; and

WHEREAS, SNO911 and the County recognize there are operational and financial efficiencies through co-locating operations in a purpose-built facility that is designed to meet the specific needs of emergency communications, emergency management and law enforcement; and

WHEREAS, Following a competitive process, SNO911 has entered into a professional services agreement with OAC Services, Inc. and phase 1 of the project scope includes tasks centered around the study of co-location and property acquisition (copy attached as Exhibit A).

AGREEMENT

NOW, THEREFORE, in consideration of the respective agreements set forth below and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, SNO911 and the County agree as follows:

1. Preliminary Shared Cost Formula

- a. Phase 1 of the OAC contract scope of work tasks are designed to assist the parties through the co-location exploration and real estate assessment process. The costs associated with Phase 1 will be shared between SNO911 and the County using a formula based upon the square footage of existing space needs as follows:

	Sq. Ft	% Share
SNO911	30,215	52.67%
DEM*	5,000	8.72%
SCSO	22,154	38.62%
Total	57,369	

*Normal/routine office needs. EOC activations would occur in shared space and is specifically not included in the DEM square footage needs.

2. The cost of the Phase 1 work is estimated not to exceed \$ _____. In the event SNO911 determines that the costs will exceed \$ _____ SNO911 shall notify the County of such need and the parties shall agree on the cost sharing for such additional costs.
3. Upon receipt of an invoice from OAC for the Phase 1 services, SNO911 will pay OAC the full amount. SNO911 will then, within 30 days, invoice the County for the percentage share identified above. The County shall pay all such invoiced amounts within 30 days of invoicing.
4. In the event the SNO911 and the County agree that the scope of the Phase 1 services need to be expanded beyond those specified in Exhibit A, the parties agree to apply the cost sharing formula to all additional costs.
5. Through its membership on the SNO911 Board and Future Facility Committee, the County will participate in and work with the SNO911 Board Future Facility Committee throughout the co-location exploration.
6. The share of all future costs related to land acquisition, design, construction, and any ongoing maintenance will be negotiated upon the conclusion of the exploration of co-location.
7. This Agreement shall remain in effect until the Phase 1 services as set forth in Exhibit A are completed.

“SNO911”
Snohomish County 911

“SCSO” and “DEM”
Snohomish County

Board Chair Date

County Executive Date

Approved as to form only:

Deputy Prosecuting Attorney Date

DRAFT



ACTION PROPOSAL FORM

Date: 7/6/2021

Action Title: Telestaff Reconfiguration and Cloud Migration

Time Sensitivity: Normal

Background / Purpose:

SNO911 uses Telestaff software to manage the schedules for center operations. The system will need to be reconfigured to move to the 12-hour schedule. All of the specific software rules around overtime, callouts, vacation bidding, etc. need to be updated.

In addition, Telestaff is recommending to migrate the application to their hosted cloud environment. Staff agrees with this recommendation for a number of reasons including: Telestaff can do the reconfiguration and migration work at the same time; this removes a burden to manage a virtual server within the SNO911 IT department; and since both the scheduling software and payroll software would be in the cloud, it enables the ability to interface between the two systems. This interface will eliminate the need to update employee PTO accruals by hand and will streamline the manual exception reporting process that staff conducts during each payroll process. These enhancements will save approximately 10-12 hours of staff time each pay period. The quote also includes an additional timeclock to streamline staff arrivals and departures, which we expect to be more congested when we move to the 12-hour schedule.

Moving to Software as a Service does increase the annual cost approximately \$6,000. However, the long term costs are expected to be neutral when the fees associated with regular software upgrades are eliminated along with the other anticipated savings noted above.

Finance Committee has reviewed and supports this action.

Suggested Motion:

Approve an additional amount of \$25,000 for Capital Plan project 80-047 and authorize staff to enter into an agreement with Telestaff/Kronos to reconfigure the existing system for the pending 12-hour schedule change and migration to the cloud.

Funding: Capital Fund 80



Board Packet Memorandum

Date: July 12, 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

We have confirmed Wednesday, July 21st at 0700 as the date we will reunify staff back at North Campus. The Employee Engagement Committee is working on some fun festivities to celebrate the day, and the Leadership Team will be grilling up burgers and hot dogs with all the fixins for staff.

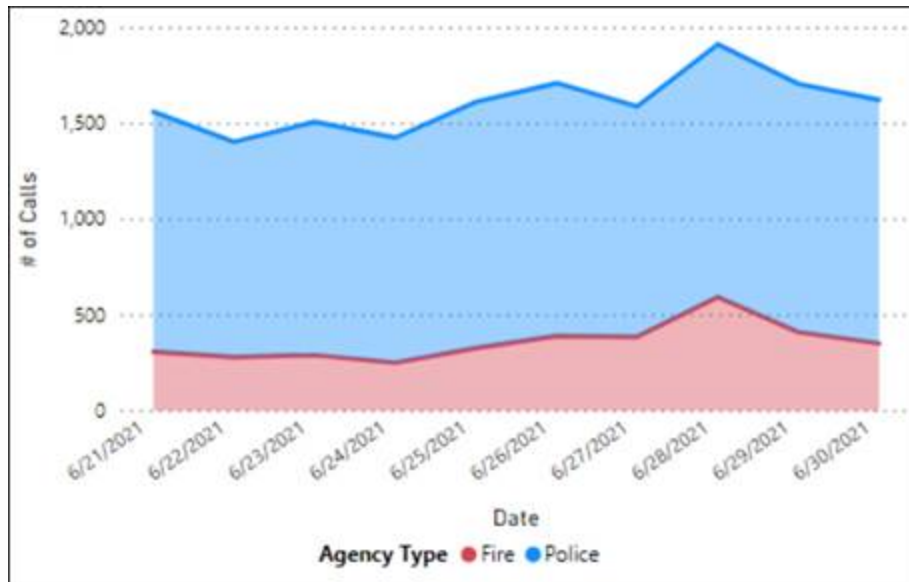
Heatwave Activity – June 25-28

SNO911 saw a drastic increase in call volume and activity during the heatwave we experienced in late June. Each day Friday June 25th through Monday June 28th saw us receiving over 2,000 911 calls per day, culminating on Monday with 2,381 911 calls. To put that in perspective, we received more 911 calls on each of those days than we did on the 4th of July in 2018-2020.

In addition to the incoming call volume increase at SNO911, call for service numbers increased and our fire agencies encountered long wait times when transporting to some local hospitals. An ad-hoc committee on stressed operations was formed out of the Fire Chiefs association, and SNO911 was fortunate to participate. This group quickly put together a plan to monitor all stresses on the Fire and EMS system over the long holiday weekend. We leveraged Rave Alert to be able to quickly notify identified command staff of issues and set up a virtual meeting link in case it was needed. The notification was used once over the holiday weekend with the Disaster Medical Coordination Center (DMCC) was activated at Providence Hospital on July 2nd. Fortunately, call volume remained below identified triggers for Fire/EMS over the weekend after that.

The graph on the next page shows calls for service for police and fire from June 21st through June 30th:

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

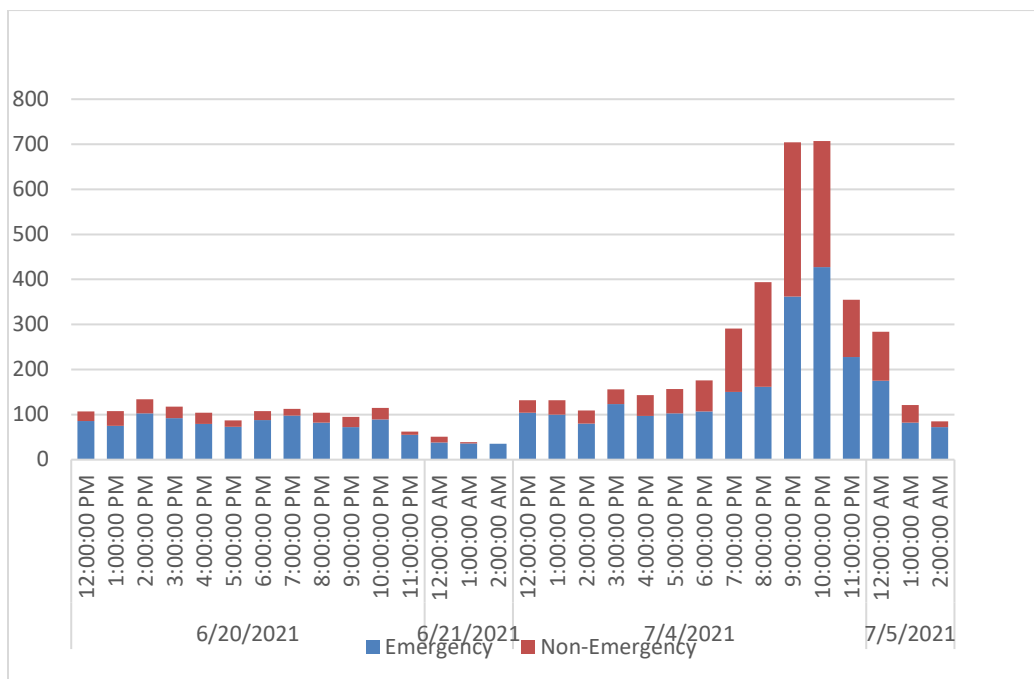


4th of July

4th of July is traditionally the busiest day of the year at SNO911, and this year was no different:

- Emergency call volume on 7/4/21 was **double** the average call volume for other Sundays
- Non-Emergency call volume on 7/4/21 was **FIVE times** the average call volume for other Sundays
- SNO911 received 2,590 911 calls and 1,595 Non-Emergency calls on the 4th, as compared to 2,222 911 calls and 853 Non-Emergency calls on July 4th, 2020

The graph below shows a comparison of 911 and Non-Emergency call volume for the hours of 12:00pm-2:00am on Sunday, June 20th and Sunday, July 4th:



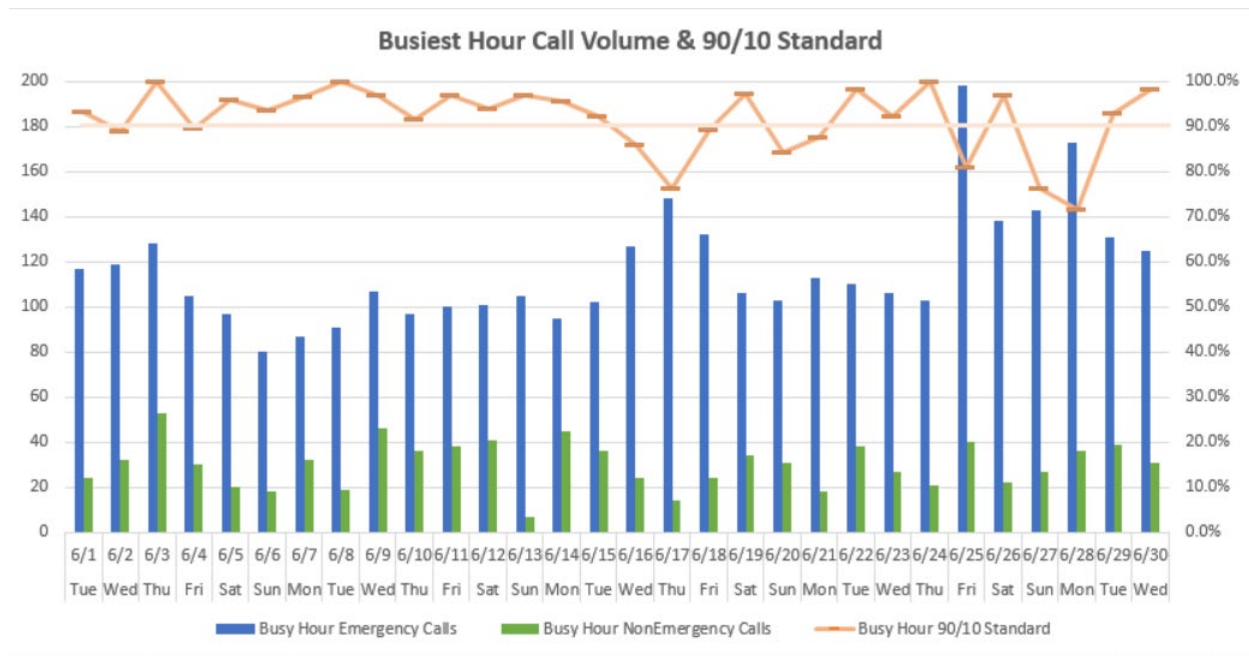
The chart below shows a count of fireworks complaint calls per police agency on July 4th and 5th (includes officer-initiated calls):

Arlington Police Department	75
Bothell Police Department	1
Brier Police Department	9
Darrington Police Department	4
Edmonds Police Department	51
Everett Police Department	230
Gold Bar Police Department	2
Granite Falls Police Department	7
Lake Stevens Police Department	53
Lynnwood Police Department	54
Marysville Police Department	119
Mill Creek Police Department	12
Monroe Police Department	21
Mountlake Terrace Police Department	35
Mukilteo Police Department	19
NULL	10
Snohomish County Sheriff's Office	699
Snohomish Police Department	22
Stanwood Police Department	16
Stillaguamish Tribal Police	1
Sultan Police Department	5
Grand Total	1445

Note that SCSO alone had nearly as many calls as all the other police agencies combined!

Monthly Statistical Reports

12 Month SNO911 Call Volume & NENA Standard Report													
	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Emergency Calls	42328	47239	46075	43598	41562	37516	39892	39138	35866	40196	41312	44187	47955
Non-Emergency Calls	13726	15196	13774	12976	12741	10614	11274	12025	11231	13695	12759	13106	14008
Avg Busy Hour 90/10	94.3%	94.0%	93.5%	93.1%	94.6%	96.0%	94.5%	96.5%	95.6%	95.7%	94.7%	93.9%	91.7%
All Hour Avg 95/20	99.5%	99.2%	99.3%	99.3%	99.5%	99.6%	99.5%	99.6%	99.6%	99.7%	99.5%	99.3%	98.8%
Avg Busy Hour Emer	103	122	113	109	99	93	98	92	96	96	104	106	116
Avg Busy Hour Non-Emer	30	38	30	29	29	25	24	25	29	29	27	28	30
Avg Perfect Hours	10	9	9	8	10	11	10	12	12	13	9	10	7
Avg Emer Per Day	1,411	1,520	1,486	1,453	1,339	1,251	1,283	1,268	1,281	1,296	1,377	1,425	1,599
Avg Non-Emer Per Day	458	488	442	433	414	354	357	392	401	442	425	423	467



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	21						
Incorrect Use	Follow-Up	0	3	1	7	5	5						
	Area Checks	8	18	20	6	15	34						
	Noise	0	0	5	2	0	7						
	Traffic	1	5	1	0	1	2						
	Other Complaints	1	13	7	13	6	8						
Misuse	Accidental	0	5	5	6	7	4						
	Prank	0	1	26	7	1	15						
Other	Test	11	7	7	7	5	4						
	Abandoned	5	16	10	10	11	1						
	Non-English	1	0	0	0	0	0						
	Outgoing	0	0	0	0	0	0						
	Transfer	0	2	0	1	1	0						
	Voice Call	10	11	18	8	19	18						
Month Total		42	94	116	81	79	119	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 – June 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	873	86.09%
3 - Satisfied	104	10.26%
2 - Neither Satisfied nor Dissatisfied	26	2.56%
1 - Somewhat Dissatisfied	8	0.79%
0 - Very Dissatisfied	3	0.30%
Total	1014	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	983	96.94%
Somewhat	23	2.27%
No	8	0.79%
Total	1014	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	26	-	-	-	-	-	-	108
ARLINGTON CITY	251	264	283	312	313	387	-	-	-	-	-	-	1,810
ARLINGTON RURAL FD 21	80	46	54	71	70	84	-	-	-	-	-	-	405
DARRINGTON FD 24	60	41	32	31	42	42	-	-	-	-	-	-	248
EVERETT CITY	1,759	1,506	1,786	1,774	1,847	2,030	-	-	-	-	-	-	10,702
FD 19	39	27	45	40	54	52	-	-	-	-	-	-	257
FD 7 (Mill Creek excluded)	888	837	920	910	1,019	1,063	-	-	-	-	-	-	5,637
GETCHELL FD 22	46	27	32	31	43	55	-	-	-	-	-	-	234
GOLD BAR - INDEX FD 26	72	60	47	74	63	82	-	-	-	-	-	-	398
GRANITE FALLS FD 17	147	124	118	139	148	162	-	-	-	-	-	-	838
HAT ISLAND FD 27	2	2	1	7	3	2	-	-	-	-	-	-	17
LAKE ROESIGER FD 16	7	22	12	16	17	13	-	-	-	-	-	-	87
LAKE STEVENS FD 8													
MARYSVILLE FIRE	995	856	948	1,011	1,015	1,142	-	-	-	-	-	-	5,967
MILL CREEK CITY	152	157	155	196	180	206	-	-	-	-	-	-	1,046
MUKILTEO CITY	143	154	151	157	190	193	-	-	-	-	-	-	988
NORTH COUNTY FIRE (UNINC)	164	139	140	154	171	162	-	-	-	-	-	-	930
OSO FD 25	11	3	5	15	9	6	-	-	-	-	-	-	49
ROBE FD 23	7	2	2	1	5	5	-	-	-	-	-	-	22
SNOHOMISH FD 4	263	230	274	278	301	315	-	-	-	-	-	-	1,661
SOUTH COUNTY FIRE (TOTAL)	2,181	2,120	2,262	2,400	2,400	2,739	-	-	-	-	-	-	14,102
SOUTH COUNTY FIRE (UNINC)	1,056	1,047	1,084	1,187	1,126	1,323	-	-	-	-	-	-	6,823
EDMONDS CITY (CONTRACT)	428	391	387	414	423	468	-	-	-	-	-	-	2,511
BRIER CITY	30	31	37	26	38	37	-	-	-	-	-	-	199
LYNNWOOD CITY	471	453	507	545	547	636	-	-	-	-	-	-	3,159
MOUNTLAKE TERRACE CITY	196	198	247	228	266	275	-	-	-	-	-	-	1,410
STANWOOD CITY	129	112	123	119	144	125	-	-	-	-	-	-	752
SULTAN FD 5	98	82	63	101	85	120	-	-	-	-	-	-	549
TULALIP FD 15	69	56	65	75	65	99	-	-	-	-	-	-	429
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	1,856	-	-	-	-	-	-	10,882
BRIER	297	201	442	379	339	247	-	-	-	-	-	-	1,905
DARRINGTON	123	99	135	87	118	99	-	-	-	-	-	-	661
EDMONDS	2,849	2,324	2,629	2,251	2,682	2,372	-	-	-	-	-	-	15,107
EVERETT	10,018	9,382	10,772	10,306	10,883	11,362	-	-	-	-	-	-	62,723
GOLD BAR	201	238	207	157	158	151	-	-	-	-	-	-	1,112
GRANITE FALLS	471	450	521	453	375	393	-	-	-	-	-	-	2,663
INDEX	35	41	40	32	25	41	-	-	-	-	-	-	214
LAKE STEVENS	2,019	2,071	2,103	2,047	2,200	2,392	-	-	-	-	-	-	12,832
LYNNWOOD	3,079	2,556	3,172	3,120	3,155	3,299	-	-	-	-	-	-	18,381
MARYSVILLE	5,045	4,762	5,671	5,126	5,012	5,136	-	-	-	-	-	-	30,752
MILL CREEK	912	975	1,082	1,126	1,156	1,189	-	-	-	-	-	-	6,440
MONROE	1,356	1,179	1,369	1,400	1,440	1,546	-	-	-	-	-	-	8,290
MOUNTLAKE TERRACE	1,322	1,119	1,452	1,584	1,672	1,536	-	-	-	-	-	-	8,685
MUKILTEO	2,665	2,252	2,437	2,322	2,515	2,296	-	-	-	-	-	-	14,487
SNOHOMISH	706	783	922	1,028	990	981	-	-	-	-	-	-	5,410
SNOHOMISH COUNTY	14,297	13,352	15,264	14,505	14,554	14,863	-	-	-	-	-	-	86,835
STANWOOD	676	572	682	594	545	684	-	-	-	-	-	-	3,753
STILLAGUAMISH	882	1,065	1,139	1,113	1,015	1,000	-	-	-	-	-	-	6,214
SULTAN	365	340	390	444	370	347	-	-	-	-	-	-	2,256
WOODWAY	52	32	33	42	45	52	-	-	-	-	-	-	256

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	52
Cross-Trained Trainee	Trained in 2 disciplines, and currently in-training for the 3rd	4
Trainee Dispatcher	New Hire who has not completed a 2nd discipline yet	13
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	16
Total:		102
See "Dispatcher Status Log" attached in this week's email for breakdown by employee name		

Authorized Staffing Level - (including trainees)	99.0%
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Center Staffing Strength - (excludes trainees and LOA's)	88.5%
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# of Authorized Full-Time Positions:	160
# of Full-Time Positions Filled:	156
# of Current Full-Time Vacancies:	4

Long Term LOA's	-4
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# of Current Relief Dispatchers:	6
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Relief dispatchers are not included in any totals/percentages on this report.

Current # of SNO911 Employees - (F/T and P/T):	162
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Current Recruitment Status

Candidates signed up to test	7	Test Date 7/13
Candidates to be interviewed	2	Interviewing for Sept academy and hiring list
Candidates in poly	1	Scheduled for poly exam.
Candidates in background or further	3	In background (or further stage).
Candidates ready for academy	0	Final offers signed/returned. Ready for academy!

YTD Dispatch Trainees Hired	7
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Employment Separations

YTD Employee Separations:	12
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Trainee Dispatch:		
Accepted New Job	0	
Death of Employee	0	
Involuntary Separation	1	
Medical	0	
Relocation	0	
Retirement	0	
Voluntary Opt-Out	3	
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 & Sups (Not a Trainee):		
Accepted New Job	0	
Death of Employee	0	
Involuntary Separation	2	
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	2	
Medical	0	
No Reason Given	0	
Personal	0	
Relocation	0	
Retirement	0	

F/T Dispatchers:	
Authorized Positions:	103
Filled F/T Positions:	102
F/T Vacancies:	1
Supervisors:	
Authorized Positions:	16
Filled F/T Positions:	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:	8
F/T Vacancies:	1

Impacts of Heat Wave on Radio HVAC

The recent heat has pushed our site AC units to their maximum, and in some cases staff was required to perform site modifications to improve airflow to the units. We have recently put in place a yearly maintenance contract with McDonald Miller to maintain the units, which already has paid dividends as they helped respond to some of our issues. Since Seattle doesn't get too many days like this, it is expected that our AC units would "feel the heat" in keeping the sites cool, but regular maintenance will improve their capability to handle the peaks without staff intervention. Staff has also added AC unit replacements to our capital plan as many of the AC units are more than a decade old.

Deer Creek Generator Replacement

In performing our yearly maintenance load test, one of the generators at Deer Creek experienced an internal engine failure. Staff has responded and is using one of our portable generators to temporarily replace the now broken generator and must visit the site every four days to refuel and transfer the site between generators (reminder: Deer Creek utilizes generators for electricity). We are currently exploring an engine replacement option with our maintenance provider, but an engine is not currently available.

In parallel, SNO911 has completed an ITB (invitation to bid) and is under contract to replace the generators at Deer Creek via our planned schedule. We will be working to escalate the delivery of the new generator where possible as the new generator is likely 60-90 days from being delivered and installed.

New World Software Upgrade

IT Staff worked with a Tyler Technologies resource to upgrade the Delta system on the 6th. During the upgrade process a few issues were found and documented. The Delta system has been upgraded to version 2021.1 SP1. We have two weeks set aside for GIS setup and configuration. User testing will begin on the 21st with an end to end user testing session scheduled for the 22nd. The Production go live is currently scheduled for October 20th.

vPAC 2.0

As of June 24th, all agencies have been cut over to the new vPAC 2.0 environment with no issues. There are still a few stragglers on the old system that we are notifying to migrating over. On July 12th Tech has announced that access to the old vPAC 1.0 environment will be terminated and we will start the process of decommissioning that system. Right now, there are no reported issues with vPAC 2.0 and the system is holding steady. IT staff will continue to work with all the agencies to ensure the system is functioning at an optimal level.

PulsePoint

On June 21st, the PulsePoint workgroup conducted a test planning call with all the agency testers. This call was more of a kickoff meeting to start all the testing on the new system. Currently all the agency testers have been setup to access the testing environment and are actively testing the system. The PulsePoint workgroup is waiting for any feedback or to hear of any issues from

the testers to report back to the vendor. The workgroup continues to conduct the weekly meetings with PulsePoint.

Wise Track

Last week the vendor supplied training materials (videos and documentation) on how to use all the functions and features for the software. This past week we finally received all the license keys for the Wise Track Storeroom module. Tech staff has installed those activation keys and are now waiting for the vendor to schedule a time to setup and configure the software modules.

Agency Evolution Recap

Since the consolidation/merger between SNOPAC, SNOCOM & SERS there have been a number of organizational changes that are summarized below. These exclude contract & temporary RRP related staffing changes.

Approved	Type	Position Change Explanation	Department
10/5/2017	Reduction	Supervisor (4 FTE) Reduction as function of consolidation. Approval of consolidated organization chart by the joint boards of SNOCOM and SNOPAC.	Operations
10/5/2017	Reduction	Dispatcher (15 FTE) Reduction as function of consolidation. Approval of consolidated organization chart by the joint boards of SNOCOM and SNOPAC.	Operations
3/31/2018	Reduction	Eliminated Telephony Systems Analyst Position	Tech
6/21/2018	Addition	Added a Recruiting Coordinator Position (by converting Admin Asst)	HR
6/21/2018	Reduction	Eliminated an Application Support Specialist	Tech
6/21/2018	Reduction	FT Records Coordinator to PT	Records
9/20/2018	Addition	Dispatcher Training Positions (7 FTE) added to account for new dispatcher training. Approved with Budget Package for 2019.	Operations
9/20/2018	Reduction	Reduced Admin Assistants by .5	Admin
5/16/2019	Addition	Added a Finance Analyst/Contracts Coordinator Position	Finance
8/15/2019	Addition	Added a Data Analyst Position	Operations
12/19/2019	Reclass	Reclassified System Services Supervisor to Manager	Wireless
8/20/2020	Reduction	Eliminated Administrative Analyst Position	Wireless
2/18/2021	Reclass	Revised Systems Security Engineer Position	Tech
3/18/2021	RRP	Added 2 Radio Technicians (2 year contracts) unfilled	RRP
3/18/2021	Reclass	Reclassified a Database Administrator Position to Application Support Analyst 2 (No Budget Impact)	Tech
3/18/2021	Reclass	Reclassified a Senior Accountant to Finance Manager	Finance
3/18/2021	Reclass	Reclassified Public Records Coordinator to Supervisor	Records
6/17/2021	Addition	Added a Business Unit Manager Position	Tech/Wireless

Radio Replacement Project Updates

July 2021

Subscribers:

- Staff continues to investigate reports of portable “bonks” from Everett, Edmonds, and Monroe PD – high priority
- Mobile programming changes are nearly complete, and testing of mobile programming is scheduled to be completed in July
- Motorola has confirmed that the installer for mobiles will be changed from Day Wireless to Mobile Installation Technologies
 - Revised Mobile Implementation Plan is being developed and will be shared with agencies as soon as development with Motorola is complete

Radio Sites/Microwave:

- Our first piece of site construction has been scheduled for this month and involves raising the tower at our Clearview site
- Our overall site construction procurement plan has been developed, and will involve three phases: Tower Reconfiguration, Site Civil (Phase 1), and Site Civil (Phase 2). Procurement is planned to begin in August.
- The lease for additional warehouse space is in the final approval stages, and we should be ready to receive additional equipment in September.
- Motorola has been given approval to order the microwave system and our civil equipment for North Stanwood and Cultus Bay

Risks:

- Our final 800 MHz trunking system licenses are still under review by the FCC, staff is closely monitoring due to the risks associated with their approval

Policy:

- The warranty policy is still under review/development, however, as discussed at the last Board meeting, staff is moving ahead with preparing to procure the break/fix cache hardware to support agency repairs.

RRP Policy & Major Decision Timeline

- 6/2021: Fire-TAC approves mobile programming information
- 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

Finance Committee

Meeting Summary for July 8, 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)	✓

1. **Call to Order and Announcements.** Chair Dave DeMarco called the meeting to order at 1:34 pm.

2. **Reports.**

A. Blanket Voucher Report. There were no questions about the report. David Chan said he did not have an opportunity to review the packet, so he will abstain. Steve Guptill moved to recommended that the Board approve the Blanket Voucher Report for June. The motion was seconded by Dave DeMarco. David Chan abstained and the motion passed.

B. 2nd Quarter Financial Report. Angie reported on a few highlights:

- Operating Budget is closer this year due to all of the cuts the agency has been making over the last several years
- Total budget is at 47%, which is a little closer than what the agency likes to see this time of year. The largest expense, Tyler maintenance, will hit in the third quarter.
- Personnel costs are at 49.1% which signifies a tight budget.
- OT is at 72% which is a significant improvement over where the agency has been the last several years
- Recruiting incentives program has been completed and there are no more payouts
- Management will be keeping an eye on the budget through the remainder of the year
- Terry reported on the staffing levels and shared a copy of the current staffing report. Kurt reported on the usual timeframe trainees go through to reach full certification. In addition to operational readiness, the staffing report shows the percentage of staff that can participate in the schedule and work overtime.
- Attrition impacts OT, but the agency still doesn't have a clear picture of what is normal for SNO911. They hope to determine that once the schedule change has been in place for a couple of years.

C. Radio Replacement Project Payment Tracking. No questions. David Chan said he appreciates the report so he knows the cash flow situation.

3. Old Business.

A. Financial Consultant Update. Kurt announced that a kick-off meeting with the consultant will take place next week. A meeting will be scheduled with the Finance Committee following the initial meeting. David Chan stated that he had recently reviewed the final State audit report for both SNO911 and SERS from 2019 and shared some suggestions of what he would like to ask the consultant to look into. Kurt reminded the committee that they are welcome to ask questions as long as it's within the scope of what the consultant was hired to do.

4. New Business.

A. APF – Telestaff Reconfiguration and Cloud Migration. Terry explained that this relates to a software application that the agency uses to manage the complex 24 hour schedule for the dispatch center. This will involve reconfiguring the schedule from an 8 hour to a 12 hour schedule. A copy of the quote is included in the meeting packet which covers the one-time cost for that reconfiguration, along with hosting the system on their cloud based platform. This cost is not currently budgeted, so staff will be asking the board to approve \$20,000 from Capital Plan 80-047. Terry also reported that on-going costs will increase by about \$6,000 per year, but that improvements will significantly reduce staff time. They are seeking support from the committee. In response to a question on the reason for the 12 hour schedule change, Terry recapped the extensive effort the agency has gone through in exploring this change, from insuring minimum staffing requirements are kept to answering staff's request for a better work/life balance. Kurt also explained that a 10 hour schedule proved to be a challenge and is not efficient with a 24 hour work schedule.

Steve Guptill moved to recommend that the board approve an additional amount of \$20,000 for Capital Plan project 80-047 and authorize staff to enter into an agreement with Telestaff/Kronos to reconfigure the existing system for the pending 12 hour schedule change and migration to the cloud. The motion was seconded by David Chan and approved unanimously.

B. 2022 Draft Budget. Kurt reviewed a PowerPoint presentation on expected budget impacts for 2022, and explained that more refining will be done. They plan to share the same draft presentation with the board at their next two meetings with the hope for approval in September. There was some discussion on the changes, but no action was requested.

5. Good of the Order.

- Dave DeMarco suggested the agency produce an annual report. Kurt said that they have discussed this and plan to ask the board for an ILA change to eliminate the Annual Agency Assembly requirement and create an annual report in its place. Leadership plans to ask the TAC groups to weigh in on what information they want included in a report.
- Terry reported that the Future Facility Committee will be asking the board to approve moving some funds earmarked for a future facility from next year to the

current year. This will enable staff to start working with OAC, the Project Management Consultant that was selected.

- David Chan asked when in-person meetings will be offered again. Kurt explained at the earliest, it will be at the end of the year, with the understanding that remote meetings will always be offered in the future. Dave DeMarco commented that because of the Covid-19 Delta variant, he doesn't think it's wise to rush back to in-person meetings.
6. The meeting was adjourned at 2:44 pm. The next Finance Committee Meeting is scheduled for Thursday, August 12, 2021.

**Snohomish County 911
Personnel Committee
Meeting Summary for July 6, 2021, 8:30 a.m.
Location: Web Conference**

Meeting Attendance:

Committee Members					
George Hurst, Chair	✓	Thad Hovis	✓	Jonathan Ventura	
Staff Support Team					
Kurt Mills	✓	Terry Peterson	✓	Angie Baird	✓
Alicia Berget	✓	Josh Roundy	✓		

Decisions are underlined, follow up matters are in *italic*.

The meeting was called to order at 8:33 am by Kurt Mills.

- 1. Nominate Committee Chair.** Kurt reported former committee chair John DeRousse, has been reassigned at the Everett Police Department, and the committee is needing a new chair.
Thad Hovis motioned to nominated George Hurst for the Personnel Committee Chair. The motion was seconded by George Hurst and approved unanimously.
- 2. Staffing Report and Recruiting Update.** Terry reported there was no big updates on the staffing report and recruiting update. Terry asked if there were any questions on the staffing report. George stated no questions and the report looks good.
- 3. 2022 Draft Budget & Structure Update.** Terry noted the reason the budget is being discussed in the meeting today is because there is a number of organizational changes. These topics will be discussed in the Personnel and the Finance committees. Kurt noted there is a lot changing in the budget for next year. The budget is 90% - 95% complete.
 - Kurt continued on and discussed the recommendation for police records. Prior to the consolidation, this was an additional police service that was provided to the former SNOCOM police agencies. The ILA states three options for this recommendation- SNO911 can stop providing this service, provide this service to all agencies, or continue providing for the south agencies only. Terry explained this service enters warrants, protection orders, stolen property, missing people, and vehicle etc. This service is currently handled on the dispatch floor by 90+ dispatch staff. Terry continued this recommendation would be to add 2 full time employees under the records supervisor.
He stated there are two options for these 2FTE's. The first option would charge 100% of the cost, back to the south agencies. The second option would be charge back 1.5FTE's to the south seven, then share the remaining .5FTE cost between

the remaining the agencies. He explained the .5FTE would also assist with public records functions. Terry stated he had already spoken to the south seven agencies, who all shared their support. Terry stated SNO911 is recommending the second option.

Terry explained these 2FTE's will be around \$255,000 annually. This means \$200K would be shared by the south seven, and the remaining \$55k would be shared between the remaining agencies.

Terry asked for comments on this recommendation. George asked how police records were handled at SNOCOM. Terry explained this was handled at SNOCOM and SNO911 by dispatch staff.

Terry then added this recommendation is a two year trial period. There was a short continued conversation on this topic.

- Terry continued on and discussed E911, now known as EESCS. Historically E911 were the contract holder for SNO911's phone systems. This recommendation is for SNO911 to take the contact and funds. SNO911 is anticipating \$750k in onetime money in 2022, to upgrade phone systems. There is an anticipation of an ongoing revenue of \$126K, specifically for the Viper contract. There's also an anticipation of new money, about 2%. Kurt mentioned this may make the M&O costs look higher, however some of the additional costs are covered by this new funding as opposed to being reimbursed.
- Kurt reported there are more opportunities for the Tech and the Wireless Tech groups to work closer together. He stated the thought is to allow the radio replacement project team to focus only on the RRP. In the following months there will be a plan presented that will allow the RRP team to solely focus on that project. The plan also will feature an integration of these departments and their functions. Terry stated there is no organizational chart to share, however this will require restructuring.
- Kurt presented a PowerPoint, and went over some expected budget impacts.
- Kurt discussed the changes to the manage laptop program. With this program SNO911 provides a laptop, labor costs and pays for the Verizon wireless service. This year the revenue is being applied back to the budget differently. The labor component and Verizon service will be applied to the operating budget. The revenue that is reimbursing SNO911 over 5 years for each of the laptops and modems, will be put back into the capital project. The net impact is around 200K going into the capital project. The remaining the \$109k will go into operating to offset.

- Kurt stated there will be a proposal for an increase in sales tax revenue. This year SNO911 is at 1.2million, 2022 will go up to 2million. The net impact for this draft budget is an increase of 6.16%, and the agency assessment is at 4.65%.
- Kurt went over a few items that were not shown in the proposed budget.
 1. There is discussion if there is enough ECS in wireless tech.
 2. He stated SNO911 is also evaluating how SERS operated, and what they provided to the agencies in the county.
 3. He stated there has been discussion if there should be a shared GIS position with E911 office. Thad stated South County Fire may be interested in doing an agreement for GIS to have back up as well.
 4. The executive director COLA. George asked if every other position gets a COLA. Kurt stated yes, for the Admin, Tech and Wireless groups the board decides the COLA. The COLA for dispatch and the supervisors is a part of the negotiations. Kurt stated in the past Admin/Tech have received the same COLA as dispatch. This year they will look at the function of the position to decide COLAs. Terry clarified last year Admin/Tech/Wireless received a 1% COLA for 2021, the dispatchers received a lump sum.

4. Juneteenth Resolution.

Kurt reported Juneteenth has been adopted federally and state wide. With this recommendation there are a few fiscal considerations, however there is no impact to the bottom line of the budget.

Thad asked for more clarification on the budget impacts for this new holiday. Kurt reported while there are no impacts to the budget the union will receive more PTO, and vacancies would need to be filled. There also would be lost of productivity on the day the Admin Staff aren't in the office.

George Hurst motioned to recommended to the board to establish Juneteenth as a Snohomish County 911 holiday. The motion was seconded by Thad Hovis and approved unanimously.

5. Round Table.

- The board will be deciding if someone will be added to this committee.
- Thad stated, I wanted to thank SNO911. It has been so busy everywhere, police and fire. We had 229 incidents in 1 day. We normally run about 87 on that Monday. It has just been crazy with the hospitals, dispatchers, incidents and fires. Thank you so much. I listened to some of your newer folks, I say they're newer because I don't recognize their voices, staying so calm and collected. I weighed in a few times doing over watch, kind of FOC, redirecting resources. They just played it really nice and did a really great job under stressful conditions. Credit to

whatever you guys are doing for onboarding, training, maybe the air traffic controller model might have something to do with that, I don't know. For your folks there, they just did a great job. It has been crazy busy. Thad's comments were subsequently shared with center staff.

- Due to the high volume, the DMCC was activated at Providence Hospital. This allowed crews to drop off patients at the hospital, and instantly turn around and go on their next call.

This meeting was adjourned at 0935. Next Personnel Committee Meeting, Tuesday, August 10th at 8:30 am.

Snohomish County 911
Future Facility Committee
Meeting Summary for July 6, 2021, 1:00 – 2:00 pm
Location: Web Conference

Meeting Attendance:

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

Chair Dave DeMarco was unable to attend. Kurt started the meeting at 1:04 pm, and shared the agenda on the screen.

- 1. RFQ Consultant.** Kurt reported that they posted the RFQ on both the agency's website and with the Puget Sound Business Journal, and received only one qualified response.. He added that they are actively negotiating with them on hourly rates. He presented an APF that will allow the agency to move available funding from next year to the current year, as well as authorize \$200,000 for preliminary planning purposes. This funding had been set aside by the Board.

Terry reported that they had met with the County, along with representatives of both the Sheriff's office and DEM. He explained that Phase 1 of the contract with OAC will be to explore colocation with the Sheriff's office (South Precinct) and with DEM to help identify potential property sites and go through a selection process. He went on to say that since many of the Phase 1 activities are tied to colocation, they need to figure out a way to share the costs with the colocators. He presented a preliminary formula to share the costs by square footage of the existing requirements. Per the future facility study done for SNO911, their square footage needs were identified as 30,215 square feet. The Sheriff's office went through a similar study and came up with 22,154 square feet. DEM's initial amount was 5,000 square feet, but this figure will be revised. These relate to actual operation needs, and do not include shared space. The amount of shared space will be refined later on. Terry explained that for this first phase, the costs would likely be shared based on square footage. He further explained that the ILA clearly states that the SNO911 Board and Future Facility Committee is driving the process. Any and all future costs, such as design, construction, and architectural services, are not shared under that initial formula. Those costs will be negotiated later. Terry added that in addition to exploring colocation, Phase 1 will also include defining the criteria for

potential real estate as well as go through the purchasing process. A scope of work for this will be added to the ILA.

Kurt explained that the ILA draft will be shared with the attorney prior to next week's board meeting. He will be asking the Board for their support as to whether they should proceed with the project. A copy of the ILA will then be shared with the County for further discussion.

Returning to the APF, staff is looking for support from the committee to exchange the expenditure year to the current year, as well as authorize \$200,000 for continued negotiations with OAC in order to get them up and running. The ILA is a separate issue and will be kept separate from this action. The ILA relating to cost-sharing will need attorney review and full agreement from both the SNO911 Board and County Council before proceeding. It will be shared with the Board next week for feedback only, but it is hoped that it will come back in August for the board to take action.

The committee lacked a quorum for today, but George recommended moving the funding from Capital Project 80-032 from 2022 to 2021 and authorize expenditures of up to \$200,000 for preliminary planning phase with the consultant. Jeff seconded and it passed.

2. New Business. None

3. Round Table.

- Kurt reported that at a recent kick-off meeting with OAC, they received some high level cost estimates. They intend to modify the scope based on their circumstances.
- Jeff spoke about his previous experience dealing with OAC. He said he was fully in favor of them. He added that OAC had done the preliminary planning for the Sheriff's South Precinct. He hopes that there will be a clear picture on true costs so there will not be any mixing of funds between agencies. Kurt added that they are being very deliberate with their approach so that doesn't occur.

4. The meeting adjourned at 1:28. The next meeting is scheduled for August 3, 2021.