

SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
REGULAR MEETING AGENDA
December 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**
- 2. Public Comments**
- 3. Approval of Agenda**
- 4. Consent Agenda**
 - A. Minutes from the November Board Meeting of November 18, 20213
 - B. November 2021 Blanket Voucher & Payroll Approval Form:
 - i. Checks 15177 - 15229, for a total of \$1,970,754.84
 - ii. Payroll Direct Deposit, in the amount of \$1,091,356.82
- 5. Old Business**
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- 6. New Business**
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	E. Future Facility	
	F. Board Technical Leadership	
9.	Executive Session	
10.	Good of the Order	
11.	Adjourn	

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

November 18, 2021

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☐ Judy Tuohy	Everett
	☒ Chris Alexander	Mukilteo Fire	☐ Jonathan Ventura	Arlington Police
	☒ David Chan (after 9)	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☒ Dave DeMarco (until 9)	Everett Fire	☒ Terry Peterson	Snohomish Co 911
	☐ Jeff Beazizo	Lake Stevens Police	☐ Angie Baird	Snohomish Co 911
	☒ Richard Emery (8:45)	Mukilteo	☒ Andie Burton	Snohomish Co 911
	☒ Steve Guptill	Snohomish RFR	☒ Marlin Herolaga	Snohomish Co 911
	☒ Shane Hawley	Edmonds	☒ Brent Meyer	Snohomish Co 911
	☒ George Hurst	Lynnwood	☐ Howard Tucker	Snohomish Co 911
	☒ Jason Biermann	Snohomish County	☐ Steve Lawlor	Snohomish Co 911
	☒ Darryl Neuhoft	Marysville Fire	☒ Brad Cattle	Legal Counsel
	☐ Dan Templeman	Everett Police	☐ Jordan Stephens	Legal Counsel
Alternate Board Members in Attendance	☐ Vince Cavaleri	Mill Creek	☐ Cheol Kang	Mukilteo Police
	☐ Pete Caw	Mountlake Terrace PD	☐ Ken Klein	Snohomish County
	☐ Jeraud Irving	Everett Police	☒ James Lawless	Marysville
	☐ Steve Fox	Fire District 5	☒ Rich Llewellyn (until 9)	Everett Fire
	☐ Brett Gailey	Lake Stevens	☐ Jim Nelson	Lynnwood Police
	☐ Thad Hovis	South County Fire	☐ Paul Roberts	Everett
	☐ Ian Huri	SCSO Bureau Chief	☒ Don Waller	Fire District 4
	☐ Kristiana Johnson	Edmonds	☒ Roy Waugh	Snohomish RFR
Guests and Staff in Attendance	Rod Younker - Summit Law		Bleu Jaegel - SNO911	
	Jeff Young – Police Chief, Mill Creek		Sean Kane - SNO911	
	Riley McGinnis - member of the public		Hattie Schweitzer - SNO911	
	David Mendel - PSERN King County		Chris Spooner - SNO911	
	Amanda Duncan - SNO911 (notetaker)		Mike Waters - SNO911	
	Sharon Brendle - SNO911 (notetaker)			

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	- Executive Director Kurt Mills announced that President Nehring was delayed but will be joining the meeting in a few minutes. Vice President Dave DeMarco called the meeting to order at 8:30 a.m. Deputy Director Terry Peterson called roll and reported that the Washington State Police Chief's Conference was taking place today and some of the board members were attending. He verified a quorum and confirmed that there will still be a quorum after 9 a.m. - Executive Director reported on a 911 call that was received on a citizen that had collapsed at a local school. While the 911 call taker was assisting the caller, the dispatcher alerted fire and EMS crews. During that time, one of the supervisors who was working the floor noticed the incident and pushed a RAVE panic button to the school alerting them and asking if an AED was available and to bring it to the patient. The director explained that the supervisor's action was not part of the regular policy or procedures, only quick and smart thinking on	

	his part. The AED was brought to the location and was immediately put to use with a successful outcome for the patient. SNO911 received a “Smart Save” certificate from RAVE to be awarded to Sean Kane. The director recognized Supervisor Kane for his quick thinking which demonstrated the importance that 911 can play in saving lives. The board gave him a round of applause.	
2. Public Comments	None	
	President Nehring arrived at 8:37 am and took over the meeting.	
3. Approval of Agenda	Director Mills asked to modify the agenda by moving up Old Businee-Item A, the SCEA CBA to allow attorney Rod Younker to update the Board in Executive Session. <i>Chris Chris Alexander moved to approve the agenda as amended. Deputy Chief Darryl Neuhoﬀ seconded the motion and it was approved unanimously.</i>	Amended Agenda approved
Executive Session	President Nehring recessed the Board and moved them into Executive Session at 8:40 a.m. for the purpose of discussing collective bargaining negotiations with the attorney. It is estimated to last about 10 minutes, and at the conclusion of the Executive Session the board will return to Regular Session with action expected.	
Return to Regular Session	The Board returned to Regular Session at 8:53 a.m. and took the following action: <i>Chief Alexander moved to approve the SCEA CBA through June 2023, and the accompanied MOU. The motion was seconded by Councilmember George Hurst and approved unanimously.</i>	SCEA CBA and MOU approved
4. Consent Agenda	<i>Deputy Chief Neuhoﬀ moved to approve the Consent Agenda, including the minutes from the October 21, 2021 board meeting, the October 2021 Blanket Voucher and Payroll Approval Form: Checks 15047 - 15176, for a total of \$1,212,168.99, and Payroll Direct Deposit in the amount of \$1,051,592.05.</i> <i>The motion was seconded by Chief Alexander. The motion passed with Councilmember Richard Emery abstaining.</i>	Consent Agenda passed
5. Presentation	911 Location Before Route. Director Mills introduced Chris Spooner, one of the Application Support Specialists at SNO911. Chris shared a short presentation regarding a partnership they had with AT&T to test some new technology. She described the new technology they had worked on with Intrado and AT&T that will enable GPS location to be on a device prior to the call being routed to a PSAP (public safety answering point) or a 911 call center. The “location before route” turns on the GPS services of the AT&T device and obtains the location of the caller, and even if it doesn’t match the jurisdiction of the cell tower, it will route it to the proper PSAP. She explained that it saves the caller on average 30 seconds that would be spent repeating information, as well as transferring the call to the correct center. She went on to explain	

	how the testing process went and confirmed that the technology is only available to AT&T devices for now. AT&T initiated this routing change themselves without any FCC mandate. The board thanked her for her presentation and mentioned ways in which they would be asking other cell carriers for this technology. The board also asked for a press release to be made about this announcement. There was also a suggestion to look into working with an App developer to work with the new technology.	Staff to work on preparing a press release.
6. Old Business	B. Committee Vacancies. Director Mills reported that the Finance Committee members requested having an additional member to the Finance Committee. They specifically requested a Police representative since there were already elected officials and Fire Personnel as committee members. President Nehring called for any nominations. <i>Assistant Chief Steve Guptill nominated Assistant Chief Jim Lawless. The motion was seconded by Commissioner David Chan. There were no other nominations, and the motion was approved unanimously.</i>	Assistant Chief Jim Lawless to serve on Finance Committee
7. New Business	A. Vaccine Mandate. Director Mills reported that OSHA had issued a mandate, but it's currently on hold due to the stay order that was issued by one of the Federal District Courts of Appeal. The director explained that SNO911 will follow whatever the WISHA ruling is (Washington Industrial Safety and Health Act). The Board had previously discussed implementing a vaccine mandate for new hires only. There is no action being requested on this item today, but it will likely be brought back in December. B. Public Safety Essential Worker Retention and Safe Workplace Incentive. The director spoke about the current challenges being faced in the job market with retention and incentives. He listed what some of the agencies in the area are offering and presented a proposal to the Board that he thinks will send a message to the employees with the goal of retaining the current work force. He explained that this broad-based program includes a vaccination component (either fully vaccinated or an exemption granted). The director listed ways they have been reaching out to staff, and mentioned the many safeguards the agency has implemented in their response to the pandemic. The total amount of the retention incentive is \$438,000. This proposal had been discussed in Personnel and Finance Committees and received approval from both. Following some questions and discussion the Board took the following action: <i>Councilmember Hurst moved to approve the Public Safety Essential Worker Retention and Safe Workplace Incentive as defined for non-represented staff and the authority to negotiate the same incentive with union representatives of the two bargaining units, per the changes to fully vaccinated. The motion was seconded by Chief Alexander and approved unanimously.</i>	Motion approved

	will be deactivated from the system. Following some discussion to clarify terms, the Board took action. <i>Deputy Chief Neuhoﬀ moved to approve the radio replacement requests from Lake Roesiger Fire and from Snohomish Regional Fire & Rescue, with the stipulation that any restitution received will be returned to the fund. The motion was seconded by Chief Alexander. The motion passed with Assistant Chief Steve Guptill abstaining.</i>	Motion approved
	G. Temporary Finance Department Support. Director Mills announced that the finance manager has resigned to work at his family's farming business which leaves a key position open in the finance department. <i>Chief Alexander moved to approve up to nine months of temporary Finance Department support in an amount not to exceed \$100,000. The motion was seconded by Deputy Chief Neuhoﬀ and approved unanimously.</i>	Motion approved
	H. Holiday Turkey/Ham Vouchers. Director Mills explained that Commissioner Chan had suggested this at the last Finance Committee Meeting. Director of Finance and Human Resources Angie Baird did some research and found a vendor that provides certificates that can be distributed to staff. He thanked the commissioner for his suggestion. The certificates would be given out on behalf of the Board of Directors as an expression of gratitude to the workforce. Funding is available through the recognition budget. This is similar to recognition given during National Telecommunicator's Week. The director further explained that this would not be a common practice, but is a limited occurrence benefit that serves retaining valuable employees which is in the best interest of the organization. All of the board members thought the suggestion was a good one. This proposal has been reviewed by legal. <i>Commissioner David Chan moved to approve \$25 vouchers for Turkey/Ham/Vegetarian options for all current Snohomish County 911 employees. The motion was seconded by Chief Alexander and approved unanimously.</i>	Motion approved
	I. Holiday Meal Enhancement for Staff. Director Mills reported that \$1,500 remains in the recognition budget and asked the board to consider using those remaining dollars to help augment meals for those staff that work during the Thanksgiving/Christmas/New Year holidays. He explained that this is similar to what the agency has done with NTW and in consultation with legal there should not be an issue with providing employees a meal at work while working a holiday, in part because these limited-occurrence meal benefits serve as a means of retaining valuable employees, which is in the best interests of the organization. <i>Councilmember Emery moved to authorize the expenditure of \$1,500 to enhance meals on those agency recognized holidays. The motion was seconded by</i>	Motion approved

	<i>Councilmember Hurst. The motion passed with Commissioner Chan opposing.</i>	
8. Reports	A. Agency Reports. Director Mills referred the Board to the report included in the packet. B. Radio Replacement Project (RRP) Update. Deputy Director Peterson reported that they are rapidly installing mobile radios for law enforcement, but Fire is on hold until a vaccinated team can be on site. They are still working through the risk associated with FCC licensing and Canadian interference. He explained that Motorola has completed a final design, and there is an opportunity to obtain some additional frequencies from partners in the region as well as go back and redesign the south simulcast portion of the system which would improve coverage and eliminate the Canadian interference requirement. This change will likely increase the project timeline by another 3 or 4 months with an increase in cost to perform the redesign. They are working through the PPC, Police and Fire TAC, but wanted to also update the Board. No action is being requested. He also provided a draft proposal related to alpha numeric paging. There had been extensive discussion on the current paging system which relies on old technology. The question being posed is whether to go forward in replacing the system or scale back and use a different method. They have developed a partial system replacement which Fire TAC supports. This will result in a change order which will be brought to the Board in a few months. Deputy Director Peterson is also seeking some feedback on a policy which has to do with growth radios, such as for added staff and vehicles. They have already received some requests for additional radios to be placed in vehicles that have been added to fleets. He explained the process they intend to use which is similar to that one used for replacements. There was some additional discussion and the deputy director will take the feedback received and work on drafting a new policy and procedure for discussion next month. C. Police TAC. Assistant Chief Lawless reported that they met on the 9th, and everything discussed at that meeting has been covered today. D. Fire TAC. Assistant Chief Guptill reported that the Board had covered what had been discussed at that meeting.	
9. Committee Reports	A. Finance Committee. Assistant Chief Guptill reported that in addition to the items discussed today, they had a presentation from a Moss Adams consultant that will be working on doing some internal controls audit. Their meeting followed the entrance audit with the State Auditor. B. Personnel Committee. President Nehring reminded the Board that it was time for the Executive Director's annual review. He has asked that comments be submitted to the Committee Chair, Councilmember George Hurst, within the next two weeks. C. County EESCS Committee. Deputy Director Peterson reported that end of year reports were discussed. He added	

	that he thinks a budget sub-committee meeting will be scheduled for January. D. County ECSF Program Advisory Board. No meeting E. Future Facility Committee. Director Mills reported that the committee accepted the Board's recommendation on colocation with DEM. In subsequent discussions with the County, they have decided not to collocate, so the facility will be just SNO911. The committee scheduled a workshop for December 7 to explore different construction methodologies. They are opening the workshop up to other Board members who may be interested in attending. An RSVP will be required to ensure there isn't a quorum of Board members present. The workshop is estimated to last 4 hours. The committee also plans on reaching out to the County to use some of their bonding capacity in order to provide a clearer path for funding the new facility. F. Board Technical Leadership. No meeting	
10. Executive Session	Done earlier in the meeting.	
11. Good of the Order	The director had two things to add: ▪ In response to supply chain shortages, staff is needing to plan again for purchases. They will be asking in December if they can separate the capital project approval from the budget. To be more efficient, they would like to deal with the capital plan in December or January. ▪ He also reminded the Board of Brad Cattle's retirement recognition at the December meeting. Councilmember Hurst asked that the press release regarding the 911 location before route will be shared with all the Board members. Director Mills will reach out to Marysville Fire's PIO for assistance.	
12. Adjourned	The meeting was adjourned at 10:31 a.m. The next meeting is scheduled for December 16, 2021, at 8:30 a.m.	



Action Proposal Form

Date: 12/15/2021

Title: User Requested Antennae Change Request (Revised)

Background / Purpose:

The Radio Replacement Project (RRP) approved a specific set of mobile antennas which included a roof-mounted multi-band antennae and a roof-mounted combined GPS/WiFi antennae. This antenna was previously approved through the process including review by the PPC, Police and Fire TACs.

During installation, there are a few requests to change out the project supplied antennae(s) including:

- Swap out combined GPS/WiFi roof-mounted antenna with a glass mounted version. The cost difference is approx. \$115 per vehicle.
 - The glass mounted version is a lower profile and does not require a hole in the vehicle roof.
- Swap out roof mounted multi-band antennae in covert law enforcement vehicles. The cost difference is approx. \$51 per vehicle.
 - Covert antennas do not perform as well as the standard antennae, but in populated areas there is little concern from the project team. It is also worth noting that vehicles with covert antennas cannot operate in the VHF/UHF bands.
- Other suitable antennas identified by the project team.

Time is of the essence to procure these additional supplies because of the lead time for shipping and the fact that MIT is currently performing law opt-in installations. Since this is a change request and while there is not an already approved budget line item, this change could be upwards of \$100k, plus taxes, when you include all the mobiles radios the project is supplying.

This change request has been reviewed and is supported by the PPC, and will be recommended to Police TAC, and Fire TAC for their support.

Suggested Action/Recommendation:

Authorize procurement of additional antenna needs described in this APF with a total not to exceed \$120K, for all antenna changes to support both opt-in and opt-out agencies.

Fund: Radio Replacement Project Contingency



Action Proposal Form

Date: 12/13/2021

Title: RRP Proposed Policy Updates

Background / Purpose:

As we begin to gain experience with the radio system, and particularly management and oversight of mobile and portable radios, staff have prepared the following policies:

1. DRAFT UPDATED WT-07 Lost, Stolen, or Damaged Beyond Repair Radio Equipment Replacement

The proposed updates include a distinction between damage that is repairable versus a radio that is damaged beyond repair. Radios that are damaged beyond repair are treated similar to a lost/stolen radio in terms of insurance reimbursement requirements.

2. DRAFT WT-08 Radio Hardware Repair and Replacement Services

This is a new proposed policy that if adopted would replace the Board Approved Policy "Motorola Hardware Warranty Services during RRP" that was approved in June 2021. Instead of simply passing through the Motorola Warranty, SNO911 would become a single point of contact for all radio repairs/replacements. The action the Board took regarding cache radios and the established Fund 140 will continue to support this service.

At this time staff, based on limited experience, we believe this additional workload can be absorbed by existing team members. SNO911 will re-evaluate staffing needs as we gain an understanding of the demands of this service.

3. DRAFT WT-09 Additional, Growth, and Expansion Radio Equipment Requests

This is a new proposed policy that is consistent with the previous Board direction that provides the process for considering additional radio requests related to growth and expansion. The policy also contains several updates discussed during the December Finance Committee Meeting.

Suggested Action/Recommendation:

Adopt the updates to Wireless Tech Policy 07, and new Wireless Tech Policies 08, and 09, as presented.

Fund: Radio Replacement Project Fund 140

Title/Number	Lost, <u>Stolen, or</u> Damaged <u>Beyond Repair, or Stolen</u> Radio Equipment Replacement _WT-07		
	Approved: <u>K. Mills SNO911 Board</u>	Author: T. Peterson	
Issued:	November 3, 2021	Revised: <u>December, XX, 2021</u>	

- I. **Purpose:** To provide guidelines for the process to request and authorize replacement of lost, damaged beyond repair, or stolen radio equipment provided by SNO911.
- II. **Background:** SNO911 funds and procures radio equipment on behalf of the member agencies to be used on the public safety radio system operated and maintained by SNO911. Once procured, equipment ownership is transferred to each member agency, while funding and approval of lost, damaged, or stolen radios remains at SNO911. This replacement solution is not a substitute for necessary internal controls, appropriate use policies, insurance coverage or any other practical or statutory requirement. Failure to adhere to these requirements may result in denial of replacement requests.
- III. **Policy:** A member agency may request a replacement for lost, damaged beyond repair, or stolen radio equipment by submitting a request form along with the supporting documentation outlined below. Requests will be approved or denied by the SNO911 Board of Directors during regular business meetings. Replacement is contingent on available funding which is at the discretion of the Board of Directors. Reimbursements are not available for radios independently purchased outside this process.

When considering a request, the Board of Directors may request additional information, deny, approve, partially approve or take other action it deems appropriate. The Board will establish a replacement value, determined by existing or current SNO911 contract pricing for appropriately configured radios, that may be updated from time to time as needed. The replacement value, along with this policy, may be used to support any restitution or insurance claims for SNO911 member agencies. Any funds recovered by the member agency shall be remitted to SNO911 and deposited into Radio Replacement Project Fund 140.

December 16, 2021 Public Safety Replacement Radio Valuation;

<u>Radio Type</u>	<u>Replacement Value (Not including sales tax)</u>
<u>Police APX8000 Portable</u>	<u>\$5,500</u>
<u>Corrections APX6000 Portable</u>	<u>\$4,529</u>
<u>Police APX8500 Mobile</u>	<u>\$6,151</u>
<u>Fire APX8000H Portable</u>	<u>\$7,335</u>
<u>Fire APX8500 Dual E5 Mobile</u>	<u>\$6,976</u>

IV. Procedure:

- Member agencies are encouraged to notify SNO911 as soon as they suspect a lost or stolen radio. SNO911 staff will quickly disable radios that are unaccounted for to limit potential misuse.
 - Replacement and/or repair costs are limited to portable and mobile radio equipment that was provided by SNO911 and excludes accessories, other hardware, cables and services such as installation.
 - SNO911 may temporarily loan agency radios from cache for immediate needs that ensure operational readiness. A Temporary Use Agreement shall be signed for loaner radios.
 - If replacement is approved, a replacement and transfer of ownership process will commence that includes formal agreement to;
 - Permanently transfer radio to requesting agency.
 - Return of purchased equipment if later located.
 - Reimburse any recovered funds (insurance, restitution, etc.).
- A. To submit a replacement request, the agency will complete a Lost, Stolen, or Damaged Beyond Repair Radio Replacement Request Form which will include:
1. Description of circumstances including;
 - a. Date when loss occurred/identified.
 - b. Statement of circumstances.
 - c. Steps taken to locate or recover equipment.
 - d. Steps taken to mitigate future loss.
 - e. Other relevant information.
 2. Description of equipment sought for replacement including quantity, model(s) & serial numbers and other related information.
 3. Inclusion of applicable third-party documentation such as;
 - a. Police report (required for any theft)
 - b. Insurance claims (required if eligible for a claim)
 - c. SAO submission as required by RCW 43.09.185
 - d. Other related documentation
 4. Completed request will be signed by agency head, mayor, or council president.

Title/Number	Radio Hardware Repair and Replacement Services		
	WT-08		
Approved:		Author:	T. Peterson
Issued:		Revised:	

- I. **Purpose:** To provide guidelines for the services that are provided by SNO911 staff to facilitate repairs and replacement of covered radio equipment provided by SNO911.
- II. **Background:** SNO911 funds and procures radio equipment on behalf of the member agencies to be used on the public safety radio system that is owned, operated and maintained by the Agency. Once procured, equipment ownership along with applicable vendor warranties is transferred to each member agency. SNO911 will continue to support covered hardware that needs to be repaired.
- III. **Policy:** SNO911 will repair or replace Covered Hardware that is damaged or becomes otherwise unusable during the routine use by any SNO911 member agency. The hardware must be in a repairable state. Covered Equipment that is beyond repair falls under the Lost, Stolen or Damaged Beyond Repair policy. Damages due to negligence are not covered. Covered Hardware and services include:

Mobile Radios – Only the radio, microphone and/or control head(s) are covered. Wiring harnesses, coaxial cables, antennas, etc. are specifically excluded. Agencies who performed mobile radio installations on their own, outside of the Radio Replacement Project, must complete the steps in the mobile troubleshooting form before contacting SNO911. Damages due to faulty installations are not covered.

Portable Radios – Radio and project provided non-swivel belt clip, battery, antenna, and speaker microphone are covered. Gang chargers, single unit chargers, in-vehicle chargers, and Boston Belts, are specifically excluded. All other related to connected items are considered accessories and are specifically excluded.

Mobile and Control Base Stations – Only the radio, microphone, and power supply are covered. All associated coaxial cable and antennas are specifically excluded.

Any other hardware or component(s) that are not listed in Covered Hardware are specifically excluded.

Programming – SNO911 personnel are the only authorized staff to program or re-program Covered Hardware.

Title/Number	Additional, Growth, and Expansion Radio Reimbursement Requests WT-09		
Approved:	SNO911 Board	Author:	T. Peterson
Issued:	TBD	Revised:	

- I. **Purpose:** To provide guidelines for the approval, acquisition, and reimbursement of additional radio equipment requests for radios used on the SNO911 public safety radio system.
- II. **Background:** SNO911 is responsible for the ongoing maintenance and support for the public safety radio system used by all first responder in Snohomish County. There is an ongoing need to consider additional radio equipment requests in response to SNO911 member agency needs connected to fleet and staffing growth and other policy changes driven by operational needs. The SNO911 Board has adopted a financial policy to set aside funding that is designated, in part, for these additional radio equipment needs. Additionally, SNO911 is authorized to maintain a set of cache inventory that is available to help respond to short-term needs for additional radio equipment.
- III. **Policy:** Additional radio needs shall be submitted in writing and staff shall bring requests to the to the SNO911 Board of Directors with a recommendation based upon funding, if the request should be considered for immediate action or queued for annual review in December, and other operational drivers. Additional requests will be evaluated through the lens of the radio quantity policies established by Police & Fire TACs and adopted by the Board of Directors. The aim of this policy is to provide fair an equitable financial support across all SNO911 member agencies within the budget set by the SNO911 Board of Directors.
- IV. **Procedure:**
 1. Agency shall submit a request form to include requested radio equipment quantities and types, justification, and supportive documentation.
 2. SNO911 staff will review the form, provide a total cost estimate, including obtaining a written quotation if needed, and submit the request to the SNO911 Board with a recommendation. The recommendation shall be to provide immediate action, queue for SNO911 Board annual review, to not fund the request, or any other course of action consistent with the policy.
 3. The staff review form and agency request form shall be reviewed by the Finance Committee and provided to the SNO911 Board for potential action.
 4. If approved for immediate action, SNO911 staff may provide equipment from cache radios, either in a temporary or permanent fashion as needed to fulfill the needs of the request or provide reimbursement to the member agency. SNO911 will work with each agency to facilitate the ordering of equipment to ensure the correct configuration. Requests that are queued shall be reviewed by the SNO911 Board in December of each year for reimbursement in January.
 5. SNO911 will order replacements, as needed, to replenish the cache through the appropriate vendor(s).
 6. Staff are responsible for monitoring the overall use of the fund and notifying the Board of requests or future needs that go beyond allocated funding.



REPLACEMENT REQUEST FOR LOST, DAMAGED OR STOLEN RADIO EQUIPMENT

Name of Agency: North County Regional Fire Authority

Contact Name: Dave Kraski

Email: dkraski@northcountyfireems.com Phone: 360-629-2184 X117

Date when loss occurred or was identified:

11/15/20

Statement of circumstances:

Station 96 (3231 300th St NW, Stanwood, was broken in to. 3 radios were taken. ID #'s 13686, 13635 & 13627. Also 3 batteries and 1 charger for the radios.

Steps taken to locate or recover equipment:

Police report filed with SCSO. Case #167868

Steps taken to mitigate future loss:

Cameras to be installed around the building

Other relevant information:

Description of equipment sought for replacement (include quantity):

3 portable radios, 3 extra batteries, 1 charging bank, 3 microphones model XE500

Model:	APX8000XE	Serial #	673CWP0101
Model:	APX800XE	Serial #	673CWP0146
Model:	APX800XE	Serial #	673CWP0104
Model:		Serial #	
Model:		Serial #	

Was any equipment stolen?		
☐ No	☐ Unknown	☒ Yes (if yes, include police report #)
		167868
Was insurance claim filed?		
☒ No	☐ Yes (if yes, provide Claim #)	
State Auditor's Submission?		
☒ No	☐ Yes	

This request must include all applicable third-party documents, such as: police report (required for theft); insurance claims (required if eligible for a claim); State Auditor's submission, as required by RCW 43.09.185; and any other related documentation. By submitting this form I agree to reimburse SNO911 any and all insurance and/or restitution up to the acquisition cost for replacement radios.



 Signature of Agency Head, Mayor or Council President

11/30/2021

 Date signed

NOTE: Snohomish County 911 Board of Directors will review submissions during their regularly scheduled monthly meetings, but may request additional information or take other steps it may deem appropriate during the review process.

Approximate replacement value (not to exceed) _____

Request approved ☐ Denied ☐ Other ☐

Additional information requested:
Reason, if denied:

SNO911 Board President

Date Signed



Action Proposal Form

Date: 12/7/2021

Title: RRP Site Readiness & Construction (III)

Background / Purpose:

The Radio Replacement Project (RRP) continues into the site readiness phase. Site readiness includes upgrades to electrical and mechanical systems that need to be completed ahead of MSI installing the new equipment. Updated bid packages, including drawing sets, scopes of work and other key details, are now complete. Staff issued an Invitation to Bid (ITB 2021-017) in November for five (5) radio sites including: Frailey, Granite Falls, Bothell Nike, King Lake, and Rucker Hill. Staff anticipate one additional site readiness contract to be recommended for approval in the coming weeks.

Following the competitive process, Day Wireless is the apparent successful vendor. Staff are currently negotiating the final terms and conditions of a contract that include the site-readiness work for phase 3. Attached to this APF is a draft contract that has already gone through legal review. The contract is anticipated to be \$339k including tax and staff are requesting an additional authorization of up to 10% for contingency for a total of \$375k.

Suggested Action/Recommendation:

Authorize the Executive Director to sign the Tower Site Readiness (III) Services Contract as presented, pending any final legal review, with an amount not to exceed \$375k.

Fund: Radio Replacement Project Contingency

SITE READINESS III SERVICES PUBLIC WORKS CONTRACT

This Contract is entered into between SNOHOMISH COUNTY 911, a municipal corporation, referred to as "Owner", and _____ referred to as "Contractor."

In consideration of the following terms and conditions and those contained in the documents incorporated by reference and made a part of this Contract, the parties agree as follows:

1. THE PROJECT

- 1.1. The Contractor shall perform all work and furnish all tools, materials, labor and equipment for the Owner and all work associated with the project entitled: SITE READINESS III Services as set forth in Attached Exhibit 1.
- 1.2. The work shall be performed in accordance with the following Contract Documents: INVITATION TO BID 2021-017, Contractor's Bid Proposal and all other forms and documents referenced in such documents which are hereby referred to as the Contract Documents and by this reference are made a part of this Contract.
- 1.3. The Contractor shall provide and bear all expense of all equipment, supplies, work, and labor of any sort whatsoever that may be required for completing the work provided for in this Contract.
- 1.4. In the event of any conflict between the provisions of this Contract and incorporated Contract Documents and other terms and conditions, the provisions of this Contract shall control. The conflict shall be brought to the attention of the Owner.
- 1.5. Owner agrees to use its best efforts to allow Contractor full access and use of the premises as necessary for Contractor to perform the work with minimal interruption or interference from Owner's personnel and activities.
- 1.6. The Contractor is responsible for complying with all Federal, State, and local regulations affecting the work including but not limited to Chapter 70.86 RCW, Chapter 296-305 WAC and Chapter 294-24WAC.

2. COMPENSATION

- 2.1. The Owner shall pay the Contractor for the full performance of the Contract the sum of **\$308,598.35 before applicable tax** in accordance with the provisions below.
- 2.2. The Contractor shall provide monthly statements which shall indicate the work performed as of the end of the period covered by the statement.
- 2.3. Statements received by the 10th day of the month and approved by the Owner will be processed for payment the same month.
- 2.4. The Owner shall determine the amounts owing to the Contractor based on compliance with the work requirements and on evaluations of Contractor's statements.

- 2.5. Washington State Sales Tax shall be included on each statement submitted by the Contractor.
- 2.6. Monthly payments shall be subject to the withholding of retained percentage as provided in Section 14.

3. BOND

- 3.1. Contractor shall provide a performance and payment bond to the Owner in accordance with RCW 39.08.010. Such bonds shall be issued by surety licensed to business in the State of Washington acceptable to Owner in a form substantially in compliance with the form included in the Contract Documents.

4. INDEMNIFICATION AND HOLD HARMLESS

- 4.1. The Contractor shall indemnify, defend and save the Owner and its commissioners, officers, employees, agents and volunteers harmless from any and all claims and risks and losses, damages, demands, suits, judgments and attorney's fees or other expenses of any kind on account of or relating to injury to or death of any and all persons or on account of all property damage of any kind, or in any manner connected with the work performed under this Contract, or caused in whole or in part by the Contractor, a subcontractor or their property, employees or agents during performance of the work or at any time before final acceptance, except only for those losses resulting from the sole negligence of the Owner with regard to activities within the Contractor's scope of work
- 4.2. However, should a court of competent jurisdiction determine that this Contract is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Contractor and the Owner, its members, officers, employees and agents, the Contractor's liability hereunder shall be only to the extent of the Contractor's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes Contractor's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties.
- 4.3. In an arbitration or lawsuit with respect to this indemnification and hold harmless provision, the Contractor shall prepare and defend that lawsuit at its own cost and expense. If judgment is rendered or settlement made requiring payment of damages by the Owner, its officers, agents, employees and volunteers, the Contractor shall pay the same.

5. INSURANCE

- 5.1. The Contractor shall obtain the insurance described in this section from insurers approved by the State Insurance Commissioner pursuant to RCW Title 48. The insurance must be provided by an insurer with a rating of A-VII or higher in the A.M. Best's Key Rating Guide. The Owner reserves the right to approve or reject the insurance provided, based on the insurer (including financial condition), terms and coverage, the Certificate of Insurance, and/or endorsements.
- 5.2. The Contractor shall keep this insurance in force during the term of the Contract and for thirty (30) days after the Physical Completion date, unless otherwise indicated in Section 5.3. The Contractor shall maintain Commercial General Liability completed operations coverage for a

period of three years following substantial completion of the work for the benefit of the Owner by naming the Owner an additional insured using ISO Additional Insured-Completed Operations endorsement CG 20 37 10 01 or an endorsement providing at least as broad coverage.

- 5.3. If any insurance policy is written on a claims made form, its retroactive date, and that of all subsequent renewals, shall be no later than the effective date of this Contract. The policy shall state that coverage is claims made, and state the retroactive date. Claims-made form coverage shall be maintained by the Contractor for a minimum of 36 months following the Final Completion or earlier termination of this Contract, and the Contractor shall annually provide the Owner with proof of renewal. If renewal of the claims made form of coverage becomes unavailable, or economically prohibitive, the Contractor shall purchase an extended reporting period ("tail") or execute another form of guarantee acceptable to the Owner to assure financial responsibility for liability for services performed.
- 5.4. The Contractor's and all sub contractors' insurance coverage shall be primary and non-contributory insurance as respects the Owner's insurance, self-insurance, or insurance pool coverage.
- 5.5. The Contractor and the Owner waive all rights against each other, any of their Subcontractors, Sub-subcontractors, agents and employees, each of the other, for damages caused by fire or other perils to the extent covered by Builders Risk insurance or other property insurance obtained pursuant to the Insurance Requirements Section of this Contract or other property insurance applicable to the work. The policies shall provide such waivers by endorsement or otherwise.
- 5.6. Failure on the part of the Contractor to maintain the insurance as required shall constitute a material breach of contract, upon which the Owner may, after giving five business days' notice to the Contractor to correct the breach, immediately terminate the Contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the Owner on demand, or at the sole discretion of the Owner, offset against funds due the Contractor from the Owner.
- 5.7. The Contractor's maintenance of insurance, its scope of coverage and limits as required herein shall not be construed to limit the liability of the Contractor to the coverage provided by such insurance, or otherwise limit the Owner's recourse to any remedy available at law or in equity. All deductibles and self-insured retentions must be disclosed and are subject to approval by the Owner. The cost of any claim payments falling within the deductible shall be the responsibility of the Contractor.
- 5.8. The Contractor shall provide the Owner and all Additional Insureds with written notice of any policy cancellation, within two business days of their receipt of such notice.
- 5.9. The Contractor shall not begin work under the Contract until the required insurance has been obtained and approved by the Owner.
- 5.10. All costs for insurance shall be incidental to and included in the unit or lump sum prices of the contract and no additional payment will be made.

5.11. All insurance policies, with the exception of Automobile and Workers Compensation, shall name the following listed entities as additional insured(s):

5.11.1. The Owner and its officers, elected officials, employees, agents, and volunteers;

5.12. The Contractor shall cause each and every Subcontractor to provide insurance coverage that complies with all applicable requirements of the Contractor-provided insurance as set forth herein, except the Contractor shall have sole responsibility for determining the limits of coverage required to be obtained by Subcontractors. The Contractor shall ensure that the Owner is an additional insured on each and every Subcontractor's Commercial General liability insurance policy using an endorsement as least as broad as ISO CG 20 10 10 01 for ongoing operations and CG 20 37 10 01 for completed operations.

5.13. The Contractor shall deliver to the Owner a Certificate(s) of Insurance and endorsements for each policy of insurance meeting the requirements set forth herein before commencement of the work.

6. TYPES OF INSURANCE REQUIREMENTS

6.1. The Contractor's required insurance shall be of the types and coverage as stated below:

6.1.1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be at least as broad as Insurance Services Office (ISO) form CA 00 01.

6.1.2. Commercial General Liability insurance shall be at least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent contractors, products-completed operations for three years following substantial completion of the work, stop gap liability, personal injury and advertising injury, and liability assumed under an insured contract. The Commercial General Liability insurance shall be endorsed to provide a per project general aggregate limit using ISO form CG 25 03 05 09 or an endorsement providing at least as broad coverage. There shall be no exclusion for liability arising from explosion, collapse or underground property damage. The Owner shall be named as an additional insured under the Contractor's Commercial General Liability insurance policy with respect to the work performed for the Owner using ISO Additional Insured endorsement CG 20 10 10 01 and Additional Insured-Completed Operations endorsement CG 20 37 10 01 or substitute endorsements providing at least as broad coverage.

6.1.3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.

7. MINIMUM AMOUNTS OF INSURANCE

7.1. The Contractor shall maintain the following insurance limits:

7.1.1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.

- 7.1.2. Commercial General Liability insurance shall be written with limits no less than \$2,000,000 each occurrence, \$2,000,000 general aggregate and \$2,000,000 products-completed operations aggregate limit.
- 7.1.3. If the Contractor maintains higher insurance limits than the minimums shown above, the Owner shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by the Contractor, irrespective of whether such limits maintained by the Contractor are greater than those required by this Contract or whether any certificate of insurance furnished to the Owner evidences limits of liability lower than those maintained by the Contractor.

8. CHANGE ORDERS

- 8.1. The Owner reserves the right to make, at any time during the work, such changes in quantities and such alterations in the work as are necessary to satisfactorily complete the work. Such changes in quantities and alterations shall not invalidate the contract nor release the surety, and the Contractor agrees to perform the work as altered. Among others, these changes and alterations may include:
 - 8.1.1. Deleting any part of the work,
 - 8.1.2. Increasing or decreasing quantities,
 - 8.1.3. Altering the way the work is to be done,
 - 8.1.4. Adding new work,
 - 8.1.5. Ordering the Contractor to speed up or delay the work.
- 8.2. The Owner will issue a written change order for any change. If the alterations or changes in quantities significantly change the character of the work under the contract, whether or not changed by any such different quantities or alterations, an adjustment, excluding loss of anticipated profits, will be made to the contract. The basis for the adjustment shall be agreed upon prior to the performance of the work. If a basis cannot be agreed upon, then an adjustment will be made either for or against the Contractor in such amount as the Owner may determine to be fair and equitable.
- 8.3. The Contractor shall proceed with the work upon receiving:
 - 8.3.1. A written change order approved by the Owner.
- 8.4. The Contractor accepts all requirements of a change order by:
 - 8.4.1. endorsing it,
 - 8.4.2. writing a separate acceptance, or
 - 8.4.3. not protesting in the way this section provides.
- 8.5. A change order that is not protested as provided in this section shall be full payment and final settlement of all claims for contract time and for all costs of any kind, including costs of delays, related to any work either covered or affected by the change. By not protesting as this section provides, the Contractor also waives any additional entitlement and accepts from the Owner any written or oral order (including directions, instructions, interpretations, and

determinations). By failing to follow the procedures of this section, the Contractor completely waives any claims for protested work.

8.6. The Contractor may protest change orders or other claims as provided below:

8.6.1. If the Contractor is in disagreement with anything required in a change order or another written order from the Owner, including any direction, instruction, interpretation, or determination by the Owner, the Contractor shall:

8.6.2. Immediately give a signed written notice of protest to the Owner before doing the work specified in the change order or within fourteen (14) calendar days of the occurrence of an event or events giving rise to a claims, or within fourteen (14) calendar days of the date the Contractor knew or should have known of the facts or events giving rise to a claim, whichever occurs first;

8.6.3. Supplement the written protest within 15 calendar days with a written statement providing the following:

- (a) The date of the protested order or claim
- (b) The nature and circumstances which caused the protest or claim;
- (c) The contract provisions that support the protest or claim;
- (d) The estimated dollar cost, if any, of the protested or claimed work and how that estimate was determined; and
- (e) An analysis of the progress schedule showing the schedule change or disruption if the Contractor is asserting a schedule change or disruption; and

8.7. If the protest is continuing, the information required above, shall be supplemented as requested by the Owner. In addition, the Contractor shall provide the Owner, before final payment, a written statement of the actual adjustment requested. Throughout any protested work, the Contractor shall keep complete records of extra costs and time incurred. The Contractor shall permit the Owner access to these and any other records needed for evaluating the protest as determined by the Owner. The Owner will evaluate all protests provided the procedures in this section are followed. If the Owner determines that a protest is valid, the Owner will adjust payment for work or time. No adjustment will be made for an invalid protest.

FAILURE TO PROVIDE A COMPLETE, WRITTEN NOTIFICATION OF PROTEST OR CLAIM WITHIN THE TIME ALLOWED SHALL BE AN ABSOLUTE WAIVER OF ANY PROTEST OR CLAIMS ARISING IN ANY WAY FROM THE FACTS OR EVENTS SURROUNDING THE UNDERLYING CHANGE ORDER OR CLAIM OR CAUSED BY THAT DELAY.

8.8. In spite of any protest or claim, the Contractor shall proceed promptly with the work as the Owner orders.

9. CLAIMS

9.1. The Contractor shall give written notice to the Owner of all claims other than change orders within five (5) calendar days of the occurrence of events giving rise to the claim. Any claim for damages, additional payment for any reason, or extension of time, shall be conclusively deemed

to have been waived by the Contractor unless a timely written claim is made in strict accordance with the applicable provisions of this Agreement. At a minimum, a Contractor's written claim must include the information required in Section 8.6 regarding protests.

9.2. FAILURE TO PROVIDE A COMPLETE, WRITTEN NOTIFICATION OF CLAIM WITHIN THE TIME ALLOWED SHALL BE AN ABSOLUTE WAIVER OF ANY CLAIMS ARISING IN ANY WAY FROM THE FACTS OR EVENTS SURROUNDING THAT CLAIM.

9.3. THE CONTRACTOR'S ACCEPTANCE OF FINAL PAYMENT (EXCLUDING WITHHELD RETAINAGE) SHALL CONSTITUTE A WAIVER OF CLAIMS, EXCEPT THOSE PREVIOUSLY AND PROPERLY MADE AND IDENTIFIED BY THE CONTRACTOR AS UNSETTLED AT THE TIME REQUEST FOR FINAL PAYMENT IS MADE.

10. TERM, TERMINATION AND RENEWAL:

10.1. This Contract shall be effective _____, 2021 and shall remain in effect until project completed expected _____ unless terminated earlier in accordance with the early termination provisions herein.

10.2. If Contractor breaches any of its obligations under this Contract, and fails to cure the same within five (5) days of written notice to do so, the Owner may terminate this Contract, in which case the Owner shall pay the Contractor cost incurred to date of written notice.

10.3. The Owner may terminate this Contract upon ten (10) days written notice to the Contractor for any reason and without cause in which case the Owner shall pay the Contractor for costs incurred to the date of written notice.

10.4. In the event the Owner substantially changes the scope of the Work identified in Section 1, Contractor shall have the right to terminate this Contract upon thirty (30) days written notice to the Owner.

11. CONTRACTOR RECORDS

11.1. Contractor agrees to make all project related books and records available to the Owner for inspection, review, photocopying and audit in the event of a Contract related dispute, claim, modification or other Contract related action at reasonable times and at places designated by the Owner.

12. DEFECTIVE OR UNAUTHORIZED WORK

12.1. The Owner reserves the right to withhold payment from the Contractor for any defective or unauthorized work. Defective or unauthorized work includes, without limitation: work and materials that do not conform to the requirements of this contract, and extra work and materials furnished without the Owner's written approval. If the Contractor is unable, for any reason, to satisfactorily complete any portion of the Project, the Owner may complete the Project by contract or otherwise, and the Contractor shall be liable to the Owner for any additional costs incurred by the Owner. "Additional costs" means all reasonable costs incurred by the Owner, including legal costs and attorneys' fees, beyond the maximum contract price under this

Agreement. The Owner further reserves the right to deduct the cost to complete the Project, including any additional costs, from any amounts due or to become due to the Contractor

13. PREVAILING WAGES

13.1. The Contractor shall pay prevailing wages and shall comply with chapter RCW 39.12 and chapter 49.28 RCW. A Notice of Intent to Pay Prevailing Wages and prevailing wage rates for the Project must be posted on the Project site. At the end of December each year this contract is in force, the Contractor and its subcontractors shall submit Affidavits of Wages Paid to the Department of Labor and Industries for certification by the director. Final payment on the Contract shall be withheld until certification by the director has been received by the Owner that the prevailing wage requirements of the statute have been satisfied. The Contractor certifies that it has not been cited for two violations within the last five (5) years, and is not prohibited from bidding on public works contract. The Contractor further certifies that it will use no sub-contractor who is prohibited.

13.2. Prevailing Wages for the county in which the Project is located can be found at:

<http://www.lni.wa.gov/TradesLicensing/PrevWage/WageRates/IsPrevWageJob/default.asp>

14. RETAINAGE

14.1. Pursuant to RCW 60.28, a sum of 5 percent (or 10 percent if the Contract Sum is less than \$150,000 and Contractor has requested a waiver of the performance bond requirement under Section 3) of the monies earned by the Contractor will be retained from each monthly payment. Such retainage shall be used as a trust fund for the protection and payment (1) to the State with respect to taxes imposed pursuant to Title 82 RCW, and (2) the claims of any person arising under the Contract.

14.2. Monies retained under this Section shall be retained in a fund by the Owner unless Contractor elects for an alternative method of holding the retainage as provided under RCW 60.28. Owner will also accept a retainage bond in Exhibit 2, or a substantially equivalent bond.

14.3. The Contractor agrees to notify Owner within five (5) days of the receipt of any of the following:

14.3.1. Notification that a lien may be claimed by any person, firm or corporation furnishing materials, supplies or equipment to any subcontractor for work on the project in accordance with RCW 60.28.015.

14.3.2. Notification by the Department of Labor and Industries of any proceedings, complaint or investigation conducted under the provisions of RCW 39.12.065.

14.3.3. The retained percentage may be held by Owner until all claims and proceedings referred to above have been resolved to the satisfaction of Owner.

14.3.4. In the event the retainage is insufficient to cover payment of the items set forth in Section 14.1, Contractor shall be liable for all such insufficiencies and all costs incurred by Owner, including attorney fees, to recover such insufficiencies.

15. PROJECT SAFETY.

- 15.1. The Contractor shall be solely and completely responsible for safety conditions on the job site, including the safety of all persons and property during performance of the work to complete the Project. The services of Owner's employees or the Owner's agents or Consultant's personnel in conducting construction review of the Contractor's performance is not intended to include review of the adequacy of the Contractor's work methods, equipment, bracing, scaffolding or trenching, or safety measures in, on or near the construction site. The Contractor shall provide safe access for the Owner and its inspectors to adequately inspect the quality of work and the conformance with project specifications.
- 15.2. Contractor is responsible for locating any underground utilities affected by the Project and is deemed to be an excavator for purposes of chapter 19.122 RCW. Contractor shall be responsible for compliance with chapter 19.122 RCW, including utilization of the "one call" locator system before commencing any excavation activities. Contractor is also responsible for ensuring adequate trench safety and compliance as required by the Washington State Industrial and Health Act. The Contractor shall be responsible to notify, pay for and coordinate Contractor's work with One Call service at 456-8000.

16. DISPUTE RESOLUTION

- 16.1. If the parties are unable to resolve a dispute regarding this Agreement through negotiation, any party may request mediation through a process to be mutually agreed to in good faith between the parties within 30 days of a party notifying the other parties in writing that a dispute exists "Dispute Notice." The participating parties shall share equally the costs of mediation and each participating party shall be responsible for its own costs in preparation and participation in the mediation, including expert witness fees and reasonable attorney's fees.
- 16.2. If a mediation process cannot be agreed upon or if the mediation fails to resolve the dispute then, within 45 calendar days of the Dispute Notice or within 30 days of end of the mediation, either party may submit the dispute to binding arbitration according to the procedures of the Superior Court Rules for Mandatory Arbitration, including the Local Mandatory Arbitration Rules of the Superior Court as amended, located in Snohomish County, unless the parties agree in writing to an alternative dispute resolution process. The arbitration shall be before a disinterested arbitrator selected pursuant to the Mandatory Arbitration Rules with all participating parties sharing equally in the cost of the arbitrator. The location of the arbitration shall be mutually agreed or established by the assigned Arbitrator, and the laws of Washington will govern its proceedings. The prevailing party, in addition to costs, shall be entitled to reasonable attorney's fees as determined by the arbitrator.
- 16.3. Following the arbitrator's issuance of a ruling/award, either party shall have 30 calendar days from the date of the ruling/award to file and serve a demand for a bench trial de novo in the Snohomish County Superior Court. The court shall determine all questions of law and fact without empaneling a jury for any purpose.
- 16.4. Unless otherwise agreed in writing, this dispute resolution process shall be the sole, exclusive and final remedy to or for either party for any dispute regarding this Agreement, and its interpretation, application or breach, regardless of whether the dispute is based in contract,

tort, any violation of federal law, state statute or local ordinance or for any breach of administrative rule or regulation and regardless of the amount or type of relief demanded.

- 16.5. The prevailing party in any action to enforce the terms of this contract, in addition to costs, shall be entitled to reasonable attorney's fees and expenses of arbitration including expert witness fees, paralegal costs and copying costs as determined by the arbitrator or court including costs and fees incurred on appeal.

17. LIMITATION OF ACTIONS

- 17.1. **CONTRACTOR MUST, IN ANY EVENT, FILE ANY LAWSUIT ARISING FROM OR CONNECTED WITH THIS AGREEMENT WITHIN 120 CALENDAR DAYS FROM THE DATE THE CONTRACT WORK IS COMPLETE OR CONTRACTOR'S ABILITY TO FILE THAT CLAIM OR SUIT SHALL BE FOREVER BARRED. THIS SECTION FURTHER LIMITS ANY APPLICABLE STATUTORY LIMITATIONS PERIOD.**

18. MISCELLANEOUS PROVISIONS

- 18.1. Independent Contractor. The parties intend that the Contract Document will create an independent contractor relationship.
- 18.2. Nondiscrimination. In the hiring of employees for the performance of work under the Contract Documents the Contractor, its subcontractors, or any person acting on behalf of Contractor shall not, by reason of race, religion, color, sex, age, sexual orientation, national origin, or the presence of any sensory, mental, or physical disability, discriminate against any person who is qualified and available to perform the work to which the employment relates.
- 18.3. Compliance with Laws. Contractor shall comply with all federal, state and local laws, rules and regulations that are now effective or in the future become applicable to Contractor's business, equipment, and personnel engaged in operations covered by the Contract Documents or accruing out of the performance of those operations.
- 18.4. Work Performed at Contractor's Risk. Contractor shall take all precautions necessary and shall be responsible for the safety of its employees, agents, and subcontractors in the performance of the contract work. All work shall be done at Contractor's own risk, and Contractor shall be responsible for any loss of or damage to materials, tools, or other articles used or held for use in connection with the work.
- 18.5. Non-waiver of Breach. The failure of the Owner to insist upon strict performance of any of the terms and rights contained herein, or to exercise any option herein conferred in one or more instances, shall not be construed to be a waiver or relinquishment of those terms and rights and they shall remain in full force and effect.
- 18.6. Governing Law. The Contract Documents shall be governed and construed in accordance with the laws of the State of Washington. If any dispute arises between the Owner and Contractor under any of the provisions of the Contract Documents, resolution of that dispute shall be available only through the jurisdiction, venue, and rules of the Superior Court of the Snohomish County.

- 18.7. Written Notice. All communications regarding the contract shall be sent to the parties at the addresses listed on the signature page of the contract, unless otherwise notified. Any written notice shall become effective upon delivery, but in any event three (3) calendar days after the date of mailing by registered or certified mail, and shall be deemed sufficiently given if sent to the addressee at the address stated in the contract.
- 18.8. Assignment. Any assignment of this contract by the Contractor without the written consent of the Owner shall be void.
- 18.9. Subcontracting. Contractor may not subcontract any portion of the services required by this Contract without the specific written consent of the Contract Administrator, which shall not be unreasonable withheld. Such consent shall not relieve contractor from its responsibilities under this Contract for the services performed by a subcontractor.
- 18.10. Modification. No waiver, alteration, or modification of any of the provisions of the Contract Documents shall be binding unless in writing and signed by a duly authorized representative of the Owner and Contractor.
- 18.11. Severability. If any one or more sections, sub-sections, or sentences of the contract are held to be unconstitutional or invalid, that decision shall not affect the validity of the remaining portion of the contract and the remainder shall remain in full force and effect.
- 18.12. Entire Agreement. The written provisions and terms of the Contract Documents, which include these General Conditions as well as the mechanical, electrical, and structural consultants' specifications, provisions, and plans, together with any attached exhibits, supersede all prior verbal statements by any representative of the Owner, and those statements shall not be construed as forming a part of or altering in any manner the Contract Documents. The Contract Documents and any attached Exhibits contain the entire agreement between the parties. Should any language in any Exhibit to the Contract Documents conflict with any language contained in the Contract Documents, the terms of the Contract Documents shall prevail.

Owner-SNO911

Contractor

By: _____

By: _____

Dated: _____

Dated: _____

Contractor Reg. No. _____

UBI Number: _____

CONTRACT EXHIBIT 1 SCOPE OF WORK

See Details in 2021-017 BID SECTION 6 – SCOPE OF WORK FOR SITE READINESS III SERVICES

DRAFT

CONTRACT EXHIBIT 2- RETAINAGE BOND FORM

Bond No.
RETAINAGE BOND

KNOW ALL BY THESE PRESENTS: That _____, a corporation existing under and by virtue of the laws of the State of _____ and authorized to do business in the State of Washington, as Principal, and _____, a corporation organized and existing under the laws of the State of _____ and authorized to transact the business of surety in the State of Washington, as Surety, are jointly and severally held and bound unto Snohomish County 911 and the State of Washington (State), and are similarly held and bound unto the beneficiaries of the trust fund created by Chapter 60.28 Revised Code of Washington (RCW), and their heirs, executors, administrators, successors and assigns in the penal sum of _____ Dollars (\$ _____), plus 5% of any increases in the contract amount that have occurred or may occur, due to change orders, increases in the quantities or the addition of any new item of work.

WHEREAS, the Principal has executed Contract for Tower Services with Snohomish County 911; and

WHEREAS, said Contract and Chapter 60.28 RCW require Snohomish County 911 to withhold from the Principal the sum of five percent (5%) from monies earned by the Principal on estimates during the progress of the work, hereinafter referred to as earned retained funds; and

WHEREAS, the Principal/Surety has requested that Snohomish County 911 accept a bond in lieu of earned retained funds as allowed under Chapter 60.28 RCW.

NOW, THEREFORE, this obligation is such that the Surety, its successors and assigns, are held and bound unto SNOHOMISH COUNTY 911, State and unto all beneficiaries of the trust fund created by RCW 60.28.011 (1) in the aforesaid sum. This bond, including any proceeds therefrom, is subject to all claims and liens and in the same manner and priority as set forth for retained percentages in Chapter 60.28 RCW. The condition of this obligation is such that if the Principal shall satisfy all payment obligations to persons who may lawfully claim under the trust fund created pursuant to Chapter 60.28 RCW, to the State of Washington, and to Snohomish County 911, and indemnify and hold Snohomish County 911 harmless from any and all loss, costs, and damages that Snohomish County 911 may sustain by release of said retainage to Principal/Surety, then this obligation shall be null and void provided the Surety is notified by SNOHOMISH COUNTY 911 that the requirements of RCW 60.28.021 have been satisfied and the obligation is duly released by SNOHOMISH COUNTY 911; otherwise it shall remain in full force and effect.

IT IS HEREBY DECLARED AND AGREED that the Surety shall be liable under this obligation as Principal. The Surety will not be discharged or released from liability for any act, omission, or defense of any kind or nature that would not also discharge the Principal.

IT IS HEREBY FURTHER DECLARED AND AGREED that this obligation shall be binding upon and inure to the benefit of the Principal, the Surety, Snohomish County 911, State and, the beneficiaries of the trust fund created by Chapter 60.28, Revised Code of Washington (RCW) and their respective heirs, executors, administrators, successors and assigns.

SIGNED AND SEALED this _____ day of _____ 20__

Principal:	Surety:
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Address: _____	Address: _____
City / State / Zip Code: _____	City / State / Zip Code: _____
Telephone No.: _____	Telephone No.: _____
Witness: _____	Witness: _____

Note: A power of attorney must be provided which appoints the Surety's true and lawful attorney-in-fact to make, execute, seal and deliver this bond.



Action Proposal Form

Date: 12/13/2021

Title: Relocation/Hiring Incentive for WT Supervisor and ECS Positions

Background / Purpose:

In September the Board approved a Limited Relocation/Hiring Incentive for the Wireless Tech Supervisor position that we hope will make the position more attractive to candidates outside the region.

We desire to extend the Relocation/Hiring Incentive to the Electronic Communications Specialist (ECS) vacancy.

Applicable reimbursement of 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.

Suggested Action/Recommendation:

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

Funding Source:

Operating



Action Proposal Form

Date: 12/09/2021

Title: 911 Phone System Upgrade

Background / Purpose:

Historically the Snohomish County EESCS (E911 Office) has been the contract holder of the 911 phone system used at SNOPAC & SNOCOM. Post consolidation, the County has determined there is no business purpose to maintain this structure. This is the first upgrade of equipment since consolidation occurred and Snohomish County 911 will be the holder of the new contract in 2022.

This critical system is on a 5-year replacement schedule which we will reach in Jan. 2022. Replacing critical systems on a regular replacement schedule mitigates the risk of unplanned outages or loss of 911 service for the citizens of Snohomish County.

This upgrade includes software and hardware upgrade/replacement and the addition of test environment that will allow more complete testing prior to making system changes or upgrades of interface systems such as NWS/Tyler CAD.

Primary funding of \$775,000 will come from approved capital project 80-056 that will be reimbursed by EESCS. The maintenance portion is funded from the Operating budget. No additional funding is necessary.

Finance Committee has reviewed and supports this action.

Suggested Action/Recommendation:

Approve SNO911 becoming the contract holder for the Viper 911 system.

Funding Source:

Capital Plan & Operating



Board Packet Memorandum

Date: December 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. On 12/09 at 1511 a Statewide ESI-net (Emergency Services IP Network) issue resulted in the activation of SNO911's PRF (Policy-Based Routing Function) sending our 911 calls to our 10-digit phone lines which use a different network. Although transparent to callers this did mean our 911 operators did not receive ANI/ALI (Automated Number Information/Automated Location Information). The issue was resolved at approximately 1600.

Dispatcher 12-Hour Schedule

Working with April as the target for implementation of the 12-hour schedule for dispatchers, work is spinning up to prepare for this major organizational change. Operations is meeting weekly and collaborating with other departments to ensure prep work is identified and completed. Education sessions for dispatchers and supervisors on the new schedule and associated changes are being scheduled. Additionally, the change requires an upgrade and buildout of TeleStaff scheduling software. Ops is meeting with the vendor at least twice a week. Despite an April implementation of the schedule, shift and vacation bidding needs to occur significantly ahead of that date.

Office of Training and Standards (OTS) Update

The four new dispatch trainees that were welcomed last month have begun their on the job training for 911 call taking. Additionally, OTS is supporting two trainees at the police dispatch position and four for fire dispatch.

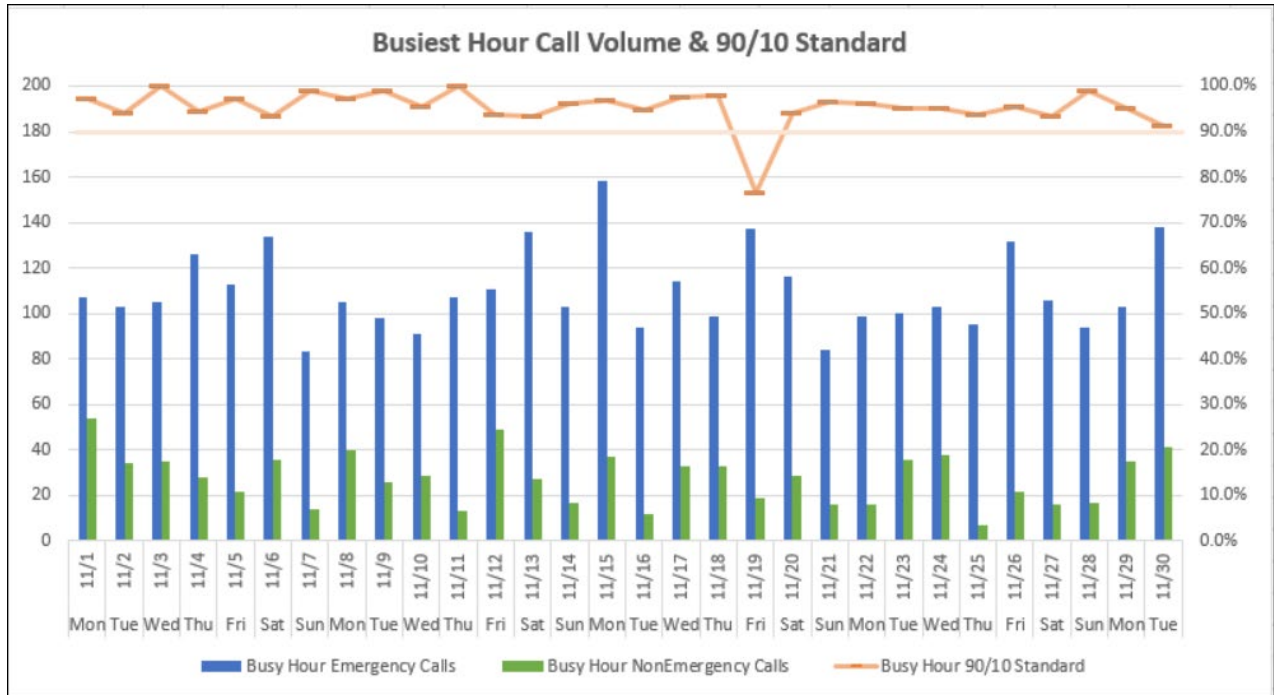
Training Supervisor Gass will be attending the CTO Instructor course through APCO, with the goal of holding in-house classes to certify SNO911 CTO's in the future.

OTS has been approved to move ahead with a training paperwork update project, set to begin at the end of next month. The proposed changes to the evaluation forms and daily observation reports would more closely align our program with what is currently being taught by APCO in their CTO training program. This would allow for a more granular look at a trainee's performance over time while providing additional efficiencies for the CTO's and training supervisors.

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

Monthly Statistical Reports

12 Month SNO911 Call Volume & NENA Standard Report													
	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
Emergency Calls	37516	39892	39138	35866	40196	41312	44187	47955	51609	47255	44984	45163	44761
Non-Emergency Calls	10614	11274	12025	11231	13695	12759	13106	14008	17509	14940	14809	14253	13050
Avg Busy Hour 90/10	96.0%	94.5%	96.5%	95.6%	95.7%	94.7%	93.9%	91.7%	87.9%	92.6%	91.9%	93.8%	95.3%
All Hour Avg 95/20	99.6%	99.5%	99.6%	99.6%	99.7%	99.5%	99.3%	98.8%	98.1%	99.1%	98.9%	99.2%	99.3%
Avg Busy Hour Emer	93	98	92	96	96	104	106	116	131	113	115	112	110
Avg Busy Hour Non-Emer	25	24	25	29	29	27	28	30	46	31	34	32	28
Avg Perfect Hours	11	10	12	12	13	9	10	7	6	8	8	10	9
Avg Emer Per Day	1,251	1,283	1,268	1,281	1,296	1,377	1,425	1,599	1,665	1,524	1,499	1,457	1,492
Avg Non-Emer Per Day	354	357	392	401	442	425	423	467	565	482	494	460	435



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	7	8	18		141	141
Incorrect Use	Follow-Up	0	3	1	7	5	5	3	6	1	4	4		39	371
	Area Checks	8	18	20	6	15	34	14	16	18	5	7		161	
	Noise	0	0	5	2	0	7	3	2	4	0	0		23	
	Traffic	1	5	1	0	1	2	4	2	4	1	9		30	
	Other Complaints	1	13	7	13	6	8	8	8	11	27	16		118	
Misuse	Accidental	0	5	5	6	7	4	10	6	2	4	15		64	231
	Prank	0	1	26	7	1	15	14	40	13	44	6		167	
Other	Test	11	7	7	7	5	4	5	9	9	10	7		81	336
	Abandoned	5	16	10	10	11	1	5	7	7	7	9		88	
	Non-English	1	0	0	0	0	0	0	0	0	0	4		5	
	Outgoing	0	0	0	0	0	0	0	0	0	0	0		0	
	Transfer	0	2	0	1	1	0	2	0	1	0	2		9	
	Voice Call	10	11	18	8	19	18	24	16	8	10	11		153	
Month Total		42	94	116	81	79	119	106	129	85	120	108	0	1079	1079

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 – November 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	754	86.37%
3 - Satisfied	91	10.42%
2 - Neither Satisfied nor Dissatisfied	15	1.72%
1 - Somewhat Dissatisfied	4	0.46%
0 - Very Dissatisfied	9	1.03%
Total	873	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	845	96.68%
Somewhat	22	2.52%
No	7	0.80%
Total	874	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	27	35	22	-	235
ARLINGTON CITY	251	264	283	312	313	387	399	364	381	331	336	-	3,621
ARLINGTON RURAL FD 21	80	46	54	71	70	84	78	78	72	65	72	-	770
DARRINGTON FD 24	60	41	32	31	42	42	53	37	35	45	52	-	470
EVERETT CITY	1,759	1,506	1,786	1,774	1,847	2,031	2,088	2,075	1,987	2,056	1,922	-	20,831
FD 19	39	27	45	40	54	52	50	49	40	36	38	-	470
FD 7 (Mill Creek excluded)	888	837	920	910	1,019	1,063	1,106	1,083	1,105	1,012	973	-	10,916
GETCHELL FD 22	46	27	32	31	43	55	58	40	52	42	34	-	460
GOLD BAR - INDEX FD 26	72	60	47	74	63	82	80	95	83	61	63	-	780
GRANITE FALLS FD 17	147	124	118	139	148	162	178	212	159	160	141	-	1,688
HAT ISLAND FD 27	2	2	1	7	3	2	3	2	1	1	3	-	27
LAKE ROESIGER FD 16	7	22	12	16	17	13	23	15	32	28	12	-	197
LAKE STEVENS FD 8													
MARYSVILLE FIRE	994	856	948	1,011	1,015	1,142	1,132	1,119	1,016	1,080	1,133	-	11,446
MILL CREEK CITY	152	157	155	196	180	206	193	174	186	171	160	-	1,930
MUKILTEO CITY	143	154	151	157	190	193	188	200	184	161	170	-	1,891
NORTH COUNTY FIRE (UNINC)	164	139	140	154	171	162	192	170	159	174	154	-	1,779
OSO FD 25	11	3	5	15	9	6	5	10	13	8	10	-	95
ROBE FD 23	7	2	2	1	5	5	10	7	4	5	6	-	54
SNOHOMISH FD 4	263	230	274	278	301	315	352	321	314	292	280	-	3,220
SOUTH COUNTY FIRE (TOTAL)	2,181	2,120	2,262	2,400	2,400	2,739	2,709	2,764	2,505	2,674	2,657	-	27,411
SOUTH COUNTY FIRE (UNINC)	1,056	1,047	1,084	1,187	1,126	1,323	1,320	1,307	1,210	1,207	1,264	-	13,131
EDMONDS CITY (CONTRACT)	428	391	387	414	423	468	500	491	469	509	498	-	4,978
BRIER CITY	30	31	37	26	38	37	31	44	43	39	38	-	394
LYNNWOOD CITY	471	453	507	545	547	636	597	676	530	663	619	-	6,244
MOUNTLAKE TERRACE CITY	196	198	247	228	266	275	261	246	253	256	238	-	2,664
STANWOOD CITY	129	112	123	119	144	125	128	128	117	141	153	-	1,419
SULTAN FD 5	98	82	63	101	85	120	115	116	130	120	129	-	1,159
TULALIP FD 15	69	56	65	75	65	99	89	78	93	66	78	-	833

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	2,051	2,032	1,930	2,036	-	20,975
BRIER	297	201	442	379	339	247	266	303	321	279	219	-	3,293
DARRINGTON	123	99	135	87	118	99	127	83	82	72	59	-	1,084
EDMONDS	2,849	2,324	2,629	2,251	2,682	2,372	2,664	2,211	2,190	2,088	2,004	-	26,264
EVERETT	10,018	9,382	10,772	10,306	10,883	11,362	12,344	11,118	11,047	11,131	10,830	-	119,193
GOLD BAR	201	238	207	157	158	151	175	176	173	195	176	-	2,007
GRANITE FALLS	471	450	521	453	375	393	341	337	304	300	273	-	4,218
INDEX	35	41	40	32	25	41	39	32	27	31	23	-	366
LAKE STEVENS	2,019	2,071	2,103	2,047	2,200	2,392	2,494	1,954	2,352	2,079	1,945	-	23,656
LYNNWOOD	3,079	2,556	3,172	3,120	3,155	3,299	3,411	3,187	3,263	3,106	3,061	-	34,409
MARYSVILLE	5,045	4,762	5,671	5,126	5,012	5,136	5,547	4,961	5,165	5,027	5,219	-	56,671
MILL CREEK	912	975	1,082	1,126	1,156	1,189	1,018	956	955	990	879	-	11,238
MONROE	1,356	1,179	1,369	1,400	1,440	1,546	1,788	1,485	1,335	1,366	1,621	-	15,885
MOUNTLAKE TERRACE	1,322	1,119	1,452	1,584	1,672	1,536	1,550	1,579	1,392	1,465	1,333	-	16,004
MUKILTEO	2,665	2,252	2,437	2,322	2,515	2,296	2,332	2,008	2,354	2,120	2,206	-	25,507
SNOHOMISH	706	783	922	1,028	990	981	976	868	842	796	762	-	9,654
SNOHOMISH COUNTY	14,297	13,352	15,264	14,505	14,554	14,862	15,772	13,861	13,591	14,148	13,383	-	157,589
STANWOOD	676	572	682	594	545	684	583	561	491	569	570	-	6,527
STILLAGUAMISH	882	1,065	1,139	1,113	1,015	999	966	789	809	944	981	-	10,702
SULTAN	365	340	390	444	370	347	288	253	312	284	294	-	3,687
WOODWAY	52	32	33	42	45	53	39	60	83	62	64	-	565

Full-Time Center Staff		
Legacy Employees = Hired before 12/1/2017..... New Hire Employees = Hired on/after 12/1/2017		
Job Title:	Status:	Current #
Call-Taker	Legacy: Only trained in call-taking	1
Police Dispatcher	Legacy: Only trained in CT and Police	7
Fire Dispatcher	Legacy: Only trained in CT and Fire	6
Cross-Trained Dispatcher	Cross-Trained in CT, Police, and Fire	57
Cross-Trained Trainee	Trained in 2 disciplines, and currently in-training for the 3rd	2
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	13
Total:		96
See "Dispatcher Status Log" attached in this week's email for breakdown by employee name		

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:	164
# of Full-Time Positions Filled:	150
# of Current Full-Time Vacancies:	14

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:	15
F/T Vacancies:	1
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:	13
Filled F/T Positions:	10
F/T Vacancies:	3
Tech/Wireless Staff:	
Authorized Positions	22
Filled F/T Positions	18
Filled P/T Positions	1
Filled Contract Positions	1
F/T Vacancies	3

Current Recruitment Status

Candidates signed up to test	6	Test date is 12/15
Candidates to be interviewed	2	Interviewing for Mar academy
Candidates in poly	4	Scheduled for poly exam
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	12
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Employment Separations

YTD Full Separations from Agency:	23
YTD Changes from F/T to Relief Status:	2

Appointive Staff (Trainees):	
Accepted New Job	1
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	5
Medical	1
Relocation	0
Retirement	0
Voluntary Opt-Out	5
Change to Relief (FT to PT)	0

Dispatch & Sups (Non-Trainees):	
Accepted New Job	1
Death of Employee	0
Involuntary Term	0
Medical	0
No Reason Given	0
Personal	1
Relocation	3
Retirement	1
Change to Relief (FT to PT)	2

New World Software Upgrade

PTCC met on December 7th and discussed the last P1 NWS issue and reviewed the NWS 2021.1 SP1 upgrade timeline. Tech staff received a patch from Tyler last week that addressed the P1 user account password reset issue. The patch was tested and verified to have fixed the issue completely. As it stands today all P0 and P1 issues have all been addressed and fix. The NWS 2021.1 SP1 upgrade is still scheduled for Monday March 7th starting at 2200.

ShieldForce

The Tyler ShieldForce contract has been signed. Tech staff is currently working on the project implementation plan to implement this project. In the next couple of weeks there will be a scheduled kick off meeting to officially start this project. Tech staff will be reaching out to some of the police agencies and agency IT departments to go over some best practices and recommendations for the security of the system.

First Due

The First Due project has started and is quickly moving forward. Kicked off meetings have already taken place for both the CAD and GIS side of the project. Sno911 Tech staff has already setup data extracts from CAD to be sent to First Due via paging subscriptions. Tech staff is currently working on the next steps of the project which includes setting up and sending GIS data to First Due.

Comtech Outage

On Thursday December 9th at around 1511, Sno911 Tech staff was notified by the dispatch floor that all calls coming into the center was not receiving ANI/ALI call information and they were having issues with incoming calls. It was quickly determined that there was an issue on the vendor's side of the system. Logs showed that SIP trunks from Seattle to Sno911 North and South VIPER nodes were down. Tech Staff reached out to the vendor (Comtech) to open a trouble ticket and routed all calls to our 10-digit 911 number with no ALI information. This issue turned out to be a bigger issue that affected most Western Washington PSAP agencies. Comtech's NOC set out an email notification stating there was a networking hardware failure on their primary side of their network and the switchover to the secondary network did not occur. In order to quickly get the system back up, Comtech engineers had to manual failover to the secondary network. Once that failover was completed (around 1600) the majority of the PSAPs including Sno911 recovered. The system fully recovered with no issues around 1622. Comtech completed their full network recovery by 1643 and verified service restoral for all affected PSAPs and continues to monitor the system performance to ensure full stability.

Radio Replacement Project Updates

December 13, 2021

Subscribers:

- Opt-In Mobile Installs are focusing on Police. MIT will have a team that meets vaccination requirements assembled to begin Fire in January. Fire apparatus mobile radio installs will begin when the dedicated team is ready.
- Detailed report can be found here: <https://sites.google.com/view/sno911rrp/rrp-mobile-radio-project>

Opt-In Police Agency Status

▪ Snohomish County Police Departments: Overall 47%

<u>Agency</u>	<u>Radios</u>	<u>% Complete</u>
▪ Marysville PD (Pilot)	78	97%
▪ Everett PD	196	42%
▪ Lynwood PD	69	43%
▪ Mukilteo PD	29	33%
▪ Monroe PD	30	33%
▪ Arlington PD	23	03%
▪ Brier PD	07	08%
▪ Mill Creek PD	19	03%
▪ Mountlake Terrace PD	18	03%

- SNO911 Board approved funding for glass-mounted GPS/WiFi Antenna alternatives. Funding also approved for low-profile covert antenna. However, the project team is actively evaluating the safety of the antenna and may recommend an alternative.
- Opt-out agency radio deliveries is complete. Opt-Out checks have been issued. There were minor changes to quantities since the Board approved this action in February 2021. The updated/final payments include the amount that SNO911 would have paid if the agencies had opted into the project installation.

Agency	Mobiles Other	Total Payment
Edmonds PD	36	\$34,257.34
Lake Stevens PD	25	\$26,447.79
SNOCO Parks	4	\$3,806.37
SNOCO DEM	14	\$15,980.27
SNOCO Sheriff	360	\$342,573.36
SNOCO Corrections	6	\$5,709.56
Stillaguamish PD	17	\$16,177.08
FD7 + FD8	63	\$124,382.91
FD17	3	\$13,486.67
FD22	11	\$21,227.66
FD26	20	\$30,992.73

SNOCO Fire Marshall	0	\$7,749.77
SNOCO Auditor (Animal Control)	7	\$6,661.15
TOTAL		\$649,452.65

- Fire Remote Speaker Mics – Motorola has provided replacement Remote Speaker Mics for all fire portable radios. Staff are working with each agency on delivery and retrieval. More information can be found here:

Radio Sites/Microwave:

- Our overall site construction procurement plan has been developed, and will involve four phases. This approach allows the work to begin at sites where design work is completed and continue to work on design at the same time.
 - Phase 1 – Contract awarded
 - Phase 2 – Contract awarded
 - Phase 3 – Recommendation for approval of contract at November Board meeting

Risks:

- After several months of work, the final Canadian primary frequencies and associated design have been approved by the FCC.
 - MSI has completed the final configuration design that meets the FCC/Canadian interference requirements and the contractual coverage requirements.
 - Concurrently, there is an opportunity to make further improvements to the system by acquiring additional US primary frequencies that do not have the interference/design requirements.
 - Project team is working through this request with Motorola to ascertain impacts to scope, budget, schedule and ultimately coverage.
- The project is in the 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:

- Three policy drafts are presented this month for consideration including:
 - DRAFT UPDATED WT-07 Lost, Stolen, or Damaged Beyond Repair Radio Equipment Replacement
 - DRAFT WT-08 Radio Hardware Repair and Replacement Services
 - DRAFT WT-09 Additional, Growth, and Expansion Radio Equipment Requests

Other/General Updates:

- Staff are working on Change Order 7 to remove the Mill Creek and Machias radio sites from the Motorola scope of work. Funding will remain with the project that will allow the team to revisit these needs in the future.

- No Updates: Alphanumeric Paging – Fire TAC approved a proposal in October to remove the paging system upgrade from the Motorola Contract and to move forward with a partial system replacement as described in the attached APF. No action being requested from the Board yet, just awareness that Motorola has been asked to begin work on a change order so we can fully understand budget impacts.

RRP Policy & Major Decision Timeline

- 11/2021: Police TAC approved Limited Access Talkgroup Authorization, Programming, and Auditing Policy.
- 10/2021: SNO911 Board of Directors approved Change Order 6 – radio quantities to fulfill needs of SCSO Corrections and delta of needs and changes from original project scope.
- 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 November 9, 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		Bureau Chief Scott Robertson	✓
Deputy Chief John DeRousse		Chief Jeff Jolley		Sergeant Karl Gilje	
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	✓	PM Chris Ampongan	✓
Ops Manager Karl Christian	✓	App Sup Team Mgr., Brent Meyer	✓	Sgt. Matthew Baron	✓
Ops Manager Hattie Schweitzer	✓	Master PO Travis Katzer	✓	Sec. Team Mgr, Bleu Jaegel	✓
Director of Tech, Marlin Herolaga	✓	Sys. Svc. Mgr. Howard Tucker			✓

Chair Jim Lawless called the meeting to order at 1034 hours.

1. **Roll Call** – Roll call was done as attendees logged into ZOOM.
2. **September 14, 2021 Minutes Approved:**
1st: Deputy Chief Ryan Irving 2nd: Captain Rod Sniffen
3. **Announcements:** None
4. **Reports**
 - A. **Policy Review Committee:** Jim Lawless
No meeting. Nothing to report.
 - B. **Mobile Users' Group:** Travis Katzer
As noted in a prior meeting, with the retirement of one of the Edmonds representatives the Mobile User's Group had a vacancy that needed to be filled. Julie Ubert, with Lake Stevens Police Department will be introduced to PTCC and the Executive Board of Directors for approval to fill that vacancy.
 - C. **SN0911 Updates:**
 - a. **County Internet Outage:** Kurt Mills
Snohomish County has announced they will be servicing their systems which will require shutting down their internet service on Friday. More information will be provided below under "Technical Updates."
 - b. **Law Enforcement Response Protocol (LERP):** Andie Burton
Andie reported that a high-level reminder/presentation was given on the LERP Protocol developed in 2020 at the October SCSPCA Meeting. This was informational in nature since it had been a while since it was discussed. Andie also pointed out that the section that talks about a potential activation for staffing issues countywide includes SN0911 staffing. In a

worst-case scenario, severe staffing issues at SNO911 could potentially lead to a LERP activation. Andie will be providing the LERP Protocol and the SNO911 LERP Plan Matrix for redistribution to all of our member agencies. She encouraged the Committee to review and become familiar with the processes outlined in the documents.

D. PTCC Report: Brent Meyer

2021.1 SP1 Upgrade: The upgrade date has not changed since the last Committee meeting. The upgrade is scheduled for, Monday, March 7, 2022 at 2200 hours.

E. Radio Replacement Project (RRP):

a. Mobile Deployment: Chris Ampongan

Chris provided an update on the status of the Mobile installs stating that Marysville is approximately 99% complete as of earlier today and Everett is at 20% completion as of yesterday. He also provided the link for the RRP Mobile Radio Project, which is updated every Thursday (found here: [SNO911 RRP Project](#)). Chris and Kurt both encouraged all member agencies to bookmark this link to stay up to date with the most current RRP information, including install status updates.

b. Antenna Replacement: Terry Peterson

Terry introduced an Action Proposal Form (dated 11.08.2021) for “*User Requested Antennae Change Request.*”

History: The agencies had previously approved a specific set of mobile antennas through the Radio Replacement Project, including review by the Project Performance Committee (PPC), Police and Fire TAC’s. The approved antennas included roof-mounted multi-band antennae and a roof-mounted combined GSP/WiFi antennae. Through the current installation process, some requests have been made to change the project supplied antennae(s) and the projected cost could be upwards of \$100,000.00, plus tax; therefore, this change request, which has been reviewed and supported by the PPC is being presented to Police and Fire TAC for support.

Motion to support the Action Proposal Form (APF) to authorize procurement of additional antenna needs described within, with a total not to exceed \$120,000.00.

**Motion made by Deputy Chief Ryan Irving and 2nd by Commander Ron Brooks
*Approved unanimously**

c. Member Agency Radios Self Purchasing: Terry Peterson

Terry reminded the Committee that all radio purchases must be made through SNO911 and purchases made outside of that arrangement will not be eligible for reimbursement by SNO911.

d. FCC Licensing and Canadian Interference: Terry Peterson

The design changes reviewed by PTCC to meet the FCC licensing and Canadian interference requirements showed that there would be a diminishment of coverage in some areas. There is a potential resolution to that issue that would meet the Canadian Interference requirements and resolve some of the reduction of coverage area, but would also cause a minimum 3-4 month delay in the project. Terry and Kurt both noted that although the delay is not preferred, the resolution that could prevent diminished coverage would be worth it

for various reasons that are important to all invested parties. Terry shared that he would have more information and a potential recommendation to share with the Committee at the December meeting.

5. Technical Update: Marlin Herolaga

A. Security and Infrastructure Team Manager – Marlin introduced Bleu Jaegel was the new SNO911 Security and Infrastructure Team Manager.

B. Snohomish County Internet Outage – On Friday, November 12, 2021, Snohomish County will be conducting maintenance that will require an internet outage from approximately 2200 hours to Saturday at 0600 hours.

There will be no impact to:

- New World CAD
- Radios
- 911 phone lines
- MDT Connections through Net Motion, including Everett PD

The following agencies will be affected as noted:

- No Access to VPN:
 - Brier Police Department
 - Woodway Police Department
 - Stillaguamish Police Department
- New World Interfaces for ESO
 - SPIDR
 - LexusNexus
 - SECTOR
 - Keefe Commissary
 - Shield Force
- No Access to Sector
 - All agencies

6. New Business: Terry Peterson

Limited Access Talk Group Authorization, Programming and Auditing: Terry provided a handout with the Committee meeting Agenda Packet titled, “*Limited Access Talk Group Authorization, Programming and Auditing.*”

Background:

SNO911 is responsible for the ongoing maintenance and support for the public safety radio system used by all first responder in Snohomish County. Part of the maintenance and operation of the system is programming radios that have access to Limited Access Talkgroups used by specialty teams who have an identified need to have secure communications limited to the team. The policy will require each specialty team to identify a single point of contact to keep a list of authorized users on file with SNO911.

Motion to support the proposal as written for recommendation to the SNO911 Executive Board of Directors.

Motion made by Deputy Chief Ryan Irving and 2nd by Chief Jeffrey Young.

***Approved unanimously**

7. Old Business

None

8. Good of the Order.

A. Connectivity Issues to New World Systems – Granite Falls: Robert Palmer

Rob inquired as to some connectivity issues affecting a portion of the Granite Falls area. After some discussion it would appear the issue may be related to the carrier for that area, Verizon. Bleu asked Rob to send him the information via email and Bleu will reach out to Verizon and make an inquiry.

B. Mukilteo Police Department: Glen Koen announced that he has accepted a position as Chief of

Police in Texas, and announced that Andy Illyn will be replacing him at the Police TAC meetings

C. Recruitment and Retention: There was a brief discussion regarding the challenges agencies are experiencing with recruitment and retention regardless of entity or discipline.

9. Meeting was adjourned at 11:32 hours.

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

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

November 17, 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
	☒ Jason Hodgkinson	Fire District 4	☐ Mike Worthy	Fire District 27
	☐ Merlin Halverson	Fire District 5	☒ Mike Calvert	Everett Fire
	☐ Bronson Smith	Fire District 15	☒ Darryl Neuhoﬀ	Marysville Fire
	☐ Brian Anderson	Fire District 16	☒ Blake Engnes	Mukilteo Fire
	☐ Jim Haverfield	Fire District 17	☐ Dave Kraski	North County RFA
	☒ Keith Strotz	Fire District 19	☐ Brett Blankenship	Paine Field Airport FD
	☐ Chad Schmidt	Fire District 21	☒ Steve Guptill	SRFR
	☐ Travis Hots	Fire District 22	☐	
	☐ Tim Bond	Fire District 23	☐	
Alternates in Attendance	☒ Don Waller	Fire District 4	☐ Chris Alexander	Mukilteo Fire
	☐ Bill Dane	Fire District 17	☐ Theresa Ramey	North County RFA
	☐ Gino Bellizzi	First District 19	☒ Zach Hanson	North County RFA
	☐ Jeremy Stocker	Fire District 22	☐ Ernie Walters	Sky Valley Fire
	☐ Dennis Fenstermaker	Fire District 24	☐ Larry Huff	SRFR
	☐ Dave DeMarco	Everett Fire	☒ John Chalfant	South County Fire
	☐ Jeff Cole	Marysville Fire	☐	
Guests and Staff in Attendance	Todd Anderson, SCF	Brent Meyer, SNO911		
	Michael Fitzgerald, SCF	Hattie Schweitzer, SNO911		
	Devon Ogurkow, SCF	Chris Ampongan, SNO911		
	Kurt Mills, SNO011	Meg Bittinger, SNO911		
	Terry Peterson, 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 October, 2021 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

A. PTCC / NWS. Brent Meyer. No changes on the New World upgrade front, all of the priority issues have been fixed, and they are still scheduled for the upgrade on March 7th, 2022. In the meantime, tech will be moving a lot of interfaces from an old firewall to a new, improved firewall. They will be in contact with everyone as they start to move those over.

- i. **New Unit Type – Mobile Integrated Health (MIH) – North County Fire Request** – PTCC discussed this and decided that whatever TAC decides will be what they go with. Per Eric, North County is requesting this. They feel that this is different than the CRP unit and that there are different services. This is not intended to be a dispatched unit. Per Zach

Hanson, an example would be if someone calls repeatedly, and they don't necessarily need transport to the hospital, they can have MIH dispatch instead of CRP, and they can set them up with social services. North County would like this separate from the chaplains. Eric suggested that North County draft up a procedure and bring it back to TAC.

- B. Technical Update.** *Brent Meyer.* Pulse Point interface – still waiting for more AED registry information. Most are already aware, but on Friday night into Saturday morning, Snohomish County took down one of their internet connections, and that effected a bunch of SNO911 interfaces. SNO911 IT was on site before, during, and after the event, and everything went as planned. On another note, for those that are on Locution East - there have been some issues with the voice dispatch over the last couple of weeks. The PC has been replaced and hopefully that will take care of it.
- C. Radio Replacement Committee.** *Chris Ampongan.* Regarding the mobile installs, they are currently working on Lynnwood Pd. Everett PD is on hold because of issues regarding covert antennas. The fire department deployments are still on hold, and Chris is working with Motorola and MIT to recruit the teams (they need members that are vaccinated) that will do the specific work for the fire engines. Per Terry, obtaining FCC licensing has been a big issue/risk for the radio project. Motorola had to redesign the system to make sure that they are meeting the Canadian interference requirements, because half the channels on the system are Canadian primary 800 MHz frequencies. Motorola has completed the work, and they do have licensing, however, the trade-off is a reduction in coverage. Concurrently, there are other 800 MHz licenses that are “up for grabs” and transferable to SNO911. If they obtain enough frequencies and build out the south simulcast portion of the system using all U.S. primary frequencies, coverage will be better. Of course there will be additional design costs and costs to the project, and it will take longer, probably 3-4 months. Not looking for action today, just giving updates. Finally, in April of 2020 the board approved a temporary policy around reimbursing radio orders. This is no longer happening since the radio project is providing radio equipment. Agencies should no longer be ordering their own radio equipment and expecting reimbursement. One last informational topic per Terry - the covert antennas that have been installed in some of the law enforcement vehicles have caused some concern regarding RF energy and safety. Only mentioned here for opt out agencies and admin vehicles – just be aware of the issue.
- D. Radio Procedures Committee.** *Hattie Schweitzer.* The committee received a proposal to take a look at the emergency alert tones for maydays and potentially for abandonments. The thought is to have a more robust tone that will grab attention in a chaotic environment. The request is to take a look at the high-low tones instead of the 3 beeps. They did not have enough people to listen to the audio at their last meeting, so they will discuss this further at the next meeting and bring it to TAC. Eric brought up the channel marker, and Hattie said they will add that to the conversation. Per John Chalfant, they did some testing on this last Wednesday with all the BCs in one room. They listened as they played it over TAC 15, and the high-low was definitely their vote with the channel marker.
- E. Fire User Group.** Per Brent, they did not meet last month.
- F. Fire Standards/Data.** *Brent Meyer.* They are meeting tomorrow after a brief hiatus.
- G. County Fire Resource Plan Committee – Drew Bono.** Nothing further to report at this time.
- H. Enabling VHF on Multiband Radios – Terry Peterson.** The PPC met last week and discussed the very specific use case for multiband. As a reminder, phase 1 for multiband was like for like replacement. If you had a multiband radio out in the field, they would replace that as part of the

project. Phase 2 of multiband is looking at the unique specific use cases where there is hit and miss coverage within our response area. They talked about a specific case last week, and they will be writing this up and bringing it forward as a project change request. They will continue to talk about what the future phases will look like related to multiband.

4. SNO911 UPDATE:

- A. Call of the Month – Hattie Schweitzer.** Hannah Lauber received the award for September, and Kalli DeNike received it for October. The write ups went out to TAC, please share them with your agencies. Kurt mentioned that SNO911's MPDS compliance rate in the last report was 98%. Compliance is measured in a variety of different ways, and the ACE team is doing a great job getting the employees engaged.
- B. Combined Police/Fire Call Closure from Mobile – Andie Burton.** Just a reminder, when there is a situation involving a combined call for police and fire, if fire clears the call via mobile before police have been dispatched, the whole call closes. This can result in the police not being sent to an incident when needed. The plan is to get some training out soon, but the request is that if you're going to clear a call, please do it over the radio versus the MDC. There was a request for this information to be sent out to Fire TAC in an email ahead of any training that is developed; Andie will send it out.

5. OLD BUSINESS:

- A. FOC Workgroup – Don Waller.** Shared and went over the workgroup report. They are attempting to combine some of the committees out there since there's so much overlap. Some of this is related to basic unit recommendations along with the concept of an embedded fire officer in the center. Discussion about how some of this work overlaps with what the group working on the County Resource Plan is doing, and that it makes sense to possibly combine those groups. Per Andie, the FOC Workgroup did not schedule their next meeting pending the outcome of a discussion at TAC, and direction on how to proceed. In the meantime, for outages, dispatch won't be doing the basic unit recommendations; agencies will be expected to be on radio watch and/or have an FOC or responsible person designated to advise on unit recommendations during the outage.
- B. Fire Paging Workgroup – Steve Guphill.** His report is almost complete and he should be sending it out tomorrow. He had to rewrite a section after receiving a demo unit that works exactly like the NighHawk.
- C. First Due Workgroup – Todd Anderson.** Started off by thanking Kurt Mills for getting a contract signed with Fire Due today. They met this past Monday, and one of the issues they discussed was rolling it out and trying to demo the product. First Due will send out some people and do a build with them to help work through some of the bugs in the system. Eastside Fire and Seattle Fire Department have been good contacts to discuss what their issues were when they rolled out, and the hope is to bypass some of that. They are meeting again next Monday on the 22nd, and that will be with the First Due Rep they are going to assign for rollout procedures. Per Darryl, this will be a long process that is going to require resources from several agencies as they move forward.

6. NEW BUSINESS:

- A. Privately Owned Bridges – Andie Burton.** Scott Parker, formerly with the Snohomish County Sheriff's Office, is now working as the emergency management contact with PUD. Scott reached out to Andie last week to let her know that PUD is going to start tracking privately owned bridges. These bridges typically connect roadways to personal property, and they may have

weight restrictions. Scott asked if SNO911 had any information on this. Andie went ahead and audited the information they did have, which was very little, and shared that with Scott. Once PUD gathers the additional information for themselves, they are willing to share it with SNO911.

7. **GOOD OF THE ORDER:** *Kurt Mills*. SNO911 recently completed their evaluation with the Washington State Rating Bureau for Everett Fire, and they are the highest ranking dispatch center in the state. Also, last month SNO911 implemented some new technology with AT&T that is called Location Before Route. This impacts transferred calls down on the border areas of King County. For example, a caller may be in Snohomish County, but they are hitting a King County tower, and are therefore routed to NORCOM or Bothell. They have seen almost a 100% drop in misrouted calls in the trial. This technology will be implemented and rolled out to the rest of the country in the beginning of the year. *Steve Guphill* – Has a question and wants to know if there is a written policy on how the reverse 911 calling process works, and what field units would need to do to put in a request for DEM to do a reverse 911 notification. Per Andie, they would need to contact the dispatch supervisor to get the process started, but she will get some documentation to Steve to pass on to his crew.
8. **ADJOURN:** The Fire TAC / Operations Committee adjourned at 2:32 p.m.

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

**Snohomish County 911
Finance Committee
Meeting Summary for December 9, 2021 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

Committee Members					
Dave DeMarco	✓	David Chan (arrived 1:50)	✓	Steve Guptill	
Jim Lawless	✓				
Staff Support Team					
Kurt Mills	✓	Angie Baird	✓	Terry Peterson	✓
				Sharon Brendle (notetaker)	✓

1. **Call to Order.** Chief Dave DeMarco called the meeting to order at 1:30 pm and welcomed Assistant Chief Jim Lawless to the committee. Assistant Chief Steve Guptill was unable to attend today's meeting, and Commissioner David Chan notified the committee that he would be joining later.
2. **Reports.**
 - A. **Blanket Voucher Report.** There were no questions. Jim Lawless moved to recommended that the Board approve the Blanket Voucher Report for November. The motion was seconded by Dave DeMarco and approved.
 - B. **Fund Balance Report.** Informational report only; no action is needed.
 - C. **Radio Replacement Project Payment Tracking.** Informational report only; no action is needed.
3. **Old Business.**
 - A. **Internal Controls.** Kurt reported that they're working on a draft contract with Moss Adams. With the end of the year demands on the Finance Team they propose to have Moss Adams start their review in late January. They will first be working with the Wireless Business Unit Manager on reviewing inventory policies and procedures, then will move to the Finance department.
4. **New Business.**
 - A. **APF - Radio Policy Proposed Updates.** Terry explained that the Board had previously approved some policies and procedures regarding radio replacement. This proposed action will update a few of those policies:
 - i. **Updated Lost, Stolen, and Damaged Beyond Repair (WT-07).** This policy followed some framework that the board had developed. The issue stems from the difference between a repairable and non-repairable radio. The policy has been updated to change the procedure with an unrepairable radio, which is to complete a form, file a police report (if applicable), and file an insurance claim. This would not apply to repairable radios.
 - ii. **New Policy covering Hardware and Replacement Services (WT-08).** Terry explained that this is a change from what the Board previously adopted earlier this year, which was that SNO911 would pass on any Motorola warranty. He said the problem with that is determining which are warranty repairs and which aren't. After running it through the PPC, they plan on bringing it to Police and Fire TAC before the Board meeting next week. He further explained that if the policy is adopted by the Board, then SNO911 would become the one-stop shop for radios. The new policy clearly defines which equipment is covered under warranty and which is not, as well as what to do for equipment which is beyond repair. Those unrepairable items would then be covered under the lost, stolen and damaged beyond repair policy and paid for out of the fund the Board created.

The committee had a lengthy discussion about these policies and recommended that they should be re-evaluated after a year.

- iii. **Additional Radio Request Policy (WT-09).** This new policy deals with additional growth or expansion within an agency. Terry explained that since SNO911 is working within a set amount of funding, if agencies have needs for additional radios they need to submit a form for staff to review in order to determine if the request falls in line with the overall direction of the Board. These requests would be brought to the Board for final approval. He added that staff would be in charge of monitoring the overall use of the fund which is currently funded at \$150,000 per year, with a cap of \$600,000. The challenges of dealing with each individual agency's budget practices and fleet expansions were also discussed. There was further discussion on whether to amend the policy to include more of a reimbursement component. The proposed policy will include the committee's feedback. This is also being reviewed by both Police and Fire TAC.

Terry also brought up some insurance issues that they have recently learned about. For those radios that are lost, stolen or beyond repair, agencies will need to file an insurance claim. At last month's Board meeting, there was a lot of discussion about this. The initial plan was that the agencies would be invoiced for the cost of the replacement, then they would submit it to their insurance provider. Insurance would cover the cost, less the amount of the agency's deductible, and that reimbursement would be sent to SNO911. Following SNO911's discussion with their insurance carrier WCIA, two things were discovered:

- WCIA said they would expect that agencies would cover the amount of their own deductible before insurance proceeds would be applied. SNO911 should not cover the cost of the deductible.
- SNO911 is exploring whether they should cover all the radios with a separate policy with the goal of eliminating disparity among the agencies with regard to coverage and deductible thresholds. Terry said they won't have a decision from WCIA on this issue until after next week's meeting.

Jim Lawless moved to recommend the adoption of Policies WT-07 and WT-08, and recommend additional discussion of Policy WT-09 at the Board level. David Chan seconded the motion and it was approved.

- B. **North County Fire Stolen Radio Replacement Request.** Terry explained that NCF had a burglary at one of their stations and 3 radios and other equipment were stolen. A police report has been filed and since they submitted their request, they will also be filing a claim with their insurance. The request describes the circumstances of the burglary and outlines the steps the agency will do to prevent further loss. Terry further explained that with this request, SNO911 will invoice the agency for the amount of the replacement. What the agency receives from their insurance carrier is dependent upon their policy. They plan to re-examine the deductible issue at the board meeting. Angie added that SNO911 cannot create an invoice for receivables knowing that they will never receive the full amount. Any shortages would have to go back to the Board for direction. The committee further discussed various scenarios and Kurt added that leadership is working through the details of these policies and they should expect some fine tuning as they progress. Terry confirmed that they are tracking which agencies have requested replacements, but are still working through the invoicing procedure.

Jim Lawless moved to recommend they approve the stolen radio request submitted by North County Fire. David Chan seconded the motion.

David Chan asked if any preventative measures were being taken to place tracking devices on the radios. Terry replied and explained that currently all the assets are owned by the individual agencies.

He added that each radio comes equipped with GPS and AVL capabilities, but they are not currently turned on due to bandwidth limits. David remarked that it wouldn't look good to the public if agencies weren't doing everything they could to mitigate losses.

The vote was called and the motion passed.

- C. RRP Site Readiness Construction III. Terry explained that the Board has already approved Phases I and II. This proposal will cover electrical and mechanical preparations and upgrades before Motorola can add the new equipment. A draft contract was included with Day Wireless, the successful vendor. The amount of the proposal includes a 10% planned contingency.

Jim Lawless moved to recommend that the Board authorize the Executive Director to sign the Tower Site Readiness III Services Contract as presented, pending any final legal review, with an amount not to exceed \$375,000. David Chan seconded the motion and it was approved.

- D. 911 Phone System Upgrade. Kurt presented this proposal and explained that contracts with the 911 phone vendor were held with Snohomish County. The County would now like SNO911 to assume the contract. This would be a sole source acquisition. Funding would still come from the County, including the annual maintenance and funds would also be set aside for a future system. Angie said that once funding is received the Board will need to approve where it will be placed.

Jim Lawless moved to recommend that SNO911 become the contract holder for the Viper 911 system. David Chan seconded the motion and it was approved.

- E. Capital Project Plan Approval Process. Kurt explained that with it being the end of the year, some of the funding that was unspent on capital projects this year will need to be moved to the next year. He further explained staff thinks it would be more efficient to pull the capital project approval process out of the annual budget process and deal with it every January. This will be discussed next week at the Board meeting, with the plan to come forward in January with an updated Capital Plan for approval.

5. Good of the Order.

- David Chan announced that he has moved back to Lake Stickney and recently bought a house there.

6. The meeting was adjourned at 2:30. The next meeting is scheduled for January 13, 2022 at 1:30 p.m.

**Snohomish County 911
Personnel Committee
Meeting Summary for December 7, 2021, 9:00 a.m.
Location: Web Conference**

Meeting Attendance:

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

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

The meeting was called to order at 9:00 am by Committee Chair, George Hurst.

1. Staffing Report

Kurt reviewed the staffing report and shared that on the dispatch side the agency is in good shape, with staffing strength still high, but lower than where they'd like to be. Kurt also explained that they are trying to stay ahead of the market and continue their push for new and innovative ways to retain their current staff while bringing in new people. He announced some difficulty in filling the vacant Finance Manager and Tech positions, but is expecting some pickup in January. Angie went over the background process that candidates go through, and there was a discussion about streamlining the process. She explained that it can take 3-6 months to train for call taking and up to 18 months before trainees are signed off on Police and Fire.

Management has been working on a holiday video aimed at showing what a great place SNO911 is to work at. They are exploring some other ideas for recruitment as well.

2. Wireless Supervisor Travel Reimbursement

Kurt explained that the current candidate for Wireless Supervisor needs to return in order to take a second polygraph. Kurt asked about reimbursing the candidate for the return trip, and estimated it to be under \$700. There was a consensus of the committee to approve reimbursement for the candidate if he completes and passes the process. Angie confirmed that this will come out of the relocation expenses/signing bonus that was previously approved by the Board. Chief Ventura asked if they had looked into having the polygraph be given in the location the candidate is in.

3. Round Table.

- Kurt reported that the survey of appointive staff has been completed. It is in the process of aggregating the information. He thinks there is some good actionable information in there, focusing on work/life balance. He will share the results next month.

- Both Chief Hovis and Chief Ventura spoke about their respective chief meetings.

4. Next Personnel Committee Meeting Tuesday January 4, 2022