



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

September 16, 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**
 - A. Board and Committee Vacancy
- 2. Public Comments**
- 3. Approval of Agenda**
- 4. Consent Agenda**
 - A. Minutes from the August Board Meeting of August 19, 2021 3
 - B. August 2021 Blanket Voucher & Payroll Approval Form:
 - i. Checks 14804 - 14926, for a total of \$922,606.20
 - ii. Payroll Direct Deposit, in the amount of \$1,107,374.22
 - C. Acceptance of Gift 8
- 5. Old Business**
 - A. Dispatchers Union Negotiations
 - B. Marysville Office/Warehouse Lease Extension 9
- 6. New Business**
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D.	County ECSF Program Advisory Board	
E.	Future Facility (no meeting)	
F.	Board Technical Leadership (no meeting)	
9.	Executive Session	
10.	Good of the Order	
11.	Adjourn	

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

August 19, 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
	☒ Jeff Beazizo	Lake Stevens Police	☒ Angie Baird	Snohomish Co 911
	☒ Richard Emery	Mukilteo	☒ Andie Burton	Snohomish Co 911
	☒ Steve Guptill (until 10)	Snohomish RFR	☒ Josh Roundy	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 (until 10)	Fire District 5	☒ Rich Llewellyn	Everett Fire
	☐ Brett Gailey	Lake Stevens	☐ Jim Nelson	Lynnwood Police
	☒ Thad Hovis (until 9)	South County Fire	☐ Paul Roberts	Everett
	☐ Ian Huri	SCSO Bureau Chief	☐ Don Waller	Fire District 4
	☐ Kristiana Johnson	Edmonds	☒ Roy Waugh	Snohomish RFR
Guests and Staff in Attendance	David Mendel – King County PSERN		Riley McGinnis – member of the public	
	Kyoko Matsumoto Wright – Mountlake Terrace		Sharon Brendle – SNO911 (notetaker)	
	Jeff Young – Police Chief, Mill Creek		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 8:31 am by President Jon Nehring. Deputy Director Terry Peterson called roll and verified a quorum. - Attorney Brad Cattle reminded the board that the Anderson Hunter law firm represents the SNO911 Board, not just Brad Cattle and Jordan Stephens. All of the firm's attorneys are available to the board. He then announced that he is retiring at the end of the year, and expects Jordan to remain as the principle municipal lawyer at the board meetings. He recalled his history with the organization, beginning with SNOPAC in 1987 and with SERS in 1999, up through the consolidation in 2018 and the merger in 2019. He spoke of his pleasure in not only working with the dispatch agency, but his appreciation in being able to work with everyone in the public safety community. President Nehring quickly expressed his appreciation to Mr. Cattle for his valued counsel over many years. An opportunity for the board to recognize Mr. Cattle will be planned for later in the year. - Director Kurt Mills reported and congratulated Administrative Assistant Alicia Berget for recently receiving her Public Records Officer Certification.	

	The director also announced that Deputy Director Brad Steiner has resigned from the agency to take a job with First Net. The board will have an opportunity to discuss more on this topic later in the meeting.	
2. Public Comments	None	
3. Approval of Agenda	<i>Councilmember George Hurst moved to approve the agenda as written. Deputy Chief Darryl Neuhoff seconded the motion and it was approved unanimously.</i>	Agenda approved
4. Consent Agenda	<i>Deputy Chief Neuhoff moved to approve the Consent Agenda including the minutes from the July board meeting of July 15, 2021, and the July 2021 Blanket Voucher Payroll Approval Form consisting of Checks 14693-14803, for a total of \$1,028,678.37, and Payroll Direct Deposit in the amount of \$1,059,158.81. The motion was seconded by Councilmember Hurst and approved. Councilmember Richard Emery abstained.</i>	Consent Agenda approved
5. Old Business	A. Dispatchers Union Negotiations. President Nehring moved the SNO911 Board of Directors into Executive Session at 8:45 a.m. for the purpose of discussing collective bargaining negotiations under the authority of RCW 42.30.140 (4)(a). The session was estimated to last approximately 12-14 minutes and will conclude by 9:00 a.m. At 9:00 a.m., the board returned to regular session without any related announcements or action taken. B. Board & Committee Vacancies. Deputy Director Peterson reported that the Small City Caucus (also known as Police Caucus 4) recently met to fill a vacancy. They voted electronically and selected DC Jeff Beazizo from Lake Stevens. He reminded the board that there is still a vacancy with the Personnel committee, with 3 members currently serving. C. 2022 Budget, Capital Plan and Organizational Changes. Director Mills repeated his July presentation on this topic, and included a copy in the meeting packet. He went over the highlights of the budget, including services for enhanced police records which will be provided to the south 7 police agencies with a major portion of the costs for additional staff shared by them. Deputy Director Peterson described the details about this continued service and the additional staff that will be hired. Director Mills then went over assessments and how they compared to past years. He spoke of the proposed organizational changes, including those within the wireless group. One change is that Wireless and Tech will be fully integrated as one group with several positions slated for reclassification. He provided a new organizational chart showing the changes proposed. He also stressed that the focus is in getting the work done and moving the RRP forward. There followed some discussion on system security, who would be providing the monthly RRP reports, and questions about the spreadsheet showing assessment amounts. To	After some clarifying questions, it was agreed that a more streamlined

	remove any confusion, an updated assessment sheet will be emailed out. There were also comments and questions on the capital plan, including an opinion that the agency should budget for capital each year.. Finance and Human Resources Director Angie Baird explained that the finance committee will need to evaluate the suggestion in budget discussions next year for the 2023 budget. Director Mills is asking the board for their support of 3 separate actions: <i>Undersheriff Jeff Brand moved to approve the 2022 Budget and Capital Plans as presented. The motion was seconded by Chief Jeff Beazizo and approved unanimously.</i> <i>Councilmember Emery moved to approve the continuation of the Additional Services of Enhanced Police Records to former SNOCOM Police Agencies with costs to be shared between participants. The motion was seconded by Deputy Chief Neuhoff and approved unanimously.</i> <i>Councilmember Hurst moved to approve organizational changes as presented, effective immediately.</i> Commissioner Chan made a request that in the future there be only one person completely accountable for the radio replacement project. He asked that his comment be included in the record. Undersheriff Brand asked Director Mills about his plan to add any other additional staff. The director stated that they anticipate they will continually evaluate on whether they have the right resources to continue the project. This may include adding additional staff, but they want to let the proposed structure stand for a period of time to determine if any additional changes need to be made. Undersheriff Brand went on record to state that he will not oppose the proposed changes, but he has concerns with possible volatility in the economy and the future of assessments. <i>The motion was seconded by Assistant Chief Steve Gupstill and approved unanimously.</i> President Nehring thanked the staff for their work on all 3 of these issues, especially the budget.	assessment sheet will be emailed out to board members, principles and finance directors. Motion passed Motion passed Motion passed
6. New Business	A. 2022 Radio Replacement Budget (RRP). Deputy Director Peterson presented this to the board and explained that every year they are asked to determine the amount that will be needed to fund the RRP for the upcoming year. The Finance Committee had reviewed the proposal and agreed to recommend that the board approve it. The action proposal form stated the details of the proposal. Once the SNO911 board approves this, it then moves to the Program Advisory Board where upon their approval it moves to the County's budget process. It was clarified that this amount falls within the original project budget, plus the changes that Brian Haseleu has included in the County's 5 year plan. Responding to a	

	question about what happens with additional funding collected through the tax measure, Deputy Director Peterson explained that all tax revenue that is collected goes into the Emergency Communications Systems and Facility Program Fund to pay not only for the current RRP, but for future site growth, future radio systems, and planned subscriber replacements. Capital funding for the future needs of the radio project will come from this fund. <i>Deputy Chief Neuhoff moved that the SNO911 Board recommend to the Emergency Communication Systems and Facility Program Advisory Board the proposed 2022 Radio Replacement Project budget as presented, in the total of \$20,545,905.24. The motion was seconded by Undersheriff Brand and approved unanimously.</i> B. Marysville Office/Warehouse Lease Extension. Director Mills explained that the term on the Marysville office, where the Wireless group is housed, is coming up for renewal. He is asking for approval to pursue a 5 year lease extension. Terms and conditions will remain the same, however the rates are expected to change. He is looking for support to continue with negotiations and renew the lease. The finance committee has discussed this and approved this action. Following a brief discussion, it was decided to table this topic until next month. Director Mills will be able to come back with some solid figures. C. Asset Transfer – Radio Site Generators. Director Mills explained that Community Transit has decommissioned two generators and are willing to give them to SNO911. This is a simplified version of the proposal that had been previously discussed. This time there is no removal or transportation costs involved. These generators are identical to the ones used at the Deer Creek site which is currently using a backup generator after their primary unit failed. Director Mills thanked both Community Transit and Howard Tucker who saw the opportunity and reached out to them. <i>Deputy Chief Neuhoff moved to approve the asset transfer agreement for two generators from Community Transit pending legal review and approval. The motion was seconded by Chief Beazizo and approved unanimously.</i>	Motion passed Topic tabled until September meeting.
7. Reports	A. Agency Reports. Director Mills reported that in addition to those matters included in the written memo, they are having internal conversations about increasing their focus on recruitment. They are starting advertisements with I Heart Radio and will be looking at other ways to reach potential applicants. B. Radio Replacement Project (RRP) Update. Deputy Director Peterson reported that the main focus for the Wireless team is on mobile programming and they hit their half-way mark last week. The previous issue that affected mobile radios has been identified and corrected. A firmware update will also be pushed out later this month. The Clearview tower raising has been	

	completed which will provide an improved redundant path. An update is also in the packet. C. Police TAC. Operations Director Andie Burton reported that Police TAC met on August 10th and the agenda focused on operational issues. D. Fire TAC. Deputy Chief Neuhoﬀ reported that Fire TAC discussed ways to respond to calls with regards to HB1310 as well as the impacts of Covid 19.	
8. Committee Reports	A. Finance Committee. Undersheriff Brand reported that everything that the committee had discussed has been covered in the meeting today. B. Personnel Committee. Councilmember Hurst reported that the committee met and the board has acted on their recommendations. He added that the committee is a great one to volunteer for and added that it's a great way to start a Tuesday morning. C. County EESCS Committee. No meeting. D. County ECSF Program Advisory Board. No meeting. E. Future Facility Committee. Director Mills reported that a status update was provided to the committee and it is included in the meeting packet. He added that they have started to engage with the consultant OAC and are in the process of finalizing the contract with them. He plans on coming back to the board to seek approval on their full contract. He also reported on a good meeting they had with the Sheriff's office, DEM, other County representatives and OAC regarding colocation. They are working to define the criteria so an educated decision can be made on the different variables with regards to colocation. F. Board Technical Leadership. No meeting.	
9. Executive Session	Executive Session took place under Old Business earlier in the meeting.	
10. Good of the Order	Deputy Chief Rich Llewellyn of Everett Fire reported that they soft launched Pulse Point this week. They will announce this to fire agencies which will serve as beta testers. He appreciates SNO911's participation and leadership on this project.	
11. Adjourned	The meeting was adjourned at 10:20. The next meeting is scheduled for September 16, 2021, at 8:30 a.m.	

ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: Gift for SNO911 Staff

Time Sensitivity: Normal

Background / Purpose:

Officer M. Travis from Mukilteo PD recently retired after 36 years in a career that started as a dispatcher in Detroit. He wished to express his appreciation for the behind the scenes work of 911. He made an incredibly generous donation of \$1,000 worth of Chipotle gift cards. He wanted to say thank you to SNO911 for all they do to keep officers safe.

SNO911 intends to use the cards as requested by Officer Travis to purchase meals for the staff.

The Finance Committee recommended that this action be added to the Board Consent Agenda.

Recommendation/Motion:

Approve acceptance of \$1,000 of gift cards for staff meals.

Fund: N/A



ACTION PROPOSAL FORM

Date: 9/2/2021

Action Title: Marysville Warehouse/Office Lease Renewal

Time Sensitivity: Normal

Background / Purpose:

This is a renewal for a five-year term of the Marysville Warehouse/Office space currently used by Wireless Tech and as a base for the RRP. Although a future facility effort is underway the (current) design will mean that some type of off-site storage will still be necessary for equipment and large items like the SNO-CAT. Even if a larger footprint and design is agreed upon it is unlikely we will be able to move in before the end of this term.

The landlord has offered a rate freeze for months 88-99 and we have researched and determined the rates are competitive for the current market.

Recommendation/Motion:

Approve renewal of the Marysville Warehouse/Office space for a period of 5-years pending final legal review.

Funding Source: Operating Fund 70



FIRST AMENDMENT TO LEASE

This First Amendment to Lease ("First Amendment") is made and effective as of this ___ day of _____ 2021 by and between Pacific Industrial Park LP 1 ("Landlord"), a Washington State limited partnership, having a place of business at 6607 61st Ave SE Snohomish, Washington 98290, and Snohomish County 911 (Formerly Snohomish County Emergency Radio) ("Tenant") a Washington State Corporation, having a place of business at 1121 SE Everett Mall Way Suite 200, Everett, Washington, 98208 (together the "Parties").

WITNESSETH:

WHEREAS Landlord and Tenant previously entered into that certain Industrial Lease Agreement dated March 9, 2015, (the "Lease") for 9,000 square feet of space located at 14900 40th Ave NE, Suite 102, Marysville WA, 98271, Building C.

WHEREAS Landlord and Tenant desire to extend the Lease Term by Five (5) Years and to further amend the Lease as set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Landlord and Tenant do hereby amend the Lease, effective as of the date hereof, as follows:

1. **Recitals.** The above Recitals are specifically incorporated herein by reference.
2. **Section 1.c. Lease Termination Date: (First Sentence Revised to Read):** The Term of this Lease shall terminate at midnight on May 31st, 2027.
3. **Rent Rider, Section 1. Base Monthly Rent Schedule: (Revised to Include Base Rent Rates for Months 88 – 147 as set forth below)**

<u>Months 88 - 99</u>	<u>\$7,239.00/Month, plus NNN</u>
<u>Months 100 - 111</u>	<u>\$8,621.00/Month, plus NNN</u>
<u>Months 112 - 123</u>	<u>\$8,880.00/Month, plus NNN</u>
<u>Months 124 - 135</u>	<u>\$9,146.00/Month, plus NNN</u>
<u>Months 136 - 147</u>	<u>\$9,421.00/Month, plus NNN</u>
4. **Unmodified Provisions and Ratification.** Except as expressly modified herein, this First Amendment is not intended to, and does not alter, amend, or modify any other portions of the Lease. The Lease, as amended, and all terms, conditions, obligations, and covenants of the original Lease shall remain and continue in full force and effect, and Landlord and Tenant hereby ratify and confirm the Lease, as amended. This First Amendment shall be binding upon and inure to the benefits of the heirs, personal representatives, successors and assigns of the respective Parties hereto. Unless otherwise defined in this First Amendment, capitalized terms contained herein shall have the same meaning as in the Lease.
5. **Required Consents.** Each Party represents and warrants that it has obtained all required consents to enter into this First Amendment.
6. **Counterparts.** This First Amendment may be executed in several identical counterparts. If so executed, each of such counterparts is to be deemed an original for all purposes and all such counterparts shall collectively constitute one and the same agreement. Execution of this First Amendment by email shall be effective to create a binding agreement and, if requested, Landlord and Tenant agree to exchange original signed counterparts.

Landlord and Tenant have signed this Amendment to the Lease at the place and on the dates specified adjacent to their signatures below.

“LANDLORD”

Pacific Industrial Park LP 1

By: Andrew E. Peterson

For: Pacific Constructors, Intl., Inc.

Its: Managing General Partner

By: _____

Its: _____ Vice President

Signed on _____, 2021

at _____

STATE OF WASHINGTON)
) ss.
COUNTY OF _____)

I certify that I know or have satisfactory evidence that Andrew Peterson is the person who appeared before me and said person acknowledged that he signed this instrument, on oath stated that he was authorized to execute the instrument and acknowledged it as the Vice President of Pacific Constructors, International, Inc. to be the free and voluntary act of such party for the uses and purposes mentioned in the instrument.

(Seal or stamp)

DATED: _____, 20 _____

Printed Name: _____

NOTARY PUBLIC in and for the State of
Washington, residing at _____

My Commission expires: _____

“TENANT”

Snohomish County 911 (Formerly SERS)

By: _____

Its: _____

Signed on _____, 2021
at _____

STATE OF WASHINGTON)
) ss.
COUNTY OF _____)

I certify that I know or have satisfactory evidence that _____ is the person who appeared before me and said person acknowledged that _____ signed this instrument, on oath stated that _____ was authorized to execute the instrument and acknowledged it as the _____ of Greenpoint Technologies, Inc. to be the free and voluntary act of such party for the uses and purposes mentioned in the instrument.

DATED: _____, 20 ____

Printed Name: _____

NOTARY PUBLIC in and for the State of
Washington, residing at _____

My Commission expires: _____

(Seal or stamp)

**SNOHOMISH COUNTY 911
Personnel Administrative Manual
POLICY #5.12**

REFERRAL & MENTORING BONUS PROGRAM

**Issued 5/23/2018
Revised: xx/xx/2021**

INTRODUCTION

All SNOHOMISH COUNTY 911 ~~non-appointive staff (excluding Recruiting Coordinator, Managers and LeadershipDirectors) staff~~ are eligible to receive a ~~\$250~~1,500 referral bonus for participating in the successful recruitment process for new employees. ~~All non-appointive staff Employees~~ who participate in the Mentoring program are eligible to receive \$250 per new hire.

PROCEDURE

Referral Bonus

To be eligible for a Referral Bonus, participants must be current ~~non-appointive~~ staff of SNOHOMISH COUNTY 911 during the time period the bonus is earned. The bonus will be paid out ~~in increments of \$125~~ as follows:

- ~~New hire's \$successful hiring of a referred applicant~~completion of training - ~~\$125~~1,000~~500.00*~~
- ~~New hire's \$successful completion of probation~~ - ~~\$125~~500.00\$1,000.00

The name of the referring employee must be listed on the new employee application at the time they submit the application to SNOHOMISH COUNTY 911. Employees should advise potential applicants to enter the referring employee's name or personnel number on the application form, as this information cannot be entered at a later date.

Candidate Retention & Mentoring Bonus

To be eligible for the Employee Mentoring Bonus, participants must be current ~~non-appointive staff employees~~ of SNOHOMISH COUNTY 911 during the time period the bonus is earned. Participants must adhere to the guidelines of the Mentoring program SOM, and complete the steps of the pre-Hire and post-hire guidelines. The bonus will be paid out in increments of \$125 as follows:

- Successful completing pre-hire activities as listed in SOM - Hiring Candidate Mentoring Program - \$125
- Successfully completing mentoring activities as listed in the SOM - Hiring Candidate Mentoring Program - \$125

Eligible participants must be coordinated through HR to be eligible for this program. The employee can apply for the bonus by sending an email to HR listing the dates and they performed approved activities.

The job applications will be held for one (1) year. Referred applicants are subject to the same selection process as all other applicants.

If either the referred employee or the employee receiving the bonus should leave SNOHOMISH COUNTY 911 before the bonus has been paid out in its entirety, the employee loses/forfeits the remainder of the bonus.

This program is only applicable to new hires, and is not applicable to former employees rehired at SNOHOMISH COUNTY 911.

To apply for the bonus, the employee should submit a memorandum to Human Resources. The payments can be paid out on the next available paycheck.

*Completion of training for Dispatchers is defined as successfully completion of 911 Call-Taking, EMD Certification, Police Dispatch & Fire Dispatch. For other positions completion of training occurs at the end of the probation period.

**SNOHOMISH COUNTY 911
Personnel Administrative Manual
POLICY #5.12**

REFERRAL & MENTORING BONUS PROGRAM

**Issued 5/23/2018
Revised: xx/xx/2021**

INTRODUCTION

All SNOHOMISH COUNTY 911 staff (excluding Recruiting Coordinator, Managers and Directors) are eligible to receive a \$1,500 referral bonus for participating in the successful recruitment process for new employees. All non-appointive staff who participate in the Mentoring program are eligible to receive \$250 per new hire.

PROCEDURE

Referral Bonus

To be eligible for a Referral Bonus, participants must be current staff of SNOHOMISH COUNTY 911 during the time period the bonus is earned. The bonus will be paid out as follows:

- New hire's successful completion of training - \$500.00*
- New hire's successful completion of probation - \$1,000.00

The name of the referring employee must be listed on the new employee application at the time they submit the application to SNOHOMISH COUNTY 911. Employees should advise potential applicants to enter the referring employee's name or personnel number on the application form, as this information cannot be entered at a later date.

Candidate Retention & Mentoring Bonus

To be eligible for the Employee Mentoring Bonus, participants must be current employees of SNOHOMISH COUNTY 911 during the time period the bonus is earned. Participants must adhere to the guidelines of the Mentoring program SOM, and complete the steps of the pre-Hire and post-hire guidelines. The bonus will be paid out in increments of \$125 as follows:

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To apply for the bonus, the employee should submit a memorandum to Human Resources. The payments can be paid out on the next available paycheck.

*Completion of training for Dispatchers is defined as successfully completion of 911 Call-Taking, EMD Certification, Police Dispatch & Fire Dispatch. For other positions completion of training occurs at the end of the probation period.

SNOHOMISH COUNTY 911
Personnel Administrative Manual
POLICY 7.9

Records Management Text Chat Instant Messaging

Issued 9/16/2021

I. Purpose: The purpose of this policy is to provide guidance to Snohomish County 911 (SNO911) and its employees on the proper managing of public records that have been created or received as text, chat and/or instant messages in accordance with the rules established by the Washington State Archivist, the provisions of the Public Records Act (Ch. 42.56 RCW), and the Snohomish County 911 Public Records Policy.

II. Policy:

SNO911 recognizes that some staff members carry personal cell phones that are occasionally used to conduct Agency business. All Agency related text, chat and instant messages sent and received on personal and SNO911 issued devices are considered public record and may be subject to disclosure under the Public Records Act. These records should be managed according to the applicable Washington State Archives Local Government Retention Schedule (CORE).

The following is intended to help manage business-related text's, chat's or instant messages, received on SNO911 and personal devices, including but not limited to phones, tablets and laptops. This policy specifically excludes text messages received through the 911 telephony system.

1. SNO911 provides Employees access to an approved third party messaging service that includes Agency wide retention policies. Communication via the third party vender is retained and searchable by SNO911.
2. Except during an emergency or when approved systems are not an option, the third party messaging service will be the only approved method for Employees who will be using personal or SNO911 issued devices for the purpose of communicating Agency related business, by text, chat or instant messaging.
3. Employees, at no cost to them, are able to download the third party messaging application, to their personal devices. SNO911 will provide the Employee with the information required to log in to the Agency's secure account.
4. Employee personnel devices and applications should be used for transitory messages only. Transitory is defined as: "Public records that only document information of a temporary or short-term value (WA State - CORE 6.1) , and provided that the records are:
 - **Not** needed as evidence of a business transaction; and
 - **Not** covered by a more specific records series.

Examples include informal notices of meetings, directions, scheduling information, and other routine messages that would not be kept in a file if it were a paper communication.

Text messages may not be used to send policy, contract, formal correspondence, or personnel related data. Sensitive information should not be sent by text message, (e.g. social security numbers, credit card numbers, passwords, etc.).

All employees have records management responsibilities for Agency related texts, chats and instant messages they send and receive. Employees may be asked to identify records responsive to public disclosure or to a discovery request. If an employee is unsure as to whether or not a record is transitory or non-transitory, they are expected to seek guidance and/or direction from the Public Records Officer or authorized department director. Sensitive information should not be sent by text message, (e.g. social security numbers, credit card numbers, passwords, etc.).

All employees have records management responsibilities for Agency related texts, chats and instant messages they send and receive. Employees may be asked to identify records responsive to public disclosure or to a discovery request. If an employee is unsure as to whether or not a record is transitory or non-transitory, they are expected to seek guidance and/or direction from the Public Records Officer or authorized department director.

References

[Washington State Public Records Act RCW 42.56](#)

[Washington State Archives Local Government Common Records Retention Schedule \(CORE\)](#)

[Snohomish County 911 Public Records Policy](#)



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: Relocation / Signing Bonus Wireless Supervisor

Time Sensitivity: Normal

Background / Purpose:

The skillset for qualified Land Mobile Radio individuals is very specialized with a small candidate pool as opposed to other technology related positions. The current labor market will only further challenge our ability to recruit a qualified candidate. By offering relocation expenses we hope candidates from outside the area will consider the position.

We are seeking approval for a relocation / signing bonus for a successful candidate of \$10,000. Applicable reimbursement expenses will be covered up to the total amount and the remaining balance will be awarded to the individual upon completion of the 1-year probationary period.

Recommendation / Action

Approve providing up to \$10,000 for relocation expense and signing bonus for the open wireless supervisor position.

Funding Source: Operating Fund 70

ACTION PROPOSAL FORM



Date: 9/13/2021

Action Title: Declaration of Eight (8) Missing APX 8000 HXE Radios

Time Sensitivity: Normal

Background / Purpose:

In the spring of 2021, SNO911 distributed portable radios as part of the Radio Replacement Project (RRP). The distribution was part of a planned asset transfer that included SNO911 ordering the equipment as part of the RRP, and once programmed, equipment ownership was transferred to each member agency. Upon distribution, the RRP team discovered that eight APX 8000 HXE radios were missing from inventory.

In April 2021, the RRP team began a methodical search and historical investigation to retrace the assets for the missing radios and have concluded the following:

- SNO911 ordered 1,176 portable fire radios in June of 2020 as part Change Order 2.
- The radios were shipped on July 14, 2020 and entered into SNO911 inventory on July 24, 2020.
 - This included a positive confirmation of packing slips. Inventory entry was completed following agency procedure.
- Missing Fire Radio Motorola HXE Radio (Model #H91TGD9PW8 N) Serial Numbers: 673CWP0500, 673CWP0502, 673CWP0503, 673CWP0505, 673CWP0510, 673CWP0516, 673CWP0519, 673CWP0526
- The radios were never entered into the Motorola Provisioning Manager. This is the standard procedure for project supplied radios. Not being entered into the MPM is important because this indicates where in the process the radios likely went missing.
 - Each ECS confirmed through a search their individual laptops, and did not locate any records indicating that any of the eight missing radios were programmed directly.
- A warehouse search was completed.
 - The box the radios were shipping in, complete with labels containing the serial numbers of the missing radios, was located.
- A secondary, hand count of all fire portables that were distributed was completed as part of a portable radio reprogramming effort that took place in April 2021.
 - ECS staff completed a bar code scan inventory of all fire portables at each agency while each radio programming was updated.
 - Additionally, an email request to search for the radios was communicated to all fire agencies.
- There is a potential additional future step for searching to be completed when the system is ready to cutover to upgraded infrastructure.

- If the radios were distributed to member agencies (unlikely) and are in fact programmed (unlikely) and in use on the system (unlikely), there is a final process that may assist with their location in the future. Near the time when the system is ready to cutover to the upgraded infrastructure, SNO911 plans to disable any radio ID in the system that was not programmed and accounted for per the established procedure. If the eight radios are in the system, they will become inoperable at that time and the thought is if a member agency has the radio, it will be brought forward as defective at this time.
- There is no evidence to suggest there is any theft or criminal acts.
- Staff have conducted a thorough search for the radios and per SNO911 policy, are declaring them missing.
- The equipment has been logged as Missing Property (2021-90003365) and entered into the online LEADS portal.
- Eight additional radios need to be purchased to replace the missing radios and fulfill the original quantity needed for the project. Staff recommend these replacements be funded from the recently created fund that was designed for this purpose. The approximate replacement value is \$61K (including estimated tax).

Concurrently during this process, staff have made significant changes and improvements to overall inventory and asset control procedures for all radio equipment going forward. These changes include:

- Moved all assets to a new inventory tracking application
- Increased verification checks when new equipment is received
- Tightened controls through a check-out and check-in procedure when equipment is being programmed or installed.
- Narrowed responsibilities of inventory transfer to two staff members
- Ongoing improvements as the Business Unit Manager continues to review related processes and controls

Recommendation/Motion:

Move to declare the 8 Fire Portable Radios specified in this APF as missing and order replacement radios to fulfill the original needs of the project.

Funding Source: Subscriber Equipment - Fund 140



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: MSI Change Order 5

Time Sensitivity: Normal

Background / Purpose:

In fall of 2020, SNO911 staff discovered an error to the calculation of Washington State Sales Taxes (WSST) related to the Motorola Solutions (MSI) Radio Replacement Project (RRP) contract. MSI estimated WSST taxes based on hardware only and neglected to estimate taxes for applicable services. The original contract estimated WSST at \$3,271,335.36. Staff conducted a thorough review of each major line item and consulted with the Washington State Department of Revenue to determine which professional services are taxed, and the Department issued a binding opinion on this matter. Based upon this review, the actual WSST associated with the original contract should have been \$3,940,245.94.

This updated information was shared with MSI who have agreed with the analysis. Consequently, all of the project milestones have been recalculated to include the full accounting of WSST including the project change orders to date as well as all future anticipated milestones. MSI has prepared Change Order 5 to correct the WSST taxes that should have been collected on all project payments made to date. This will result in a payment of under collected taxes of \$114,760.69.

The original project budget included the incorrect tax estimate, therefore the additional WSST payments will be funded from unplanned contingency. There may be additional tax changes for items that have location based calculations and/or changes to State or Local tax rates.

This change order has been reviewed by Attorney Brian Snure.

Recommendation/Motion:

Authorize the Executive Director to sign MSI Change Order 5 as presented.

Fund: Radio Replacement Project Contingency



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: RRP Site Re-cabling

Time Sensitivity: Normal

Background / Purpose:

As part of preparing the radio sites for the new equipment installation include in the Motorola scope of work, SNO911 has requested proposals from qualified vendors to complete re-cabling at 14 radio sites. Over time, certain services have been discontinued causing cables and tower-mounted antennas to be abandoned in place, while other services have been added. This work needs to be completed in advance of the site construction work and before the sites can be turned over to Motorola.

Staff anticipate bids to be submitted by September 3, 2021 with a potential contract execution by September 17, 2021. The desire is to have this work completed by the end of Fall 2021. ADCOMM has prepared a cost estimate for each site. Based on this estimate, staff are requesting permissions to execute a resulting contract with a total not to exceed amount of \$150,000.

Recommendation/Motion:

Authorize the Executive Director to negotiate and sign a contract for the work associated with RFP No. 2021-010 Tower Site Re-Cabling, with a not to exceed total of \$150,000.

Fund: Radio Replacement Project



REVISED ACTION PROPOSAL FORM

Date: 8/29/3/2021

Action Title: Revised 2022 RRP and Operating Budget Advisory Request to ECS&F Program Advisory Board

Time Sensitivity: Normal

Background / Purpose:

SNO911 has prepared its yearly request to the Emergency Communication Systems and Facility Program Advisory Board (ECSFPAB) regarding the Radio Replacement Project (RRP) budget planned and SNO911 operations budget request for calendar year 2022.

Some of the significant highlights to 2022's budget request include:

- Addition of the Business Unit Manager, Subscriber ECS (1) and two Radio Technician positions to be funded for two years
- Updated costs associated with site work including A&E, and construction
- Addition of the Arlington warehouse for additional storage
- Cutover milestones for P25 are currently scheduled for 2023 and not included in this budget request
- Project scope increase of approximately \$4M which reflects the additional subscriber equipment & functionality that the project has currently absorbed into its contingency
- Funding request of \$3.25M to offset SNO911 operations which \$2M have been included in the 2022 budget as revenue
- Revenue for the recently adopted warranty/repair/additional replacement fund

1. Project Management	\$1,535,803- 28
2. Motorola Infrastructure	\$10,943,894- 09
3. Subscriber Units	\$-
4. Contingency	\$4,086,207- 87 <u>399,473</u>
5. New Scope/Contingency Reimbursement	\$ <u>4,741,837</u>
5-6. <u>Support Operating Costs</u>	<u>\$3,980</u> 250,000-00
7. <u>Non-RRP Equipment and Services</u>	<u>\$150,000</u>

Recommendation/Motion:

Recommend adoptions of the 2022 Radio Replacement Project budget and SNO911 operations budget as presented, in the total of \$20,545,905-2425,021,007

Funding Source: External - County Bonds/Prop 1 Sales Tax



REVISED ACTION PROPOSAL FORM

Date: 9/3/2021

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Time Sensitivity: Normal

Background / Purpose:

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Some of the significant highlights to 2022's budget request include:

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1. Project Management	\$1,535,803
2. Motorola Infrastructure	\$10,943,894
3. Subscriber Units	\$-
4. Contingency	\$4,399,473
5. New Scope/Contingency Reimbursement	\$4,741,837
6. Support Operating Costs	\$3,250,000
7. Non-RRP Equipment and Services	\$150,000

Recommendation/Motion:

Recommend adoptions of the 2022 Radio Replacement Project budget and SNO911 operations budget as presented, in the total of \$25,021,007

Funding Source: External - County Bonds/Prop 1 Sales Tax



ACTION PROPOSAL FORM

Date: 9/13/2021

Action Title: RRP Scope and Budget Increase

Time Sensitivity: Normal

Background / Purpose:

Staff recommend a scope and budget increase to the Radio Replacement Project of approximately \$4.7M to capture all of the subscriber costs that are currently funded by or earmarked within overall project contingency. Most of the revenue needed to fund the additional project budget is available within the long-term forecast under the future buildout line item. This line item would be repurposed in 2022 but remains consistent with the original intent.

This proposal was reviewed and supported by the ECSF Program Advisory Board and will be included in the Executive's budget request to the Snohomish County Council. A copy of the budget history is included as an attachment to this APF.

This change increases the total project budget to \$72.2M and replenishes the overall project contingency back to the original project amounts, less other contingency items outside of the subscriber changes.

Table of Changes Requested in this Scope Increase

2019 & 2020 Additional Radios	\$ 1,419,084
2020 Fire Configuration Changes (XE Model, Encryption, Green)	\$ 1,937,753
2021 Corrections to Final RRP Agency Subscriber Counts	\$ 275,000
2021 Sheriff/Corrections Additional Radios	\$ 500,000
2021 Additional Tulalip Radios	\$ 450,000
2021 Additional/Lost/Broken Radios	\$ 160,000
 Total Scope increase	 \$ 4,741,837

Recommendation/Motion:

Increase the overall RRP project budget to \$72,209,139 to include re-categorizing the previously approved subscriber changes as an increase in project scope.

Fund: ECSF Sales Tax

Program Advisory Board RRP Budget Background and Request for Scope Increase

Updated for 9/2/2021 Meeting

Background

- The original project budget was \$66,867,303 included a total project contingency of \$10,546,678. This included wrapping up project activities at the end of 2023.
 - There were many budget line items included as “planned” contingency.
- In May 2020, the SNO911 Board approved Change Order 2 with Motorola.
 - This change order captured many changes in the quantity and type of subscriber radios and most importantly included:
 - Additional radios not contained in the original project scope through years 2019 & 2020
 - Enhancements to radios to include encryption on all Fire radios (to communicate with LE, WiFi programming for all Fire and LE Radios, and to change Fire radios to the ruggedized version
 - These changes resulted in approx. \$3.4M new cost which was at the time funded through project contingency.
- In November, 2020, the SNO911 Board requested to provide radios (non-dispatch) for Tulalip. The original cost estimate for this equipment was \$600K and was included in the 2021 approved RRP budget and earmarked in project contingency.
- In April 2021, SNO911 Board finalized the quantities of radios included in the RRP scope. This included 92 additional radios for SCSO Corrections and a handful of other updates to quantities for other agencies. This change has not been processed through an official project change order, but the estimated budget impact is an increase of approx. \$935K and has been earmarked in project contingency.
- Combined, all of the user requested changes have resulted in an increase in project scope of \$4,741,837.
 - This reduces the available contingency to approx. \$5.8M which increases risk of funding for unknown project needs. Examples include: Warehouse space, PMO support, Sales Taxes, coverage gaps, additional project schedule time, etc.
 - SNO911 requesting a funding increase to cover the additional scope increases to cover the user driven requests.
 - Total funding remains in line with long-term projected revenue and expenditure forecasts.

Snapshot and Forecast of Total Overall Project Budget as of 8/31/2021

		Actual Expenditures and Projection Through Nov 2023	Difference
	Total Budget		
Project Management	\$5,739,575.51	\$5,421,403.60	\$318,171.91
Motorola Infrastructure	\$33,686,461.03	\$33,686,461.03	\$0.00
Subscribers	\$16,894,588.07	\$16,894,588.07	\$0.00
Contingency	\$10,546,678.00	\$11,509,843.24	-\$963,165.24
Tulalip 2021 Scope Increase (1)	\$600,000.00		
	Sub-Total	\$67,467,302.61	\$67,512,295.94
2022 Scope Increases (2)	\$4,741,836.74		-\$44,993.33
	Total	\$72,209,139.35	\$67,512,295.94
			-\$4,696,843.41

(1) Already approved as part of 2021 budget request.

(2) \$4M funded from future buildout planned in 2022, remaining revenue from fund balance



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: Surplus Items for Auction

Time Sensitivity: Normal

Background / Purpose:

With the new snow cat equipment on order, SNO911 WT wishes to designate the existing snow cat as surplus and enable putting it up for auction. Staff will transfer the equipment for auction after the replacement snow cat is received and placed in service. In addition, staff have identified the hot pressure washer is not needed for site maintenance. Removing these items will free up needed space as well as allow the snow cat trailer to be used for other items.

As with past surplus equipment, staff will utilize James G. Murphy for auction. Should any equipment be deemed to have no value by the auctioneer, SNO911 will authorize them to dispose of the material.

These two items are currently identified in the SNO911 Asset Database as:

Asset #	Year	Make/Model	Description	Serial #	Estimated Value
10343	1995	LMC 1800	Snow Cat	L4E5580139	\$25,000
NA	2007	Mi-T-M HS35050MGH-TRLR	Hot Pressure Washer Trailer	15034442	\$3,000

Recommendation/Motion:

Authorize staff to utilize the James G. Murphy Auction Services to sell – or if they can't be sold, dispose of - the Snow Cat identified in this APF.

Authorize staff to transfer the Hot Pressure Washer Trailer to Snohomish Regional Fire & Rescue, or if they are unable to accept the item, to utilize the James G. Murphy Auction Services for sale or disposal if the item can't be sold.

Fund: Any proceeds will be deposited into the Fund 110 WT Capital.



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: Clinton to Rucker Microwave Maintenance

Time Sensitivity: Normal

Background / Purpose:

The SNO911 Microwave system is used as a network backhaul that connects the radio sites together. They are a mission critical component to the public safety radio system. Staff have noticed an increasing number of alarms on the Clinton to Rucker Microwave hop indicating a link degradation. Staff have identified that tree growth in the microwave path has affected the signal levels. Link degradation can lead to link failure which could impact voice/radio communications.

Crown Castle has completed an initial investigation and have found the tower to be structurally strong enough to raise the microwave dish from 25 to 80 feet on the same tower. This can be completed as maintenance work. Staff anticipates there is sufficient funding in the overall agency operating budget.

Recommendation/Motion:

Authorize SNO911 staff to work with the appropriate contractors to perform the microwave maintenance at the Clinton site with a not to exceed estimate of \$30,000.

Fund: Operating Fund 70



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: New Truck Purchase for Wireless Supervisor

Time Sensitivity: Normal

Background / Purpose:

The SNO911 Board approved the addition of the Wireless Supervisor position. In preparation for filling this position, staff are requesting to purchase a truck similar to what the ECS technicians use to respond to radio sites. There is an ECS truck already earmarked in the Radio Replacement Project budget. The truck will be ordered from the Washington State Cooperative Purchasing contract.

Recommendation/Motion:

Authorize SNO911 staff to purchase a work truck equipped to respond to radio sites not to exceed \$85,000

Fund: Radio Replacement Project 130.



ACTION PROPOSAL FORM

Date: 9/3/2021

Action Title: Deer Creek Generator Work Updates

Time Sensitivity:

Background / Purpose:

The Deer Creek radio site is powered by two diesel generators that run in primary/standby mode with no connection to the electrical grid. These generators were last replaced in 2013 and 2014 respectively. One of the generators blew a connecting rod and due to this mechanical damage, is inoperable. The second generator also is showing its age through an oil leak. Staff have the trailer mounted generator powering the site and the leaky generator is in manual standby mode.

In June 2021, staff issued an RFP to replace both generators, which are scheduled to be delivered toward the end of October. Concurrently, SNO911 took possession of two other generators from Community Transit. The plan going forward is to divert the new generators from Deer Creek and have them installed at Granite Falls (which was planned for 2022), and install the CT generators at Deer Creek.

This work can be performed as a maintenance task with a staff estimation of \$15,000.

Recommendation/Motion:

Authorize the Executive Director to move forward with this reprioritization of work.

Fund: Wireless Capital Fund 110



Board Packet Memorandum

Date: September 13, 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.

UPS Failures at South Campus

On September 6th there was a PUD outage in Edmonds that caused a power disruption at our South Campus facility. This power disruption caused a surge of power at our facility tripping our aged UPS system to go into standby. This caused a loss of power to our data center causing all the servers and network equipment to hard reset. Most of these systems were our redundant systems so this limited the issues to our agency. Funding is already approved in the Capital Plan and while the agency is trying not to make significant capital outlays with the likelihood of moving into a new facility, this is an investment that is necessary.

PulsePoint AED Registry and Interface

The PulsePoint app is going live in Snohomish County this week. This free cell phone app is designed to save lives by alerting community members to a sudden cardiac arrest nearby, empowering CPR-trained residents to take action before first responders arrive.

The next phase of the project allows fire agencies to store information on AED locations in a registry in PulsePoint. SNO911 is working to upgrade systems and install an interface between ProQA (medical protocol software) and PulsePoint. If an AED is entered in the registry, and is located within a predefined location radius, call takers will be prompted with the location of the AED. If there are sufficient bystanders on-site of the incident, they can be directed to the location of the AED.

Workflow Efficiencies Workgroup (WEW)

SNO911 has established a workgroup to explore opportunities to improve workflow efficiencies, starting with EMS call taking and dispatching. The workgroup is made up of a cross-section of Operations staff including floor staff, training office staff, along with our in-house CAD and data experts. We also welcomed a representative from one of our fire agencies in an advisory role. Thank you to South County Fire for participating. The group will be meeting bi-weekly and is expecting to bring forward an initial set of recommendations for next steps within 45-90 days.

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

New World Software Upgrade

The anticipated “Go-Live” date for NWS 2021.1 SP1 is now scheduled for October 18th 2021 at 22:00. There was a concern about the original date (Oct 20th) that the Sheriff’s office had, so PTCC proposed the 18th for the new Go-Live date and that was accepted. This upgrade is expected to take approximately 8 hours to complete. There are currently 6 P-0s (show stoppers) and 3 P-1s that Tech staff has reported to Tyler as issues. Tyler is currently working on resolving these issues and is expected to provide an update this week. PTCC will be meeting on Sept 28th to further discuss the upgrade and vote on a GO/No GO.

NWS Maintenance Outage

On September 16th there is a schedule maintenance event for the NWS environment that will cause an outage. Starting at 0100 on the 16th Tech staff will migrate the NWS SQL data to the new SAN storage equipment. We have planned for the maintenance work to last until 0600. Tech staff will send out a PSAP notify prior to the maintenance work.

Unplanned Outages

On September 8th there was a power outage at the Edmonds IT datacenter. This took down our redundant internet connection. There was not a major system issues involved with this outage but it did take down our secondary inbound VPN tunnel.

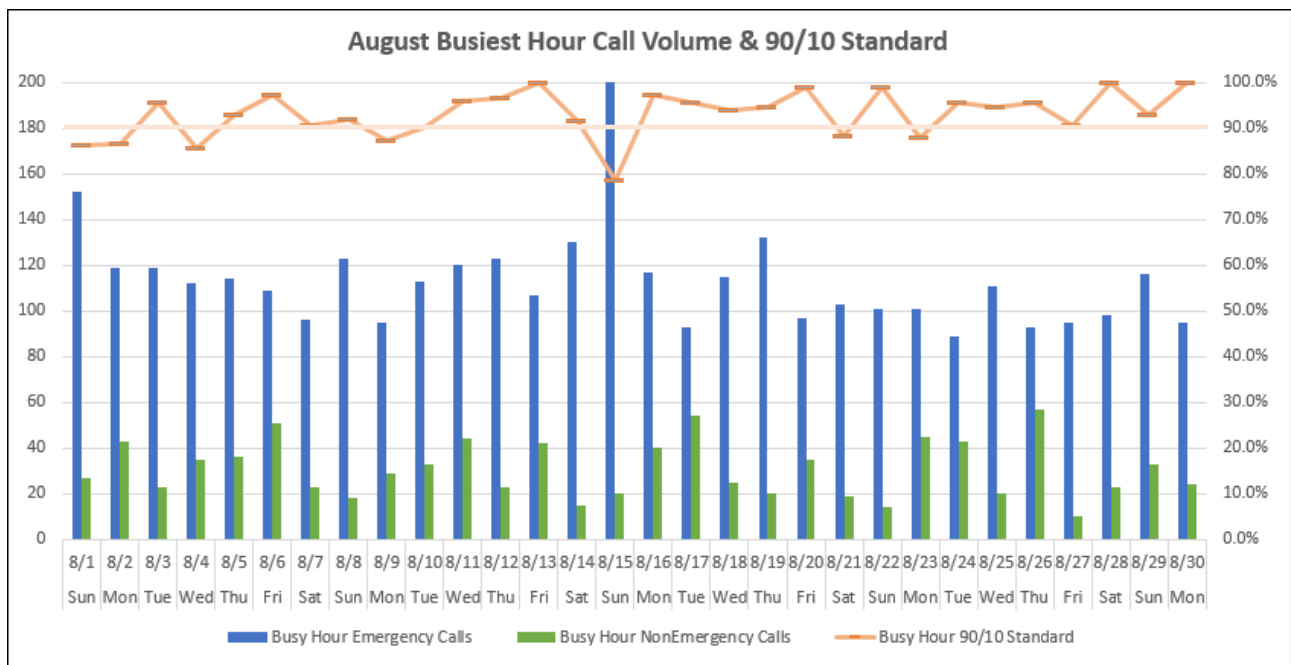
There was also a power outage to the Weston datacenter on September 8th that service many entities including Comtech who provides SNO911 with our ESInet services. With the power outage Comtech was unable to recover their critical systems at that location. For 20 hours we failed over to their secondary location in Spokane. This allowed our center to continue to receive inbound 911 calls. There was a short period during the early part of the outage that the location information was intermittent on calls coming into 911. Comtech did perform emergency maintenance that day and had the system back up at full capacity. No issues have been reported since the vendor addressed those issues.

Office of Training and Standards (OTS) Update

SNO911 welcomed one new trainee dispatcher at the beginning of the month. Like many other ECCs around the nation, our applicant numbers have slowed, shrinking our intended class sizes. Although this isn’t ideal, it allows for additional one-on-one training and quicker turn-around time in the classroom. The Office of Training and Standards is utilizing this added bandwidth to broaden support and attention to center wide training and our CTO program. Some of the latest instruction focuses on call taking techniques (customer service). Our next training will be additional exposure to 911 call routing internally in the center in an effort to improve efficiency and help us meet our call answer standards, even in times of increased activity in the center.

Monthly Statistical Reports

12 Month SNO911 Call Volume & NENA Standard Report													
	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Emergency Calls	46075	43598	41562	37516	39892	39138	35866	40196	41312	44187	47955	51609	47255
Non-Emergency Calls	13774	12976	12741	10614	11274	12025	11231	13695	12759	13106	14008	17509	14940
Avg Busy Hour 90/10	93.5%	93.1%	94.6%	96.0%	94.5%	96.5%	95.6%	95.7%	94.7%	93.9%	91.7%	87.9%	92.6%
All Hour Avg 95/20	99.3%	99.3%	99.5%	99.6%	99.5%	99.6%	99.6%	99.7%	99.5%	99.3%	98.8%	98.1%	99.1%
Avg Busy Hour Emer	113	109	99	93	98	92	96	96	104	106	116	131	113
Avg Busy Hour Non-Emer	30	29	29	25	24	25	29	29	27	28	30	46	31
Avg Perfect Hours	9	8	10	11	10	12	12	13	9	10	7	6	8
Avg Emer Per Day	1,486	1,453	1,339	1,251	1,283	1,268	1,281	1,296	1,377	1,425	1,599	1,665	1,524
Avg Non-Emer Per Day	442	433	414	354	357	392	401	442	425	423	467	565	482



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	YTD TOTAL	YTD GROUP TOTAL
Appropriate Use	True Emergency	5	13	16	14	8	21	14	17					108	108
Incorrect Use	Follow-Up	0	3	1	7	5	5	3	6					30	260
	Area Checks	8	18	20	6	15	34	14	16					131	
	Noise	0	0	5	2	0	7	3	2					19	
	Traffic	1	5	1	0	1	2	4	2					16	
	Other Complaints	1	13	7	13	6	8	8	8					64	
Misuse	Accidental	0	5	5	6	7	4	10	6					43	147
	Prank	0	1	26	7	1	15	14	40					104	
Other	Test	11	7	7	7	5	4	5	9					55	251
	Abandoned	5	16	10	10	11	1	5	7					65	
	Non-English	1	0	0	0	0	0	0	0					1	
	Outgoing	0	0	0	0	0	0	0	0					0	
	Transfer	0	2	0	1	1	0	2	0					6	
	Voice Call	10	11	18	8	19	18	24	16					124	
Month Total		42	94	116	81	79	119	106	129	0	0	0	0	766	766

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 – August 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	902	83.06%
3 - Satisfied	127	11.69%
2 - Neither Satisfied nor Dissatisfied	30	2.76%
1 - Somewhat Dissatisfied	13	1.20%
0 - Very Dissatisfied	14	1.29%
Total	1086	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	1046	96.32%
Somewhat	29	2.67%
No	11	1.01%
Total	1086	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	25	18	-	-	-	-	151
ARLINGTON CITY	251	264	283	312	313	387	399	364	-	-	-	-	2,573
ARLINGTON RURAL FD 21	80	46	54	71	70	84	78	78	-	-	-	-	561
DARRINGTON FD 24	60	41	32	31	42	42	53	37	-	-	-	-	338
EVERETT CITY	1,759	1,506	1,786	1,774	1,847	2,031	2,088	2,075	-	-	-	-	14,866
FD 19	39	27	45	40	54	52	50	49	-	-	-	-	356
FD 7 (Mill Creek excluded)	888	837	920	910	1,019	1,063	1,106	1,083	-	-	-	-	7,826
GETCHELL FD 22	46	27	32	31	43	55	58	40	-	-	-	-	332
GOLD BAR - INDEX FD 26	72	60	47	74	63	82	80	95	-	-	-	-	573
GRANITE FALLS FD 17	147	124	118	139	148	162	178	212	-	-	-	-	1,228
HAT ISLAND FD 27	2	2	1	7	3	2	3	2	-	-	-	-	22
LAKE ROESIGER FD 16	7	22	12	16	17	13	23	15	-	-	-	-	125
LAKE STEVENS FD 8													
MARYSVILLE FIRE	995	856	948	1,011	1,015	1,142	1,132	1,119	-	-	-	-	8,218
MILL CREEK CITY	152	157	155	196	180	206	193	174	-	-	-	-	1,413
MUKILTEO CITY	143	154	151	157	190	193	188	200	-	-	-	-	1,376
NORTH COUNTY FIRE (UNINC)	164	139	140	154	171	162	192	170	-	-	-	-	1,292
OSO FD 25	11	3	5	15	9	6	5	10	-	-	-	-	64
ROBE FD 23	7	2	2	1	5	5	10	7	-	-	-	-	39
SNOHOMISH FD 4	263	230	274	278	301	315	352	321	-	-	-	-	2,334
SOUTH COUNTY FIRE (TOTAL)	2,181	2,120	2,262	2,400	2,400	2,739	2,709	2,764	-	-	-	-	19,575
SOUTH COUNTY FIRE (UNINC)	1,056	1,047	1,084	1,187	1,126	1,323	1,320	1,307	-	-	-	-	9,450
EDMONDS CITY (CONTRACT)	428	391	387	414	423	468	500	491	-	-	-	-	3,502
BRIER CITY	30	31	37	26	38	37	31	44	-	-	-	-	274
LYNNWOOD CITY	471	453	507	545	547	636	597	676	-	-	-	-	4,432
MOUNTLAKE TERRACE CITY	196	198	247	228	266	275	261	246	-	-	-	-	1,917
STANWOOD CITY	129	112	123	119	144	125	128	128	-	-	-	-	1,008
SULTAN FD 5	98	82	63	101	85	120	115	116	-	-	-	-	780
TULALIP FD 15	69	56	65	75	65	99	89	78	-	-	-	-	596
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	2,044	2,039	-	-	-	-	14,965
BRIER	297	201	442	379	339	247	266	303	-	-	-	-	2,474
DARRINGTON	123	99	135	87	118	99	127	83	-	-	-	-	871
EDMONDS	2,849	2,324	2,629	2,251	2,682	2,372	2,664	2,199	-	-	-	-	19,970
EVERETT	10,018	9,382	10,772	10,306	10,883	11,362	12,345	11,038	-	-	-	-	86,106
GOLD BAR	201	238	207	157	158	151	175	176	-	-	-	-	1,463
GRANITE FALLS	471	450	521	453	375	393	341	337	-	-	-	-	3,341
INDEX	35	41	40	32	25	41	39	32	-	-	-	-	285
LAKE STEVENS	2,019	2,071	2,103	2,047	2,200	2,392	2,494	1,948	-	-	-	-	17,274
LYNNWOOD	3,079	2,556	3,172	3,120	3,155	3,299	3,411	3,158	-	-	-	-	24,950
MARYSVILLE	5,045	4,762	5,671	5,126	5,012	5,136	5,547	4,936	-	-	-	-	41,235
MILL CREEK	912	975	1,082	1,126	1,156	1,189	1,018	953	-	-	-	-	8,411
MONROE	1,356	1,179	1,369	1,400	1,440	1,546	1,788	1,481	-	-	-	-	11,559
MOUNTLAKE TERRACE	1,322	1,119	1,452	1,584	1,672	1,536	1,550	1,577	-	-	-	-	11,812
MUKILTEO	2,665	2,252	2,437	2,322	2,515	2,296	2,332	2,005	-	-	-	-	18,824
SNOHOMISH	706	783	922	1,028	990	981	976	866	-	-	-	-	7,252
SNOHOMISH COUNTY	14,297	13,352	15,264	14,505	14,554	14,863	15,772	13,765	-	-	-	-	116,372
STANWOOD	676	572	682	594	545	684	583	558	-	-	-	-	4,894
STILLAGUAMISH	882	1,065	1,139	1,113	1,015	999	966	789	-	-	-	-	7,968
SULTAN	365	340	390	444	370	347	288	253	-	-	-	-	2,797
WOODWAY	52	32	33	42	45	53	35	59	-	-	-	-	351

Full-Time Center Staff		
<i>Legacy Employees = Hired before 12/1/2017..... New Hire Employees = Hired on/after 12/1/2017</i>		
Job Title:	Status:	Current #
Call-Taker	Legacy: Only trained in call-taking	1
Police Dispatcher	Legacy: Only trained in CT and Police	7
Fire Dispatcher	Legacy: Only trained in CT and Fire	6
Cross-Trained Dispatcher	Cross-Trained in CT, Police, and Fire	54
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	10
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	15
Total:		96
<i>See "Dispatcher Status Log" attached in this week's email for breakdown by employee name</i>		

Authorized Dispatch Staffing Level - (including trainees)	93.2%
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Center Staffing Strength - (excludes trainees and LOA's)	88.5%
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# of Authorized Full-Time Positions:	163
# of Full-Time Positions Filled:	151
# of Current Full-Time Vacancies:	12

Long Term LOA's	-1
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# of Current Relief Dispatchers:	7
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Relief dispatchers are not included in any totals/percentages on this report.

Current # of SNO911 Employees - (F/T and P/T):	158
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F/T Dispatchers:	
Authorized Positions:	103
Filled F/T Positions:	96
F/T Vacancies:	7
Supervisors:	
Authorized Positions:	16
Filled F/T Positions:	16
F/T Vacancies:	0
Leadership Staff:	
Authorized Positions:	5
Filled F/T Positions:	5
F/T Vacancies:	0
Ops Staff:	
Authorized Positions:	5
Filled F/T Positions:	5
F/T Vacancies:	0
Admin Staff:	
Authorized F/T Positions:	12
Filled F/T Positions:	10
F/T Vacancies:	2
Tech/Wireless Staff:	
Authorized Positions	22
Filled F/T Positions	19
Filled Contract Positions	0
F/T Vacancies	3

Current Recruitment Status

Candidates signed up to test	9	Test Date 9/16
Candidates to be interviewed	1	Interviewing for Nov / Jan academy
Candidates in poly	0	Scheduled for poly exam (Nov Academy).
Candidates in background or further	4	In background (or further stage).
Candidates ready for academy	0	Final offers signed/returned. Ready for academy!

YTD Dispatch Trainees Hired	8
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Employment Separations

YTD Full Separations from Agency:	16
YTD Changes from F/T to Relief Status:	2

Appointive Staff (Trainees):	
Accepted New Job	0
Death of Employee	0
Involuntary Term	0
Medical	0
No Reason Given	0
Relocation	0
Retirement	0
Voluntary Opt-Out	0

Appointive Staff (Non-Trainees):	
Accepted New Job	0
Death of Employee	1
Involuntary Term	1
Medical	0
No Reason Given	0
Personal	1
Relocation	0
Retirement	0
End of Contract	1

Dispatch & Sups (Relief Staff):	
Left SNO911 - Voluntary	1
Left SNO911 - Involuntary	0

Dispatch & Sups (Trainees):	
Accepted New Job	0
Death of Employee	0
Involuntary Term	3
Medical	0
Relocation	0
Retirement	0
Voluntary Opt-Out	4
Change to Relief (FT to PT)	0

Dispatch & Sups (Non-Trainees):	
Accepted New Job	0
Death of Employee	0
Involuntary Term	0
Medical	0
No Reason Given	0
Personal	1
Relocation	2
Retirement	1
Change to Relief (FT to PT)	2

Radio Replacement Project Updates

September 13, 2021

Subscribers:

- Chris Ampongan is our new PM for Subscriber Deployments! Welcome aboard Chris!! His contact information is below:
 - Email: campongan@sno911.org
 - Mobile: 1-360-913-7916
 - Office: 1-425-407-3903
- Information Bulletin 5 – Review and firmware update of “Bonk” issue released.
 - A copy of the Bulletin and other project communications can be found here: <https://sites.google.com/view/sno911rrp/training-materials>
- Mobile programming is underway and even with the updated version of firmware, expected to be completed in September.
 - The project team is planning to deliver the mobile radios to the agencies in batches. Opt-in agencies will manage "having right parts on hand" for installations as they occur. This change improves inventory control for SNO911, reduces overhead, and streamlines communication with MIT and agency where the installation is occurring.
 - Reprogramming of portables is underway. Fire is being done at fire stations over the next few weeks by SNO911 staff. Law is asked to visit SNO911 reprogramming hotspots at North, South and Marysville Campuses.
- Motorola has confirmed and is finalizing a contract with their partner installer -- MIT.
 - A revised Mobile Installation Plan is being developed and will be shared with agencies when ready. SNO911 continues to be cognizant of quality and making sure there are sufficient checks and oversight during installation.
 - Opt-in installations are estimated to start in October

Radio Sites/Microwave:

- 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 September.
 - This included Deer Creek, Gunnysack, and Clearview. Staff anticipate awarding contracts for the first three in October.
 - The next batch of sites will go out to bid in the coming weeks.
- The lease for the additional warehouse space has been signed and VOA is working with a contractor to build a perimeter fence in the warehouse. Staff are doing additional preparations for the space to receive equipment beginning in September and October.

Risks:

- Our final 800 MHz trunking system licenses are under review by the FCC. MSI previously reported that a software anomaly was found with the third-party software used for analysis at the FCC. The software has since been patched.

- MSI has completed another configuration build to reduce the amount of radio energy entering Canada. This has changed some of the coverage in our service areas. Based upon PPC feedback, three areas of reduced coverage have been highlighted to MSI with a request to run additional coverage analysis.
- The project is entering site construction phase. This is an area of increased project risks because of unknowns that can pop up during construction. Our knowledge and confidence related to this risk will increase as the first three sites are underway.

Policy:

- No Updates.

Other/General Updates:

- The ECSF Radio Advisory Board approved a project budget increase of \$4.7M to cover the previously approved costs related to additional subscriber equipment and feature sets essentially treating these changes as “scope increases”. This is in addition to the \$600K project budget increase approved as part of the 2021 RRP budget. The costs of the subscriber changes were originally funded from overall project contingency, but with this update, contingency remains available for true project unknowns.

RRP Policy & Major Decision Timeline

- 9/2021: ECSF Advisory Board approved project budget scope increase to capture additional subscriber needs of approx. \$4.7M.
- 7/2021: SNO911 Board of Directors approved Framework for Agency's seeking radio replacement for lost/damaged/stolen radios (Update to Warranty Services Policy)
- 6/2021: SNO911 Board of Directors approved Warranty Services Policy, including authorization to purchase radio cache and other related equipment.
- 6/2021: SNO911 Board of Directors authorized creation of a new Capital Fund for agency subscriber equipment starting with a fund balance of \$150,000 and a target maximum of \$600,000.
- 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
Police Technical Advisory Committee
Meeting Summary for August 10, 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	✓	Sergeant Shane Hawley	✓	Chief Rob Palmer	✓
Asst. Chief Jim Lawless, <u>Chair</u>	✓	Deputy Chief Ryan Irving	✓	Chief Rob Martin	
Captain Rod Sniffen		Commander Mike Haynes		Chief Don Tardiff	✓
Commander Ron Brooks <u>Vice Chair</u>		Asst. Chief Glen Koen	✓	Chief Jeffrey Young	✓
ALTERNATE REPRESENTATIVES					
Commander Coleman Langdon		Acting Captain Jeff Graves		Captain John Flood	
Corporal Mike Bard	✓	Commander Brad Akau			
Deputy Chief John DeRousse		Chief Jeff Jolley	✓		
Sergeant Karl Gilje		Bureau Chief Ian Huri	✓		
SUPPORT STAFF AND GUESTS					
Executive Director Kurt Mills	✓	Deputy Director Terry Peterson		Records Sup, Sheila Betts	✓
Ops Manager Karen McKay	✓	Director of Ops Andie Burton	✓	Ops Sys. Crd., Derek Wilson	
Lt. Mark Thomas		Ops Manager Karl Christian	✓	Sgt. Damien Smith	✓
Ops Manager Hattie Schweitzer	✓	Master PO Travis Katzer	✓		
Director of IT Marlin Herolaga	✓	NWS Sys. Manager, Brent Meyer	✓		

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

1. **Roll Call** – Roll call was done as attendees logged into ZOOM.
2. **July 13, 2021 Minutes Approved:**
 1st: Deputy Chief Ryan Irving 2nd: Bureau Chief Ian Huri
3. **Announcements:** Kurt reported Brad Steiner's resignation from SN0911 and shared that the new, SN0911 Project Managers start date is anticipated to be September 1, 2021. In the meantime, if any questions or concerns related to the RRP arise, Terry Peterson will be the point of contact unless already engaged with Howard Tucker on something specific.
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. **SN0911 Updates:** Kurt Mills
 - a. **2022 Budget:**
 The 2022 budget will be presented to the Executive Board of Directors at the August 19th meeting.
 - b. **Crew Force/Shield Force:** The site licenses will be presented in the 2022 budget.
 - D. **BREC Workgroup :** Andie Burton
 After discussion at the July meeting, it was decided that Andie and Mark will meet with Kurt, Terry and Jim to provide them with an update, get some feedback and determine what the next steps for BREC should be.

E. PTCC Report: Brent Meyer

- **2021.1 SP1 Upgrade:** The anticipated “Go-Live” date is scheduled for October 20, 2021; however, this upgrade will take approximately 8 hours. After meeting with SCSO Corrections and SNO911 Operations, the preferred start time will be at approximately 2200 hours.
- **2021.1 Testing:** The following issues have been forwarded to Tyler Enterprises. Brent said they are in weekly meetings with Tyler representatives and he anticipates having an update this week on their progress. Another round of end-to-end testing has been scheduled for August 26, 2021.
- There are currently 5 P-0 issues (show-stoppers).
 - 2 CAD
 - 2 Corrections
 - 1 Technical Issue
- There are currently 3 P-1 issues.
 - 2 CAD
 - 1 Enterprise Security
- **Axon:** Communication is ongoing with the stakeholders and Brent is hoping to have an update for this committee next month.

Kurt discussed the difficulties that can arise when SNO911 is asked to provide different interfaces for individual agencies as opposed to a standard approach. While we do have an established approach with Everett PD, there are agencies who desire something different. While the vendor selection decisions are clearly within the agency’s wheelhouse, we will need some standardization of how agencies receive their data for those interfaces.

F. Radio Replacement Project: Kurt Mills

- a. **Mobiles:** Motorola and the installers, “*Mobile Installation Technologies*” (MIT), are still negotiating the terms of their agreement. Although at this point we still anticipate installs will remain on schedule, it is dependent on Motorola and MIT agreeing on and signing their contract.
- b. **Tulalip PD:** SNO911 met with Tulalip PD to help them determine what their dispatch center needs to come on board our system. This will hopefully result in them getting a viable quote which we believe is the last step before pursuing formal agreement to allow them on the system.
- c. **Radio “Bonks:” Kurt Mills**

The bonking issue was tracked down to a software glitch. Motorola developed a patch that was installed on some of the radios that were experiencing the issue and it appears to have resolved it. Once that has been confirmed, the patch installation will be scheduled for all member agencies.

5. Technical Update: Marlin Herolaga

- A. **VPAC 2.0:** SNO911 is still working on some internal components of this project. Once those are done, the project will be completed and closed.
- B. **New World Upgrade:** SNO911 IT is in the process of upgrading the data storage devices in the NWS environment. There will be a scheduled outage for this work and Brent will discuss this further in the New Business Report.

6. New Business

A. CAD Lite Drill/System Maintenance 9/1: Andie Burton

Andie thanked member agencies for their cooperation and patience during the July 28, 2021 CAD Lite Drill. She said the experience is of great benefit to center staff (and all member agencies) to establish proficiency. The next CAD Lite Drill is scheduled for September 1, 2021, and Andie asked if there were any issues or concerns with proceeding with that date. None were noted. The Drill will take place from 1600 to approximately 1730 and SNO911 IT will take advantage of CAD being down during that same time frame, to conduct necessary maintenance.

B. NWS Outage for Maintenance: Brent Meyer

There will be a longer system outage for a separate maintenance on Thursday, September 9, 2021 (changed from Wednesday, September 8, 2021) tentatively beginning at around 0100-0200 with the goal of being complete and back up by 0600 hours.

PSAP notifications will go out prior to the Drill/Maintenance.

7. Old Business

Sector Update for Drug Diversion – Travis Katzer

As many are aware, Sector released an update that provides a way to record diversions with the ability to enter an incident number; however, a state wide consistent standard solution is still not available. Travis met with the Everett Prosecutor's office and Jerry Reiner has consulted with several others to review the updates. The prosecutor's opinion was that Sector, in its current form (specifically related to recording diversions) is not a good option for our county at this point. Travis and Jerry will continue to monitor SECTOR for updates and re-evaluate if things change.

8. Good of the Order.

- Chief Glen Koen inquired as to whether or not any of our agencies have adopted a formal respond, or not respond, policy following the implementation of HB 1310. The consensus was that our agencies are choosing to "respond and assess."
- Bureau Chief Ian Huri said SCSO is interested in tracking incidents where field units have responded (physically or by phone) and either had to retreat or chose to retreat in compliance with the new laws. Brent and Derek will discuss the possibility of creating a clearance code that would provide the ability to generate a report.

9. Meeting was adjourned at 11:08 hours.

The next meeting is scheduled for September 14, 2021 @ 1030 – VIA ZOOM

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

August 18, 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	Paine Field Airport FD
	☐ Travis Hots	Fire District 22	☐ Steve Gupstill	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	Jason Isotalo, SCF	Terry Peterson, SNO911		
	Shaughn Maxwell, SCF	Karl Christian, SNO911		
	Ryan Lundquist, SRFR	Meg Bittinger, SNO911		
	Zach Hanson, Arlington Fire			
	Kurt Mills, SNO911			
	Andie Burton, 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 Darryl Neuhoﬀ and seconded by Drew Bono to approve the July, 2021 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

A. PTCC / NWS. *Andie Burton.* New World upgrade - 2021.1 Service Pack 1 is anticipated to Go Live on October 20th. It should take about 8 hours. PTCC deferred to Corrections and SNO911 Ops for a preferred start time and they came up with approximately 2200. So it will be either the 18th into the 19th, or the 19th into the 20th. Testing of the new version is ongoing. There are currently 8 high priority issues. Brent has weekly meetings with Tyler and he should have an update on those issues when he returns. There will be another round of end-to-end testing on August 26th.

- i. **NWS Outages for Maintenance 9/9, 0100-0600** – Looking for agreement and approval for a 4-5 hour outage on Thursday, September 9th, beginning at approximately 0100-0200, back on line by 0700. There were no objections so they will proceed as planned.

B. Technical Update. Covered by Andie above.

C. Radio Replacement Committee. *Terry Peterson.* The radio replacement team is heavily focused on mobile programming. Motorola is moving a lot quicker than they originally anticipated, so the SNO911 IT staff has stepped in to help. They are about half way through, so they anticipate finishing up with mobile installations in the next 4-5 weeks. As previously discussed, Motorola has hired MIT for the install, and they are planning on going to individual fire stations to do installs on location. Related to that change, they will be distributing mobile radios in large batches. For opt-in agencies, this means that all radios will need to be stored and provided as MIT does those installs.

Regarding the bonk issue with Edmonds, Everett and Monroe PD, a new firmware was discovered that seems to have resolved the issue, and it will be deployed at the end of the month.

SNO911 is in the process of hiring a new project manager who is scheduled to start September 1st, and Terry is hoping to introduce him at Fire TAC next month.

D. Radio Procedures Committee. N/A

E. Fire User Group. *Theresa Ramey* – no meeting this month, they will meet next month.

F. Fire Standards/Data. N/A

G. County Fire Resource Plan Committee – *Andie Burton.* After last month's TAC meeting where SNO911 went over the document they created related to embedded fire officers in the center, Andie forwarded the document to Jeremy and others on the committee for consideration. Jeremy may have more next month.

4. **SNO911 UPDATE:** *Andie Burton.* CAD Lite – SNO911 has been working with ValleyComm. They have done a series of proof concepts where SNO911 transfers non-emergency calls to them and vice versa. Dispatchers on either side enter those transferred calls in to CAD Lite. It has been pretty successful for the most part, and there will be another drill next week on the 25th. Should be transparent to the fire agencies.

Records – Operations and the Records division have been dealing with retention issues regarding the various CAD reports and audio files that are saved within the agency. Occasionally there are requests from agencies regarding incidents, and the agency will send a .wav file of the audio, a scanned copy of the CAD record, or something out of First Watch or RADAAR, etc. This creates another record which has longer retention rules. SNO911 is trying to avoid creating another record with emails, so the request is to avoid doing this by asking the agencies to provide an incident number or a specific time frame for audio requests. Andie will follow up with an email.

Per Kurt, NORCOM should be making a decision soon about whether Fire is going to cut over to New World CAD in September. If they do, we already have a CAD to CAD interface license with Tyler that we will be able to implement once they are up and running.

5. **OLD BUSINESS:**

- A. FOC Workgroup** – *Andie Burton* – SNO911 has asked Deputy Chief Chalfant to be in the center for the next CAD Lite drill on September 1st.

- B. **HB 1310 – Thad Hovis.** Just checking in on general guidance, what is working and what's not. Would like to set up communications between Police and Fire TAC regarding this issue.

6. **NEW BUSINESS:**

- A. **Fire Paging Work Group – Kurt Mills.** Steve Guptill is currently at APCO, and he will work on a report regarding the options that are out there when he gets back.
- B. **CAD Lite Drill/System Maintenance 9/1, 1600-1730 – Andie Burton.** This drill was originally planned for CAD Lite familiarity and the basic unit recommendations, as discussed at the July TAC meeting, and tech has some needed maintenance to perform, so they are doing it at the same time. Although dispatch will be drilling, we will not be able to switch back to New World until maintenance is complete.

7. **GOOD OF THE ORDER: N/A**

8. **ADJOURN:** The Fire TAC / Operations Committee adjourned at 2:09 p.m.

The next Fire Technical Advisory / Operations Committee meeting is scheduled for Wednesday, September 15th at 1:30 p.m. via ZOOM.

DRAFT

Snohomish County 911

Finance Committee

Meeting Summary for September 9, 2021 / 1:30 – 3:00 pm

Location: Remote Meeting via Zoom

Meeting Attendance:

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

1. **Call to Order and Announcements.** Chair Dave DeMarco called the meeting to order at 1:30 pm. Kurt announced that Commissioner Chan would be unable to attend today's meeting. He also announced the recent retirement of Undersheriff Jeff Brand.
2. **Reports.**
 - A. **Blanket Voucher Report.** No questions.
Steve Guptill moved to recommended that the Board approve the Blanket Voucher Report for August. The motion was seconded by Dave DeMarco and approved.
 - B. **Fund Balance Report.** No questions.
 - C. **Radio Replacement Project Payment Tracking.** No questions.
3. **Old Business.**
 - A. **Crew Force / Shield Force.** This topic had been tabled last month. Following some brief discussion, the committee agreed to table this for another month to allow Kurt to inquire as to whether the law enforcement application can be licensed separately from Fire.
 - B. **Marysville Warehouse Lease.** Kurt recalled that last month the board requested this matter be tabled until the new rates to extend the lease could be fully negotiated. He explained that in comparison to the Arlington warehouse lease, this lease extension is a good value. They are receiving a rate freeze for the first 12 months of the extension, and after that it returns to the market rate.
Steve Guptill moved to recommend the board approve the renewal of the Marysville Warehouse/Office space for a period of 5 years pending final legal review. The motion was seconded by Dave DeMarco and approved.
4. **New Business.**
 - A. **RRP Declaration of Missing Fire Portable Radios.** Terry announced that the agency lost 8 APX 8000 Fire portable radios sometime in the Spring of 2021. The APF contains details on the background as well as the steps the agency has taken in their search, and the changes they have made in their procedures to tighten up controls while moving equipment around. Terry explained that there is no evidence that the missing radios

were ever programmed, but added that they don't expect this was a result of theft. Staff recommends that they fund the replacement of these radios under the subscriber equipment fund 140 which was approved last month by the board. Discussion followed. Kurt will look into the requirements by the State Auditor's office regarding the reporting of a loss.

Steve Guptill moved to recommend the board declare the 8 Fire Portable Radios specified in the APF as missing and order replacement radios to fulfill the original needs of the project. The motion was seconded by Dave DeMarco and approved.

Terry added that if the board approves this action, these 8 radios will be included with Change Order 6 for October.

- B. RRP MSI Change Order 5.** Terry explained that when the original contract was done, Motorola did not include taxes for services in their initial estimation, only those based on hardware. Staff discovered this error and confirmed with the Department of Revenue (DOR). Based upon DOR's review, additional taxes owed to date is \$114,760.69, which increases the total cost of the contract to \$3,940,245.94. They are asking for approval for Kurt to sign this change order. Following discussion and questions, Kurt confirmed that this had been reviewed by Brian Snure and the DOR provided a binding opinion.

Steve Guptill moved to recommend that the board authorize the Executive Director to sign MSI Change Order 5 as presented. The motion was seconded by Dave DeMarco and approved.

- C. RRP Site Re-Cabling Contract.** Terry commented that this is one of several contracts that will be presented to the board over the next several months related to site readiness. This one has to do with moving antenna lines to free up space in advance of the construction work that will be performed by Motorola. He also explained that staff has already gone out to bid on this work

Steve Guptill moved to recommend that the board authorize the Executive Director to negotiate and sign a contract for the work associated with RFP No. 2021-010, Tower Site Re-Cabling, with a not to exceed total of \$150,000. The motion was seconded by Dave DeMarco and approved.

- D. RRP 2020 Budget Request Amendment.** This is a revised action request. The revision includes details outlining the updated dollar amounts due to 1) a change in the contingency to reflect the actual amount, and 2) additional amounts to support operating costs and non-RRP equipment and services. Terry explained that staff felt this was the best way to capture the full budget request going to the County every year. He added that this has been presented to the Radio Program Advisory Board, and Brian Haseleu has seen this as well.

Steve Guptill moved to recommend adoption by the Board of the revised 2022 Radio Replacement Project budget and SNO911 operations budget as presented, in the total amount of \$25,021,007. The motion was seconded by Dave DeMarco and approved.

RRP Budget Request for Scope Increase. Terry said that this matter has also been presented to and accepted by the Program Advisory Board. This has to do with a request to increase the scope of the project. He explained that the total out-of-scope purchases, which had been authorized by the board, came to \$4.7 million. These purchases had originally been approved out of the project contingency budget of \$10.5 million. Staff now recommends that the new scope items be moved out of contingency and the project budget be increased accordingly to \$72.2 million. This action would replenish the contingency fund. Terry plans on going over the history of this issue with the board.

The committee recommended that an APF be prepared for the board to consider.

- E. WT Surplus Items.** Terry presented this action request which has to do with some equipment that the wireless team would like to surplus and put up for auction. He explained that the new Snow cat, which would replace the surplused one, has been ordered under this year's Capital replacement project. Also being considered for surplus is a hot pressure washer trailer. After some discussion, the committee would like to see consideration given to member agencies who would like to receive items that have been designated as surplus. Kurt said he would explore this.

Steve Guptill moved to recommend that the board authorize staff to utilize the James G. Murphy Auction Services to sell - or if they can't be sold, dispose of, the Snow Cat and the Hot Pressure Washer Trailer identified in this APF, however, if member agencies desire the surplus equipment, consideration will be made upon request. The motion was seconded by Dave DeMarco and approved.

- F. Clinton to Rucker Microwave Dish Maintenance Work.** Terry explained that this issue has to do with an increase in the number of alarms in the microwave link between Clinton and Rucker. The microwave dish at Clinton is currently at 25 feet in height, and in order to avoid tree interference it needs to be raised to 80 feet. This work would be part of maintenance and be funded out of the operating fund.

Steve Guptill moved to recommend that the board authorize SNO911 staff to work with the appropriate contractors to perform the microwave maintenance at the Clinton site with a not to exceed estimate of \$30,000. The motion was seconded by Dave DeMarco and approved.

- G. RRP Vehicle for new Wireless Supervisor.** Terry presented this request for a new truck for the Wireless Supervisor. This new position was approved last month by the board. After discussion, committee members suggested that the price would likely exceed the initial estimate of \$55,000. This would be funded out of the Radio Replacement Project fund 130.

Steve Guptill moved to recommend that the board authorize SNO911 staff to purchase a work truck equipped to respond to radio sites not to exceed \$85,000. The motion was seconded by Dave DeMarco and approved.

- H. Acceptance of Gift.** Kurt explained this has to do with a generous gift given by retired Mukilteo Police Officer M. Travis. Officer Travis wanted to express his appreciation to the SNO911 staff for all they do to keep officers safe. The donation was Chipotle gift cards in the amount of \$1,000.

Steve Guptill moved to recommend that the board approve the acceptance of \$1,000 of gift cards for staff meals and also to recommend that the item be placed on the Consent Agenda. The motion was seconded by Dave DeMarco and approved.

- I. Deer Creek Generator Capital Project Update.** Terry presented this proposal and explained that the Deer Creek site is not on the electrical grid and is only powered by two primary/standby generators. Staff expected to replace those generators this year, and already placed an order. Since then the agency has received two generators from Community Transit. This proposal asks for approval to utilize the CT generators at Deer Creek and divert the new generators on order over to Granite Falls, which was scheduled for replacement in 2022. Staff estimates that this maintenance work can be performed for \$15,000 and will be funded out of Wireless Capital Fund 110.

Steve Guptill moved to recommend that the board authorize the Executive Director to move forward with this reprioritization of work. The motion was seconded by Dave DeMarco and approved.

5. Good of the Order.

- There was some additional discussion on the lost radio issue. Kurt explained that the agency doesn't know what happened, but feels that safeguards that have recently been put in place will help prevent future oversights. He thanked Terry and Business Manager Steve Lawlor for their hard work in implementing recent changes.
- Dave DeMarco recalled a radio that had been submitted for repair months ago. Terry acknowledged the backlog of repair and maintenance items and said they plan to tackle that issue after the inventory control practices were settled.

- 6.** The meeting was adjourned at 2:38 pm. The next Finance Committee Meeting is scheduled for Thursday, October 14, 2021.

**Snohomish County 911
Personnel Committee
Meeting Summary for September 7, 2021, 8:30 a.m.
Location: Web Conference**

Meeting Attendance:

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

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

The meeting was called to order at 8:31 am by Committee Chair, George Hurst.

- 1. Staffing Report.** Terry reported that currently there are 7 vacancies on the dispatch floor, but that recruitment actively has been low. One person has been hired for the next academy, and 4 candidates have signed up for the next test with Public Safety Testing. He added that 1 dispatcher has been assigned to the Radio Replacement Project and another dispatcher is currently working with Wireless Tech on the portable upgrades.
- 2. Recruiting Update and Incentive.** Kurt provided a recommendation to update the existing Pam Policy - 5.12 Referral and Mentoring Bonus Program. This policy used to be \$250 for union employees only. His recommendation is to increase the referral bonus to \$1,500 and make it available for all SNO911 employees. He explained that this bonus would be paid out in two increments: \$500 when the new hire successfully completes training, and \$1,000 when the new hire successfully complete probation.
George moved that the Personnel Committee recommend to the board the changes to the Referral and Mentoring Bonus Program. The motion was seconded by Jonathan Ventura and approved unanimously.
- 3. Pam Policy – 7.9 Records Management Texts/Chats/Instant Messaging.** Kurt explained that this new policy was added so the agency would be in compliance with the Public Records Act. Terry added that this policy gives guidance on the proper communication within SNO911 for official business. In response to a question regarding legal review, Kurt said the policy has been reviewed by the Public Records Officer, and he will check that a legal review has been done.
Thad moved that the Personnel Committee recommend to the board Pam Policy – 7.9 Records Management Texts/Chats/Instant Messaging, subject to confirming a legal

review has been conducted. The motion was seconded by Jonathan Ventura and approved unanimously.

4. **Partial Relocation Expenses for Wireless Supervisor.** Kurt explained that the open position for the Wireless Supervisor is a specialized group, and to potentially get more applicants outside of the region, SNO911 would like to offer up to \$10k for relocation expenses. He added that for those not needing to relocate, the \$10k would be used as a signing bonus. This is a permanent position with SNO911 and the \$10k will be funded out of operations this year. There was some discussion about the amount of the signing bonus.

George moved that the Personnel Committee recommend to the board approval of providing up to \$10,000 for relocation expense and signing bonus for the open wireless supervisor position funded by operating fund 70. The motion was seconded by Jonathan Ventura and approved unanimously.

5. **Vaccination Status.** Kurt reported there had been internal discussion on whether or not to mandate the Covid19 vaccination for all staff. At this point they are anticipating a requirement for new hires only. There was good discussion about the challenges of the Governor's mandates. Terry stated that legal has given the approval of asking new hires their vaccination status. Kurt also said the vaccination requirement would be added to the SNO911 selection standards, and that formal approval was not necessary, but he wanted to start the conversation.

VACCINATION TRACKING LIST

Updated 8/27/2021

Current # of Employees:	157
Current # Vaccinated:	117
Current % Vaccinated:	74.52%
% of Admin Team Vaccinated:	83.33%
% of Dispatchers Vaccinated:	66.02%
% of Dispatch Supervisors Vaccinated:	87.50%
% of Ops Team Vaccinated:	87.50%
% of Tech Dept Vaccinated:	100.00%
% of Wireless Tech Dept Vaccinated:	100.00%

6. **Round Table. None**

This meeting was adjourned at 0904. Next Personnel Committee Meeting, Tuesday October 12th at 8:30 am