



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

January 20, 2022 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 December 16, 2021 Board Meeting 3
 - B. December 2021 Blanket Voucher & Payroll Approval Form:
 - i. Checks 15310 - 15455 , for a total of \$1,729,515.91
 - ii. Payroll Direct Deposit, in the amount of \$1,057,531.53
- 5. Old Business**
 - A. Colocation Cost Share ILA 10
 - B. APF Modification of Radio Ownership..... 15
- 6. New Business**
 - A. APF 2022 Capital Plan 17
 - B. APF ILA Changes.....28
 - C. APF 2021 Fleet/Personnel Expansion Radio Requests 91
 - D. APF NENA Standard for Answering 911 Calls 98
- 7. Reports**
 - A. Agency Reports 100
 - B. Radio Replacement Project (RRP)..... 106
 - C. Police TAC 110
 - D. Fire TAC 112
- 8. Committee Reports**
 - A. Finance Committee 117
 - B. Personnel Committee.....120
 - C. County EESCS Committee (formerly County E911 Office)

- D. County ECSF Program Advisory Board
- E. Future Facility (no meeting)
- F. Board Technical Leadership
- 9. **Executive Session**
- 10. **Good of the Order**
- 11. **Adjourn**

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

December 16, 2021

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☒ Judy Tuohy	Everett
	☒ Chris Alexander	Mukilteo Fire	☒ Jonathan Ventura	Arlington Police
	☒ David Chan	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☒ Dave DeMarco	Everett Fire	☒ Terry Peterson	Snohomish Co 911
	☒ Jeff Beazizo (until 9:45)	Lake Stevens Police	☒ Angie Baird	Snohomish Co 911
	☒ Richard Emery	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	Everett Fire
	☐ Brett Gailey	Lake Stevens	☐ Jim Nelson	Lynnwood Police
	☒ Thad Hovis (arr @ 9am)	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	Hattie Schweitzer - Operations Manager SNO911		Amanda Duncan - SNO911 (notetaker)	
	Karen McKay - Operations Manager SNO911		Sharon Brendle - SNO911 (notetaker)	
	Riley McGinnis - member of the public			

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	- Board President Jon Nehring called the meeting to order at 8:31. Deputy Director Terry Peterson called roll and confirmed a quorum. - Executive Director Kurt Mills shared thank you cards and emails from the staff for the ham and turkey certificates they received. Operations Manager Hattie Schweitzer thanked the board on behalf of the training office. She added that she thought it was fun discussing the nostalgic theme of the certificates. - Director of Technology Marlin Herolaga expressed his appreciation for the gift on behalf of his tech staff. - The director also reminded the board that it was Attorney Brad Cattle's last board meeting. More will be said about this later in the meeting.	
2. Public Comments	None	
3. Approval of Agenda	Deputy Director Peterson announced that one additional item was added to the agenda under Old Business. This item revisits an action that the board took last month regarding the requested	

	antenna changes. <i>Chief 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
4. Consent Agenda	<i>Deputy Chief Neuhoff moved to approve the Consent Agenda, including the minutes from the November 18, 2021 board meeting, the November 2021 Blanket Voucher and Payroll Approval Form: Checks 15177 to 15229, for a total of \$1,970,754.84, and Payroll Direct Deposit in the amount of \$1,091,356.82.</i> <i>The motion was seconded by Councilmember Richard Emery, and passed unanimously.</i>	Consent Agenda passed
5. Old Business	A. Executive Director Evaluation. President Nehring recessed the Board and moved them into Executive Session at 8:42 a.m. for the purpose of discussing the performance of a public employee under RCW 42.30.110(1)(g). The attorneys will be present for the meeting. It is estimated to last 15 minutes, and at the conclusion the board will return to Regular Session with action expected. ▪ The Executive Session was extended at 8:57 for 15 minutes. ▪ The Executive Session was extended at 9:13 for 10 minutes. The Executive Session ended at 9:21. The Board moved back into regular session at 9:23, and took the following action: <i>Deputy Chief Neuhoff moved that the agency provide Director Mills a 3% COLA increase and include him in the incentive bonus offered to Appointive Staff, both of which will be effective as of January 1, 2022. The motion was seconded by Chief Alexander and approved unanimously.</i> President Nehring thanked the director on behalf of the Board and expressed his appreciation for he and his staffs' hard work and his leadership through a difficult year. He added that the Board appreciates his experience and the knowledge he brings to the job, as well as the effectiveness with which he led the agency. He also said he plans to meet with the director at a later date to discuss his evaluation. B. User Requested Antennae Change Request. Deputy Director Peterson reported that since the board took action on this topic last month, there was a slight revision that needed to be reviewed. Last month they focused on providing additional GPS and WiFi antennas as well as swapping out multi-band antennas with a covert model. They have had numerous conversations since then and decided there are other antennas they may want to include. The requested change is to apply this request to other suitable antennas that are identified by the project team. <i>Deputy Chief Neuhoff moved to authorize the amendment as stipulated, that other suitable antennas identified by the</i>	Motion approved

	<i>project team be included. The motion was seconded by Chief Beazizo and approved unanimously.</i>	Motion approved
6. New Business	A. RRP Proposed Policy Updates. Deputy Director Peterson spoke about an update to an existing policy and a couple of new policies having to do with replacing or adding additional radios. i. WT-07, Lost, Stolen or Damaged Beyond Repair Radio Equipment Replacement. This follows a policy the board previously adopted. Since then the policy is being updated based upon the initial framework. The update would include a distinction between equipment that can be repaired and equipment that is lost, stolen or damaged beyond repair. This policy would require the agency to seek reimbursement where applicable. Deputy Director Peterson also clarified that rather than SNO911 generating an invoice, they would declare a replacement value for each radio type which would be used for any insurance claims and for restitution requests. This policy would also be updated as values change. Per Section III, any funds recovered by the member agency shall be remitted to SNO911 and deposited into Radio Replacement Project Fund 140. Following some discussion on this, Director Mills reported that in their conversations with WCIA, SNO911's insurance carrier, they are exploring the concept of having the agency holding the insurance coverage for all radios. <i>Deputy Chief Neuhoff made a motion to move forward with the adoption of the policy as is. The motion was seconded by Chief Alexander and approved with Councilmember Emery abstaining.</i> ii. WT-08, Radio Hardware Repair and Replacement Services. This is a new policy that replaces action that the board previously took. This policy clearly states that only repairable equipment will be covered under this policy, and defines what equipment that is. Deputy Director Peterson described this as a way for SNO911 to become a one stop shop for hardware replacement. This policy also carries a stipulation in that SNO911 staff are the only ones authorized to program or re-program covered hardware. <i>Deputy Chief Neuhoff moved to adopt the radio hardware repair and replacement services policy, WT-08. The motion was seconded by Councilmember Emery and approved unanimously.</i> iii. WT-09, Additional, Growth, and Expansion Radio Reimbursement Requests. This would cover staff or fleet expansion. The deputy director explained that the board established Fund 140 with \$150,000 per year with a cap of \$600,000. He further explained that with this policy additional radio needs will need to be submitted in writing. This policy gives SNO911 the flexibility to respond to small requests as well as a way to deal with large requests so the	Motion approved Motion approved Motion approved

	seconded by Councilmember Hurst and approved unanimously. D. Relocation Hiring Incentive for WT Supervisor and ECS Positions. Director Mills explained that this action request is an expansion of an action the board previously took. The request is to extend the relocation/signing bonus to the open ECS (Electronic Communications Specialist) position. Given the tight labor market and the small focus of applicants, the director feels this may enable them to pick up more candidates, along with some active recruiting they have been doing. Deputy Chief Neuhoﬀ moved to approve providing up to \$10,000 for relocation expenses and signing bonus for the open ECS position. The motion was seconded by Chief Alexander and approved unanimously. E. 911 Phone System Upgrade. Director Mills explained that Snohomish County had previously held the contract with the phone system vendor. The County now wishes to have SNO911 hold the contract. He added that the phone system is due for an upgrade, which had been planned and budgeted for. Primary funding will come from an approved capital fund with reimbursement by EESCS. Deputy Chief Neuhoﬀ moved to approve SNO911 becoming the contract holder for the Viper 911 system. The motion was seconded by Councilmember Hurst and approved unanimously. F. Appointive COLA 2022. Director Mills reminded the board that they had approved a 3% COLA in the 2022 budget. This would formalize the action and apply it to appointive staff. Deputy Chief Neuhoﬀ moved to approve the 2022 COLA recommendation of 3%. The motion was seconded by Councilmember Emery and approved unanimously.	Motion approved Motion approved Motion approved Motion approved
7. Reports	A. Agency Reports. Director Mills referred the Board to the written report included in the packet and spoke on some recent state wide issues effecting the 911 system on December 9th. He explained that SNO911's system worked as designed. When 911 calls couldn't be delivered through the normal path, they were automatically redirected to the 10-digit emergency line. Due to some confusion that followed a tweet pushed out by another municipality, 911 centers in the region are having discussions about creating a joint information center to collectively respond in the event of an emergency. B. Radio Replacement Project (RRP) Update. Deputy Director Peterson reported on the project update provided in the packet. He added that they plan on reaching out to all LE agencies to schedule a meeting to help them decide the correct path moving forward on which antennas to order. Also reported is that the opt-out payments have now been issued. Another item is that they have learned that radios for the regional task force group had been inadvertently left off the original count. This would add approximately 25 mobiles, and 10 portables. This is	Meeting with LE regarding antennas

	in addition to what had already been provided. He expects to bring forward an Action Proposal Form (APF) next month to cover this. He reported on a few other requests they have recently learned about and expects to be bringing them forward for the Board's approval. C. Police TAC. Assistant Chief Jim Lawless reported that Police TAC met on Tuesday, December 14th. Nothing additional to report. D. Fire TAC. Deputy Chief Neuhoﬀ reported that Fire TAC met and discussed antennas and the radio replacement project among other topics.	APF for additional antennas needed
8. Committee Reports	A. Finance Committee. Chief Dave DeMarco reported that everything the committee discussed had been covered in today's meeting, with the exception of the internal controls process. Director Mills reported that they are negotiating the contract with the vendor with the goal of pushing out the work to begin late January or early February. He acknowledged that the finance team is working on year end commitments and finishing up with the annual audit. He also spoke about the Capital Plan approval process and that they have requested moving that to January rather than including it in the budget process later in the year. This would allow a much more efficient process. B. Personnel Committee. Nothing more was discussed. C. County EESCS Committee. No meeting. D. County ECSF Program Advisory Board. No meeting. E. Future Facility Committee. Chief DeMarco reported that the committee held a workgroup rather than a regular meeting. Director Mills provided a report on the process that OAC had guided them through in order to provide the right path for delivery method. They have recommended some next steps. The director will forward the report to the board members for their review. Deputy Director Peterson also added that they are having on-going discussions with the County about leveraging the Snohomish County bond capacity in order to fund the project. They anticipate the need of an Interlocal agreement to cover this arrangement and will bring one back for approval sometime early next year. He thinks they will be going out for bond in the Fall. Repaying the bond would come from the tax measure. F. Board Technical Leadership. No meeting	
9. Executive Session	Done earlier in the meeting.	
10. Good of the Order	President Nehring recognized the long association the board has had with Attorney Brad Cattle. In addition to SNO911, Mr. Cattle had provided legal counsel for many years to SNOPAC, SERS, and SNOCOM. Director Mills presented him with a cutting board displaying the SNO911 logo and thanked him for his leadership and wisdom over the years. Mr. Cattle thanked the board and reflected on how fortunate he felt in having such a long association with the public safety community in Snohomish County. Board members and staff also had an	

	opportunity to share their experiences with Mr. Cattle and wish him well in his retirement. ▪ Director Mills thanked the board for their support this year, and shared a holiday video that was recently created to reflect positively on the agency while also helping with recruiting efforts.	
11. Adjourned	The meeting was adjourned at 10:35 a.m. The next meeting is scheduled for January 20, 2022, at 8:30 a.m.	



ACTION PROPOSAL FORM

Date: 1/14/2022

Action Title: Colocation Cost Share ILA

Background / Purpose:

This ILA formalizes previously agreed upon terms discussed at the Board to share the costs associated with OAC's Colocation Report. Once approved the County will repay SNO911 for their portion of this report.

Recommendation/Motion:

Approval of referenced ILA between SNO911 & Snohomish County to facilitate repayment of cost-share for the co-location of a shared public safety facility pending final legal reviews.

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

THIS AGREEMENT BETWEEN SNOHOMISH COUNTY 911 AND SNOHOMISH COUNTY TO EXPLORE CO-LOCATION OF A SHARED PUBLIC SAFETY FACILITY (~~the~~ "Agreement" or "ILA") is made and entered into as of this _____ day _____, 202~~21~~²⁴, by and between Snohomish County, a political subdivision of the State of Washington ("County"), for the Snohomish County Sherriff's Office (~~the "County" or~~ "SCSO"), and the Snohomish County Department of Emergency Management ("DEM"), and Snohomish County 911~~;~~ and interlocal non-profit corporation under the laws of the State of Washington ("SNO911").

RECITALS

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

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

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

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

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

WHEREAS, SNO911 and the County recognize desire to utilize the assistance of a professional services organization to explore the potential ~~there~~ operational and financial efficiencies through co-locating operations in a purpose-built facility that is designed to meet the specific needs of emergency communications, emergency management and law enforcement; and

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

AGREEMENT

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

A. Cost Share.

1. Preliminary Shared Cost Formula

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

	Sq Ft	% Share
SNO911	30,215	43.96%
DEM&*	16,360	23.80%
SCSO	22,154	32.23%
Total	68,729	

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

2. The cost of the Phase 1 work is estimated not to exceed \$ 64,820 . In the event SNO911 determines that the costs will exceed \$ 75,000 SNO911 shall notify the County of such need and the parties shall agree on the cost sharing for such additional costs.
3. Upon receipt of an invoice from OAC for the Phase 1 services, SNO911 will pay OAC the full amount. SNO911 will then, within 30 days, invoice the County for the percentage share identified above. The County shall pay all such invoiced amounts within 30 days of invoicing.
4. In the event the SNO911 and the County agree that the scope of the Phase 1 services need to be expanded beyond those specified in Exhibit A, the parties agree to apply the cost sharing formula to all additional costs.

~~5.1. Through its membership on the SNO911 Board and Future Facility Committee, the County will participate in and work with the SNO911 Board Future Facility Committee throughout the co-location exploration.~~

~~6.5. The share of all future costs related to land acquisition, design, construction, and any ongoing maintenance will be negotiated between the parties and agreed to in writing separately, upon the conclusion of the exploration of co-location.~~

B. Term of Agreement. This Agreement shall be effective upon execution and until the Phase 1 services as set forth in Exhibit A are completed. The County's obligation to reimburse SNO911 continues until full satisfaction of the Phase 1 work has been made.

C. County's Participation in Study. Through its membership on the SNO911 Board and Future Facility Committee, the County will participate in and work with the SNO911 Board Future Facility Committee throughout the co-location exploration.

~~7. This Agreement shall remain in effect until the Phase 1 services as set forth in Exhibit A are completed.~~

D. No Commitment. By this Agreement, neither party is making any commitment to the future location or colocation of its facility(s).

E. No Partnership or Joint Venture. No partnership and/ or joint venture is created by and between 911 and the County by virtue of this Agreement. No agent, employee, contractor, subcontractor, consultant, volunteer or other representative of the parties shall be deemed an agent, employee, contractor, subcontractor, consultant, volunteer, or other representative of the other party.

A.F. No Third Party Beneficiaries. This Agreement is not intended to nor does it create any third party beneficiaries or other rights in any third person or party, including but not limited to, members of the general public.

B.G. Entire Agreement. This Agreement contains all the terms and conditions agreed upon by the parties. All items incorporated herein by reference are attached. No other understandings, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind any of the parties hereto.

~~"SNO911"~~
Snohomish County 911

~~"SCSO" and "DEM"~~
Snohomish County

Board Chair Date

County Executive Date

Approved as to form only:

Approved as to form only:

~~Deputy Prosecuting~~ Jordan E. Stephens, Attorney
Date

Deputy Prosecuting Attorney Date

Phase 1 – Colocation Assessment & Evaluation:

Assist in the assessment of colocation with other public safety or emergency management entities and provide an assessment on impacts to size requirements, costing, timeline and other considerations related to multi-entity occupancy or property.



Action Proposal Form

Date: 1/11/2022

Title: Modification of Radio Ownership

Background / Purpose:

The initial roll out of portable and mobile radios was based on a transfer of ownership model. We have since determined that variations in agency insurance coverages has made equity among user agencies difficult. After consultations with legal, WCIA & the SAO we believe a model could exist where SNO911 leases the radios to the agencies and maintains insurance coverage allowing equity in how the agency addresses lost & theft.

This would require development of a new lease agreement to restructure the nature of the current arrangements with agencies.

The development of a draft lease framework would facilitate a process of evaluating whether changing to a lease is in the interest of all parties. A framework has been started and included in this proposal.

Suggested Action/Recommendation:

Approve development of a radio lease agreement for portable and mobile radios.

Fund: 80 & 110

Framework for Radio Lease Program

SNO911 operates a public safety radio system used by every police & fire agency in the county that includes approximately 8,000 radios used by 40+ agencies.

We have been charged with replacing existing and future radios on behalf of agencies using a voter approved sales tax. This includes replacing all existing radios and preparing for future replacements.

In an effort to provide equity in how agencies address loss claims (insured vs. self-insured) we are considering revising the structure of how we facilitate this program, specifically considering changing from a transfer of ownership to a lease program.

Through this agreement SNO911 maintains ownership of radios and engages in a lease of equipment under the following terms.

SNO911 agrees to:

- Provide public safety radios and related equipment as defined by the BOD and as funding allows.
- Program and grant access for authorized radios to work on the SNO911 emergency radio system.
- Develop plans to replace lost/stolen radios, address expansion of fleet (growth), and replace radios as they reach end of life.
- Provide insurance coverage and pursue reimbursement for eligible claims, thus allowing agencies to remove radios from their own property schedules.
- Provide agency with a documentation of radios including make, model, serial numbers and other details related to the terms of this lease.

Agency Agrees to;

- Train all staff on proper use and ensure radios are installed and used in a safe manner.
- Properly safeguard equipment and protect it from loss/damage or inappropriate use.
- Maintain internal controls of leased radios and ensure all policies, procedures & practices are consistent with regulatory requirements for assets of this nature (i.e. Small & Attractive).
- Assume all responsibilities associated with inventory of all radios including conducting an annual physical inventory and providing a copy of the completed audit to SNO911 including date and name(s) of individuals completing inventory.
- Report any losses as per regulatory requirements to the SAO and provide a copy of report to SNO911.
- File a police report for all stolen equipment and provide a copy of report to SNO911 upon request.
- Promptly respond to all requests from SNO911 related to physical inventory of radios.
- Return radios for replacements when they reach end of life or the term of this agreement end.

1/10/22: Discussed and accepted suggestions from SAO Everett Office, Courtney Amonsens. Courtney made the point that as long as an inventory is completed it is not important to them if the person completing the inventory works for SNO911 or the agency. We made some additions based on her feedback.



Action Proposal Form

Date: 1/20/2022

Title: 2022 Capital Plan

Background / Purpose:

Staff desire to change the timing of the Capital Plan approval process to the first quarter of each year. Aligning the approval with the fiscal year will be more efficient and allow staff to address year-end project rollovers.

It is worth noting we are seeing significant supply chain disruptions that are impacting prices and availability. This is causing us to evaluate timing of purchases and may result in additional changes throughout the year.

We have color coded the plan to help identify changes from the most recent approval.

Rollover

Add Funds

Retired

The plan was reviewed by the Finance Committee and recommended for approval to the Board.

Suggested Action/Recommendation:

Approve the Capital Project Plan as presented.

Fund: 80 & 110

SNO911 Fund 80 Capital Plan 2022										
8/19/2021										
	Updated: 12/31/2021	YTD	Planned	YTD		W/Rollover				New Forecasted Year
Project #	Project Name	2020	2021	2021	2022	2022	2023	2024	2025	2026
80-001	RMS/Mobile/Corrections	1,274	360,000	131,760	100,000	328,240				
80-002	CAD	44,250	155,000		100,000	255,000				
80-003	UPS Replacement		100,000		0	100,000	0	0	175,000	0
80-004	Integrated Video Display System		5,000		5,000	5,000	40,000	5,000	5,000	5,000
80-005	Dispatch Consoles		30,000		30,000	30,000	5,000	5,000	5,000	5,000
80-007	Datacenter Servers	6,928	43,000	16,994	70,000	96,006	10,000	10,000	10,000	10,000
80-009	Managed Laptop Program	185,632	200,000	24,140	175,000	350,860	150,000	500,000	130,000	150,000
80-010	Tenant Building Maintenance	82,137	279,000	112,249	100,000	266,751	5,000	5,000	125,000	5,000
80-011	CAD PCs-Dispatch	100,000	10,000		10,000	10,000	10,000	10,000	100,000	10,000
80-012	Administrative PC's and Displays	48,156	15,000	2,971	100,000	112,029	5,000	10,000	50,000	5,000
80-013	Network Equipment/Security	49,229	55,000	22,274	125,000	157,726	10,000	350,000	50,000	10,000
80-015	UPS Battery Replace		0		0	0	0	0	30,000	0
80-016	Bldg Security Upgrade		15,000	6,128	2,000	2,000	2,000	2,000	2,000	2,000
80-017	Logging Recorder	0	302,000	206,646	5,000	100,354	5,000	5,000	150,000	5,000
80-018	Consulting/Outsourcing	1,911	5,000	0	25,000	25,000	0	25,000	0	25,000
80-019	Tyler Hardware	345,587	69,000	20,754	15,000	63,246	15,000	15,000	15,000	15,000
80-021	Center Monitors and Displays	1,446	5,000		5,000	5,000	5,000	5,000	30,000	5,000
80-024	Online Citizen Reporting / Shoplift		5,000		5,000	5,000	5,000	5,000	5,000	5,000
80-025	VPAC Virtual Client Portal	646,819	15,000	444	30,000	44,556	10,000	10,000	650,000	10,000
80-026	Tyler/NG Datamart	192,989	62,000	10,333	15,000	15,000	0	0	0	0
80-028	Backups and Storage	61,366	63,000		65,000	65,000	100,000	5,000	50,000	5,000
80-029	Next Gen 911				0	0	0	0	0	0
80-033	PBX Refresh	130,132	24,000	10,672	5,000	5,000	5,000	5,000	5,000	5,000
80-034	Mobile Manual Ops (CAD-In-A-Box)	22,646	102,000	30,000	50,000	122,000				
80-035	Service Vehicles		0		70,000	70,000	0	0	0	0
80-036	Appliances	348	5,000		5,000	5,000	5,000	5,000	5,000	5,000
80-037	Furniture Replacement	2,920	10,000		5,000	5,000	5,000	5,000	5,000	5,000
80-038	Future Facility Initiative		5,700,000	65,203	0	5,671,441	0	0	0	0
80-039	Dispatch Center Generator Replacement		0		740,000	740,000	0	0	0	0
80-040	Backup Cooling System	11,639	0		0	0	0	250,000	0	0
80-044	Advanced Authentication	4,743	5,000		5,000	5,000	5,000	5,000	50,000	50,000
80-045	Earthquake Base ISO Expansion		25,000	12,737	0	0	0	0	0	0
80-046	Data Interoperability		0		0	0	0	0	0	0
80-047	Dispatch Schedule Alternatives	46,667	25,000	34,292	0	20,000	0	0	0	0
80-048	SPIDR Tech Law Enforcement	351,071								
80-049	Tertiary 911 Location	198,630	61,000	58,101						
80-050	Financial Consultant		20,000	5,203	0	25,000				
80-051	Website Refresh				70,000	70,000	5,000	5,000	5,000	5,000
80-052	Crime Map Replacement				70,000	70,000	5,000	5,000	5,000	5,000
80-053	AWS Cloud Exploration				150,000	150,000	0	0	0	0
80-054	Locution Computer Replacement				25,000	25,000	0	0	0	0
80-055	SolarWinds				72,000	72,000				
80-056	911 Phone Upgrade				775,000	775,000				
80-057	Security Vulnerability Management				0	30,000				

SNO911 Fund 80 Capital Plan 2022										
8/19/2021										
	Beginning Balance	14,983,882	13,332,720	13,332,720	5,562,720	12,987,142	3,397,720	3,099,720	1,961,720	413,720
	Expenditures	2,536,519	7,770,000	770,902	3,024,000	9,897,207	407,000	1,247,000	1,657,000	347,000
	Net Balance after Exp.	12,447,363	5,562,720	12,561,818	2,538,720	3,089,934	2,990,720	1,852,720	304,720	66,720
	Previous Year Carryover		0	1	0	0	0	0	0	0
	Managed Laptops				109,000	109,000	109,000	109,000	109,000	109,000
	Funds Transfer Per Board Approval	358,747		424,590						
	E911 Contribution	525,056			750,000	750,000				
	Miscellaneous Income									
	Interest Income	1,554		733						
	Projected YE Balance	13,332,720	5,562,720	12,987,142	3,397,720	3,948,934	3,099,720	1,961,720	413,720	175,720
			Rollover							
			Add Funds							
			Retired							
Wireless Technology Fund 110 Capital Plan										
44427										
		YTD	Planned	YTD						New Forecasted Year
Project #	Project Name	2020	2021	2021	2022	2022	2023	2024	2025	2026
110-001	Vehicle & Tire Replacements		235,000	202,016	54,500	56,135	56,135	57,819	59,554	61,340
110-004	Roof Replacements for Generators	0	100,000		0	0	0	140,000	0	0
110-005	System Equipment Replacement		100,500	17,733	42,000	42,000	42,000	42,000	22,000	22,000
110-006	Comm. Site Power System Replacements		0		0	0	0	0	0	0
110-007	Comm. Site Building Improvements		12,000		21,000	21,000	21,000	18,000	18,000	18,000
110-008	Comm. Site Tower Upgrades/Replacement		15,000		31,395	31,395	31,395	31,395	46,395	31,395
110-009	Comm. Site HVAC Unit Replacements		0		30,000	30,000	30,000	30,000	30,000	30,000
110-010	Generator Replacements		110,000	105,467	136,625	60,000	60,000	142,090	147,774	153,685
110-011	WT Network/Camera Upgrade/Sustainment		10,000		0	0	0	0	0	0
110-012	Spare Equipment for Existing Systems		20,000		0	0	0	0	0	0
	Beginning Balance	356,113	1,778,574	1,778,574	1,176,074	1,453,453	860,554	620,024	158,720	(165,003)
	Expenditures	57,047	602,500	325,216	315,520	240,530	240,530	461,304	323,722	316,420
	Net Balance after Exp.	299,066	1,176,074	1,453,357	860,554	1,212,923	620,024	158,720	(165,003)	(481,422)
	Previous Year Carryover		0		0	0	0	0	0	0
	Funds Transferred in									
	Funds Transfer Per Board Approval	1,479,349								
	Interest Income	159		96						
	Projected YE Balance	1,778,574	1,176,074	1,453,453	860,554	1,212,923	620,024	158,720	(165,003)	(481,422)

Updated: 12/31/2021		Planned	YTD	Rollover Funds	Reason for Rollover
Project #	Project Name	2021	2021	2022	
80-001	RMS/Mobile/Corrections	360,000	131,760.00	228,240	Waiting for 2021 Sheildforce License invoice. 2021 Tyler's Virtual Message Switch Project scheduled for 1/10 and 2/28 delay due to vendor scheduling availability
80-002	CAD	155,000	0.00	155,000	CAD ASAP TO PASP Project has been put on hold. Tyler wanted to put this on hold because of the virtual message switch project would cause repeated work.
80-003	UPS Replacement	100,000	0.00	100,000	South Campus UPS Replacement project - Equipment ordered in Oct 2021 but will not be delivered until Feb 2022 and electrical work can't take place until equipment arrives
80-007	Datacenter Servers	43,000	16,994	26,006	End of life server replacements (after 2021 internal tech audit)
80-009	Managed Laptop Program	200,000	24,140	175,860	Ordered PCs for FD7 and Monroe PD will not be delivered until 2022
80-010	Tenant Building Maintenance	279,000	112,249	166,751	Tech Office project phase 3 - Equipment ordered but will not be delivered until Feb 2022. Still need electrical drops on the pillars in the Tech office.
80-012	Administrative PC's and Displays	15,000	2,971	12,029	PCs for 2021 open positions in IT and WT - New Hires
80-013	Network Equipment/Security	55,000	22,274	32,726	End of life network equipment replacements (after 2021 internal tech audit)
80-017	Logging Recorder	302,000	206,646	95,354	NICE Project is on hold until phase 1 punch list is completed
80-019	Tyler Hardware	69,000	20,754	48,246	GIS Mapping PC needs to be replaced (5 year replacement)
80-025	VPAC Virtual Client Portal	15,000	444	14,556	Need to add the FIPS final security part to the 2021 VPAC 2.0 Project
80-034	Mobile Manual Ops (CAD-In-A-Box)	102,000	30,000	72,000	Custom Interface to CADLite (Import) Project kick off in 2022
80-038	Future Facility Initiative	5,700,000	65,203	5,671,441	Funding needs to rollover to continue the current project for new facility initiative. This includes DEM and SCSO reimbursement (56.2%) of the YTD expenditure.
Total Rollover Amount:				6,798,207	

SNO911 Fund 80 Capital Plan 2022 Changes

Project #	Project Name	Changes
80-001	RMS/Mobile/Corrections	Added \$100k in 2022 for any new enhancements, professional, training and consulting services needs that may arise
80-002	CAD	Added \$100K in 2022 for purge CAD records and any professional, training and consulting services needs that may arise
80-005	Dispatch Consoles	Added \$30K in 2022 if we need to replace any of the South Campus consoles
80-007	Datacenter Servers	Added \$70K in 2022 for Admin Server refresh
80-009	Managed Laptop Program	Added \$175K in 2022 for 30 renewals plus up to 10 additional
80-012	Administrative PC's and Displays	Added \$100K in 2022 for replacing all of Tech laptops, most of WT laptops and some Admin PCs
80-013	Network Equipment/Security	Added \$125K in 2022 for replacing all end of life switches on the Admin environment
80-018	Consulting/Outsourcing	Added \$25K in 2022 for Internal / External Vulnerabilities Audit
80-025	VPAC Virtual Client Portal	Adding \$30K in 2022 for additional memory / licensing
80-028	Backups and Storage	Adding \$65K in 2022 for additional Storage for the admin SANS and increasing backup storage
80-034	Mobile Manual Ops (CAD-In-A-Box)	Adding \$50K in 2022 for the development to add Rapid SOS into CAD-Lite
80-037	Furniture Replacement	Decreased from \$12k to \$5K due to new cubicals
80-038	Future Facility Initiative	Moved \$5.7M from 2022 to 2021
80-039	Dispatch Center Generator Replacement	Moved \$740K from 2021 to 2022
80-047	Dispatch Schedule Alternatives	Need to Add \$20K for the completion of the Telestaff Cloud Project and the backup setup
80-050	Financial Consultant	Added \$25K in 2022 for consultants to evaluate agency finance internal controls and may include other work in the future.
80-051	Website Refresh	Added New Project and \$70K in 2022 for Sno911 Website refresh
80-052	Crime Map Replacement	Added New Project and \$70K in 2022 for Crime Map Replacement
80-053	AWS Cloud Exploration	Added New Project and \$150K in 2022 for NWS Cloud Solution
80-054	Locution PCs Replacement	Added New Project and \$25K in 2022 to replace PCs that are still running Windows 7
80-055	SolarWinds Replacement	Added New Project and \$70K in 2022 to replace the SolarWinds system
80-056	Viper Phone Dispatch Workstations	Added New Project and \$775K in 2022 to replace the Viper systems and workstations
80-057	Security Vulnerability Management	Added New Project and \$30K in 2022 to add scanning capabilities of the entire system for vulnerabilities. Services being evaluated will have on-going annual costs.

SNO911 Fund 80 Capital Plan Project Definitions

80-001 – RMS/Mobile/Corrections

This fund was established as the primary funding source for the acquisition of the Tyler RMS/Mobile/Corrections software. Following the acquisition, the fund has continued to be used for funding new features and enhancements to the Tyler suite of software. This also includes professional, training and consulting services needs that may arise.

80-002 – CAD

This fund was established as the primary funding source for the acquisition of Tyler's CAD software system. Following the acquisition, the fund has continued to be used for funding new features and enhancements to CAD. **We are still working on various efforts including adding an interface to purge CAD records that have met their retention requirements.** This also includes professional, training and consulting services needs that may arise.

80-003 – UPS Replacement

This fund was established to replace our aging UPS systems at N. Campus. The vendor recommended that we replace the UPS cabinet at S. Campus in 2021. This equipment is 20 years old and is approaching end of life.

80-004 – Integrated Video Display System

The integrated video display system was installed in the dispatch center in 2018. We are continuing to fund this project moving forward to allow us to expand the system as new needs arise such as extending the system through out the building to help keep all staff apprised of system status and security camera displays.

80-005 – Dispatch Consoles

This fund was established as the primary funding source for replacing the dispatch consoles at N. Campus. It has continued to be used to fund enhancements to the consoles as well as any repairs or changes that are needed that are not covered under warranty. **We will need this fund to repair consoles at South Campus many are requiring some attention due to age.**

80-006 – Long Term Facility Plan

Project is funding a study to assist in determining the costs to purchase build/renovate a new facility.

80-007 – Datacenter Servers

This fund is for maintaining the servers that support the admin and tech functions such as file servers, printer servers, HR software, email server, and any other function not directly related to dispatch software and hardware or networks. It is designed for replacing servers as they fail or reach their end of life, expand capacity/capabilities, segment functions and other related needs. Historically we replace one or more servers each year as needs expand, transitioning to virtualization whenever possible. This includes professional, training and consulting services needs that may arise. **This year we need to replace the Admin host servers. They are older servers from existing systems that have been repurposed for the admin environment and approaching end of life with the vendor.**

80-008 – FirstWatch - no longer needed

This fund is for expanding analytics to include 911 phone analysis and call processing metrics for CAD and agency reporting needs.

80-009 – Managed Laptop Program

The Managed Laptop Program supports over 200 mobiles. This fund is used to purchase mobile data computers (MDC's) for agencies to use in their vehicles and helps ensure reliable equipment depended upon by first responders. The lease-back program purchases the equipment through a 60 month interest-free loan. SNO911 also manages and maintains the equipment for the agency for the duration of the loan. This program is currently in its 8th year and several agencies are preparing to refresh their hardware. Projected funding anticipates agencies currently participating in the program will renew and refresh their equipment at the end of the loan term as well as funds for bringing on additional units into the program.

80-010 – ~~Flooring Replacement~~ Tenant Building Maintenance

This project was originally used to fund the replacement of the carpeting and flooring throughout the building. In the future, we intend to use this project to fund any Tenant Improvements and Maintenance not covered under our lease agreement with the City. **This will include painting the entire interior of the building and painting the exterior walkway wall and railing at North Campus.**

80-011 – CAD PCs-Dispatch

Each PSAP CAD workstation requires an up to date PC capable of hosting and displaying Tyler CAD with an expected life-cycle of five years. This is for the main PC unit only. We have replaced all CAD PC's in both dispatch centers this year with systems that should last us at least through the next 5 years. We will continue to nominally fund this project to cover unexpected hardware replacement costs and any expansion we may need.

80-012 – PC Workstation (Non-Public Safety)

This fund is for replacing administration, technology, and operations PC's on a 5 year life cycle. **We currently need to replace 10 laptops for the Tech staff and need to replace 7 Wireless Tech laptops this up coming year. There is also a need to replace the 3 PC's dedicated for the dispatch Sups office and a few more Admin PCs. Replacement costs are \$1,500 to \$2,500 per PC and \$2500 to \$3000 for laptops. As we continue to bring on new employees, we will need to purchase equipment for those individuals.**

80-013 – Network Equipment/Security

This fund is for maintaining, expanding, evolving and upgrading our network equipment and security-related appliances as it relates to all system connectivity within SNO911 and to and from SNO911. Assists to ensure systems meeting regulatory requirements (CJIS, HIPAA, HITECH, etc.). Considers forward looking requirements to keep pace with security and resiliency of our critical systems. This includes professional, training and consulting services needs that may arise. **We will be replacing all the older switches in the admin environment that are end of life or past the 5 year refresh time frame.**

80-014 – Time and Scheduling Systems - no longer needed

This fund is for replacing our outdated time clock and related (Stromberg) software and hardware. The current software will only run on an outdated and no longer supported operating system. Heavy use equipment requires periodic replacement and updating, typically around 3-5 years.

80-015 – UPS Battery Replacement

The three UPS cabinet batteries have a usable life span of 3 years. We have budgeted battery replacement based upon the 3 year life cycle with adjustments made for the UPS replacement schedule. Cost is based on 2018 battery replacement plus inflation. May need to be adjusted when we replace the UPS cabinet to adjust for the new technology.

80-016 – Building Security Upgrade

This fund is established as the primary funding source for maintaining, upgrading and adding physical security components to all three facility locations. It is used to maintain door security systems and security cameras. We are also looking into adding an emergency lockdown system to North campus in the event we have a security breach and need to lockdown the facility. We are estimating the cost for this system as we are currently looking for a new security vendor and do not have a vendor to seek a quote from at this time.

80-017 – Logging Recorder

This fund is used to upgrade and add additional functionality to the phone and radio recording system. This will be used to purchase additional recording channels for phones and radios as needed as well as buy additional radio equipment needed to record radio traffic on a 4-5-year use cycle. Advances in new functionality which allows screen recording is being considered. We will be integrating both North and South campus phone logging with the new radio system loggers in 2020.

80-018 – Consulting/Outsourcing

Funds set aside for when specialized consulting or outsourcing is necessary for critical technical systems. Could include security assessments, system best practice review, system problem troubleshooting and other important functions. **Due to all of the security and ransomware attacks, we find it necessary to hire an outside company to conduct an internal and external vulnerability audit on our network/systems.**

80-019 – Tyler Hardware

This fund is for refreshing Tyler virtual server host servers on a 5 year cycle as needed. Our current hardware will be at the end of warranty around the end of the third quarter 2021 with several of the underlying storage components reaching end of life/support by the end of 2022. The Tyler environment software has also evolved and expanded over the last 5 years to the point we are reaching maximum capacity for computing and storage needs for our systems. Tyler has also implemented high availability in some of the server products which will require us to double needed resources for CAD and Mobile servers. This includes professional, training and consulting services needs that may arise. **Upgrade system supporting hardware on a 5 year refresh schedule or as needed (mapping PC, data sending appliances., specialized cables, etc).**

80-020 – Mobile VPN Server/Software/Netmotion

This fund is for refreshing the server hardware used for the mobile VPN system (Netmotion). This is the software users need to securely connect to the SNO911 network in order to use the Mobile Dispatch software system. It is a critical system so the hardware is scheduled to be refreshed on a 5 year cycle. Each client connection also requires a client access license. Annual maintenance payments on the client access licenses and server software will begin in 2021.

80-021 – Center Monitors and Displays

Each dispatch position uses 5 or more computer monitors to perform the essential dispatch functions. These monitors are on 24/7/365 so their life cycle is approximately 3 years. We replace several monitors annually.

80-022 – Locution - no longer needed

Similar to the managed laptop program, this fund is for assisting fire agencies in purchasing the Locution Station Alerting system. Agencies who wish to install Locution can request the equipment through SNO911 and repay the interest-free loan over a set term. Supporting this effort expedites roll-out of redundant fire alerting which is important to SNO911 and fire agencies.

80-023 – MCC7500 Radio Consoles - no longer needed

This fund was used to upgrade the radio consoles in the dispatch center in 2016. Funding for future expansion in 2019 to include four workstations in multi-purpose room and adding radios to existing workstations that do not have radios.

80-024 – Online Citizen Reporting

This fund is used to maintain the My Crime Report online crime reporting and Shoplift tool. We occasionally get requests to make enhancements, changes, and updates to this site that require contracting with software development companies.

80-025 - Tyler Virtual Client Portal

This fund was established as the primary funding source for the Citrix Xen Desktop virtual client portal our agencies use to connect to the Tyler software for production, development, and training purposes. Agencies use these virtual desktops as either a primary method or redundant method of accessing mobile and records software. The hardware environment was refreshed in 2020 and scaled to support an expected increase of approximately 25% more concurrent users. The environment was also designed to be easily scalable if demand exceeds expectations. This includes professional, training and consulting services needs that may arise.

80-026 - Data Warehouse

This fund was established as the primary funding source for establishing an on-site data warehouse for all data sources related to call taking and dispatch services at SNO911. The environment will be used to provide real-time data sources for software interfaces, agency data sharing, and reporting needs to reduce the resource load on production systems. This includes professional, training and consulting services needs that may arise.

80-027 – Viper Phone Dispatch Workstations - no longer needed (E911 funded)

This fund is used for the refresh of the Viper phone server and client workstation systems. The fund is based on a 5 year system refresh cycle. The system was refreshed in 2017 at the cost of \$400,000.

80-028 – Backups and Storage

This fund was established as the primary funding source for supporting the backup software and hardware needs of the agency as well as data storage needs. In 2020 we expanded the storage capacity for our backup systems to meet our growing needs. We also upgraded the software for our backup environment to the latest version. **However, with the rapid growing needs of data extracts, data reports and the addition of some new critical systems it is necessary that we add more backup storage to our system this up coming year. We need to continue to fund this plan annually to meet our ever expending data needs.**

80-029 – Next Gen 911

In 2019 we will be transitioning to ESINET II. We are anticipating networking hardware costs as well as consultant costs to integrate with our phone system.

80-030 – Financial Software

This fund is used to purchase upgrades and add-ons for financial software used to manage finances at SNO911. We currently use QuickBooks and anticipate upgrading to the enterprise level at an annual cost of \$3,000.

80-031 – HR & Payroll Software

This fund is used for maintaining and upgrading the HR and Payroll software. An RFP has been issued and systems are being evaluated.

80-032 – Web Services - No longer needed

This fund is for updating our current website to transform it into a portal that would allow for easy and efficient posting of documents for internal and external use as well as posting content such as job postings and vendor bid notices.

80-033 – PBX Refresh

This fund was to replace our outdated and no longer supported PBX telephone system at both North and South campuses. We plan to continue to fund this for any upcoming system enhancements that are required to accommodate our agency's needs.

80-034 – Mobile Manual Ops (CAD-In-A-Box)

This fund is for developing an electronic version of manual dispatch operations. In the event of an emergency or planned outage, dispatch operations currently manages calls for service using paper and pen. In an effort to streamline the data collection and entering process as well as provide better tools for call handling when CAD is offline, we are seeking an inexpensive web-based solution for collecting and organizing call data that can easily be transferred to the Tyler system once it is back online. This system would also be able to assist dispatchers and first responders in the field during incidents that occur where connectivity is unavailable or unreliable. We will need to hire an outside company to write the application. **In addition to the development of the solution, it was determined that there is a need to intergrate Rapid SOS into CAD Lite. This will require additional development from DevBlock the outside vendor who wrote the CAD Lite software.**

80-035 – Service Vehicles

This fund was used in 2018 to purchase a new Ford Transit van. The van replaced our Ford Pickup Truck and Chevy Impala. We anticipate the need to replace our Chevy Suburban in the next few years at an estimated cost of \$70,000.00.

80-036 - Appliances

Regular replacement of refrigerators, ice machines, oven/stove, air scrubbers, PPV fans, microwaves, etc. 24/7/365 operations require ability for staff to be self-sustained.

80-037 – Furniture Replacement

Periodic replacement of office and non-911 workstation furniture which becomes unusable.

80-038 – Future Facility initiative

Created in 2008/09 as the Space Expansion project, in 2015 this project was renamed when the Board placed the facility renovation project on hold to evaluate whether to renovate the existing facility or consider a new facility. Realizing that consolidation was also a potential the project is still holding.

80-039 – Generator Replacement

An engineering study determined if we renovate it may be necessary to replace one or both generators with larger units. The current transfer switch is in need of replacement. The work was tabled while we continue evaluating whether to renovate the existing facility or reserve funding for a new facility.

80-040 – Backup Cooling System

This fund was used to add an additional cooling unit for the server room at North Campus in 2019. This new unit provides the cooling redundancy for the server room. South campus server room currently has redundant cooling and will not need to be replaced for 5 more years.

80-041 – Generator Service - Not in current capital plan (maintenance)

This fund is to cover periodic supplies and maintenance as well as annual maintenance contracts for the 2 generators at north campus and one generator at south campus.

80-042 – UPS Service - Not in current capital plan (maintenance)

This fund is to cover periodic supplies and maintenance as well as annual maintenance contracts for the 2 UPS' at north campus and one UPS at south campus.

80-043 – Records Retention System

We are currently researching state approved records retention software to aid in the disposal and archiving of public records that meets or exceeds the current records retention laws. This includes paper and electronic documents, email, and all other recorded material subject to the retention laws. Based on costs for other agencies, we anticipate the initial cost to be around \$15,000 to implement and approximately \$5000.00 annually. We are requesting additional funds in the initial project to cover any unforeseen costs as we will not be able to get an accurate cost until we have determined all of the services we will need. We looked at existing state contracts with the City of Everett, the City of Renton, Valley Communications Center, and The City of Lynnwood.

80-044 - Advanced Authentication

Per CJIS requirements, all portable systems that have access to CJ data must be protected using some sort of advanced authentication. We need to renew or replace our current system as it is out of warranty and out of date.

80-045 - Earthquake Base Expansion - Retired

South campus server room equipment racks are not all currently utilizing the base isolation system that has been deployed at the North campus. The base isolation provides a movable surface for the server racks to sit on so that, in the event of an earthquake, the building can shake around the equipment racks without moving them. This protects the equipment from damage caused by sudden movement and will prevent them from toppling over.

80-046 - Data Interoperability

There is a longstanding need to improve incident management coordination with border agencies. King County and Snohomish County are envisioning a two-way CAD interoperability solution that would streamline this coordination. Although in its early stages the need is clear and there are several middleware technology solutions that support efforts like this. It is anticipated to be a shared cost solution for those participating and there are already active discussions including discussions with elected officials in Washington DC seeking funding for such a solution. The project costs will be discussed with the board as efforts continue.

80-047 Dispatch Schedule Alternatives

Approved in 2020 this project funds utilization of an outside consultant to help facilitate exploration of alternative schedules for Center Operations. **The completion of the Telestaff cloud migration project and backup solution. This also includes professional, training and consulting services needs that may arise.**

80-048 SPIDR Tech Law Enforcement - Retired

Generally the system is used to communicate via text and email with the public, from the time an incident is received through the investigation phase. It also includes the ability to send updates when there are delays on non-priority calls, survey the public on satisfaction with service and to share information related to the status of investigations.

80-049 Tertiary 911 Location - Retired

Given what we now know about how quickly the COVID-19 virus spreads, keeping only two facilities with a group of employees physically together remains a significant risk. With existing infrastructure, SNO911 already has the majority of the technical systems necessary to deploy a tertiary site with the exception of 911 telephone (Viper) workstations and a physical location. Utilization of a tertiary location assists with the County's readiness for a number of uses, including the ability to relocate all staff from a facility that requires immediate cleaning, overflow if activity spikes, integration of Police or Fire Operations Command, joint response to staffing crises with other regional ECCs, and potentially for asymptomatic employees who have valid reasons to request self-isolation but still desire to work.

80-050 Financial Consultant

Use of consultants to evaluate agency finance internal controls and may include other work in the future.

80-051 - Website Refresh

This fund is for the development of a newly refreshed agency website. We are looking to add additional functionality that will allow different departments to upload to the site and have a customizable interface that will allow departments to display items like active maps, reports or videos.

80-052 - Crime Map Replacement

This fund is for developing a crime mapping solution that will replace our current vendor. They are currently in the process of selling their solution to another company. The future is unclear of the existing crime mapping solution. We are looking to replace/develop a solution that is equal to the current crime map.

80-053 - Cloud Exploration AWS

This fund is to finance the Cloud Exploration of AWS. Currently, we have a metro LAN between our Everett and Mountlake Terrace facilities. We have RAID10 over Ethernet for our SAN infrastructure that performs synchronous replication for our entire Tyler dispatch server infrastructure between the two sites. Each site has identical hardware to support a shared VMWare data center with 8 total hosts, 4 per site. The SQL backend is supported by a physical, clustered SQL server environment with 3 total hosts; 2 at the Everett facility and 1 at the Mountlake Terrace facility. Both VMWare datacenters and the SQL cluster servers utilize the shared SAN storage. This allows one site to automatically failover to the other using VMWare High Availability and Windows failover clustering with a SQL failover cluster instance. This configuration allows for minimal downtime in the event one site is lost. Our technical goal for the AWS cloud-hosting project is to, initially, create a third hot site in the cloud. Once established, the cloud site will allow us to decommission the secondary site in the Mountlake Terrace facility.

80-054 - Location Computer Replacement

This fund is to replace the Location announcement computers (North, South, East and West) and adding a spare. These pcs have been in place since 2015 and are currently running windows 7. They are due for a refresh. Also, may need to purchase extra radios for additional talk groups.

80-055 - SolarWinds

This fund is needed to fund the replacement of the current SolarWinds monitoring software or additional licenses for essential equipment. Due to the recent breach/hack that occurred on the vendor's software, we find the need to start the process of looking for a replacement. This solution must have the same features and capabilities with a more secured design. It is in our best interest to start the process now to see what software solution(s) we can move to before anymore issues arise with the vendor. Currently we are on an older version that is not affected by the security issue but we do need to update that version.

80-056 - 911 Phone Upgrade

This fund is needed to refresh of the 911 phone servers and client workstation systems. The fund will be based on a 5 year system refresh cycle. The system was last refreshed in 2017. 2022 will be the 5th year of the cycle and the system hardware needs to be refreshed. The cost to refresh the system and the client workstations will be \$775K

80-057 - Security Vulnerability Management

This fund is needed to purchase a solution that will give Tech staff the ability to proactively prevent the exploitation of IT vulnerabilities. Allowing for quick scanning of the entire network to checking for vulnerabilities reported by vendors.



Action Proposal Form

Date: 1/14/2022

Title: SNO911 Interlocal Agreement (ILA) Updates

Background / Purpose:

There are two important updates that are driving the changes to the SNO911 ILA. First, as discussed previously with the Board, staff recommend to repurpose the Annual Agency Assembly into an Annual Agency Report. Experience is guiding this change based on the lack of participation at previous Annual Agency Assemblies. This will allow the Agency to continue to report on significant projects, work programs and financial information.

The second driving changes is capturing the Enhanced Police Records work that will now be consolidated under the SNO911 Records Department instead of being spread across the dispatch center staff. This reorganization has already been approved as part of the 2022 Budget and the ILA is updated to recognize the change.

Finally, there are dozens of cleanup of historical references and outdated exhibits and a change to the election process for Police and Fire Technical Advisory Committee chairpersons. These changes were requested to move elections to match the calendar year.

This action was reviewed by the Finance Committee and recommended for approval to the Board.

Suggested Action/Recommendation:

Approve the draft version of the Interlocal Agreement updates as presented; issue the required notice; and prepare for adoption at the February regularly scheduled Board meeting.

(Note: Adoption will require supermajority vote of the Board and does not require member agency legislative body approval.)

Fund: N/A

**AMENDED AND RESTATED
SNOHOMISH COUNTY REGIONAL PUBLIC SAFETY
COMMUNICATIONS AGENCY
INTERLOCAL AGREEMENT**

REVISED AUGUST 2, 2018; SEPTEMBER 19, 2019;

~~REVISED~~ NOVEMBER 21, 2019;

~~REVISED~~ AUGUST 20, 2020

DRAFT REVISIONS FOR FEBRUARY 2022 BOARD MEETING

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AMENDED AND RESTATED SNOHOMISH COUNTY REGIONAL PUBLIC
SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT

THIS AMENDED AND RESTATED SNOHOMISH COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY INTERLOCAL AGREEMENT (this “Agreement”), incorporating all exhibits hereto, is authorized by the parties to the Snohomish County Regional Public Safety Communications Agency Interlocal Agreement effective as of ~~January 1XXXX~~, 20~~22~~18.

RECITALS

WHEREAS, pursuant to chapters 24.03 and 24.06 of the Revised Code of Washington (“RCW”), the Snohomish County Regional Public Safety Communications Agency Interlocal Agreement, deemed adopted and effective as of January 1, 2018, including the exhibits thereto (the “Original Agreement”), and the Articles of Incorporation Due to Consolidation filed on October 18, 2017 (the “Articles of Consolidation”), the governing boards of the Southwest Snohomish County Public Safety Communication Agency, a municipal instrumentality of its members, jointly organized by such members as a nonprofit corporation under chapter 24.03 RCW as expressly authorized by RCW 39.34.030(3)(b) (“SNOCOM”), and the Snohomish County Police Staff and Auxiliary Services Center, a municipal instrumentality of its members, jointly organized by such members as a nonprofit corporation under chapter 24.06 RCW as expressly authorized by RCW 39.34.030(3)(b) (“SNOPAC”), voted to consolidate SNOCOM and SNOPAC into a new single corporation under chapter 24.06 RCW known as the “Snohomish County Regional Public Safety Communications Agency” (“Snohomish County 911”); and

WHEREAS, the governing boards of Snohomish County 911 and the Snohomish County Emergency Radio System, a municipal instrumentality of its members, jointly organized by such members as a nonprofit corporation under chapter 24.06 RCW as expressly authorized by RCW 39.34.030(3)(b) (“SERS”), voted to merge SERS into Snohomish County 911 effective January 1, 2019; and

WHEREAS, Snohomish County 911 provides emergency communication services on behalf of its member agencies throughout Snohomish County; and

WHEREAS, the Original Agreement was amended on August 2, 2018; September 19, 2019; November 21, 2019; and August 20, 2020; and

WHEREAS, by this Amended and Restated Agreement effective as of the date stated above, the Governing Board of Snohomish County 911 desires to create procedural

efficiencies and remove historical provisions that are no longer applicable from this Agreement;

~~WHEREAS, the consolidation of SNOCOM and SNOPAC and execution and delivery of the Original Agreement were approved by motion, resolution or ordinance of the legislative authorities of the members of SNOCOM and SNOPAC; and~~

~~WHEREAS, the consolidation of SNOCOM and SNOPAC became effective at 12:00 a.m. on January 1, 2018 (the “Consolidation Effective Date”) and as of such date Snohomish County 911 was formed as a municipal instrumentality of its members, jointly organized by such members as a nonprofit corporation under chapter 24.06 RCW; and~~

~~WHEREAS, Snohomish County 911 provides emergency communication services on behalf of its member agencies throughout Snohomish County; and~~

~~WHEREAS, the Snohomish County Emergency Radio System (“SERS”) is a municipal instrumentality of its members, jointly organized by such members as a nonprofit corporation under chapter 24.06 RCW as expressly authorized by RCW 39.34.030(3)(b); and~~

~~WHEREAS, SERS owns and operates a radio system necessary to support the emergency communications services provided by Snohomish County 911; and~~

~~WHEREAS, the members of SERS are also members of Snohomish County 911; and~~

~~WHEREAS, Sections 4.a.viii and Section 6.j.vii of the Original Agreement provide that upon a Supermajority Vote of the Governing Board of Snohomish County 911 (as such terms are defined in the Original Agreement), the Governing Board of Snohomish County 911 may amend the Original Agreement for various purposes, including but not limited to expanding the scope of services of Snohomish County 911 to include the services provided by SERS together with all necessary or advisable additional services and actions directly related to SERS and acquiring assets held by SERS; and~~

~~WHEREAS, the governing boards of Snohomish County 911 and SERS have investigated the means by which the combination of the two agencies may be accomplished for the purpose and benefit of enhancing public safety and the safety of police, fire and emergency medical services staff responding to emergencies (“first responders”); and~~

~~WHEREAS, the governing boards of Snohomish County 911 and SERS have determined that the merger of SERS into Snohomish County 911 is the most effective method for consolidating the two agencies as contemplated by the Original Agreement; and~~

~~WHEREAS, the merger of SERS into Snohomish County 911 will ensure delivery of emergency communication services at or above current service levels by improving coordination and communication between the public safety call answering and dispatch operation and the radio system that supports it; deliver such services to the public and first responders in a highly efficient manner; improve public safety by providing better coordination and unified regional oversight of these critical public safety functions; realize economies of scale through consolidation of activities; promote interagency collaboration, communication and interoperability; and support efforts to continually identify means to enhance service delivery over time; and~~

~~WHEREAS, the governing boards of Snohomish County 911 and SERS have each adopted, by at least two-thirds approving vote, a resolution approving the merger of SERS into Snohomish County 911 in accordance with RCW 24.06.220; and~~

~~WHEREAS, as of the Merger Effective Date (as defined herein), this Agreement will amend and restate the Original Agreement, SERS will merge into Snohomish County 911, the amendments to the Original Agreement as contemplated herein shall become effective, and Snohomish County 911 will operate as a single agency under the terms of this Agreement; and~~

~~WHEREAS, after substantial deliberation, the governing boards have determined to incorporate the existing SERS user fee calculation formula to allocate costs of the emergency communications radio system, which the parties agree is fair and equitable; and~~

WHEREAS, this Agreement is authorized by the Interlocal Cooperation Act (chapter 39.34 RCW) and the Nonprofit Miscellaneous and Mutual Corporations Act (chapter 24.06 RCW);

NOW THEREFORE, in consideration of the promises and agreements contained in this Agreement and subject to the terms and conditions set forth herein, it is mutually understood and agreed by the parties as follows:

SECTION 1. CREATION OF SNOHOMISH COUNTY 911; MERGER.

a. Creation of Snohomish County 911. Pursuant to Resolution No. 2017-02 adopted by the SNOCOM Board of Directors on October 12, 2017 and Resolution No. 2017-02 adopted by the SNOPAC Board of Directors on October 12, 2017, at least two-thirds of each Board voted in favor of consolidating SNOCOM and SNOPAC as described in the Original Agreement and approved a plan of consolidation (the “Plan of Consolidation”) as required by chapters 24.03 and 24.06 RCW. Subsequent to such approval, representatives of SNOCOM and SNOPAC executed the Articles of Consolidation and filed such Articles with the Secretary of State. As permitted by

RCW 23.95.210, the effective date for the consolidation was January 1, 2018 (the “Consolidation Effective Date”). As of the Consolidation Effective Date:

- i. SNOCOM and SNOPAC became a single corporation to be known as “Snohomish County 911.” Snohomish County 911 was organized as a municipal instrumentality of its Principals pursuant to RCW 39.34.030 and as a nonprofit corporation under chapter 24.06 RCW as authorized by chapter 39.34 RCW.
 - ii. SNOCOM, SNOPAC and each party to the Original Agreement (listed in **Exhibit F-C** attached hereto) delegated to Snohomish County 911 the authority to provide emergency communication services as provided herein.
 - iii. The separate existence of SNOCOM and SNOPAC, except as formed as Snohomish County 911, ceased.
 - iv. As a result, Snohomish County 911 possesses all the rights, privileges, immunities, and franchises, of both a public and private nature, of each of SNOCOM and SNOPAC; and all property, real, personal and mixed, and all debts due on whatever account, and all other choses in action, and all and every other interest, of or belonging to or due to each of SNOCOM and SNOPAC, were taken and deemed transferred to and vested in Snohomish County 911 without further act or deed; and title to any real estate, or any interest therein, vested in Snohomish County 911.
 - v. Snohomish County 911 is responsible and liable for all the liabilities and obligations of each of SNOCOM and SNOPAC, and any claim existing or action or proceeding pending by or against any of such corporations may be prosecuted as if such consolidation had not taken place, or Snohomish County 911 may be substituted in its place. Neither the rights of creditors nor any liens upon the property of SNOCOM or SNOPAC shall be impaired by such consolidation.
 - vi. Snohomish County 911, as successor to SNOCOM and SNOPAC, has all rights, privileges, interest, defenses and indemnity protections of all insurance providers for SNOCOM and SNOPAC, including past and current providers, that existed prior to consolidation.
- b. Merger of SERS and Snohomish County 911. Pursuant to Resolution No. 18-01 adopted by the SERS Board of Directors on , October 4, 2018 and Resolution No. 2018-17 adopted by the Snohomish County 911 Board of Directors on , 2017October 18, 2018, at least two-thirds of each Board voted in favor to merge SERS into Snohomish County 911 as described in this Agreement and approved a plan of merger (the “Plan of Merger”) as required by chapter 24.06 RCW.

Subsequent to such approval, representatives of SERS and Snohomish County 911 ~~have or will executed~~ the Articles of Merger and ~~will filed~~ such Articles with the Secretary of State. As permitted by RCW 23.95.210, the effective date for the merger ~~was~~will be January 1, 2019 (the “Merger Effective Date”). As of the Merger Effective Date:

i. SERS ~~was~~will be merged into Snohomish County 911 as provided in the Articles of ~~-Merger~~.

ii. The separate existence of SERS ~~shall ceased~~.

iii. Snohomish County 911 ~~shall~~thereupon and thereafter possessed all the rights, privileges, immunities, and franchises, of both a public and private nature, of SERS; and all property, real, personal and mixed, and all debts due on whatever account, and all other choses in action, and all and every other interest, of or belonging to or due to SERS, were and shall be taken and deemed to be transferred to and vested in Snohomish County 911 without further act or deed; and the title to any real estate, or any interest therein, vested in Snohomish County 911 shall not revert or be in any way impaired by reason of such merger.

iv. Snohomish County 911 was and shall be responsible and liable for all the liabilities and obligations of SERS, and any claim existing or action or proceeding pending by or against any of such corporation may be prosecuted as if such merger had not taken place, or Snohomish County 911 may be substituted in its place. Neither the rights of creditors nor any liens upon the property of SERS shall be impaired by such mergereconsolidation.

v. Snohomish County 911, as successor to SERS, ~~shall have~~has all rights, privileges, interest, defenses and indemnity protections of all insurance providers for SERS, including past and current providers, that existed prior to merger.

vi. All amounts held in reserve funds held by SERS as of the Merger Effective Date were ~~shall be~~ transferred to Snohomish County 911 to be placed in a Radio System reserve fund or funds at Snohomish County 911.

vii. The statements set forth in the Articles of Merger shall be deemed to be the articles of incorporation of Snohomish County 911, and shall amend and restate, in their entirety, the Articles of Consolidation.

viii. This Agreement shall govern the Snohomish County 911.

ix. Snohomish County 911 has and shall continue to have all the rights, privileges, immunities and powers and shall be subject to all the duties and liabilities of a nonprofit corporation organized under chapter 24.06 RCW.

SECTION 2. TERM OF AGREEMENT.

This Agreement shall carry forward the initial 6-year term provided for in the Original Agreement. The initial term of this Agreement, therefore, shall be from the Merger Effective Date through December 31, 2023 (the “Initial Term”). Thereafter, this Agreement shall be of infinite duration, subject to termination provisions contained herein. During the Initial Term no Principal may withdraw from this Agreement, provided that a Principal may convert or be converted to Subscriber status as provided in Sections 12 and 14, may annex to or join with another Principal as described in Section 6.q, or may upon action of the Governing Board be terminated from participation in this Agreement as provided in Section 12.

SECTION 3. DEFINITIONS.

Capitalized terms used in this Agreement shall have the following meanings:

a. Additional Services. “Additional Services” are optional services provided by Snohomish County 911 that assist Participating Agencies in the performance of their emergency services duties but are outside the scope of Emergency Communications Services as defined in Section 4.a., for example and without limitation, managed mobile computer services. Additional Services may be offered to all Principals and Subscribers from time to time by separate contract. Terms of agreement for provision of Additional Services are to be negotiated between Snohomish County 911 and a Participating Agency and require Simple Majority Vote approval of the Governing Board. Fees for Additional Services are not part of the Assessment Formula and are not considered User Fees.

~~b. Agency Assembly. The “Agency Assembly” is the annual meeting of representatives from the Principals, Subscribers and Associate Agencies, as described in Section 8.~~

~~c.~~ Agreement. “Agreement” means this Amended and Restated Snohomish County Regional Public Safety Communications Agency Interlocal Agreement, as it may hereafter be further amended or modified from time to time, together with all exhibits and appendices hereto, as they may hereafter be amended or modified.

~~d.~~ Ancillary Services. “Ancillary Services” are services that are part of the overall array of Emergency Communications Services, and related to the core functioning of Emergency Communications Services, for example and without limitation, Police

Records Services and school panic button monitoring. Ancillary Services are provided by Snohomish County 911 to all Principals and Subscribers and the costs of Ancillary Services are incorporated into User Fees and Assessments.

~~e~~.d. Articles of Consolidation. “Articles of Consolidation” mean the Articles of Incorporation Due to Consolidation of Snohomish County 911 as defined in Section 1.

~~f~~.e. Articles of Merger. “Articles of Merger” mean the Articles of Incorporation Due to Merger of Snohomish County 911 as defined in Section 1.

~~g~~.f. Assessments. “Assessments” mean the portion of User Fees charged to Principals for Emergency Communication Services in accordance with the Assessments formula ~~in as~~ provided for in **Exhibit B**. Assessments are a subset of User Fees. Changes to the Assessment formula require Supermajority Approval of the Governing Board. ~~Assessments include costs of Ancillary Services but exclude Additional Services.~~

~~h~~.g. Associate Agency. “Associate Agency” is a unit of local government that has agreed to the terms of this Agreement from time to time who is not a Direct Provider and is not Directly Served by Snohomish County 911 but which receives police and/or fire/EMS services through a contract with a Principal or Subscriber of Snohomish County 911. Associate Agencies participate in the selection of a non-voting Governing Board Member as described in **Exhibit A**, ~~and may participate in the Agency Assembly~~. A list of the Associate Agencies as of the Merger Effective Date is included in **Exhibit ~~FC~~**.

~~i~~.h. Consolidation Effective Date. “Consolidation Effective Date” means January 1, 2018.

~~j~~.i. Directly Served. “Directly Served” means Principals and Subscribers who receive Emergency Communication Services from Snohomish County 911 and pay User Fees to Snohomish County 911 in exchange for such services. A Principal or Subscriber may operate both fire/EMS service and police service but elect to have only one or the other service Directly Served by Snohomish County 911.

~~k~~.j. Direct Provider. “Direct Provider” means a Participating Agency that provides fire/EMS services and/or police services directly, rather than through contract with another agency.

~~l~~.k. EMS. “EMS” means Emergency Medical Services as described in RCW 84.52.069(5), as now or later amended, including the provision by the Participating Agencies of emergency medical care or emergency medical services, including related personnel costs, training for such personnel, and related equipment, supplies, vehicles and structures needed for the provision of emergency medical care or EMS.

~~m.l.~~ Enhanced Police Records Services. “Enhanced Police Records Services” are services in addition to Police Records Services, and include computer searches and actions to enter, modify or delete computer police records associated with: misdemeanor warrants, orders of protection and other orders and directives; stolen property, vehicles, guns or missing persons; performing 20-minute warrant hit confirmations; and serving as the legal holder of records on behalf of a Police Agency for such records.

~~n.m.~~ Executive Director. The “Executive Director” is the chief executive officer for Snohomish County 911 appointed by and serving at the pleasure of the Governing Board.

~~o.n.~~ Emergency Communication Services. “Emergency Communication Services” mean those services described in Section 4.a.

~~p.o.~~ Emergency Public Safety Radio System. The “Emergency Public Safety Radio System” or “Radio System” is the Snohomish County emergency radio system developed, owned and operated by SERS prior to the Merger Effective Date, including all additions, replacement and improvements thereto, and shall include the Emergency Radio System Replacement Project.

~~p.p.~~ Emergency Public Radio System Replacement Project. The “Emergency Public Radio System Replacement Project” or “Radio System Replacement Project” is the project to (i) replace and upgrade the Radio System as it exists as of the Merger Effective Date, including all equipment, improvements and real and personal property necessary to accomplish such project, (ii) provide for an initial replacement of the existing subscriber equipment for public safety agencies within Snohomish County, and (ii) replace the existing alpha-numeric paging system.

~~r.q.~~ Fire Agency. A “Fire Agency” is a Principal that is a Direct Provider of fire and/or EMS services.

~~s.r.~~ Fire/EMS Technical Advisory Committee. The “Fire/EMS Technical Advisory Committee” is the advisory board composed of Representatives from Principal and Subscriber fire and EMS departments or agencies as described in Section 7.

~~Fully Integrated Services.~~ “Fully Integrated Services” are Emergency Communication Services provided by Snohomish County 911 from and after the date that dispatch services are regularly provided at a single primary facility (which is currently located at 1121 S.E. Everett Mall Way, Everett, WA 98208). Fully Integrated Services are anticipated to begin on or about January 1, 2019.

~~t.s.~~ Governing Board. The “Governing Board” is the body described in Section 6 and shall be the governing body of Snohomish County 911.

~~u.t.~~ Initial Term. “Initial Term” shall have the meaning set forth in Section 2 of this Agreement.

~~v.u.~~ Merger Effective Date. The “Merger Effective Date” is January 1, 2019.

~~w.v.~~ Member. A “Member” or “Governing Board Member” is the individual representing a Principal on the Governing Board, or his or her designated alternate.

~~x.w.~~ Original Agreement. “Original Agreement” means the Snohomish County Regional Public Safety Communications Agency Interlocal Agreement, deemed adopted and effective as of January 1, 2018, including the exhibits thereto. The parties to the Original Agreement were Principals of Snohomish County 911 as of the Consolidation Effective Date and will continue to be Principals of Snohomish County 911 as of the Merger Effective Date. A list of the Principals as of the Merger Effective Date is included in **Exhibit ~~FC~~**.

~~y.x.~~ Participating Agencies or Participants. “Participating Agencies” or “Participants” refer to Principals and all Subscribers, as they may be so constituted from time to time, and individually referred to as a “Participating Agency” or “Participant.”

~~z.y.~~ Plan of Consolidation. “Plan of Consolidation” means the plan approved by SNOPAC and SNOCOM as required by chapters 24.03 and 24.06 RCW.

~~aa.z.~~ Plan of Merger. “Plan of Merger” means the plan approved by Snohomish County 911 and SERS as required by chapter 24.06 RCW.

~~bb.aa.~~ Police Agency. A “Police Agency” is a Principal that is a Direct Provider of policing services.

~~ee.bb.~~ Police Records Services. “Police Records Services” include performing computer searches and entries to locate and/or clear of public safety database records (WACIC/NCIC) including but not limited to stolen articles, stolen vehicles, stolen guns, missing persons and warrants, as well as entry and dissemination of State ACCESS system administrative messages.

~~dd.cc.~~ Police Technical Advisory Committee. The “Police Technical Advisory Committee” is the advisory board composed of Representatives from Principal and Subscriber police, sheriff or similar departments or agencies as described in Section 7.

ee-dd. Principal. A “Principal” is a general purpose municipal corporation or government agency, a fire district, a Public Safety Interlocal Operation, a regional fire protection service authority created pursuant to chapter 52.26 RCW, or a State agency created under the laws of State, which is a Direct Provider of police services or fire/EMS services or both, and which is a party to the Original Agreement, has executed this Agreement, or has agreed in writing to the terms of this Agreement. The Principals of Snohomish County 911 as of the Merger Effective Date are listed in **Exhibit fc**.

ff-ee. Public Safety Interlocal Operation. “Public Safety Interlocal Operation” includes a joint operation of fire districts and cities for provision of public fire and EMS services entered into and operating pursuant to chapter 39.34 RCW, and may also include a public development authority created pursuant to RCW -35.21.730 et. seq. or a regional fire protection service authority created pursuant to chapter 52.26 RCW, or a nonprofit corporation created for the purpose of facilitating a joint operation between fire districts and cities pursuant to RCW 39.34.030(3).

gg-ff. Radio System. “Radio System” means the Emergency Public Safety Radio System.

hh-gg. Radio Unit. A “Radio Unit” is a mobile (vehicular), portable (handheld) or control station (desktop) radio which has been authorized and programmed to operate on the Emergency Public Safety Radio System.

ii-hh. Representative. “Representative” refers to the individual representing a Principal or a Subscriber on the Police Technical Advisory Committee or Fire/EMS Technical Advisory Committee, or his or her designated alternate.

jj-ii. SERS. “SERS” ~~is was~~ the Snohomish County Emergency Radio System agency created pursuant to chapters 39.34 and 24.06 RCW and an interlocal agreement effective July 1, 1999, as thereafter amended.

kk-jj. Simple-Majority Vote. A “Simple-Majority Vote” of the Governing Board means a majority of the votes of the Members present constituting a quorum and voting.

ll-kk. Single-Service Principal. A “Single-Service Principal” is a Principal that is formed as a city or town under the laws of State that (1) directly provides either fire/EMS service or police service, but not both, and (2) receives the service it does not directly provide from a Principal or Subscriber.

mm-ll. SNOCOM. “SNOCOM” ~~is was~~ the Southwest Snohomish County Public Safety Communication Agency, formed pursuant to chapters 39.34 and 24.03 RCW.

~~nn-mm.~~ Snohomish County 911. “Snohomish County 911” refers to the intergovernmental agency formed as of the Consolidation Effective Date pursuant to chapters 39.34 and 24.06 RCW, the Original Agreement (as amended and restated by this Agreement) and the Articles of Consolidation.

~~oo-pp.~~ SNOPAC. “SNOPAC” ~~is~~ was the Snohomish County Police Staff and Auxiliary Services Center formed pursuant to chapters 39.34 and 24.06 RCW.

~~pp-oo.~~ State. “State” means the state of Washington.

~~qq-pp.~~ Subscriber. A “Subscriber” is a public or private entity or agency that has agreed to pay Snohomish County 911 for Emergency Communication Services or other services as offered at a rate or rates according to such terms and conditions as may be established by Snohomish County 911 as evidenced by separate contract between Snohomish County 911 and such entity. A “Subscriber” may also be a Principal that is converted to Subscriber status as provided in Sections 12 and 14.

~~rr-qq.~~ Supermajority Vote. A “Supermajority Vote” means Governing Board approval of an item accomplished by securing affirmative votes of both: (1) not less than seventy percent (70%) of all Members of the Governing Board present constituting a quorum and voting, and (2) not less than one voting Governing Board Member representing a Principal Fire Agency or Agencies.

~~ss-rr.~~ Technical Advisory Committees. “Technical Advisory Committees” are the Police Technical Advisory Committee and the Fire/EMS Technical Advisory Committee established by Section 7.

~~tt-ss.~~ User Fees. “User Fees” are fees for service charged to Participating Agencies for all services for Emergency Communication Services provided by Snohomish County 911 whether provided to Principals or Subscribers. User Fees exclude fees for Additional Services and nominal annual membership fees charged to Associate Agencies. User Fees charged to Subscribers may be approved by Simple Majority Vote of the Governing Board.

~~uu-tt.~~ 911 Calls. “911 Calls” are those calls received or dispatched via the statewide emergency communication network of telephone or via other communications means as described in chapter 38.52 RCW.

SECTION 4. SNOHOMISH COUNTY 911 SERVICES.

a. Snohomish County 911 has the responsibility and authority for providing Emergency Communication Services and all related incidental functions for communicating and dispatching services between the public and Participating Agencies in

the furtherance of improved public safety and emergency response, including the following more specifically described services (collectively, “Emergency Communication Services”):

- i. Receiving 911 Calls and non-emergency public safety calls for police, fire and medical services;
- ii. Notifying, dispatching, directing, supporting and coordinating public safety personnel response, including dispatching emergency police, fire, medical and other special or supporting specialized emergency responses services and resources (for example and without limitation, SWAT response);
- iii. Hosting, configuring, and administering public safety technology networks, systems and applications in support of the delivery of Emergency Communications Services;
- iv. Updating, maintaining and managing radio communications systems (excluding, unless specifically approved by Governing Board, the Emergency Public Safety Radio System), computer systems, support files and resource materials necessary to accomplish the above;
- v. Police Records Services;
- vi. Establishing and updating from time to time standard protocols for communications to and from personnel in the field;
- vii. Providing certain Ancillary Services; and
- viii. Upon a Supermajority Vote of the Governing Board (which approval was received at the time of approval of this Agreement and shall become effective as of the Merger Effective Date), providing services previously provided by SERS together with all necessary or advisable additional services and actions directly related to the Emergency Public Radio System.

b. ~~From the Consolidation Effective Date through December 31, 2019, Snohomish County 911 shall provide Enhanced Police Records Services to Principals and Subscribers who were SNOCOM member agencies with Police Agencies that are Directly Served by Snohomish County 911. During this time, such services will be deemed Ancillary Services and are hereby approved as Ancillary Services. No later than May 2019, the Executive Director will make a written recommendation to the Governing Board as to whether, beginning on January 1, 2020, Enhanced Police Records Services should be: (i) discontinued; (ii) offered to all Participating Agencies; or (iii) continue to be provided only to former SNOCOM Police Agencies, and whether such services should be treated as~~

~~Ancillary Services or Additional Services. The Governing Board shall make a determination regarding the treatment of Enhanced Police Records Services no later than June 30, 2019. Beginning January 1, 2021, Enhanced Police Records Services shall be provided as an Additional Service to former SNOCOM Police Agencies in recognition of those agencies' prior receipt of those services from SNOCOM prior to the Consolidation Effective Date.~~

c. Snohomish County 911 may also, when authorized by a Simple Majority Vote of the Governing Board, provide Additional Services. Additional Services will be offered by separate contract as optional services to Participating Agencies. Charges for Additional Services, if any, shall be accounted for separately and shall not be included in the calculation of User Fees.

SECTION 5. SNOHOMISH COUNTY 911 POWERS.

Snohomish County 911, through its Governing Board, shall have all powers allowed by law for interlocal agencies created under RCW 39.34.030 and chapter 24.06 RCW, as they now exist or may hereafter be amended, and as authorized, amended, or removed by the Governing Board, as provided for in this Agreement, and including but not limited to the following:

- a. Recommend action to the legislative bodies of the Participating Agencies;
- b. Review and approve budgets for Snohomish County 911;
- c. Establish policies for expenditures of budget items for Snohomish County 911;
- d. Review and adopt personnel policies for Snohomish County 911;
- e. Review and approve operating policies and procedures for Snohomish County 911, its programs and Emergency Communication Services provided pursuant to this Agreement;
- f. Establish a fund or special fund or funds as authorized by RCW 39.34.030 for the operation of the Snohomish County 911;
- g. Conduct regular and special meetings as may be designated by the Governing Board consistent with the State Open Public Meetings Act (chapter 42.30 RCW);

h. Maintain and manage records in accordance with the State Public Records Act (chapter 42.56 RCW and chapter 40.14 RCW) and other applicable State applicable and federal records laws and regulations;

i. Determine what services (including but not limited to Emergency Communication Services and Additional Services) shall be offered and under what terms they shall be offered;

j. Retain, terminate, direct and supervise the Executive Director;

k. Create committees to review and make recommendations for purposes and duties of committees;

l. Approve strategic plans;

m. Approve the addition of new Principals and Subscribers and the terms of their participation in Snohomish County 911 and receipt of Emergency Communication Services;

n. Enter into agreements with or make purchases from third parties for goods, assets, property and/or services necessary to fully implement the purposes of this Agreement;

o. Establish fees and charges for services provided to Participating Agencies;

p. Direct and supervise the activities of any advisory board or committee established by the Governing Board;

q. Enter into agreements with, and receive and distribute funds, from any federal, state or local agencies;

r. To the extent permitted by law, accept loans or grants of funds from any federal, state, local or private agencies and receive and distribute such funds;

s. Receive all funds allocated to Snohomish County 911 for services provided pursuant to this Agreement;

t. Purchase, take, receive, lease, take by gift, or otherwise acquire, own, hold, construct, improve, use and otherwise deal in and with real or personal property, or any interest therein, in the name of Snohomish County 911;

u. Sell, convey, lease, exchange, transfer, and otherwise dispose of all of its real and personal property and assets;

v. Sue and be sued, complain and defend, in all courts of competent jurisdiction in Snohomish County 911's name;

w. Make and alter bylaws for the administration and regulation of its affairs consistent with this Agreement;

x. Hold radio frequency licenses and software and other licenses to enable Snohomish County 911 to operate radio communications and dispatch systems to meet its public safety responsibilities;

y. Enter into contracts with Subscribers to provide Emergency Communication Services and Additional Services pursuant to this Agreement;

z. Any and all other acts necessary to further Snohomish County 911's goals and purposes; and

aa. Except as expressly provided above or in Section 13, Snohomish County 911 shall not have the power or authority to issue debt in its own name.

SECTION 6. GOVERNING BOARD: COMPOSITION AND OPERATION.

a. Composition. Snohomish County 911 shall be governed by a Governing Board composed of fifteen (15) voting members and one (1) non-voting member. Ten (10) of the Governing Board voting member seats shall be allocated to Police Agencies, five (5) Governing Board voting member seats shall be allocated to Fire Agencies, and one (1) non-voting member seat shall be allocated to an Associate Agency or a Single-Service Principal. Governing Board Members and their alternates shall be selected in the manner described in **Exhibit A**.

b. Qualifications to Serve. A Governing Board Member, or his or her alternate must be duly selected in the manner described in **Exhibit A** and must be either: an elected official; chief administrative officer; chief law enforcement officer or fire chief from a Principal, or a person directly-reporting to the chief law enforcement officer or fire chief; or in the case of Snohomish County, the Snohomish County Executive or a person reporting directly to the Snohomish County Executive.

c. Terms of Office. Governing Board Members are elected every two (2) years by caucuses ~~at the Agency Assembly~~ no later than the April Governing Board meeting of that year, as described further in **Exhibit A**. The terms of the newly elected Board Members commence with the first Governing Board meeting in May; ~~provided, however, that the first elected Governing Board Members' terms of office shall run from their date of election in January 2018 through May 2020.~~

d. Election to Receive Service From Snohomish County 911; Impact on Governing Board Representation. Each Principal shall determine which of its respective public service departments or operations will be Directly Served by Snohomish County 911. The initial election by each Principal as to which of their respective departments or operations will receive services from Snohomish County 911 will be recorded by the submittal by each Principal of a completed service election form. The service election form determines whether a Principal participates in a caucus to select either or both a Police Agency Governing Board Member or a Fire Agency Governing Board Member. Single Service Principals shall also participate in the caucus for the non-voting Governing Board Member. Each Principal shall promptly provide written notice to Snohomish County 911 of any changes in its services impacting its qualification as a Police Agency or Fire Agency.

e. Conditions for Serving on Governing Board. All Governing Board Members and their alternates shall serve without compensation from Snohomish County 911. However, Snohomish County 911 may pay for or reimburse Governing Board Members and alternates for reasonable out-of-pocket costs related to service on the Governing Board. Members may only serve for such time as they meet the qualification of a Governing Board Member for the Principals with which they served of the start date of their then current term on the Governing Board.

f. Alternates. Alternates shall be selected and shall serve in the absence of Governing Board Members in the manner described in **Exhibit A**. Alternates must meet the same qualifications as Governing Board Member.

g. Quorum. A simple majority of the voting Members (or their alternates) in number (excluding any Member that represents a Principal which been terminated by vote of the Governing Board, or which has given notice of withdrawal and is not permitted to vote per terms of Section 17.f) shall constitute a quorum of the Governing Board for purposes of doing business on any issue.

h. Voting. The Board shall strive to operate by consensus. All Board decisions on items not listed in Section 6.i require a Simple Majority Vote for approval. A Governing Board Member may not split his or her vote on an issue and there shall be no weighted voting. No voting by proxies or mail-in ballots is allowed. Voting by a designated alternate is not considered a vote by proxy. A Governing Board Member representing a Principal that has given notice of withdrawal or which has been terminated by vote of the Governing Board shall be authorized to cast votes at the Governing Board only on budget items to be implemented prior to the withdrawal or termination date.

i. Items Requiring Supermajority Vote for Approval. A Supermajority Vote of the Governing Board shall be required in order to approve the following items or actions:

- i. Amendment to the Principals' Assessment formula(s);
 - ii. Approval of a budget that exceeds the prior approved budget by a percentage in excess of the most recently published Consumer Price Index – Urban for the Seattle/ Tacoma/Bremerton metropolitan area, June - June, calculated by the Federal Bureau of Labor Statistics, or its successor index, plus 4% (adjusted as necessary to accomplish the same annual cost increase limitation in the event Snohomish County 911 transitions to a biennial budget).
 - iii. A decision to acquire assets, equipment, real or personal property valued at over \$500,000;
 - iv. Admission of a new Principal (other than admission of an Associate Agency as a Principal, or a Principal created by the merger, consolidation or other process as described in Section 6.r);
 - v. Reinstatement of a Principal that has been converted to Subscriber;
 - vi. Appointing the Executive Director (a Simple Majority Vote is required for removal of the Executive Director);
 - vii. Expansion of the scope of services provided by Snohomish County 911 within the Scope of Section 4.a and 4.b;
 - viii. Adoption or amendment of any bylaws, or amendment of the Articles;
 - ix. Merger, consolidation, sale of all or substantially all assets of the Snohomish County 911 per Section 19;
 - x. Modification of this Agreement (except for those items requiring approval of all legislative bodies of the Principals per Section 18);
 - xi. Termination or dissolution of Snohomish County 911 per Section 20;
 - xii. Approval of debt pursuant to Section 13; and
 - xiii. Any other action requiring a two-thirds or sixty six-percent (66%) supermajority vote under chapter 24.06 RCW.
- j. Officers. The Governing Board shall have four officers, a President and Vice-President, Secretary and Treasurer, who will serve two (2) year terms, coterminous with Governing Board Member elections. It will be the function of the President to preside

at the meetings of the Governing Board. The Vice-President shall assume this role in absence of the President. Immediately following the election of Governing Board Members, at the first meeting of the Governing Board, the officers shall be elected by Simple Majority Vote of the Members. In the event of a vacancy in the President position, the Vice-President shall assume the President position for the balance of the term of the departed President. In the event of a vacancy in the Vice-President position, the Governing Board shall by Simple Majority Vote elect a new Vice-President to serve to the balance of the term of the departed Vice-President. Any officer appointed by the Governing Board may be immediately removed by Simple Majority Vote of the Governing Board, with or without cause, in which event the Governing Board shall promptly elect a new officer who shall serve for the remainder of the unexpired two-year term. The Governing Board may appoint persons to serve as Secretary and Treasurer of Snohomish County 911; provided, that such persons shall not be Members of the Governing Board. The duties of all officers shall be further described in the Snohomish County 911 Bylaws.

k. Staffing. The Executive Director shall assign agency staff to support the Governing Board as he or she deems appropriate.

l. Meetings. The Governing Board shall meet not less than four (4) times per year, at least once each calendar quarter, at a time and place designated by the President of the Governing Board or by a majority of its Members. Regular meetings shall be held pursuant to a schedule adopted by the Governing Board. Special meetings may be called by the President or a majority of Governing Board Members upon giving all other Members notice of such meeting in accordance with chapter 42.30 RCW (which, as of the date of this Agreement, requires written notice to be provided to each Member at least twenty-four (24) hours prior to the meeting). Notwithstanding the foregoing, the President or Members calling a special meeting will, in good faith, attempt to provide at least ten (10) days prior written notice of a special meeting, however, failure to do so will not invalidate any otherwise legal action taken at a meeting where the proper notice was provided in accordance with chapter 42.30 RCW. In an emergency, the Governing Board may dispense with written notice requirements for special meetings, but must, in good faith, implement best efforts to provide fair and reasonable notice to all Governing Board Members. Members of the Governing Board may participate in a meeting through the use of any means of communication by which all Members and members of the public participating in such meeting can hear each other during the meeting. Any Governing Board Members participating in a meeting by such means is deemed to be present in person at the meeting for all purposes including, but not limited to, establishing a quorum.

m. Bylaws. The Governing Board shall be authorized to establish bylaws that govern procedures of the Governing Board.

n. Parliamentary Authority. Robert's Revised Rules of Order shall govern any proceeding of the Governing Board to the extent not inconsistent with this Agreement or the bylaws adopted by the Governing Board.

o. Consultation with Technical Advisory Committees. It is the intent of this Agreement that the Governing Board shall seek the active participation and advice of Participating Agencies in the determination of Snohomish County 911 operating policies. The Technical Advisory Committees shall have the opportunity to provide reports at each regular Governing Board meeting. The Governing Board shall consider input from the Technical Advisory Committees in its deliberations.

p. Boundary Changes or Service Territory Changes. It is the responsibility of each Participating Agency to provide reasonable advance notice to Snohomish County 911 of any boundary changes, or service territory changes that may occur due to annexation, merger, or other reason, so that Snohomish County 911 may accurately dispatch calls, accurately track calls for service data and accurately assess User Fees; provided, however, until such time as Snohomish County 911 has sufficiently accurate data (such as an official population estimate from the State) by which to calculate User Fees for the Participating Agencies(s) involved, Snohomish County 911 shall continue to bill each Participating Agency on the basis of Snohomish County 911's most accurate data and the parties involved in the boundary or service territory change shall amongst themselves address any User Fee allocation issues.

q. Service Changes; Merger or Annexation of a Participating Agency; Formation of New Public Safety Interlocal Operation. It is the responsibility of each Participating Agency to provide reasonable advance notice to Snohomish County 911 of any boundary changes, or service territory changes that may occur due to annexation, merger, or other reason.

In the event a Participating Agency merges or annexes to a Principal or becomes a member agency of a Public Safety Interlocal Operation that is a Principal, the merged or annexed Participating Agency's rights and obligations under this Agreement shall be assumed in full by the Principal without further action by the Governing Board.

In the event that Participating Agencies, which meet the qualifications of this paragraph, join together to create a new Public Safety Interlocal Operation (for example and without limitation, creation of a new regional fire authority under chapter 52.26 RCW), and as a result of such formation the fire/EMS operation or police operation of such Participating Agencies are no longer Directly Served by Snohomish County 911, then after all of the necessary assignments and agreements are executed related to the creation of the Public Safety Interlocal Operation, the newly created Public Safety Interlocal Operation shall become a Principal and a party to this Agreement without further action of the Governing

Board. At such time the rights and obligations of the forming Participating Agencies shall be assumed by the Public Safety Interlocal Operation. Notwithstanding the foregoing, in order for the newly created Public Safety Interlocal Operation to become a Principal and a party to this Agreement without further action of the Governing Board, each Participating Agency at the time of formation of the newly created Public Safety Interlocal Operation must (i) be a current Principal and party to this Agreement, or (ii) have previously been a member of SNOCOM or SNOFAC and otherwise independently qualifies as a Principal under this Agreement.

Notwithstanding anything in this paragraph to the contrary, if a merged or annexed Principal retains a separate public safety operation that is Directly Served by Snohomish County 911, then that Principal shall maintain its status and shall retain all its rights and obligations under this Agreement with respect to its Directly Served public safety operation.

r. Associate Agencies. Associate Agencies shall be charged a nominal annual membership fee at a level set from time to time by Simple Majority Vote of the Governing Board. An Associate Agency which stops contracting for police and/or fire/EMS services from a Principal and requests to be Directly Served by Snohomish County 911 shall be approved by the Governing Board as a Principal per Section 14.d and shall not be subject to any latecomer fees in making this transition.

SECTION 7. TECHNICAL ADVISORY COMMITTEES.

a. Creation and Membership. Two Technical Advisory Committees shall be created to serve in an advisory capacity to the Governing Board and Executive Director.

i. Police Technical Advisory Committee. The Police Technical Advisory Committee shall consist of the chief or his or her designee from each Principal and Subscriber police department or equivalent agency or operation Directly Served by Snohomish County 911.

ii. Fire/EMS Technical Advisory Committee. The Fire/EMS Technical Advisory Committee shall consist of the chief or his or her designee from each Principal and Subscriber with a Fire/EMS department or equivalent agency or operation Directly Served by Snohomish County 911.

b. Technical Advisory Committee Representatives. Persons serving on either Technical Advisory Committee shall serve without compensation from Snohomish County 911. However, Snohomish County 911 may pay for or reimburse Representatives and alternates for reasonable out-of-pocket costs related to service on the Technical Advisory Committees.

c. Alternates. Each Representative serving on a Technical Advisory Committee may designate one alternate, confirmed in writing, to serve when such Representative is absent or unable to serve provided that such alternates must have operational responsibilities within their respective agencies. Written notice of the appointment of an alternate shall be provided to the Chair the applicable Technical Advisory Committee prior to the alternate serving in the absence of the Representative.

d. Powers. Each Technical Advisory Committee shall meet individually as frequently as their members deem appropriate, but not less than twice each year, for the purpose of promoting interagency collaboration and cooperation, information sharing, discussion and review of agency operating policy and such other matters as the Governing Board may request. The Technical Advisory Committees shall provide advice, information, and recommendations to the Governing Board and the Executive Director.

e. Quorum. One-quarter of the Representatives of each Technical Advisory Committee (or any alternates present and participating in place of a Representative) shall constitute a quorum for meetings of such Committee.

f. Voting. All actions and recommendations of the Technical Advisory Committees shall be approved by majority vote of those present and voting. Each Representative shall have one vote. There will be no weighted voting, proxy voting, or mail-in voting.

g. Officers. Each Technical Advisory Committee shall have two officers, a Chair and Vice-Chair. It will be the function of the Chair to preside at the meetings of his/her respective Technical Advisory Committee, and the Vice-Chair shall assume this role in absence of the Chair. The officers shall be annually elected at the first meeting of each Technical Advisory Committee ~~after the Annual Agency Assembly of each new year,~~ by majority vote of the Representatives on the respective Technical Advisory Committee, and shall serve for a one-year term. In the event of a vacancy in the Chair position, the Vice-Chair shall assume the Chair for the balance of the term of the departed Chair. In the event of a vacancy in the Vice-Chair position, the Technical Advisory Committee shall elect a new Vice-Chair to serve to the balance of the term of the departed Vice-Chair. An officer of a Technical Advisory Committee elected to fill the unexpired term of his or her predecessor shall not be precluded from serving a full annual term of office following the end of such unexpired term.

h. Staffing. The Technical Advisory Committees shall be staffed by the Executive Director, or his or her designee, and such additional agency staffing as the Executive Director may deem appropriate.

i. Meetings. All meetings of each Technical Advisory Committee shall be open to the public if and to the extent required by chapter 42.30 RCW. Regular meetings shall be held pursuant to a schedule approved by the Technical Advisory Committee. Special meetings may be called by the Chair of the Technical Advisory Committee or a majority of the Representatives of the Technical Advisory Committee. Members of the Technical Advisory Committees may participate in meetings through the use of any means of communication by which all Representatives and members of the public participating in such meeting can hear each other during the meeting. Any Representatives participating in a meeting by such means is deemed to be present in person at the meeting for all purposes including, but not limited to, establishing a quorum.

SECTION 8. ANNUAL AGENCY ~~ASSEMBLY~~REPORT.

a. Contents. The Executive Director shall prepare an Annual Agency Report no later than April of each year. The report shall include a description of:

~~• Purpose. To provide a forum for an exchange of information and ideas between Snohomish County 911 and its Principals, Subscribers and Associate Agencies, the Governing Board shall in April of each year convene an Agency Assembly, at which the Executive Director shall present an annual report outlining:~~

~~ii.~~i. Activities of Snohomish County 911 for the previous calendar year;

~~iii.~~ii. The proposed work program and significant events in the current calendar year; financial condition of Snohomish County 911;

~~iv.~~iii. Results of Governing Board adopted performance benchmarks; and

~~v.~~iv. The proposed budget policy for the upcoming year.

b. Availability. The Executive Director shall ensure that the Annual Agency Report is distributed to the Governing Board and Principals and made available the general public each year.

~~Also at the Agency Assembly, Board President shall offer remarks on behalf of the Board. The Agency Assembly shall be open to the public to the extent required by chapter 42.30 RCW.~~

a. ~~Governing Board Meeting at the Agency Assembly. The required annual Governing Board meeting shall occur immediately after the Agency Assembly.~~

~~b. — Caucuses for Election of Board Members. Every two (2) years, beginning in 2020, the Agency Assembly agenda will include a time for caucuses to meet and elect governing Board Members and their alternates as provided in Section 6 and **Exhibit A**, and to announce the results of the caucus deliberations.~~

~~c. — Attendance. Each Principal, Subscriber, and Associate Agency may send one or more elected officials as well as police chiefs, fire chiefs, their deputies or assistants or other personnel to participate in the Agency Assembly. Participation in caucuses for election of Governing Board Members is governed by **Exhibit A**.~~

~~d. — Action by Attendees. Attendees of the Agency Assembly may vote to recommend changes to the proposed budget policy, work program and performance measures program, and may provide additional comments and questions to the Governing Board. Voting by attendees shall be based on one vote per each Principal, Subscriber, and Associate Agency, with a simple majority vote of all agencies represented at the meeting required to approve any recommendation to be forwarded to the Governing Board. The actions and recommendations of attendees at the annual Agencies' Assembly shall be advisory to the Governing Board.~~

SECTION 9. EXECUTIVE DIRECTOR.

The Governing Board shall be responsible for the appointment and termination of the Executive Director. An interim Executive Director may be appointed to serve in such capacity until a permanent Executive Director is appointed by the Governing Board. A Supermajority Vote of the Governing Board is required to appoint the Executive Director of Snohomish County 911.

The Executive Director shall be responsible to the Governing Board and shall advise it from time to time on a proposed budget and other appropriate matters in order to fully implement the purposes of this Agreement. The Executive Director shall administer Snohomish County 911 in its day-to-day operations, including but not limited to: approving and overseeing the administration of all operating procedures and public records management procedures consistent with Governing Board policies; and appointing persons to fill other staff positions in the Snohomish County 911 and overseeing the evaluation and discipline, hiring and firing of employees, and administration of collective bargaining agreements and other personnel contracts consistent with Governing Board policies.

Only the Governing Board shall be authorized to hire or retain legal counsel and independent accountants and auditors. Other consultants or legal counsel for specialized purposes within the Executive Director's signing authority as it may be defined by the

Board from time to time may be designated in such manner as the Governing Board may determine subject to Sections 5 and 6.

The Executive Director shall have experience in technical, financial and administrative fields and his or her appointment shall be on the basis of merit only. The Executive Director is an “at will” employee and may be terminated upon the Simple Majority Vote of the Governing Board.

SECTION 10. PERSONNEL POLICY

The Executive Director shall, as necessary from time to time, submit to the Governing Board a proposed personnel policy for the Governing Board’s approval, rejection or modification. All modifications or revisions to such personnel policies must be approved by the Governing Board if and to the extent required in such policies.

SECTION 11. OPERATIONAL POLICY AND SYSTEM EVALUATION; RADIO SYSTEM OPERATIONS.

- a. Operational Effectiveness. The Executive Director shall actively consider and evaluate means and opportunities toward the enhancement of operational effectiveness of emergency services. The Executive Director shall present his or her recommendations to the Technical Advisory Committees and the Governing Board from time to time.
- b. Operational Standards for Radio System. The Governing Board shall adopt operation and maintenance standards for the Radio System. The Technical Advisory Committees shall submit to the Governing Board recommendations regarding operation and maintenance standards for the Radio System.
- c. Radio System Use. Each Participating Agency shall use the Radio System exclusively for approved Radio System purposes and in strict accordance with all applicable federal law and regulations. Principals hereby agree, and Subscribers shall agree in their applicable contract to agree, to abide by all Federal Communication Commission rules and regulations concerning the use of shared radio facilities.
- d. Radio System Access Priorities. Principals shall have priority access to the Radio System. Upon approval by the Governing Board, access may be provided by contract to Subscribers in the following priority:
 - i. Priority 1: public safety (police, fire and emergency medical services) Subscribers; Subscribers able to interact with control stations in public school

districts and public hospitals within Snohomish County; and other public agencies served by compatible radio communication systems;

ii. Priority 2: other public agencies with emergency response duties; and

iii. Priority 3: other entities, as determined by the Governing Board.

~~d. Radio Units. Each Participating Agency shall bear the cost of its own Radio Units, provided that the Governing Board may authorize the purchase of radios for Participating Agencies if and as deemed by the Governing Board to be integral to the Radio System, the cost of which will be allocated among Principals and/or Subscribers as determined by the Governing Board.~~

~~d. Emergency Public Safety Radio System Replacement Project. SERS and Snohomish County have negotiated but have not yet executed an agreement to design and construct the Radio System Replacement Project. Execution of such agreement related to the Radio System Replacement Project is contingent on passage of a sales and use tax increase by the voters in Snohomish County no earlier than November 6, 2018. If the sales and use tax increase is approved by the qualified electorate at the November 6, 2018 election, an agreement related to the Radio System Replacement Project is anticipated to be executed in or around December of 2018. If such agreement is executed prior to the Merger Effective Date, as of the Merger Effective Date, Snohomish County 911 will assume the rights and responsibilities of SERS under such agreement. Thereafter, any such agreement will be negotiated and entered into between Snohomish County 911 and Snohomish County. In each case, the Principals assume the obligation to provide financial support for the ongoing operation and maintenance of the Radio System Replacement Project upon its completion, delivery to and acceptance by the Governing Board as such costs may be incorporated into User Fees paid pursuant to this Agreement.~~ Notwithstanding anything in this Agreement to the contrary, no Participating Agency assumes the obligation to fund capital costs related to the design, development, construction or maintenance of the Radio System Replacement Project, and neither the full faith and credit or taxing power is pledged by a Participating Agency for such purpose, except as such obligation may be agreed to and specifically set forth in a separate agreement between the Participating Agency and Snohomish County.

~~If the sales and use tax ballot measure fails, the Principals shall work in good faith to reach agreement upon an alternative mechanism to equitably fund the costs of the a replacement to the current Radio System.~~

SECTION 12. BUDGET; ASSESSMENT FORMULA; PAYMENT OF ASSESSMENTS; DELINQUENCIES; RESERVE FUNDS.

a. Budget Fiscal Year. The Snohomish County 911 budget fiscal year shall be either the calendar year, or two calendar years, as the Governing Board may determine.

~~b. Budget Policy Direction. The Executive Director shall present a proposed outline of the policy approach to the budget for the upcoming budget to the attendees of the Agency Assembly. Input received from attendees at the Agency Assembly shall be reported to the Governing Board. After receiving such reports, the Governing Board shall adopt a budget policy as direction for the Executive Director in preparing the budget.~~

c. Budget Approval. The Executive Director shall present a proposed budget to the Governing Board by no later than **August 1** preceding the next budget period and the Governing Board shall approve its budget by no later than **September 1~~2~~5**. Thereafter and in no event later than **September 30~~25~~**, Participating Agencies shall be advised on the programs and objectives contained in the proposed budget, of any changes in the User Fee formula(e), and of the required financial participation for each Principal and Subscriber for the following year(s) based upon the proposed budget. Participation by each Principal and Subscriber is contingent upon subsequent legislative appropriation for the following fiscal year. Principals and Subscribers shall promptly notify Snohomish County 911 if it does not approve its budget allocation. Any Principal not approving its full budget allocation (Assessment and cost of any Additional Services it has agreed to purchase) shall be automatically converted to Subscriber status effective the first day of the budget year (whether biennial or annual) for which the Principal did not approve its budget allocation, and subject to penalty as described in Section 12.

d. User Fee Formula. The User Fee formula applicable to Principals for Emergency Communications Services referred to as the “Assessment formula”, shall be initially approved as set forth in **Exhibit B** to this Agreement. The Assessment formula(e) may be changed from time to time as part of the budget process, and any such changes shall be approved by Supermajority Vote of the Governing Board in accordance with Section 6.i. ~~In the event the Snohomish County 911 assumes the authorities of SERS as authorized in Section 11.f., the costs associated with delivering that expansion of services shall be incorporated into the Assessment formula and the User Fee for Subscribers as the Board shall determine by Supermajority Vote.~~ Additional Services require only Simple Majority Vote of the Governing Board to approve. The Assessment formula(e) for Principals may be different from the User Fee formula applicable to -Subscribers. It is expressly contemplated that Participating Agencies may become subject to differential User Fee formulae (including differential Assessment formula(e)) over time based upon the benefit conferred to such agencies.

e. Payment of Assessments. Assessments shall be payable not less frequently than quarterly on or before such dates as the Governing Board may determine.

f. Delinquent Assessments. Snohomish County 911 shall, within seven (7) business days of the due date, send notice to any delinquent Principal and provide a 60-day cure period from the original due date of the payment. If such Assessments, are not paid in full within 60 (sixty) days of the original due date, then the Principal delinquent in payment of Assessments shall upon such 60th day be deemed immediately converted to the status of a Subscriber as described in Section 14. In the event a Principal converted to Subscriber status due to non-payment of fees shall not have paid in full all Assessments owing by six (6) months after the original due date, then the Governing Board may terminate services to such Subscriber, which termination shall not absolve the Subscriber of its obligation to pay all Assessments past due, together with all accrued interest, calculated at 1.5% per month from the date the Assessment was originally due.

g. Terms of Subscriber Contracts. Snohomish County 911 may enter into contracts with Subscribers from time to time for the purpose of providing Emergency Communication Services and other services as provided herein. Subscriber contracts may provide for the same or different payment schedules and payment formulas as those which apply to Principals; provided that, a Subscriber which, at the time it determined to become a Subscriber, was qualified to become a Principal but elected not to, shall be subject to payment of a risk premium of not less than six percent of its annual User Fees, or such other greater amount as the Governing Board may determine. Revenues from such risk premium shall be placed in Snohomish County 911 reserves.

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

h. Reserve Funds. The Governing Board shall establish capital and operating reserve funds or accounts at the times and in the amounts necessary to ensure funds are on hand to reasonably address planned and unforeseen capital and operating expenses and to minimize the need for large increases in Assessments and/or User Fees from year to year as a result of acquisition or replacement of capital assets or equipment, and to fund the timely replacement of aging technology, equipment and systems.

i. ~~—— Snohomish County 911 2019 Budget and User Fees. Notwithstanding the requirements in this Agreement regarding approval of budgets, Assessments and User Fees to the contrary, the following terms and conditions will apply with respect to the budget, Assessments and User Fees for Snohomish County 911 in 2019.~~

~~—— The budget for Snohomish County 911 for 2019 shall be adopted substantially as set forth in **Exhibit C**; essentially, the adopted Snohomish County 911 2019 budget plus the adopted SERS 2019 budget, including an amount to pay for transition costs to be funded from reserves.~~

~~—— The 2019 budget shall be subject to amendment as the Governing Board deems necessary or appropriate.~~

~~—— Assessments for Principals for Emergency Communication Services provided under this Agreement through December 31, 2019 based on the budget presented at **Exhibit C** shall be as set forth in **Exhibit D**, and are based on the assessments each agency would have paid had the merger of Snohomish County 911 and SERS not occurred, including without limitation the calculation and payment of Rate Smoothing amounts as outlined in **Exhibit E**. Such assessments shall be payable as provided by the Governing Board, and shall be subject to such delinquency and other penalties as provided herein.~~

~~—— Any Principals or Subscriber purchasing Additional Services in 2019 or beyond shall do so through entering into a separate contract with Snohomish County 911.~~

j. ~~—— Rate Smoothing. As further described in **Exhibit E**, “rate smoothing” will be applied in the first budget year in which the Assessment formula defined in **Exhibit B** is applied.~~

SECTION 13. ISSUANCE OF DEBT.

Except as otherwise provided in Section 5, Snohomish County 911 shall not have the power to issue obligations or to incur debt. However, it is anticipated that Snohomish County 911 may require capital funding from time to time to support facilities, technology and equipment needs. Bonds, notes or other evidences of indebtedness may be issued from time to time by one or more Participating Agencies or by another issuer pursuant to a separate agreement between one or more Participating Agencies and Snohomish County 911 in order to provide capital financing for Snohomish County 911 on terms as agreed upon by the parties thereto. The security and sources of payment for any such debt will be determined at the time of issuance, which may include User Fees and/or capital contributions from the Principals. Any User Fees and/or capital contributions for such

purposes shall be approved by Supermajority Vote of the Governing Board. Further, in the event that any Principal is obligated to make a capital contribution, such obligation shall be subject to approval by its legislative authority.

To the extent that any bonds or other debt is issued on a tax-exempt basis under Section 103 of the Internal Revenue Code of 1986, as amended (the “Code”), the Participating Agencies agree to not (1) make any use of the proceeds from the sale of such bonds or other debt that will cause the bonds or other debt to be “arbitrage bonds” within the meaning of the Code, or (2) act or fail to act in a manner that will cause the bonds or other debt to be considered obligations not described in Section 103(a) of the Code.

Notwithstanding the foregoing, nothing in this Agreement shall be interpreted to amend or otherwise modify any terms or conditions of a separate agreement between a Participating Agency and Snohomish County (or other Participating Agency or Agencies) with respect to capital contributions, guarantees or the repayment of debt.

SECTION 14. CONVERSION OF STATUS OF PARTICIPATING AGENCIES; ADDITION OF NEW PRINCIPALS OR SUBSCRIBERS; PROVISION OF ADDITIONAL SERVICE TO PRINCIPALS.

a. As described in Sections 12.c and 12.f hereof, a Principal may be converted to Subscriber status for failure to approve its share of the budget or for nonpayment or delinquency in payment of User Fees. On the date of such conversion, said former Principal shall:

- i. lose its right to participate in a caucus for selecting a voting Governing Board member;
- ii. lose its right to receive a share of Snohomish County 911 assets upon dissolution of Snohomish County 911;
- iii. become subject to payment of User Fees in accordance with the then applicable User Fee formula for Subscribers; and
- iv. be bound by the terms of the applicable Subscriber service contract(s).

The conversion of a Principal to Subscriber shall not discharge or relieve any Principal of its outstanding obligations to Snohomish County 911.

b. A Principal may alternately elect to convert to Subscriber status effective the first day of the next budget period (whether Snohomish County 911 is operating under an annual or biennial budget) by giving notice of its intent to the Governing Board not less

than nine (9) months in advance of such effective date. Such conversion shall be effective as proposed without further action of the Governing Board, barring any basis for terminating the Principal and action thereon by the Governing Board.

c. A governmental entity otherwise meeting the qualifications of a Principal in Section 3 hereof may be admitted as a Principal of Snohomish County 911 upon Supermajority Vote of the Governing Board as required under Section 6.j. Similarly, a Subscriber may apply to the Governing Board to be converted to Principal status. As a condition of becoming a Principal, whether by conversion or new admission, the Governing Board may require payment or other contributions or actions by the new Principal as the Governing Board may deem appropriate, and may set such start date for service as it deems appropriate, it being the intention of this provision that the addition of new Principals shall not cause the then-current Participants to incur additional cost. Upon such conversion or new admission, such new Principal shall execute this Agreement or agree in writing to the term of this Agreement in its capacity as Principal and shall thereafter be subject to all provisions of this Agreement applicable to Principals.

d. Notwithstanding anything to the contrary in this Agreement, an Associate Agency meeting the qualifications of a Principal may become a Principal effective the first day of the next budget year, without making any latecomer payment or contribution, upon giving notice of its intent to the Governing Board not less than nine (9) months in advance of such effective date. Such conversion shall be become effective on such date without further action of the Governing Board.

e. The determination of whether to accept new Subscribers shall be made by the Governing Board in a manner similar, and subject to such terms and conditions, as that for accepting new Principals, it being the intention that the addition of new Subscribers shall not cause pre-existing Participating Agencies to incur additional cost.

f. A Principal wishing to receive service from Snohomish County 911 for an operating department in addition to a department already served by Snohomish County 911 may make application to the Governing Board in the same manner as, and be subject to such conditions and approvals as the Governing Board may deem appropriate for, an entity (other than an Associate Agency) seeking admission as a new Principal.

SECTION 15. RETAINED POWERS OF PARTICIPATING AGENCIES.

Each Participating Agency shall retain the responsibility and authority for its operational departments and for such equipment and services as are required at its place of operation to interconnect to Snohomish County 911's operations. Interconnecting equipment and services necessary to the provision of authorized Snohomish County 911 services may be funded through Snohomish County 911's budget and operational programs.

SECTION 16. INVENTORY AND PROPERTY.

-Equipment, vehicles and furnishings for Snohomish County 911's operation shall be acquired as provided by law. If any Participating Agency provides equipment or furnishings for Snohomish County 911's use, title to the same shall rest with the respective local entity unless that equipment or furnishing is acquired by Snohomish County 911. The Executive Director shall maintain and bi-annually update an inventory of equipment and furnishings owned by, leased or temporarily assigned to Snohomish County 911, and the values thereof. In event of dissolution or termination of Snohomish County 911, assigned or loaned items shall be returned to the lending entity and all other items or funds derived from the sale thereof shall be distributed to Principals as described in Section 20.

SECTION 17. WITHDRAWAL BY OR TERMINATION OF PRINCIPAL.

a. Any Principal may withdraw its membership and terminate its participation in this Agreement by providing written notice and serving that notice on the Governing Board on or before June 30 in any year. After providing appropriate notice as provided in this Section, that Principal's membership withdrawal shall become effective on the last day of the calendar year following the year in which the notice is given. A Principal that has given notice of its intent to terminate must meet with the Executive Director or his or her designee to develop a departure plan. The departure plan is intended to ensure an orderly separation of the Principal from New Agency and ensure minimal disruption in 911 Calls response for the public. The departure plan may include the transfer of funds and equipment or other assets and must be approved by Simple Majority Vote of the Board. Notwithstanding anything herein to the contrary, Principals shall be prohibited from withdrawing their membership and terminating their participation in this Agreement during the Initial Term; provided, a Principal may give appropriate notice of its intent to withdraw pursuant to this Section during the Initial Term, and in such event that Principal's membership withdrawal shall become effective on the last day of the calendar year that coincides with the end of the Initial Term.

b. Notwithstanding the foregoing, a Principal may be terminated at any time by action of the Governing Board for delinquencies of at least six (6) months in payment of Assessments and interest per Section 12.f.

c. Time is of the essence in giving notice of termination and/or withdrawal.

d. A terminating and/or withdrawing Principal is deemed to forfeit any and all rights it may have to Snohomish County 911's personal or real property, or any other ownership in Snohomish County 911, unless otherwise provided by the Governing Board; provided further that this forfeit of rights shall not apply to personal property on loan to Snohomish County 911 from the terminating or withdrawing Principal.

e. The termination and/or withdrawal of a Principal shall not discharge or relieve any Principal of its outstanding obligations to Snohomish County 911.

f. A Governing Board Member representing a Principal that (i) has given notice of withdrawal, or (ii) has been terminated by vote of the Governing Board which termination is effective at a future date, shall be authorized to cast votes at the Governing Board only on budgets items to be implemented prior to the withdrawal or termination date.

SECTION 18. AMENDMENT OF AGREEMENT.

The following terms of this Agreement may only be amended in writing after receipt of the approval of the legislative authorities of all Principals:

- a. Expansion of the scope of services provided by the Snohomish County 911 beyond the scope of Section 4.
- b. The composition of the Governing Board and terms of office as provided in Sections 6.a and 6.d.
- c. Voting rights of Governing Board Members.
- d. Powers of the Governing Board.
- e. Hold harmless and indemnification requirements.
- f. Provisions regarding duration, termination or withdrawal.
- g. The conditions of this Section.

The parties to this Agreement acknowledge and agree that provisions in this Agreement that are not specifically identified in (a) through (g) above reflect the Principals' direction as to the initial operational and administrative policies and procedures to be implemented by the Governing Board. With the exception of the foregoing items that require affirmative approval of the legislative authorities of all Principals, the parties to this Agreement authorize the Governing Board to modify this Agreement from time to time in order to carry out the corporate purposes of Snohomish County 911. Any such modification shall be in writing and executed by the President of the Governing Board after providing not less than thirty (30) days' advance written notice to all Principals of such proposed modification, and upon approval of a Supermajority Vote of the Governing Board.

Nothing in this Section shall be construed to require legislative authority consent for the addition of a new Principal, conversion of an Associate Agency to a Principal, or agreement to serve an additional Subscriber.

SECTION 19. MERGER, CONSOLIDATION OR SALE OF ALL OR SUBSTANTIALLY ALL ASSETS.

Approval of the merger or consolidation of Snohomish County 911 with another entity, or the sale of all or substantially all assets of Snohomish County 911, shall require a Supermajority Vote of the Governing Board.

SECTION 20. TERMINATION OF AGREEMENT; DISSOLUTION.

a. Generally. This Agreement may be terminated upon the approval of a Supermajority Vote of the Governing Board. The termination shall be by direction of the Governing Board to wind up business by a date specified by the Governing Board, which date shall be at least one (1) year following the date of the vote to terminate. Upon the final termination date, this Agreement shall be fully terminated.

b. Distribution of Property on Termination of Agreement. Upon termination of this Agreement, all property acquired during the life of this Agreement remaining in ownership of Snohomish County 911 shall be disposed of in the following manner:

i. Real or Personal Property. All real or personal property purchased pursuant to this Agreement and all unexpended funds or reserve funds, net of all outstanding Snohomish County 911 liabilities, shall be distributed to those Principals still participating in the Snohomish County 911 on the day prior to the termination date and shall be apportioned between Principals based on the ratio that the average of each Principals' contributions to the operating budget over the preceding five (5) years bears to the total of all then remaining Principals' User Fees paid during such five-year period. The Governing Board shall have the discretion to allocate the real or personal property and funds as it deems appropriate, and the apportionment, determined consistent with the preceding sentence, need not be exact.

ii. Loaned Property. In the event of dissolution or termination of the Snohomish County 911, assigned or loaned assets shall be returned to the lending entity.

iii. Allocation of Liabilities. In the event outstanding liabilities of the Snohomish County 911 exceed the value of personal and real property and funds on hand, all Principals shall contribute to retirement of those liabilities in the same manner as which they would share in the distribution of properties and funds.

c. Notwithstanding the foregoing, this Agreement may not be terminated if to do so would abrogate or otherwise impair any outstanding obligations of the Snohomish County 911, unless provision is made for those obligations.

SECTION 21. DISPUTE RESOLUTION.

a. Whenever any dispute arises between a Principal or the Principals or between the Principals and the Snohomish County 911 (referred to collectively in this Section as the “parties”) under this Agreement which is not resolved by routine meetings or communications, the parties agree to seek resolution of such dispute by the process described in this Section, which shall also be binding on Subscribers.

b. The parties shall seek in good faith to resolve any such dispute or concern by meeting, as soon as feasible. The meeting shall include the President of the Governing Board, the Executive Director, and a representative(s) of the Principal(s), if a Principal(s) is involved in the dispute, and/or a person designated by the Subscriber(s), if a Subscriber(s) is involved in the dispute.

c. If the parties do not come to an agreement on the dispute or concern, any party may request mediation through a process to be mutually agreed to in good faith between the parties within 30 days, which may include binding or nonbinding decisions or recommendations (whichever is mutually agreed to). The mediator(s) shall be mutually agreed upon and shall be skilled in the legal and business aspects of the subject matter of this Agreement. The parties shall share equally the costs of mediation and assume their own costs.

SECTION 22. INSURANCE.

The Governing Board, Executive Director, and Technical Advisory Committees shall take such steps as are reasonably practicable to minimize the liability of the Participating Agencies, including but not limited to the utilization of sound business practice. The Governing Board shall determine which, if any, insurance policies or self-insurance programs for governmental entities authorized in the State of Washington may be reasonably and practicably acquired to cover liability exposures and other potential losses arising from the operations of the Snohomish County 911 and the activities of the parties pursuant to this Agreement (which may include Directors and Officers, Commercial General Liability, Auto, Workers’ Compensation, Stop Gap/Employer’s Liability, errors and omissions, crime/ fidelity insurance, CyberRisk, property damage or loss), and shall direct the acquisition of same.

SECTION 23. INDEMNIFICATION AND HOLD HARMLESS.

a. Each Principal shall defend, indemnify and hold other Principals, their officers, officials, employees, agents and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of that Principal's negligent acts or omissions in connection with the performance of its obligations under this Agreement, except to the extent the injuries or damages are caused solely by the acts of a Principal; provided, that if any such Claim is based on the concurrent negligence of more than one Principal, then the indemnifying party's obligation hereunder applies only to the extent of its negligence.

b. Each Principal shall defend, indemnify and hold the Snohomish County 911 and its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of that Principal's negligent acts or omissions in connection with the performance of its obligations under this Agreement, except to the extent the injuries and damages are caused solely by the acts of the Snohomish County 911; provided, that if any such Claim is based on the concurrent negligence of Snohomish County 911 and Principal, then the indemnifying party's obligation hereunder applies only to the extent of its negligence.

c. As provided in its Articles, the Snohomish County 911 shall defend, indemnify and hold each Principal its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of the Snohomish County 911's acts or omissions in connection with the performance of its obligations under this Agreement, except to the extent the injuries and damages are caused solely by the acts of any Principal;; provided, that if any such Claim is based on the concurrent negligence of Snohomish County 911 and a Principal, then the indemnifying party's obligation hereunder applies only to the extent of its negligence.

d. The Snohomish County 911 will hold harmless, indemnify and defend its officers, officials, employees and volunteers from any and all legal liability, claims or lawsuits of any kind for injuries, damages, losses of any kind occurring to another, including attorney fees, which may arise out of the good faith performance of their duties to the Snohomish County 911 and performed in the scope of their employment or service to the Snohomish County 911, except to the extent the injuries, losses and/or damages are caused by the intentional and knowing wrongful acts of any of the Snohomish County 911's officers, officials, employees or volunteers.

e. Subscribers shall be required to agree to indemnify and hold harmless each Principal and the Snohomish County 911, their officers, officials, employees and volunteers from any and all claims, injuries, damages, losses or suits including attorney

fees, arising out of Subscriber's negligent acts or omissions in connection with the receipt of services from Snohomish County 911. To such degree as the Governing Board determines to be reasonable, appropriate, and consistent with applicable law and to be in the best interests of Snohomish County 911, Snohomish County 911 may also indemnify and hold harmless Subscribers.

f. 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 a party hereto and the Snohomish County 911, its officers, officials, employees, and volunteers, the party's liability hereunder shall be only to the extent of the party's negligence. It is further specifically and expressly understood that the indemnification provided in this Section constitutes the party's waiver of immunity under Industrial Insurance Title 51 RCW, solely for the purpose of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this Section shall survive the expiration or termination of this Agreement.

g. Each party shall give the other parties proper notice as provided herein of any claim or suit coming within the purview of these indemnities. Termination of this Agreement, a Principal's withdrawal from the Snohomish County 911, or a Principal's conversion to Subscriber status (collectively for purposes of this subparagraph "Termination"), shall not affect the continuing obligations of each of the parties as indemnitors hereunder with respect to those indemnities and which shall have occurred prior to such Termination.

SECTION 24. INTERGOVERNMENTAL COOPERATION.

The Snohomish County 911 shall cooperate with local, state and federal governmental agencies in order to maximize the utilization of any grant funds for equipment and operations and to enhance the effectiveness of the Snohomish County 911's operations and minimize costs of service delivery.

SECTION 25. NOTICE.

Notices required to be given to Snohomish County 911 under the terms of this Agreement shall be directed to the following unless all Principals are otherwise notified in writing:

President of the Governing Board and Executive Director, Snohomish County 911
c/o Snohomish County 911
1121 S.E. Everett Mall Way, Suite 200
Everett, WA 98208

Notices to Principals, Subscribers, Associate Agencies, Governing Board Members or Representatives required hereunder may be given by mail, overnight delivery, facsimile or email (with confirmation of transmission), or personal delivery. Each Principal shall provide the President of the Governing Board written notice of the address for providing notice to said Principal. Any Principal wishing to change its mail or email address shall promptly notify the President of the Governing Board. Notice or other written communication shall be deemed to be delivered at the time when the same is postmarked in the mail or overnight delivery services, sent by facsimile or email (with confirmation of transmission), or received by personal delivery.

SECTION 26. COMPLIANCE WITH LAWS.

During the term of this Agreement, the parties hereto agree to comply with all federal, State, and local laws as necessary to carry out the terms of this Agreement. Further, to the extent that any Emergency Communication Services and/or Additional Services involve the retention, security, confidentiality or other handling of certain “protected” health information under the federal Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and its implementing regulations thereunder by the U.S. Department of Health and Human Services and other applicable laws including chapter 70.02 RCW, the Washington Uniform Health Care Information Act, as amended, the parties agree to comply with such laws and execute documents as necessary to implement the requirements under such laws.

SECTION 27. VENUE.

The venue for any action related to this Agreement shall be in the Superior Court in and for Snohomish County, Washington at Everett, Washington, or if applicable, in Federal District Court, Western District of Washington.

SECTION 28. NO THIRD PARTY BENEFICIARIES.

There are no third-party beneficiaries to this Agreement. No person or entity other than a party to this Agreement shall have any rights hereunder or any authority to enforce its provisions, and any such rights or enforcement must be consistent with and subject to the terms of this Agreement. In addition to the foregoing, nothing in this Agreement is intended to create a special relationship or other basis for third party liability.

SECTION 29. SEVERABILITY.

The invalidity or any clause, sentence, paragraph, subdivision, section or portion of this Agreement shall not affect the validity of the remainder of this Agreement.

SECTION 30. RATIFICATION.

All prior acts taken by the Principals and Snohomish County 911 consistent with this Agreement are hereby ratified and confirmed.

SECTION 31. EXECUTION, COUNTERPARTS, AMENDMENT AND RESTATEMENT OF ORIGINAL AGREEMENT, AND EFFECTIVE DATE.

The Original Agreement was executed on behalf of each Principal by its duly authorized representative following approval of the Original Agreement by motion, resolution or ordinance of its legislative authority. Pursuant to the terms of the Original Agreement and except for certain amendments as provided in Section 18 of the Original Agreement, the Original Agreement may be amended from time to time by Supermajority Vote of the Governing Board of Snohomish County 911 without further approval of legislative authorities of the Principals.

Pursuant to Section 4, Section 6.j and Section 18 of the Original Agreement, after giving 30 days' notice to each Principal as required by Section 18 of the Original Agreement, the Governing Board of Snohomish County 911, by Supermajority Vote of its Principals, authorized the amendment and restatement of the Original Agreement by the execution and delivery of this Agreement.

This Agreement shall be deemed adopted and effective as of ~~XXXX, 2022~~the Merger Effective Date (January 1, 2019), and as of such date, this Agreement shall control the operations and governance of Snohomish County 911. This Agreement shall be filed and/or posted as required by chapter 39.34 RCW.

This Agreement shall be executed by the President of the Governing Board, and attested to by the Secretary of the Governing Board.

IN WITNESS WHEREOF, this Agreement shall be effective as of the date set forth above.

Snohomish County 911

By: _____
Steve GuptaJon Nehring
Board President

Attest:

By: _____
Terry Peterson
Board Secretary

Approved as to Form:

By: _____
Attorney for Snohomish County 911

EXHIBIT A

Process for Selecting Governing Board Members and Alternates

Beginning in 2022, Governing Board Members are selected every two (2) years in April ~~as part of the Agency Assembly~~, through the process described below; ~~provided, that the first caucuses were held in January 2018, and the Governing Board Member terms for persons elected at those caucuses shall last from their date of election through the first meeting of the Governing Board in May 2020.~~

If not defined in this **Exhibit A**, capitalized terms have the meaning stated in the Agreement.

As used in this **Exhibit A**:

- **Population Served** means the residential population of all territory Directly Served by a Principal Police Agency or Fire Agency, according to the most recent annual report issued by the State Office of Financial Management each year determining the population of each jurisdiction.

Step 1. Police Agencies are divided into four (4) caucuses

- a. Rank each Police Agency by **Population Served** from smallest to largest, *provided, however*, that to avoid double counting, Population Served shall be based on the population for which the Police Agency has general policing responsibilities; contracts for special services (such as bomb squad or SWAT responses only) are not included in the calculation of Population Served.
- b. Snohomish County shall be its own caucus (until and unless it is no longer the largest Police Agency in terms of Population Served, in which case all four caucuses shall be determined as per Subsection c below).
- c. The remaining Police Agencies shall be divided into three roughly equal caucuses based on Population Served, starting from the smallest Police Agency and working up to agencies serving more population. In deciding where to divide caucuses, the following rules shall apply:
 - i. No Police Agency shall be divided into two caucuses.
 - ii. Caucuses with the smallest agencies (the two caucuses with three Governing Board Member seats, referred to as Small and Medium Police Agencies on the Police Agencies Table below) shall be sized by rounding up (exceeding the population target to the extent necessary to completely include the target population and not divide any Police Agency between caucuses), and the larger Police Agency

caucus (two Governing Board Member seats, referred to as Next Largest Police Agencies in the Police Agencies Table below) shall be rounded down.

Step 2. Fire Agencies are divided into three (3) caucuses

- a. Rank each Fire Agency by **Population Served**, from the smallest to the largest, ***provided, however,*** that to avoid double counting, Population Served shall be based on fire suppression responsibility; contracts for limited services (such as BLS/ALS response/transport) are not included in the calculation of Population Served.
- b. Divide the Fire Agencies into three (3) caucuses based on whether they are small, medium or large agency, defined as follows:
 - i. A Large Fire Agency is defined as an agency serving 14% or more of the total Population Served by all Fire Agencies.
 - ii. A Medium Fire Agency is defined as an agency serving more than 3% and less than 14% of the total Population Served by all Fire Agencies.
 - iii. A Small Fire Agencies is defined as an agency serving 3% or less of the total Population Served by all Fire Agencies.

Step 3. Each Caucus selects Board Members

- a. ~~At the Agency Assembly~~In April, designated representatives from each Principal in each Police Agency caucus and each Fire Agency caucus shall meet together and select Governing Board Members to represent them on the Governing Board for the next two-year term. Caucuses may determine their own rules for nominating and selecting Governing Board Members, provided that the following rules shall apply:
 - i. Representatives to the caucus shall be designated by the legislative body of the Principal they represent (or by such other person as local codes may require). Designated representatives must be qualified to serve as a Governing Board Member.
 - ii. An individual need not attend the caucus in order to be selected as a Governing Board Member, so long as the person otherwise meet the qualifications of a Governing Board Member.
 - iii. Each Principal within a caucus shall have an equal vote in selecting each Governing Board Member.
 - iv. Voting by proxy will not be allowed.
 - v. No Principal may have an elected official or staff member hold more than one (1) Governing Board seat in a single caucus unless there are more seats than Principals in the caucus.

vi. Each caucus shall submit a written statement to the Secretary of Snohomish County 911, signed by not less than half of the caucus' representatives participating in the meeting~~present at the Agency Assembly~~, confirming the individuals to whom the caucus's Board seats are to be allocated for the next term of office.

b. Designated representatives from each Associate Agency and each Single-Service Principal shall also form a caucus ~~at the Agency Assembly~~ to select a single non-voting Board Member. Representatives to the caucus shall be designated in the same manner as described in Step 3.a.i, one from each Associate Agency and each Single-Service Principal. The caucus rules described in Step 3.a apply, as do rules for selecting an alternate as described in Step 4. In no event shall the Governing Board Member appointed by this caucus be from an agency that also has a voting Governing Board Member elected for the same board term.

c. The number of Governing Board Members to be selected by each caucus shall be as follows:

Police Agencies (10 Board Members)

Caucus 1: Largest Agencies (Currently Snohomish County is the only member)	2 Governing Board Members, one of which must be the County Sheriff or an assistant or deputy sheriff directly reporting to the Sheriff – unless or until the County is no longer the Largest Policy Agency (in terms of Population Served), in which case the two board members shall be selected as per Caucus 2.
Caucus 2: Next Largest Police Agencies	2 Governing Board Members, of which one must be operational staff and one must be an elected official
Caucus 3: Medium Police Agencies	3 Governing Board Members, of which one must be an operational staff and one must be an elected official
Caucus 4: Small Police Agencies	3 Governing Board Members, of which one must be an operational staff and one of must be an elected official

Fire Agencies (5 Board Members)

Caucus 1: Large Fire/EMS Agencies	3 Governing Board Members
Caucus 2: Medium Fire/EMS Agencies	1 Governing Board Member
Caucus 3: Small Fire/EMS agencies	1 Governing Board Member

**Associate Agencies and Single-Service Principals (1 non-voting
Governing Board Member)**

1 Caucus	1 non-voting Board Member
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Step 4. Each Caucus Selects a Slate of Designated Alternates, in Priority Order.

- a. Each caucus shall select a slate of designated alternates in a number equal to the number of Governing Board seats allocated to that caucus.
- b. Each caucus shall prioritize its alternates to determine the order in which the alternates are called upon to participate at a Governing Board meeting in the event of an absence of any Governing Board member representing the caucus.

Caucuses may determine their own rules for nominating and selecting Board Alternates, provided that the rules set forth in Step 3.a for selecting of Board Members shall apply.

Vacancies

Any vacancies shall be promptly filled by the appointing caucus, which shall meet either in person or telephonically to select a replacement Board Member and/or Alternate to serve the remainder of the vacant position's unexpired term. Such selection process shall be subject to the rules outlined in **Step 3**.

EXHIBIT B

Principal Assessment Formula

Assessments are calculated and charged separately for each Emergency Communications Service provided for each Principal that has elected to receive such service. A Principal that has elected to receive both Police and Fire/EMS Emergency Communications Services will pay one Assessment for service to its Police agency and one Assessment for service to its Fire/EMS agency. A Principal that has elected to receive only police **or** Fire/EMS Emergency Communications Services from Snohomish County 911 only pays an Assessment for the service so received.

~~This **Exhibit B** sets forth Assessment Formulas applicable from and after the point that Fully Integrated Services begin, anticipated to be January 1, 2019, or whichever date is otherwise selected by the Governing Board for simplicity of budgeting purposes. For example, if Fully Integrated Services become operational in February 2019, the Governing Board may nevertheless apply the User Fee formula to fund the Net Budget for all of calendar year 2019.~~

Capitalized terms used in **Exhibit B** not defined in this **Exhibit B** have the meaning set forth in the body of the Interlocal Agreement.

Description of the formula to derive Assessments for individual Principals.

Step 1: Divide the Net Adopted Budget into four cost pools:

- **Administration ,Technology, and Wireless Technology**
- **Call Takers**
- **Police Dispatch**
- **Fire Dispatch**

The costs allocable to each cost pool are further defined below (see “Definitions”)

Step 2: Apply Revenues to cost pools according to the following guidelines:

- E-911 Tax Revenues will first be applied to offset all costs associated with the **Call Takers** cost pool. Any E-911 Tax Revenues over and above the amount necessary to fund all costs in the **Call Takers** cost pool will be applied to fund permissible costs for such revenues within the **Administration, Technology, and Wireless Technology** cost pool.
- Emergency Communications and Facility Tax Revenues will be applied to fund permissible costs for such revenues within the Administration, Technology, and Wireless Technology cost pool. Revenues that exceed the Administration, Technology, and Wireless Technology cost pool will be applied to member assessments using the formula assigned to this cost pool.

- The portion of Subscriber Contract revenues attributable to all Emergency Communications Services *except* revenues attributable to the Wireless Technology cost pool will be applied to the **Police Dispatch** and/or **Fire Dispatch** cost pool, based on the services billed to the Subscriber. For example, revenues from a Subscriber contract for Emergency Communications Services with the Stillaguamish Tribe to service its Police Agency will be applied to reduce the size of the Police Dispatch cost pool, except for any increment of such revenue charged for Wireless Technology cost pool items.
- The portion of any Subscriber Contract revenues attributable to Radio System services will be applied to the Administration, Technology, and Wireless Technology cost pool, including but not limited to any revenues attributable to cell tower leases and other non-Assessment revenue attributable to the Radio System.
- Additional Services revenues will be applied to the Administration and Technology, Police Dispatch, Fire Dispatch, and/or Wireless Technology cost pool, based upon where the costs of those services are allocated.

Step 3: Divide the Administration and Technology, Call Taker, Police Dispatch and Fire Dispatch cost pools between Police Agencies and Fire Agencies:

- Amounts in the **Administration and Technology** cost pool will be divided based on the ratio of dispatch workstations assigned to each service (initially, 8 police dispatch stations and 5 fire stations)
 - Police 62%
 - Fire 38%

If the Board approves deployment of an additional dispatch work station to serve Police or Fire Agencies, this ratio will automatically change (the change is not considered a formula change requiring Governing Board approval).

- Amounts in the **Call Taker** cost pool will be divided based on a ratio that reflects an assessment of actual time spent by call takers processing each type of call:
 - Police 75%
 - Fire 25%

A change in this ratio requires Supermajority Vote of the Governing Board.

- Calculate a **Cost per Console** by dividing total Police Dispatch and Fire Dispatch Costs by the total number of dispatch stations.
- Amounts in the **Police Dispatch** cost pool are allocated to Police Agencies and are further separated out on a **Cost-per-Console** basis as between Shared Dispatch Station costs and Dedicated Dispatch Station costs. (In 2017, of the 8 Initial Police Dispatch stations, 5 were shared and 3 were dedicated—1 to Marysville Police, and 2 to Everett Police).

- Amounts in the **Fire Dispatch** cost pool are allocated to Fire Agencies and are further separated out on a **Cost-per-Console** basis as between Shared Dispatch Station costs and Dedicated Dispatch Station costs (In 2017, there were 5 Shared Dispatch Stations in the Fire Dispatch cost pool and no Dedicated Dispatch Stations).

Step 4: Allocate costs to individual Principals, calculating Fire and Police Agency assessments separately as follows:

- **Police Agency Principal Assessments:**
 1. Calculate the sum of costs allocated to all Police Agencies in the **Administration and Technology** Cost pool plus the **Call Taker** cost pool, and *subtract* Police Agency Subscriber contract revenues. Allocate the resulting total amount between all Police Agency Principals based on the **Shared Cost Allocation Calculation**. The total Police Agency Principal Assessment for any individual Principal is this amount *plus* the individual dispatch cost allocation derived from *either* item 2 or 3 below as applicable to the individual Principal:
 2. **For Principal Police Agencies assigned to Shared Police Dispatch stations:** Each such Principal is allocated a shared of all Shared Police Dispatch Station costs based on the **Shared Cost Allocation Calculation**.
 3. **For Principal Police Agencies with Dedicated Police Dispatch stations:** Each such Principal is allocated a cost equivalent to the **Cost per Console** multiplied by the number of dedicated Police Dispatch stations for which they have contracted.
- **Fire Agency Principal Assessments:**
 1. Calculate the sum of costs allocated to all Fire Agencies in the **Administration and Technology** Cost pool plus the **Call Taker** cost pool, and *subtract* Fire Agency Subscriber contract revenues. Allocate the resulting total amount between all Fire Agency Principals based on the **Shared Cost Allocation Calculation**. The total Fire Agency Principal Assessment for any individual Principal is this amount *plus* the individual dispatch cost allocation derived from *either* item 2 or 3 below as applicable to the individual Principal.
 2. **For Principal Fire Agencies assigned to Shared Fire Dispatch stations:** Each such Principal is allocated a shared of all Shared Fire Dispatch Station costs based on the **Shared Cost Allocation Calculation**.
 3. **For Principal Fire Agencies with Dedicated Fire Dispatch stations:** Each such Principal is allocated a cost equivalent to the **Cost per Console**

multiplied by the number of dedicated Fire Dispatch stations for which they have contracted.

- **Shared Cost Allocation Calculation:**

Take the total sum to be allocated and divide it up based on three different factors:

1. 54% of total costs are allocated based on the percentage share of a Principal's Calls for Service as compared to total Calls for Service of all such agencies (police or fire—including Principals and Subscribers). Calls for Service shall be calculated as an annual average based on the most recent 8 calendar quarters (see definition of Call Calculation Period).
2. 23% of costs are allocated based on the percentage share of a Principal's Assessed Value as compared to the total Assessed Value of all such agencies (police or fire, Principals and Subscribers).
3. 23% of costs are allocated based on the percentage share of a Principal's Population Served as compared to the total Population of all such agencies (police or fire, Principals and Subscribers).

Principals who ~~were~~are "SERS Phase II" agencies and have a contract with Snohomish County whereby the Principals remit operations and maintenance expenses for SERS to the County to be passed through to SERS will continue to pay operation and maintenance expense of the Radio System under such existing agreements until such agreements are modified to permit direct payment of these charges, or such until such agreements expire, whichever is first.

DEFINITIONS

Fire Agency or Fire Agencies: unless expressly noted otherwise, in this Exhibit these terms include both Principals and Subscribers Directly Providing fire and medical services that are Directly Served by Snohomish County 911.

Police Agency or Police Agencies: unless expressly noted otherwise, in this Exhibit these terms include both Principals and Subscribers Directly Providing police services that are Directly Served by Snohomish County 911.

Cost-Per-Console Total labor costs to staff all police and fire dispatch consoles divided by the number of consoles.

Net Adopted Budget means the budget approved by the Governing Board after action by all individual Principals, applicable in the time period for which the **Assessment** is payable, *less* **Other Revenues**.

Other Revenues mean revenues received by Snohomish County 911 from sources other than User Fees, E-911 tax revenues and Additional Services, including without limitation Associate Agency fees, other miscellaneous revenues, grants, or awards that may be available from time to time to offset the operating and capital costs of Snohomish County 911.

Administration, Technology and Wireless Technology Costs include all costs associated with providing the supervision, management, facilities costs, insurance, reserve contributions, etc., of running the public safety dispatch center and technologies including wireless technologies, and all other expenditures in the Net Adopted Budget not included in the definition of Call Taker Costs and Dispatch Costs.

Call Taker Costs include all **labor costs** associated with the prescribed number of operational staff assigned to staff the call taking function.

Police Dispatch Costs include all **labor costs** associated with the prescribed number of operational staff assigned to all dispatch workstations designated for serving Police Agencies.

Fire Dispatch Costs include all labor costs associated with the prescribed number of operational staff assigned to all dispatch workstations designated for serving Fire Agencies.

Shared Dispatch Stations are dispatch stations that not dedicated by agreement (as opposed to workload allocation) to serve a single Principal or Subscriber.

Dedicated Dispatch Stations are dispatch stations that are dedicated by agreement to serve a single Principal or Subscriber.

Labor Costs are direct costs of salary and benefits.

E-911 tax revenues mean revenues received by Snohomish County 911 from Snohomish County pursuant to State law.

Calls for Service are defined on Appendix B-1, *provided* that until Snohomish County 911 has been in operation for more than three years, the calculation of the number of **Calls for Service** shall be determined in whole or in part (to the extent necessary to determine the two-year average number of calls for service) based on the number of **Calls for Service** by each **Charged Operation** as reported by the records of the dispatch agency previously serving each **Charged Operation**, and consistent with the definition of **Calls for Service** in **Appendix B-1**.

Charged Operation refers to an individual Principal's fire/EMS agency/operation, being charged under the **Assessment** formula.

The **Call Calculation Period** is defined as the first calendar quarter of the preceding budget year, and the 7 calendar quarters preceding that. (For example, in 2019, the Call Calculation Period be the first quarter of 2018, plus the preceding 7 calendar quarters—all of 2017, and the last three quarters of 2016).

Population Served has the meaning set forth in **Exhibit A**.

Assessed Value is the **Assessed Value** of taxable real property in an individual Principal or Subscriber's or Snohomish County 911 **Service Territory** for the **Charged Operation** (as applicable) for the most recently available tax year, as published by the State Office of Financial Management or Snohomish County Assessor.

"**Service Area**" means the geographic area of all territory Directly Served by a Principal Police Agency or Fire Agency, with the County's Service Area excluding incorporated areas that are Directly Served by another Police Agency.

Appendix B-1

Definition of “Calls for Service”

The purpose of this Exhibit is to define Calls for Service for purposes of billing/funding calculations.

Snohomish County 911 will bill each Principal based on the User Fee formula, which incorporates consideration of Calls for Service as defined in this Exhibit.

Section 1. Call for Service Defined: Snohomish County 911 defines a Call for Service for workload analysis and User Fee calculation as any request for service or unit initiated activity resulting in creation of a Computer Aided Dispatch System (CAD) incident that requires oversight by or interaction with Snohomish County 911 personnel, with the exception of the following:

- a. Any **mutual aid incident** where another Snohomish County 911 Principal within the same classification (police/fire/medic) is dispatched as the primary responding agency. *For example*, a police department that responds into another police department’s jurisdiction to provide assistance does not constitute a Call for Service charged to the mutual aid responder. However, an incident involving both police and fire/EMS would result in a Call for Service for both classifications. Similarly, any mutual aid request dispatched to a location outside the Snohomish County 911 service area shall not constitute a Call for Service.
- b. Any incident that is a **duplicate** of another Call for Service, or **associated** with another Call for Service. *For example*, multiple calls about a single brush fire incident will result in only one Call for Service for the fire/EMS responder.
- c. Any incident that is **cancelled** by Snohomish County 911 personnel due to an error or similar internal reasons. *This does not include “cleared incidents”*, which are incidents that are cancelled when the requesting party calls back to cancel the response after the incident has been entered into CAD.
- d. Any **informational broadcast** including but not limited to CAD entries type codes of NOTICE, NOTICEP & INFO.
- e. Any **informational incident** used for tracking non police or Fire/EMS activity created by dispatchers solely for the purpose of assisting the dispatcher in tracking such activity, *for example*, utility call-outs.

Section 2: Assignment of CFS: As a general rule, CAD incidents are assigned to a Principal when the incident occurs within its authorized dispatch area (geo-verified location) and service discipline (Police/Fire) with the following exceptions:

- a. **Transit, Fire Marshall, Narcotics Task Force:** these incidents are assigned to the responsible countywide agency regardless of location.

b. **Traffic Stops:** assigned to the initiating agency.

c. **Non-geo verified incidents, in County:** assigned to initiating agency.

If there are significant anomalies in the manner calls have been measured by SNOCOM and SNOPAC, those anomalies shall be adjusted in a manner determined reasonable by the Governing Board (Supermajority Vote item) in order to develop a fair means for determining the number of calls across all agencies.

EXHIBIT C

2019 Budget for Snohomish County 911

SNOHOMISH COUNTY 911 2019 Approved Budget

Ordinary Income/Expense

Income

4020 Dispatch Services (Assessments)	\$14,704,063.67
4040 E911 Excise Tax Revenue	\$5,919,749.20
4200 Miscellaneous Income	
4240 Rent - SERS	\$3,965.40
4290 Other Misc Income	\$314,737.09
4295 SNOCOM Reimbursement	\$0.00
Total 4200 Miscellaneous Income	\$318,702.49
4300 Interest	\$0.00
Total Income	<u>\$20,942,515.36</u>

Expense

Total 5000 Payroll Expenses	\$18,400,316.76
Total 6150 Professional Fees	\$300,000.00
Total 6200 Administrative Support	\$62,050.00
Total 6250 Rent	\$436,890.60
Total 6300 Repairs & Maintenance	\$1,245,368.00
Total 6350 Insurance	\$74,550.00
Total 6400 Communication	\$153,250.00
Total 6500 Travel & Training	\$156,090.00
Total 6600 Minor Capital Equipment	\$69,000.00
Total 6700 Office Supplies	\$45,000.00
Total Expense	<u>\$20,942,515.36</u>

Funding Sources

Total from E911 Funds	\$5,919,749.20
Total from SERS Rent	\$3,965.40
Total from SNOCOM Reimbursement	\$0.00
Total Other Miscellaneous Income	\$314,737.09
Total from Operating Assessments	<u>\$14,704,063.67</u>
	<u>\$20,942,515.36</u>

~~SERS 2019 Approved Budget~~

~~SERS Expenditures~~

~~Operations and Maintenance~~

Regular Salaries	\$843,872.64
Personnel Benefits	\$341,468.42
Overtime	\$80,303.14
Supplies	\$132,300.00
Professional Services	\$352,475.00
Communications	\$60,000.00
Training	\$3,000.00
Travel	\$4,500.00
Rentals	\$477,000.00
Utilities	\$68,000.00
Insurance	\$65,000.00
Repairs & Maintenance	\$50,000.00
Expenditure Contingency (1.5%)	\$37,168.79
Sub-Fund Funding Requirements (RR & ER&R)	\$269,638.23
<i>Total O&M Budget Expenditures</i>	<i>\$2,784,726.22</i>

~~Replacement Reserve Planned Expenditures~~

Professional Services	\$103,568.34
Capital Purchases & Projects	\$195,000.00
<i>Total Replacement Reserve Planned Exp.</i>	<i>\$298,568.34</i>

~~Equipment Replacement & Reserve Planned Expenditures~~

Vehicle Replacement	\$53,943.75
Generator at Gold Hill	\$93,361.40
<i>Total Equipment Replacement & Reserve Expenditures.</i>	<i>\$147,305.15</i>

Total Expenditures **\$3,230,599.71**

~~SERS Revenues[†]~~

Assessments	<i>\$2,784,726.22</i>
Drawdown of reserves	\$445,873.49
Total Revenues	<i>\$3,230,599.71</i>

[†]*Note: lease revenues not included in calculation of revenues for purposes of determining assessments*

EXHIBIT D

2019 Assessments

For ease of reference, the 2019 assessments presented in two tables. Table 1 shows the portion of 2019 assessments attributable to communications services, broken out by agency and service (police or fire); Table 2 shows the portion of assessments attributable to the radio system by agency.

Table 1: Emergency Communications Services Assessments	
Agency	2019 Assessments, including smoothing calculation, revised CFS
City of Arlington Fire	\$174,986
City of Arlington Police	\$271,464
City of Brier Fire	\$37,293
City of Brier Police	\$74,697
City of Darrington Police	\$15,894
City of Edmonds Fire	\$364,910
City of Edmonds Police	\$520,709
City of Everett Fire	\$1,092,349
City of Everett Police	\$2,031,672
Fire District 4	\$214,842
Fire District 5	\$56,848
Fire District 7	\$579,711
Fire District 8	\$291,184
Fire District 15	\$38,044
Fire District 16	\$17,142
Fire District 17	\$93,699
Fire District 19	\$24,147
Fire District 21	\$49,831
Fire District 22	\$30,637
Fire District 23	\$3,025
Fire District 24	\$22,946
Fire District 25	\$6,529
Fire District 26 (merged with FD 28)	\$37,895
Fire District 27	\$2,234
City of Gold Bar Police	\$26,083
City of Granite Falls Police	\$45,851
City of Lake Stevens Police	\$338,572
City of Lynnwood Police	\$630,312

Marysville Fire District	\$649,382
City of Marysville Police	\$981,828
City of Mill Creek Fire	\$150,395
City of Mill Creek Police	\$236,288
City of Mountlake Terrace Fire	\$165,048
City of Mountlake Terrace Police	\$249,363
City of Monroe Police	\$251,188
City of Mukilteo Fire	\$164,437
City of Mukilteo Police	\$299,633
North County Fire	\$116,178
South Snohomish County Fire & Reseue	\$997,037
Snohomish County (Sheriff's Office) (unincorp)	\$2,979,972
City of Snohomish Police	\$127,904
City of Stanwood Fire	\$79,086
City of Stanwood Police	\$82,789
City of Sultan Police	\$59,141
City of Woodway Police	\$20,889
Snohomish County Fire Marshall	\$2,703
Snohomish County Airport Fire	\$6,997
Stillaguamish Tribe Police	\$50,593
<i>Total Emergency Communications Assessments</i>	<i>\$14,764,357.00</i>

Table 2: Emergency Communications Radio System Assessments	
“Phase 1” Agency Assessments.	
City of Brier	-\$19,346.38
City of Edmonds	-\$121,110.06
City of Everett	-\$482,811.19
City of Marysville	-\$216,517.18
City of Mill Creek	-\$57,140.84
City of Mountlake Terrace	-\$66,391.92
City of Mukilteo	-\$71,584.93
City of Woodway	-\$3,118.87
Snohomish County[†]	-\$1,486,701.35
City of Lynnwood	-\$108,969.14
South Snohomish County Fire & Rescue	-\$151,034.37
Total Phase 1 Agency Assessments:	-\$2,784,726.23
[†] including Phase 2 agency assessments.	
“Phase 2 Agency Assessments”—charged to Snohomish County for collection from the individual agencies and others as noted below	
Phase 2 Fire Agencies	
Fire District 4	-\$35,213

Fire District 5	-\$11,970
Fire District 7	-\$81,152
Fire District 8	-\$41,306
Marysville Fire District (FD 12)	-\$44,578
North County Regional Fire Authority	-\$38,039
Fire District 15	-\$6,240
Fire District 16	-\$ 6,975
Fire District 17	-\$18,765
Fire District 19	-\$7,226
Fire District 21	-\$15,485
Fire District 22	-\$7,186
Fire District 23	-\$1,485
Fire District 24	-\$6,875
Fire District 25	-\$ 4,035
Fire District 26 (Merged with FD 28)	-\$ 10,693
Fire District 27	-\$260
Tribal Police	
Stillaguamish Tribe Police	-\$ 2
Phase 2 Cities	
City of Arlington	-\$89,179
City of Darrington	-\$4,397
City of Gold Bar	-\$6,682
City of Granite Falls	-\$12,312
Town of Index	-\$128
City of Lake Stevens	-\$80,349
City of Monroe	-\$61,284
City of Snohomish	-\$30,919
City of Stanwood	-\$28,467
City of Sultan	-\$15,191
	-
Total "Phase 2 Agency" Assessments	-\$ 666,393.00

(including calculation of Smoothing Payments)

/table to be updated after 2019 budgets approved in September/

EXHIBIT E

Assessment Smoothing in First Year of Fully Integrated Services

Rate Smoothing will be applied in the ~~first budget year in which the Assessment Formula defined in Exhibit B is applied (“Smoothing Year”)~~. It is anticipated that on or about January 1, 2019, Snohomish County 911 will begin Fully Integrated Services and the Principal’s Assessment formula in ~~Exhibit B~~ will be applied for the full calendar/budget year of 2019. It is expressly contemplated that the Smoothing Year may include less than 12 but more than 10 months of Fully Integrated Services.

Rate Smoothing will be calculated based solely on the Snohomish 911 stand-alone agency budget adopted in 2018, and without consideration of costs and expenses associated with SERS 2019 budget costs.

Smoothing payments and contributions will be calculated as follows:

~~After adopting the budget for the Smoothing Year and calculating the assessments to be paid by each Principal and Subscriber:~~

- ~~1. Identify which Principals and Subscribers will see their User Fee increase in an amount equal or greater to 9% as compared to their assessment in the immediately preceding year. These Principals are “Smoothing Recipients.”~~
- ~~2. Identify which Principals and Subscribers will see their User Fee decrease in an amount equal or greater to 9% as compared to their assessment in the immediately preceding year. These Principals are “Smoothing Contributors.”~~
- ~~3. Determine the sum of all User Fee increases experienced by Smoothing Recipients, provided that the sum will be capped at \$281,785. This is the **Maximum Total Smoothing Allocation**.~~
- ~~4. For each Smoothing Contributor, identify the amount which is 25% of its User Fee—this is the **Maximum Smoothing Contribution** for that Smoothing Contributor.~~
- ~~5. Determine the sum of all Maximum Smoothing Contributions. This is the **Maximum Total Smoothing Contribution**.~~
- ~~6. The lesser of the Maximum Total Smoothing Allocation and the Maximum Total Smoothing Contribution is the **Actual Total Smoothing Allocation**.~~
- ~~7. Increase the User Fee for the Smoothing Year of each Smoothing Contributor by an amount equal to the amount necessary such that each Smoothing Contributor contributes the same percentage of its User Fee decrease towards the Actual Total Smoothing Allocation.~~
- ~~8. Decrease the Use Fee for the Smoothing Year of each Smoothing Recipient by an amount equal to the amount necessary such that each Smoothing Recipient receives the same percentage of its User Fee increase from the Actual Total Smoothing Allocation.~~

EXHIBIT FC

Principals and Associate Agencies of Snohomish County 911

The parties to the Original Agreement including both Principals and Associate Agencies of Snohomish County 911 are as follows:

PRINCIPALS:

- SNOHOMISH COUNTY
- CITY OF ARLINGTON
- CITY OF BRIER
- CITY OF EDMONDS
- CITY OF EVERETT
- CITY OF LAKE STEVENS
- CITY OF LYNNWOOD
- CITY OF MARYSVILLE
- CITY OF MILL CREEK
- CITY OF MONROE
- CITY OF MOUNTLAKE TERRACE
- CITY OF MUKILTEO
- CITY OF WOODWAY
- NORTH COUNTY REGIONAL FIRE AUTHORITY
- SNOHOMISH COUNTY FIRE DISTRICT NO. 4
- SNOHOMISH COUNTY FIRE DISTRICT NO. 5
- SNOHOMISH COUNTY FIRE DISTRICT NO. 7
- SNOHOMISH COUNTY FIRE DISTRICT NO. 8
- SNOHOMISH COUNTY FIRE DISTRICT NO. 12
- SNOHOMISH COUNTY FIRE DISTRICT NO. 15
- SNOHOMISH COUNTY FIRE DISTRICT NO. 16
- SNOHOMISH COUNTY FIRE DISTRICT NO. 17
- SNOHOMISH COUNTY FIRE DISTRICT NO. 19
- SNOHOMISH COUNTY FIRE DISTRICT NO. 21
- SNOHOMISH COUNTY FIRE DISTRICT NO. 22
- SNOHOMISH COUNTY FIRE DISTRICT NO. 23
- SNOHOMISH COUNTY FIRE DISTRICT NO. 24
- SNOHOMISH COUNTY FIRE DISTRICT NO. 25
- SNOHOMISH COUNTY FIRE DISTRICT NO. 26
- SNOHOMISH COUNTY FIRE DISTRICT NO. 27
- SNOHOMISH COUNTY FIRE DISTRICT NO. 28
- SOUTH SNOHOMISH COUNTY FIRE & RESCUE REGIONAL FIRE AUTHORITY

ASSOCIATE AGENCIES:

- CITY OF DARRINGTON
- CITY OF GOLD BAR

- CITY OF GRANITE FALLS
- CITY OF SNOHOMISH
- CITY OF STANWOOD
- CITY OF SULTAN



Action Proposal Form

Date: 1/14/2022

Title: 2021 Radio Fleet Expansion Requests

Background / Purpose:

In December 2021, the SNO911 Board adopted a policy to help guide decisions for how to consider Radio Fleet Expansion Requests. In December, SNO911 received three requests for fleet expansion radios including: 5 mobiles for Edmonds PD, 1 mobile for Monroe PD, 8 portables and 4 mobiles for Everett PD. If all of the anticipated activities occur, including insurance reimbursement for lost and damaged radios, then the fund will end with a negative \$5,935 balance. The fund will receive the 2022 contribution in January 2022 which will bring the fund balance up to approx. \$144K.

Experience is continuing to grow and we are estimating the \$144K may not be sufficient to respond to 2022 lost/damaged and fleet expansion requests. Staff recommend taking a wait and see approach to continue to see what comes in for 2022. Staff plan to increase the amount of annual funding as part of the 2023 County request.

Detailed Anticipated Fund 140 Activities 2021

Date	Agency	Type	Amount	BOD Approved?	Expected/Actual Reimbursement	Actual Reimbursement	Units
9/16/2021	SNO911	Loss/Dmg	-\$64,431	Yes	\$59,431	\$ -	8
11/18/2021	Lake Roesiger	Loss/Dmg	-\$16,108	Yes	\$15,108	\$ -	2
11/18/2021	SRFR	Loss/Dmg	-\$7,335	Yes	\$6,335	\$ -	1
12/16/2021	NCF	Loss/Dmg	-\$22,005	Yes	\$21,005	\$ -	3
12/14/2021	Edmonds PD	Growth	-\$43,057	Pending	None	\$ -	7
1/4/2022	Monroe PD	Growth	-\$6,754	Pending	None	\$ -	1
12/17/2021	Evt PD	Growth	-\$75,327	Pending	None	\$ -	12
12/1/2021	Darrington FD	Growth	-\$35,000	Pending	None	\$ -	

Summary of 2021 Anticipated Fund Activities

Starting Fund Balance	\$150,000.00	
Lost/Stolen/Damaged	(\$109,878.30)	14 units
Expected Reimbursement	\$101,879.00	
Actual Reimbursement	\$0.00	
Fleet Expansion/Growth	(\$160,137.99)	20 units
Anticipated Ending Fund Balance	(\$18,137.29)	

This action was reviewed by the Finance Committee and recommended for approval to the Board.

Suggested Action/Recommendation:

Approve three fleet expansion requests for Edmonds, Everett, and Monroe PD to be funded from Fund 140.

Fund: Fund 140



**REQUEST FOR RADIO EQUIPMENT
FLEET ADDITIONS AND/OR PERSONNEL NEEDS**

Name of Agency: Edmonds Police Department Date: December 14, 2021

Contact Name: Cpl. Michael Bard, Cpl. Aaron Greenmun
Michael.bard@edmondswa.gov

Email: aaron.greenmun@edmondswa.gov Phone: 425-771-0200

Describe the specific quantity and type of radio equipment being requested (e.g. 1 APX8000 Portable Radio)

Quantity	Model No.	Type
6	APX7500	Remote Mount
1	APX7500	03 Control Head

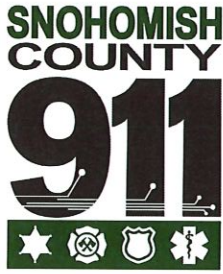
Please provide justification and purpose for the request. (e.g. We are adding two new vehicles to our fleet this year.

We have added several patrol vehicles in 2021 and will be adding 4 additional vehicles in 2022. There will be 6 additional patrol units and one additional detective unit.

Please provide any supportive documentation to include related to governing body actions(s), budget documentation, etc.


Signature of Agency Head, Mayor or Council President

12-24-21
Date signed



REQUEST FOR RADIO EQUIPMENT
FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: Monroe Police Department Date: 1/4/22

Contact Name: Ryan Irving

Email: rirving@ci.monroe.wa.us Phone: 425-346-0224

Describe the specific quantity and type of radio equipment being requested (e.g. 1 APX8000 Portable Radio)

Quantity	Model No.	Type
1	M37TSS9PW1AN APX8500 ALL-BAND P25 MOBILE	remote mount

Please provide justification and purpose for the request. (e.g. We are adding two new vehicles to our fleet this year)

We are adding a new vehicle to our fleet.

The SNO911 Board will review each request when submitted during regularly scheduled meetings. The Board may decide to fund the request or may decide to queue the request until December of each year. Based on this information, what is the ideal date of when the equipment is needed?

As soon as possible as vehicle is currently being outfitted with emergency equipment.

Signature of Agency Head, Mayor or Council President

1/4/22

Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board of Director's Action

Request approved for Immediate Funding

☐

Denied

☐

Queued

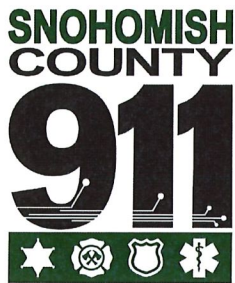
☐

Additional information requested:

Reason, if denied:

SNO911 Board President

Date Signed



**REQUEST FOR RADIO EQUIPMENT
FLEET ADDITIONS AND/OR PERSONNEL NEEDS**

Name of Agency: Everett Police Department

Date: 12/17/2021

Contact Name: MPO Travis Katzer / DC Jeraud Irving

Email: tkatzer@everettwa.gov

Phone: 425-257-8497

Describe the specific quantity and type of radio equipment being requested (e.g. 1 APX8000 Portable Radio)

Quantity	Model No.	Type
8	Motorola APX8000	Portable
8 4	Motorola APX8500	Mobile

We are adding 8 officers to our staffing levels. Once hired we will need to outfit these officers with radios and vehicles, so they will need both portables and mobiles.

Please provide any supportive documentation to include related to governing body actions(s), budget documentation, etc.



Signature of Agency Head, Mayor or Council President

12-17-2021

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 equipment value (not to exceed) _____

Staff Comments/Recommendation:

Request approved

Denied

Other

Additional information requested:

Reason, if denied:

SNO911 Board President

Date Signed



ACTION PROPOSAL FORM

Date: 1/12/2022

Action Title: NENA Standard for Answering 9-1-1 Calls

Background / Purpose:

In April 2020, NENA revised their Standard for 9-1-1 Call Processing (NENA-STA-020.1-2020). This document includes a Standard for Answering 9-1-1 Calls (Section 2.2.1), which states, in part:

"Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within ($\leq$) fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within ($\leq$) twenty (20) seconds."

SNO911 has had an internal organizational goal to meet emergency call answer time standards. This goal was based on the previous National Emergency Number Association (NENA) Standard for Answering 9-1-1 Calls (NENA 56-005.1 Section 3.1), dated June 2006 (revised August 2017). The standard states:

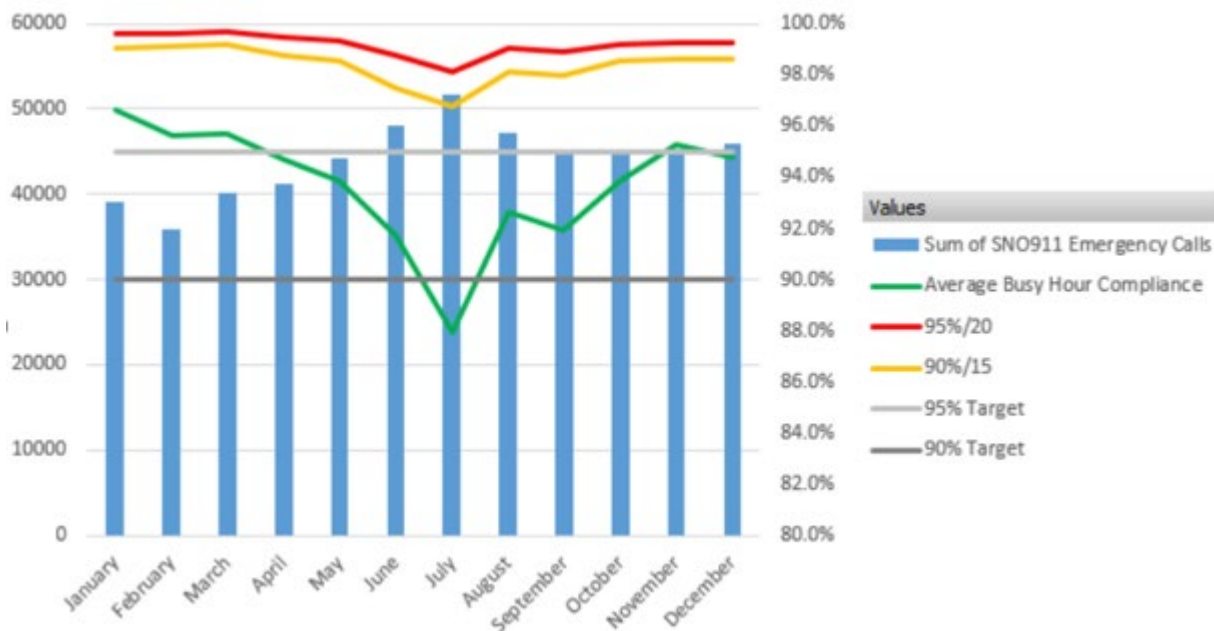
"Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds."

From 2019-2021, SNO911 has met both parts of this standard every month, with the exception of July 2019 and July 2021. In those months, over 95% of all 9-1-1 calls were answered within 20 seconds, but the busy hour calls for the month did not meet the 90% standard (89.3% and 87.9%, respectively).

While SNO911 is proud of our achievements meeting the previous standard, we acknowledge the importance of measuring performance against current industry standards. The revised NENA standard takes a more holistic approach at measuring call answer standards, rather than focusing on a single busiest hour of the day. In some cases, incoming calls for a large-scale incident or natural disaster, or other major event will overwhelm any 911 system and will often result in that being the busiest hour of the day. The National Fire Protection Agency (NFPA 1221) has also adopted this standard.

Staff have reviewed this standard and determined it is well constructed and consistent with SNO911's existing staffing models. Analysis shows that SNO911 has met or exceeded NENA-STA-020.1-2020 Section 2.2.1 each month from 2019-2021.

2021 Call Answer Time Analysis:



Compliance to the standard will continue to be monitored daily by SNO911 Operations and monthly compliance reports will be included in the Board Packet.

Recommendation/Motion:

Adopt the current NENA Time Standard for Answering 9-1-1 calls, updated April 2020 as described above.

Note:

https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-sta-020.1-2020_911_call.pdf



Board Packet Memorandum

Date: January 14, 2022
To: Snohomish County 911 Board Members
From: Leadership Team

General

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

COVID-19/Omicron Variant Contingency Planning

Similar to many of our member agencies, SNO911 has seen a sharp increase in positive cases within the workforce, along with the associated required isolation time. Operations has reinstituted action plans and tracking processes that were developed early on in the pandemic in 2020. Overall absenteeism on the dispatch floor is being reviewed on a daily basis, and we remain in a heightened state of readiness to take additional contingency steps if necessary. This includes condensed operations within the center (collapsing radio talk groups), and considering the option of splitting campuses and sending a percentage of staff to South Campus. The plan for collapsing radio talk groups was communicated in an email from Director Mills earlier in the month, and is being discussed at the TAC level. Through our valued partnership with our fire agencies, SNO911 has been able to acquire a limited quantity of rapid test kits, with the option to procure additional via the countywide first responder ordering process. Currently, these tests are being provided to employees on a case-by-case basis to help determine eligibility to return to work, assist with the inability to find and schedule a test, and other situations.

Office of Training and Standards (OTS) Update

This month we are welcoming three new trainee dispatchers to SNO911. With these new additions, the total number of call taker trainees is nine. Additionally, we have three certified dispatchers cross training to their third discipline; for a total of twelve dispatchers training with a trainer by months end. Overall, this is a favorable number of trainees for the program to accommodate, allowing for some trainers to take a break and providing time for our training supervisors to work on projects and agency goals.

Tulalip PD Radio System Project

SNO911 Operations participated in a kick off meeting with Tulalip PD on January 12 related to their joining our radio system in early February. The content of the meeting was mainly regarding communication logistics between Tulalip and other agencies. They were provided a copy of the SNO911 Police Radio Procedure Manual; they have a desire to standardize communications in line

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

with the rest of the Snohomish County agencies. Another topic was unit designator naming conventions. They currently do not use designated unit numbers for shift/beats, this is something they are considering. SNO911 provided Tulalip PD with a list of all of the unit numbers for every police agency in Snohomish County. Tulalip will likely be bringing forward a standardized unit designator naming convention for use on the system.

Dispatcher 12-Hour Shifts/Related Software Configuration and Update

The target date to start migration to twelve-hour shifts for Dispatchers is Sunday, April 8. The TeleStaff upgrade and buildout for the new 12-hour schedule is one of Operations' main projects. As many are aware, UKG (Kronos) experienced a data breach in December that affected TeleStaff cloud customers. UKG Professional Services were immediately engaged in looking for an alternate method of continuing the upgrade project. With collaboration and a lot of work done by SNO911 Tech staff, we are setting up a remote connection to our TeleStaff development server on premise so the UKG Project Manager can continue work on the upgrade. We will be commencing the 12-hour Shift Bid as agreed on January 15 using a manual bid process. We are hopeful that scheduled vacation bidding can be done in TeleStaff, starting on February 1. The ultimate goal for the TeleStaff upgrade is to streamline current processes, and move the TeleStaff platform to the newest version in the cloud.

New World Software Upgrade

PTCC met on January 4th and had a discussion on the addition of a new GIS server and the new IP address. Tech staff sent out an email to the IT Managers group explaining that they need to add the new IP to their agency's system if they have local installs or use their own NetMotion system. Currently, the upgrade is still scheduled for Monday March 7th starting at 2200. If there are any changes to that schedule Tech will send out notifications of the change.

New World Virtual Message Switch

Tyler and SNO911 Tech staff started the process to virtualize the New World Message switch. This switch allows CAD, Mobile and LERMS to gain access to NCIC, WACIC and DOL returns. This project is replacing the old physical end of life message switch appliance and adding it to our virtual environment. On Jan 13th the NWS production environment was cutover to the new virtual message switch with no reported issues. The cutover took about 20 minutes. Because the cutover went so smoothly Tyler and SNO911 Tech staff decided to cut over the Delta environment on Jan 14th. This will fully complete the project two weeks ahead of schedule and will eliminate the manual failover process.

ShieldForce

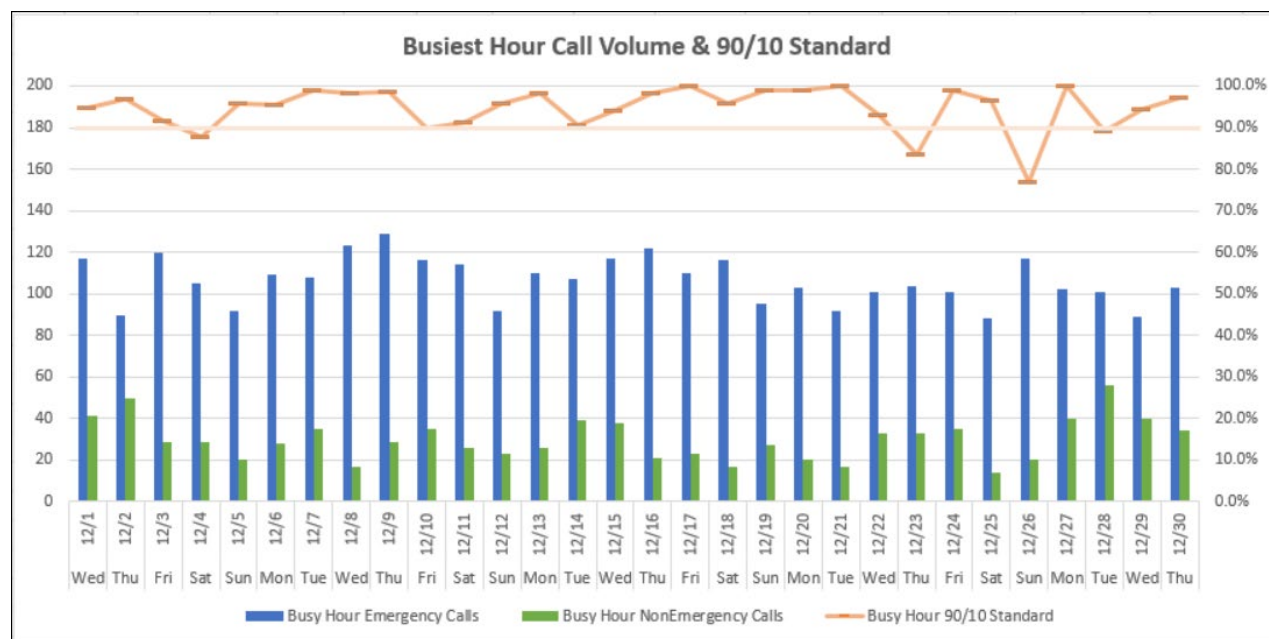
The project kickoff meeting for ShieldForce was held earlier this month. In attendance was both Law Enforcement personnel and IT Staff members from almost all of our Police Agencies. The meeting reviewed the ShieldForce process and what the next steps for the agencies will be. Currently, the project team is working on determining how many devices will be needed for each agency. The project team is also working on developing best practices for the system to ensure that it stays secure and within CJIS compliance.

First Due

SNO911 staff members have been working with First Due to setup sending call data from our Fire agencies to First Due. That data is now successfully being sent to the First Due environment. During this work SNO911 has given First Due the required map data for this project. The next step for this project is to get each Fire Agency setup with First Due accounts. The First Due project manager will be contacting each Fire Agency individually to obtain this data.

Monthly Statistical Reports

12 Month SNO911 Call Volume & NENA Standard Report													
	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Emergency Calls	39892	39138	35866	40196	41312	44187	47955	51609	47255	44984	45163	44761	45914
Non-Emergency Calls	11274	12025	11231	13695	12759	13106	14008	17509	14940	14809	14253	13050	13402
Avg Busy Hour 90/10	94.5%	96.5%	95.6%	95.7%	94.7%	93.9%	91.7%	87.9%	92.6%	91.9%	93.8%	95.3%	94.8%
All Hour Avg 95/20	99.5%	99.6%	99.6%	99.7%	99.5%	99.3%	98.8%	98.1%	99.1%	98.9%	99.2%	99.3%	99.3%
Avg Busy Hour Emer	98	92	96	96	104	106	116	131	113	115	112	110	106
Avg Busy Hour Non-Emer	24	25	29	29	27	28	30	46	31	34	32	28	30
Avg Perfect Hours	10	12	12	13	9	10	7	6	8	8	10	9	9
Avg Emer Per Day	1,283	1,268	1,281	1,296	1,377	1,425	1,599	1,665	1,524	1,499	1,457	1,492	1,481
Avg Non-Emer Per Day	357	392	401	442	425	423	467	565	482	494	460	435	432



Text-2-911 Report

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
True Emergency	5	13	16	14	8	21	14	17	7	8	18	3	144
Follow-Up	0	3	1	7	5	5	3	6	1	4	4	18	57
Area Checks	8	18	20	6	15	34	14	16	18	5	7	19	180
Noise	0	0	5	2	0	7	3	2	4	0	0	0	23
Traffic	1	5	1	0	1	2	4	2	4	1	9	7	37
Other Complaints	1	13	7	13	6	8	8	8	11	27	16	26	144
Accidental	0	5	5	6	7	4	10	6	2	4	15	6	70
Prank	0	1	26	7	1	15	14	40	13	44	6	10	177
Test	11	7	7	7	5	4	5	9	9	10	7	7	88
Abandoned	5	16	10	10	11	1	5	7	7	7	9	11	99
Non-English	1	0	0	0	0	0	0	0	0	0	4	0	5
Outgoing	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfer	0	2	0	1	1	0	2	0	1	0	2	1	10
Voice Call	10	11	18	8	19	18	24	16	8	10	11	16	169
	42	94	116	81	79	119	106	129	85	120	108	124	1203
<i>Abandoned: Non-Responsive</i> <i>Accidental: Device or person accidental TXT29-1-1</i> <i>Area Check: Check of area for person, vehicle, gunshot</i> <i>Follow-up: Where is officer?</i> <i>Noise: Music, people etc.</i> <i>Transfer: Transfers to other PSAPs</i>													
<i>Other: Any other request or complaint, media from Intrado</i> <i>Outgoing: Outgoing text calls</i> <i>Prank: Calls from the same number that do not give any valid information</i> <i>Test: PSAP testing/training TXT29-1-1, vendor test</i> <i>Traffic: Speeders, DUIs, etc.</i> <i>Voice Call: Dispatchers called the texter/texter placed voice call</i>													

SPIDR Tech Survey – December 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	706	85.47%
3 - Satisfied	85	10.29%
2 - Neither Satisfied nor Dissatisfied	20	2.42%
1 - Somewhat Dissatisfied	10	1.21%
0 - Very Dissatisfied	5	0.61%
Total	826	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	795	96.25%
Somewhat	23	2.78%
No	8	0.97%
Total	826	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	21	256
ARLINGTON CITY	251	264	283	312	313	387	399	364	381	331	336	405	4,026
ARLINGTON RURAL FD 21	80	46	54	71	70	84	78	78	72	65	72	55	825
DARRINGTON FD 24	60	41	32	31	42	42	53	37	35	45	52	41	511
EVERETT CITY	1,759	1,506	1,786	1,774	1,847	2,031	2,088	2,075	1,987	2,056	1,922	2,184	23,015
FD 19	39	27	45	40	54	52	50	49	40	36	38	30	500
FD 7 (Mill Creek excluded)	888	837	920	910	1,019	1,063	1,106	1,083	1,105	1,012	973	1,115	12,031
GETCHELL FD 22	46	27	32	31	43	55	58	40	52	42	34	38	498
GOLD BAR - INDEX FD 26	72	60	47	74	63	82	80	95	83	61	63	58	838
GRANITE FALLS FD 17	147	124	118	139	148	162	178	212	159	160	141	172	1,860
HAT ISLAND FD 27	2	2	1	7	3	2	3	2	1	1	3	2	29
LAKE ROESIGER FD 16	7	22	12	16	17	13	23	15	32	28	12	16	213
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	1,096	12,542
MILL CREEK CITY	152	157	155	196	180	206	193	174	186	171	160	225	2,155
MUKILTEO CITY	143	154	151	157	190	193	188	200	184	161	170	181	2,072
NORTH COUNTY FIRE (UNINC)	164	139	140	154	171	162	192	170	159	174	154	172	1,951
OSO FD 25	11	3	5	15	9	6	5	10	13	8	10	4	99
ROBE FD 23	7	2	2	1	5	5	10	7	4	5	6	3	57
SNOHOMISH FD 4	263	230	274	278	301	315	352	321	314	292	280	298	3,518
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	2,842	30,253
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	1,405	14,536
EDMONDS CITY (CONTRACT)	428	391	387	414	423	468	500	491	469	509	498	475	5,453
BRIER CITY	30	31	37	26	38	37	31	44	43	39	38	43	437
LYNNWOOD CITY	471	453	507	545	547	636	597	676	530	663	619	649	6,893
MOUNTLAKE TERRACE CITY	196	198	247	228	266	275	261	246	253	256	238	270	2,934
STANWOOD CITY	129	112	123	119	144	125	128	128	117	141	153	132	1,551
SULTAN FD 5	98	82	63	101	85	120	115	116	130	120	129	113	1,272
TULALIP FD 15	69	56	65	75	65	99	89	78	93	66	78	81	914

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	1,759	22,734
BRIER	297	201	442	379	339	247	266	303	321	280	219	325	3,619
DARRINGTON	123	99	135	87	118	99	127	83	82	72	59	78	1,162
EDMONDS	2,849	2,324	2,629	2,251	2,682	2,372	2,664	2,211	2,190	2,088	2,004	2,160	28,424
EVERETT	10,018	9,382	10,772	10,306	10,883	11,362	12,344	11,118	11,047	11,131	10,830	10,565	129,758
GOLD BAR	201	238	207	157	158	151	175	176	173	195	176	145	2,152
GRANITE FALLS	471	450	521	453	375	393	341	337	304	300	273	343	4,561
INDEX	35	41	40	32	25	41	39	32	27	31	23	21	387
LAKE STEVENS	2,019	2,071	2,103	2,047	2,200	2,392	2,494	1,954	2,352	2,079	1,945	1,842	25,498
LYNNWOOD	3,079	2,556	3,172	3,120	3,155	3,299	3,411	3,187	3,263	3,106	3,061	3,065	37,474
MARYSVILLE	5,045	4,762	5,671	5,126	5,012	5,136	5,547	4,961	5,165	5,027	5,219	4,633	61,304
MILL CREEK	912	975	1,082	1,126	1,156	1,189	1,018	956	955	990	879	1,065	12,303
MONROE	1,356	1,179	1,369	1,400	1,440	1,546	1,788	1,485	1,335	1,366	1,621	1,481	17,366
MOUNTLAKE TERRACE	1,322	1,119	1,452	1,584	1,672	1,536	1,550	1,579	1,392	1,465	1,333	1,285	17,289
MUKILTEO	2,665	2,252	2,437	2,322	2,515	2,296	2,332	2,008	2,354	2,120	2,206	2,032	27,539
SNOHOMISH	706	783	922	1,028	990	981	976	868	842	796	762	708	10,362
SNOHOMISH COUNTY	14,297	13,352	15,264	14,505	14,554	14,862	15,772	13,861	13,591	14,148	13,383	13,013	170,602
STANWOOD	676	572	682	594	545	684	583	561	491	569	570	570	7,097
STILLAGUAMISH	882	1,065	1,139	1,113	1,015	999	966	789	809	944	981	936	11,638
SULTAN	365	340	390	444	370	347	288	253	312	284	294	230	3,917
WOODWAY	52	32	33	42	45	53	39	60	84	62	64	70	636

Full-Time Center Staff		
<i>Legacy Employees = Hired before 12/1/2017..... New Hire Employees = Hired on/after 12/1/2017</i>		
Job Title:	Status:	Current #
Call-Taker	Legacy: Only trained in call-taking	1
Police Dispatcher	Legacy: Only trained in CT and Police	6
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	3
Trainee Dispatcher	New Hire who has not completed a 2nd discipline yet	10
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	13
Total:		96
<i>See "Dispatcher Status Log" attached in this week's email for breakdown by employee name</i>		

Authorized Dispatch Staffing Level - (including trainees)	93.2%
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Center Staffing Strength - (excludes trainees and LOAs)	86.5%
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# of Authorized Full-Time Positions:	164
# of Full-Time Positions Filled:	149
# of Current Full-Time Vacancies:	15

Long Term LOA's	-3
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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):	157
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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	17
Filled P/T Positions	1
Filled Contract Positions	1
F/T Vacancies	4

Current Recruitment Status

Candidates signed up to test	1	Test date is 1/10
Candidates to be interviewed	1	Interviewing for May academy
Candidates in poly	6	Scheduled for poly exam
Candidates in background or further	5	In background (or further stage).
Candidates ready for academy	0	Final offers signed/returned. Ready for academy!

YTD Dispatch Trainees Hired	3
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Employment Separations

YTD Full Separations from Agency:	0
YTD Changes from F/T to Relief Status:	0

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

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

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

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

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

Radio Replacement Project Updates

January 14, 2022

Subscribers:

- Opt-In Mobile Installs focusing on Police. Fire apparatus mobile radio have started with Fire beginning with Marysville FD.
- Detailed report that is updated on a weekly basis can be found here:
<https://sites.google.com/view/sno911rrp/rrp-mobile-radio-project>

▪ Opt-In-- 36% --			303 out of 834			▪ Snohomish County Fire Departments-- Overall 00%		
▪ Snohomish County Police Departments-- Overall 58%								
▪ 309 out of 536								
▪ Agency	Radios	% Complete				▪ Agency	Radios	% Complete
▪ Marysville PD (Pilot)	78	97%				▪ Marysville FD	40	02%
▪ Everett PD	196	44%				▪ Everett FD	62	0%
▪ Lynwood PD	69	61%				▪ Mukilteo FD	10	0%
▪ Mukilteo PD	29	63%				▪ North County Reg Fire Authority	29	0%
▪ Monroe PD	31	46%				▪ Paine Field FD	12	0%
▪ Mill Creek PD	19	73%				▪ Snohomish County Fire Dist. #15	10	0%
▪ Mountlake Terrace PD	18	48%				▪ Snohomish County Fire Dist. #25	06	0%
▪ Arlington PD	23	21%				▪ Snohomish County Fire Dist. #24	13	0%
▪ Brier PD	07	08%				▪ Snohomish County Fire Dist. #27	07	0%
▪ Tulalip PD	66	00%				▪ Snohomish County Fire District #4	21	0%
						▪ Snohomish County Fire District #5	13	0%
						▪ South County Regional Fire Auth.	92	0%

- 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.
 - A contract for a specialized RF safety consultant is signed and technical review is underway.
- Opt-out agency radio deliveries are complete. Opt-Out installation reimbursement checks have been issued.
- During the last month or so, staff have become aware there may be additional radio needs not captured in the project scope including 25 radios for the task force and a potential reimbursement request from the County for 14 radios procured before the project was providing radios. More to come as we dig into this further.
- 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. We anticipated full swap out to be completed within the next couple of weeks.

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 – Contract awarded
 - Phase 4 (final) - Recommendation for approval of contract expected at Feb 2022 Board meeting
- 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.
 - Clearview and Gunnysack site readiness work (SNO911 task) is completed. Site walks to handoff the sites for Motorola to begin their work is scheduled for week of Jan 17th. This is significant milestone that is indicating progress being completed on the Phase 1 site readiness contract.
- Microwave work including the replacement of dishes starting with Mountlake Terrace and moving on to Bothell week of Jan 17th.

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.

Policy:

- No Updates this month.

Other/General Updates:

- Motorola has provided a draft of Change Order 7 to remove the Mill Creek and Machias radio sites from the scope of the project. Staff are currently reviewing. Funding will remain with the project that will allow the team to revisit these needs in the future.
- 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

- 12/2021: SNO911 Board of Directors approved: WT09 - Additional Growth and Expansion Radio Reimbursement Request, WT08 – Radio Hardware and Replacement Services Policy, and WT07 – Lost, Stolen or Damaged beyond Repair Radio Equipment Replacement
- 12/2021: SNO911 Board of Directors approved amendment to APF 134 to include other suitable antennas identified by the project team.
- 11/2021: SNO911 Board of Directors approved APF 134 to cover expenses to fund antenna changes requested by member agencies.
- 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 January 11, 2022 / 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	
Brier PD Clerk - Vacant		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>	✓	Acting Asst. Chief Andy Illyn	✓	Interim Chief Stan White	✓
ALTERNATE REPRESENTATIVES					
Interim Chief Nathan Alanis		Corporal Mike Bard	✓	Deputy Chief John DeRousse	
Sergeant Jim Barnes		Commander Coleman Langdon	✓	Commander Brad Akau	
Chief Jeff Jolley		Captain Steve McDonald	✓	Sergeant Karl Gilje	
Acting Captain Jeff Graves	✓				
SUPPORT STAFF AND GUESTS					
Executive Director Kurt Mills	✓	Deputy Director Terry Peterson	✓	Director of Tech Marlin Herolaga	✓
Sec./Inf. Team Manager Bleu Jaegel		Director of Ops Andie Burton	✓	Master PO Travis Katzer	
Ops Manager Karen McKay	✓	Ops Manager Karl Christian	✓	Ops Manager Hattie Schweitzer	✓
App. Team Mngr. Brent Meyer	✓	Proj Mngr. Christopher Ampongan		Records Supervisor, Sheila Betts	✓
Captain Matt Ecker	✓	Dispatch Supervisor Chris Gass	✓	Chief Michelle Bennett	✓

Chair Jim Lawless called the meeting to order at 103 hours.

1. **Roll Call** – Roll call was done as attendees logged into ZOOM.
2. **December 14, 2021 Minutes Approved:**
 1st: Deputy Chief, Ryan Irving 2nd: Captain, Rod Sniffen
3. **Announcements:** Terry Peterson noted that he and Howard Tucker needed to be excused from the meeting by 1100 to attend a separate scheduled meeting with Motorola. Chair Lawless suggested item #4.E, the Radio Replacement Project discussion by Terry Peterson be moved to the top of the agenda. There were no objections.
4. **Reports**
 - E. **Radio Replacement Project:** Terry Peterson (taken out of agenda order)
 Christopher Ampongan sent out a subscriber info regarding the antennas. Terry requested that those who have not returned those surveys please do so and thanked the agencies who already have. Terry also noted that mobile installs will begin next week for the Fire Departments who have opted in.
 - A. **Policy Review Committee:** Jim Lawless
 There was no meeting; however, Jim discussed stolen vehicle automatic air closures. He shared there has been a significant increase in stolen vehicles and with recent legislation regarding pursuit polices, he asked if anyone on the committee has given thought to revisiting the stolen

vehicle policy. Jim spoke about the air closure tones that are included in the initial dispatch and how field units are immediately having dispatch open the air. Rod would like to see the automatic air closures remain part of the policy on a situational basis. Jim will have follow-up conversations with Rod, Karen and Andie.

B. Mobile Users' Group: Travis Katzer

No meeting. Nothing to report.

C. SNO911 Updates:

a. COVID/Omicron Update: Kurt Mills - There has been an increase in positive cases in the dispatch center. The majority of all cases have occurred over the last 5 weeks. That being the case, Operations has been discussing the possible need to return to split operations. Operations is monitoring the situation daily.

b. National Emergency Number Association (NENA) Call Answer Standard: Andie Burton - Andie shared the old NENA Call Answer standard was revised in April of 2020 and had two parts:

(Prior to April 2020)

1. 90% of all 911 calls answered during the busiest hour of the day are answered within 10 seconds and,
2. 95% of all 911 calls throughout the entire day must be answered within 20 seconds.

To this two part standard which has also been adopted by the National Fire Protection Association (NFPA):

(After April 2020)

1. 90% of all 911 calls throughout the entire day must be answered within 15 seconds and,
2. 95% of the all 911 calls throughout the day must be answered within 20 seconds.

Andie said that although SNO911 had internally set and met both the old and certainly the new NENA standards, they had never been formally adopted by the agency. Now that the standards have been in place for a period of time SNO911 will be making a recommendation to the SNO911 Executive Board of Directors to formally adopt those standards. Andie then shared a graph that illustrated SNO911 call answer times compared to the NENA standards.

D. PTCC Report: Brent Meyer

a. New Type Code - "POISON:" Brent shared there has been a recommendation to create a new Fire Type Code, "POISON." A Call for Service entered with the "POISON" Type Code will be a transfer to Poison Control. This request will be taken to the next Fire TAC meeting for their approval.

b. New Police Units: Lynnwood and Marysville Police Departments have requested the addition of a new unit and the change of another:

1. Add "*Custody Officer*" as a new unit type and
2. Rename the "*Jail Transport Officer*" to "*Custody Transport Officer*"

Brent said this change will provide clarity and consistency with jail units and bring us to three, custody specific unit types. PTCC recommended the above noted addition and change

be brought to Police TAC or motion to approve recommendation to the Executive Board of Directors.

MOTION to add “Custody Officer” as a Law Enforcement unit type and to change “Custody Transport Officer,” was made by Commander Cole Langdon and seconded by Captain Rod Sniffen. Passed unanimously.

- c. **New Virtual Message Switch:** Brent said they are working with Tyler Technologies™ to set up a new virtual message switch. There may be a couple of hours of downtime during the install. As soon as the date and time have been determined, it will be communicated to our member agencies.
- d. **Shield-Force:** There was a good turnout for the Kick-Off meeting. Brent will be reaching out to Stillaguamish Police Department to schedule a time to go over the items discussed at the kick-off meeting.

5. **Technical Update:** Marlin Herolaga

- A. **LexisNexis Crime Analyst Software Upgrade:** Marlin provided LexisNexis with email addresses of our member agencies who currently use their Crime Analyst Software. LexisNexis will be reaching out to those agencies to schedule a time to review the new system and answer any questions they may have.
- B. **Data Share Agreement:** SNO911 is working on a Data Share Agreement regarding all category 3 or above data for our agencies. Once the draft agreement is completed, it will be sent to all member agencies for review and feedback.
- C. **Body Worn Cameras – Axon:** Jim inquired on the status of the work being done for Body Worn Cameras with Axon and Brent shared that they are working on the MOU.

6. **New Business**

- A. **Informational Bulletin – “Radio Emer:”** Brent provided a handout with the agenda packet that described an issue where radio emergency activations are popping up on CAD with the wrong personnel assignment. Brent asked that agency’s review their radio entries in New World to ensure they are accurate, adding current radios and removing any that have been turned into Wireless Tech. Jim asked that *Sheila distributes the document out as a standalone document to the Committee.*
- B. **Location Alert Validation Procedure:** Andie shared SNO911 has been working on a validation process to update Location Alerts in New World. She asked that agencies help by identifying 1-2 people within their organization as the point of contact to work with SNO911 to maintain and validate those alerts. A Google form will be created and distributed to all Police and Fire agencies that will provide the guidelines for validation and a link to identify their chosen points of contact.

7. **Old Business - None**

8. **Good of the Order - None**

9. **Meeting was adjourned at 1058 hours.**

NEXT MEETING DATE – FEBRUARY 8, 2022 @ 1030 AM

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

December 15, 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	Brittney Martens, SNO911	
	Michael Fitzgerald, SCF	Hattie Schweitzer, SNO911	Meg Bittinger, SNO911	
	Ryan Lundquist, SRFR	Chris Ampongan, SNO911		
	Mike Gatterman, FD #4	Karl Christian, SNO911		
	Terry Peterson, SNO911	Derek Wilson, SNO911		
	Kurt Mills, SNO911	Marlin Herolaga, SNO911		

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

Chairman Eric Andrews called the meeting to order at 1:31 p.m.

1. **ANNOUNCEMENTS:** *Kurt Mills.* He hopes everyone got the video Andie sent on behalf of SNO911, and wishes everyone a safe holiday.
2. **APPROVAL OF MINUTES:** A motion was made by Darryl Neuhoﬀ and seconded by Drew Bono to approve the November, 2021 Fire TAC / Ops meeting minutes as written. Unanimously approved.
3. **COMMITTEE UPDATES:**
 - A. **PTCC / NWS.** *Brent Meyer.* They received their last software patch for New World. It fixed a remnant of a priority issue, and they are ready to go for the March upgrade.
 - B. **Technical Update.** *Marlin Herolaga.* Pulse Point – They did check the AED registry and it is increasing, but there are not very many that have been validated. They are unable to do their full testing in delta until they get more registered AND validated in the AED registry. Also, there is a malware vulnerability out there that is wreaking havoc on anything that is apache related. SNO911 has gone through their systems and they are secure. Per Derek, they are hooking South

County Fire up with Rave Alert as a stop gap for this UKG/TeleStaff ransomware issue. John Chalfant thanked Derek for his help with all that and stated that although South County has been impacted by this, they were able to pivot pretty quickly and get their payroll squared away, and fortunately they will be okay.

- C. Radio Replacement Committee.** *Terry Peterson.* Chris Ampongan verified for Terry that mobile installs for opt in agencies will begin January 4th in Marysville. For the agencies that opted out, the payments have been mailed.

There are 3 policies that are going to the Board this month. The first policy deals with roles and responsibilities, and who will do what for ongoing repairs and replacements for radios. Previously, the board and agencies agreed that SNO911 would pass on whatever Motorola warranty was on the equipment. This policy takes it a step further, and states that SNO911 will replace or repair any covered hardware, regardless if it's covered under Motorola warranty. Covered hardware is defined as a mobile radio which includes microphone and the control head. Anything related to the installation – antennas, wiring harnesses, ear pieces - those are specifically not covered, and would be up to the agency to repair if there is an issue. Very similar with portables, portable covered equipment would include the radio, battery, antenna, speaker, and microphone. Not included would be chargers, Boston belts, and any other accessories the agencies have purchased. Terry is looking for feedback from TAC on this before it goes to the board tomorrow. Chief Andrews questioned why the chargers would be excluded given that it's an essential part of a portable radio, and stated that he has some concerns about that.

The second policy is more of a policy update regarding lost and stolen radios. The policy is being updated to now include radios that are damaged beyond repair. So, if an agency has a radio with a cracked screen that can be repaired, it is covered under the original policy. If they have a radio that is damaged beyond repair (and that may not be known at the time it's turned in), then it will fall under this updated policy, which states that the agency will seek restitution or insurance reimbursement. Any funds an agency receives through restitution or insurance reimbursement, will be turned over to SNO911. The other update to this policy is that the board will declare a replacement value for each model. After much discussion regarding different insurance coverages (some agencies don't have insurance, some have self-insurance) and how deductibles would be handled, Terry said that this is something that still needs to be refined, and the board is still considering how to handle all of this. Another thing SNO911 is exploring, is if they can provide one insurance policy to cover all the radios, but they are just discussing it right now.

The third and final policy going before the board deals with fleet expansions. The way things are set up now, the board has authorized \$150,000 per year to go into a special fund, Fund 140, with a cap on the fund of \$600,000. The purpose of this fund is to pay for repairs, replacements, damage beyond repair, etc. It's also designated to cover additional growth and fleet expansion. There have been discussions on how to fairly distribute the tax revenue in an equitable fashion across the agencies, and Terry shared a document explaining what they came up with.

- D. Radio Procedures Committee.** *Hattie Schweitzer.* The committee met on the 13th and went through some old business items, there was no new business discussed. They talked about the high-low tones again, and they will be sending them out for agencies to review today. Hattie asked that everyone watch for those tones and please give them your feedback. Regarding the 8 TAC 91 project for communications between Life Flight, Airlift NW and ground crews - the project is still underway and template configurations have been agreed upon between SNO911 Operations and Wireless Tech. They are just waiting for the official work to be completed which should be any time, and then Hattie will send out a go live date with training for both dispatch and the fire agencies.

- E. Fire User Group.** *Brent Meyer.* There was no meeting this month.
- F. Fire Standards/Data.** *Brent Meyer.* They did meet but they had a pretty small turn out. They have lost some members due to retirement or folks moving on to other agencies. SO, they are looking for more committee members. If anyone is interested please get in touch with Brent. Per Kurt, Brittany Martens, the Data Analyst at SNO911, will be working with Data Standards on a fire dashboard. More on this in the coming year.
- G. County Fire Resource Plan Committee – Eric Andrews.**
- i. FOC Workgroup Merging In – Meeting in Early January 2022** - The FOC workgroup sent out some information that everyone should have seen. Both committees met and they think it's a great idea that they combine.
- H. Enabling VHF on Multiband Radios – Terry Peterson.** They are working on an action proposal form that is in draft. As everyone knows, the project bought multi band capable radios, but multi band is not enabled for everyone because it's \$535 per radio, per band. Terry shared a document highlighting an incident in Darrington where a car went off the road. There was limited coverage for the 800 MHz, the CFS lasted over 5 hours, there were 45 units involved over the life of the call, Search and Rescue was involved on VHF – this highlighted some pretty big issues that could have been improved by enabling some VHF frequencies. The PPC and Chief Bono took a look at this and came up with a recommendation. The recommendation is that they activate and program VHF frequencies for all mobile and portable radios for the fire agencies that are “fringe” agencies – those that are out on the fringe of 800 coverage. They would also like to provide a cache of VHF radios, the less expensive ones (about \$800 each), that can be distributed on demand by command staff on scene. The third part of the recommended solution is to activate and program VHF for the Search and Rescue deputies, which is estimated at about 20 radios. All of this could potentially be funded from the same fund that is funding repair, replacement, and fleet expansion. Terry's question to TAC is, do we consider this to be fleet expansion, or something else? The overall consensus was that this is not fleet expansion and it should be a separate issue/budget request.
- 4. SNO911 UPDATE:**
- A. Call of the Month – Hattie Schweitzer.** There is no Call of the Month for December. There is a DRC meeting scheduled for January, so there should be one then.
- 5. OLD BUSINESS:**
- A. New Unit Type – Mobile Integrated Health (MIH) – North County Fire Request – Eric Andrews.** Eric and Dave Kraski spoke earlier today and they come up with a brief description of what the MIH unit would stand for. “This is a non-emergency response unit that is used for social health work, targeting identified at risk populations”. This is not a dispatchable unit, and it's not EMS qualified. Per Dave, this would be a member of Support 46 with Northwest Incident Support who would take on this role. She is a chaplain for North County and has some social work background. She will be a temporary employee for them for 6 months to begin with, and she will be reaching out to at risk members of the community to try to connect them with services. Two reasons Dave is hoping to get the designator is to track data and see how many times MIH 48 has been used, and also for safety reasons. At times she will be dealing with some less than desirable members of the community, so she can notify dispatch and ask them to check in with her if they don't hear from her after a certain amount of time. Derek clarified – this is essentially a CRP without being a paramedic/EMS certified. Motion made by Darryl Neuhoﬀ to approve a new unit type of Mobile Integrated Health (it will be called MIH 48 on the radio). Seconded by Eric Andrews. Unanimously approved.

- B. Fire Paging Workgroup – Steve Guptill.** His report went to Eric and Drew and the dispatch center for review. He received final feedback from Kurt, and will be incorporating most of what Kurt asked him to incorporate. Then he will send it out to Fire TAC for review today or tomorrow. Both Kurt and Eric thanked Steve for his hard work on this.
- C. First Due Workgroup – Todd Anderson.** He would like to ask all agencies to send him contact info for anyone that they would like to represent their agency. First Due needs some information from each department, so he needs a contact liaison from each agency. You can send this contact information to Todd's email. The workgroup met about 2 weeks ago and they're still working on a county draft policy. They have been working a lot with First Due and collecting data. Per Brent Meyer, SNO911 has had a couple of meetings with First Due and they started sending some data – they are getting some agency descriptions based on call types. They are also getting map data from Terry VanOpdorp. Todd will try to get another meeting set up for the 20th of this month.
- D. Color-Coding Hydrants – Don Waller.** Per Derek, at the July Fire TAC meeting, it was decided that there can't be hydrant color changes in the MDCs without everyone being on the same page. So, all the work was done, but it stopped pending further discussion, and nothing ever came of it. Derek shared a document showing what it would look like if they were to proceed with the changes. Per Don Waller, this came up because of the WSRB rating Fire District 4 received for not marking their hydrants. Don asked if marking them on a map would count and he was told it would, so he would like to proceed with this. Motion made by Eric Andrews to adopt the NFPA standard and color code the hydrants. Seconded by Darryl Neuhoff. Unanimously approved.
- 6. NEW BUSINESS:** Eric brought up Fire TAC Chair and Vice-Chair nominations. Per Terry, he looked it up today and according to the ILA, it's supposed to be done in April following the annual agency assembly. The group talked about changing the nomination process to January, but they need to come up with some language to make the change to the ILA.
- 7. GOOD OF THE ORDER:** *Terry Peterson* – SNO911 was asked to help with DMCC notifications. There is a Rave group specific for DMCC notifications, and the best thing you can all do, is add the people that need to know to that group. Every time there is a DMCC activation or deactivation, a Rave alert goes out. *Kurt Mills* – He reached out to First Watch, and they can enhance the existing Hospital Transport Status Dashboard to include the ability to set DMCC (and other) hospital status. They will do this without charging us, however, Kurt says that if it isn't going to be utilized, he doesn't want to ask the vendor to do a lot of work on our behalf for no reason. Kurt would like for the agencies to ask around and see if this is something they will use, and he will send out a follow up email requesting this information. He will ask First Watch to pause for now, and will plan on discussing this at the next Fire TAC meeting.
- 8. ADJOURN:** The Fire TAC / Operations Committee adjourned at 2:43 p.m.

The next Fire Technical Advisory / Operations Committee meeting is scheduled for Wednesday, January 19th at 1:30 p.m. via ZOOM.

**Snohomish County 911
Finance Committee
Meeting Summary for January 13, 2022 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

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

1. **Call to Order.** Chief Dave DeMarco called the meeting to order at 1:30 pm. Assistant Chief Jim Lawless was unable to attend today's meeting.
2. **Reports.**
 - A. **Blanket Voucher Report.** There were no questions. David Chan moved to recommended the Board approve the Blanket Voucher Report for December. The motion was seconded by Dave DeMarco and approved.
 - B. **Fund Balance Report.** Informational report only; no action is needed. *David Chan requested that the report be in more of a spreadsheet format and include totals.*
 - C. **Radio Replacement Project Payment Tracking.** Informational report only; no action is needed. *David Chan requested that this report also contain year to date totals.*
3. **Old Business.**
 - A. **Internal Controls.** Kurt reported the contract is the process of being signed, with work scheduled to begin in February. He will be asking the board to approve adjusting the amount shown in the capital plan back to \$25,000.
 - B. **Transition to Radio Lease Program.** Kurt explained that they will be asking the board to approve taking this proposal for legal to review. In an effort to provide equity for agencies, SNO911 would retain ownership of the radio equipment and then lease it back to the user agencies. He reported that they have spoken with the Auditor and the only condition is that user agencies would need to share their inventory audit with SNO911. Angie added the agency could create a form to make the reporting easier for agencies. Asked whether the tax measure (Prop. 1) had any restrictions on equipment ownership, Kurt responded that the proposition does not define ownership. He also reminded the committee that the Asset Transfer Agreements state that the equipment cannot be sold or traded, and when replaced with upgrades, the old equipment must be returned to SNO911. More information on whether or not a lease would require an economic transaction will be addressed after the legal review, but Kurt doesn't expect that money would exchange hands, with the exception of an agency like Tulalip Tribal Police who pay a fee for radio access. Terry reported that he hasn't heard of anyone against this proposal. Dave DeMarco agreed and feels that this will be a much cleaner model for radio replacements. Angie said that there will be some new financial reporting requirements for those agencies leasing the equipment. Kurt stated initial estimates are about \$70,000 a year in additional costs for insuring the radios under SNO911's policy. This would be a benefit to the agencies since they would no longer have to have the radios on their policy.

David Chan moved to recommend the board approve development of a radio lease agreement for portable and mobile radios. The motion was seconded by Dave DeMarco and approved.

4. New Business.

- A. 2022 Capital Plan.** Kurt reminded the committee that formerly the capital plan was approved in the annual budget process in August or September. At the end of the year, the agency would need to move funds over to the following year. They are now requesting that the board approve moving the capital approval process to January of each year. He added they are currently experiencing challenges with supply chain issues and increases in costs, which impacts lead time on purchases made. IT Director Marlin Herolaga presented the 2022 plan, including those items that will need to be carried over from 2021 to 2022, and those that will require additional funding. He also reported on delays they've experienced. There was some brief discussion on the amount and plan description for the internal controls audit. For now, the consulting firm has agreed not to exceed \$25,000. Dave DeMarco recalled the consultant will cover financial controls analysis first, followed by accounting method, then software (based upon accounting method decided on). Angie said that if they move on to do an evaluation of software, they would need to have a different project, which they could take to the board for approval. *The description of Internal Controls will be updated in the capital plan, to include the steps previously approved.* Marlin also spoke about a new Capital project Security Vulnerability Management. This decision to purchase this was based upon the recent ransomware attacks. They are seeking a software method (subscription service) to quickly scan the entire network for potential vulnerability, which would then report what would need to be addressed. He described this as a necessary tool to help the agency combat those kind of issues. He estimated initial cost at \$30,000, with an annual subscription cost of \$20,000. He also spoke on the Future Facility Initiative. He pointed out that the YTD expenditure is approaching \$65,000. He does expect some reimbursement from the Sheriff's office and DEM at 56.2%. Kurt also mentioned that capital plan 80-056, the 911 Phone upgrade will also be receiving a substantial reimbursement from the E911 office, but the agency is planning on purchasing two additional licenses of the phone software, estimated at \$24,000 for the Law Enforcement Records function. That purchase will not be reimbursed.

David Chan moved to recommend the board approve the Capital Plan as presented. The motion was seconded by Dave DeMarco and approved.

- B. Fund 140, 2021 Summary and Fleet Expansion Requests.** Terry explained that the Board had approved the creation of Fund 140 to cover lost, damaged and future growth radios. He included an accounting of anticipated fund activities, showing what has been run through the fund so far. In December he received some fleet expansion requests from 3 police departments. If all expenditures are made and expected reimbursements received, the fund would end up with a yearend shortage of \$5,800. He went on to say they expect another \$150,000 to be placed in the fund, so cash flow shouldn't be a problem. He further explained that they plan on asking for an increased amount for their 2023 budget request to the County. They recognize that \$150,000 may not be enough. The committee discussed holding fleet expansion requests until the end of the year to determine if funding was available. They recommended keeping a record of what was used for expansion versus what was used for lost, stolen or damaged replacements.

Steve Guptill moved to recommend the board approve the three fleet expansion requests for Edmonds, Everett and Monroe PD funded from Fund 140. David Chan seconded the motion and it was approved.

- E. SNO911 Interlocal Agreement Updates.** Terry presented a detailed redlined version of changes proposed to the ILA. Included was removing the Annual Agency Assembly requirement and replacing it with an Annual Report of the Agency. The other significant change is related to the Enhanced Police Records for the south seven agencies. For that, the board approved two full time employees to perform this work under the Records Department. Another change would match what Police and

Fire TAC do with selecting their chairs. Their elections would now take place in January, rather than in April. There were also some historical references that are no longer relevant and would be cleaned up with this updated version. With the board's approval, a notification would first be sent out electronically to all the member agencies, followed with a super-majority vote at the February board meeting. Terry reported that legal has contributed and reviewed all the proposed changes. He mentioned one other change, and that would be to move the caucus process from April to February. He explained that previously, caucuses would occur only after the agency assembly. The problem is that most legislative bodies do their appointments in January. He thinks it would make sense to streamline this process and have the caucuses conducted earlier. That change hasn't been included, but the board may want to consider it.

Steve Guptill moved to recommend the board approve the draft version of the Interlocal Agreement updates as presented, issue the required notice, and prepare for adoption at the February regularly scheduled Board meeting. Dave DeMarco seconded the motion and David Chan abstained. The motion passed.

Kurt brought up changing 6.2 of the Bylaws related to holding a meeting for Agency Finance Directors for an advisory budget review. Angie explained the Finance Directors took a vote last year and the majority voted to discontinue the meeting and to receive draft numbers through email. Only two agencies voted to receive the numbers with a meeting but neither one attended the meeting. After some discussion, the committee chose to continue offering an opportunity for finance directors a chance to review SNO911's budget and to consider language changes that allows for the opportunity without making it a requirement if agency finance managers aren't interested in attending.

5. Good of the Order.

- Terry reported that they are working with County Finance to secure funding for the Future Facility. He believes an ILA draft will be available for the board to review next month.

6. Adjourn. The meeting was adjourned at 2:32. The next meeting is scheduled for February 10, 2022 at 1:30 p.m.

**Snohomish County 911
Personnel Committee
Meeting Summary for January 11, 2022, 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 9:01 am by Committee Chair, George Hurst.

- 1. Staffing Report.** Terry presented the most recent staffing report and reported that 3 dispatch trainees started yesterday. This leaves the center with 7 full time vacancies, along with a number of other vacancies within the organization. The 3 vacant admin positions include the two Law Enforcement Records Technicians and the Finance Manager. The candidate for Finance Manager is currently in backgrounds, as well as a Tech candidate and the Electronic Communications Supervisor candidate. Kurt listed a couple of other situations where employees may be leaving the agency in the near future. Asked about the staffing report, Angie explained that they are provided an update every Monday morning. Kurt was asked to share the excel spreadsheet that works with the staffing report. Angie explained that they pay close attention to the Center Staffing strength which shows how many are trained and filling positions. She noted that it provides key data points for them while they are tracking overtime use. There was additional discussions about how relief employees are utilized.
- 2. Pandemic and Operational Preparations.** Kurt reported huge spikes in positive cases within the center: 15 within the last 5 weeks. He added that they adopted the new guidelines from the CDC, and also hope to incorporate some testing into their protocol. He recalled went on to explain that they were able to receive some tests, and are trying to receive additional ones. They are also considering going to split operations again with some of the staff moving to the South Campus. He mentioned the challenges they face splitting up the staff. Kurt also reported hearing how other centers in the region are struggling to maintain the workforce with all the call outs. He sent out an email last week about the potential of moving toward modified operations and has asked each agency to prepare their own crews. Asked about percentages of staff fully vaccinated, Kurt reported that the agency is slightly over 70% vaccinated with the first two doses. He added that center staff is the largest group with the smallest percentage fully vaccinated. Angie added that they have started to include Boosters in the fully vaccinated category, which drops the agency down to 20%. She thinks it's because

they haven't been receiving updated vaccination cards from staff. Thad offered to hold a Booster clinic at SNO911, which Kurt happily agreed to. He will discuss this with the leadership team after the meeting.

- 3. Law Enforcement Records Team Update.** Terry reported that they have been discussing this topic with the union. The issue is a shared work situation between represented and non-represented staff. Leadership has drafted an MOU and will meet with the union tomorrow. He described the MOU as recognizing that the work will be shared, with most of the work done by non-represented staff, but which may include work done by union staff. Terry reported that this has been reviewed and approved by legal, but adds that there is still an inherent risk.

After the meeting, Kurt emailed the committee members with an update he inadvertently missed reporting on at the meeting. Internal discussions have led them to decide in placing the LERT team of two under the Public Records Supervisor within Angie's team. Because of the expansion in responsibilities, Kurt explained that he intends to bring forward a job title and pay grade change proposal next month.

- 4. Retention and Safe Workplace Incentive Update.** Kurt recalled the board approved this incentive in December. They intend to allow people to take advantage of the incentive if they come into compliance anytime during the year rather than at a single point of time.
- 5. Compensation Consultant.** Kurt reminded the committee that during the process of consolidation and merger, SNO911 did a number of comp studies through Summit Law. While the studies were conducted at different times, they were never looked at in terms of an entire agency study. He explained that leadership thinks that now is the time to do another study, and to include a review of private agencies along with public one. He further explained that Terry learned of a local compensation consulting firm, Compensation Connections, while attending an Edmonds City Council meeting. A copy of that company's proposal was included in the meeting packet. Kurt said that this study was budgeted for and approved in the 2022 Capital Plan, so further approval isn't needed. He added that because staff has an interest in this matter, he sees this as being driven more by the Board and the Personnel Committee, and hopes the committee can play a strong and active role in the process. Angie added that the board will need to adopt a compensation philosophy. She mentioned that there have been complaints among employees regarding internal equity, and that salary surveys done in the past did not address the agency's hybrid positions, and that decisions made may not have been equitable for all employees. She sees this as a major issue and thinks it's important that the committee is fully engaged and takes the lead on the study. Terry was asked about Edmond's process and he replied that he thinks they have already developed a compensation philosophy and are working with the firm on updating and reviewing it. Their study will be in line with their adopted philosophy. Terry has reached out to the City of Edmonds to get some feedback and they are working on scheduling a meeting with them. He sees possible next

steps include inviting Compensation Connections to meet with the Personnel Committee next month and to start working through their processes to develop SNO911's philosophy. Terry also went over a few of the sample questions that were provided in the meeting packet. Once the board adopts the new philosophy the consultants would then conduct a more detailed salary survey and come back with their recommendations. A question came up regarding whether an RFP should be done in order to reach other potential vendors for this study. Angie replied that they are not looking for just a salary survey, which is what Summit Law did for us last time, and it didn't address their hybrid positions. She explained that they need to develop a compensation policy, and added that they have not discussed doing an RFP. She added that the leadership team is anxious to address the current and growing frustration relating to internal equity. Kurt commented that he didn't think there were many firms out there that do the type of work that is needed, but he said they can look further and share their findings with the committee before the next meeting. Thad volunteered to be the direct point of contact and will work with the consulting firm and report to the leadership team. Angie reiterated that besides the issue of salary, they have received complaints about using job titles to suppress certain positions, as well as displacing people on the organizational chart. Other members shared their past experiences conducting surveys, and all approved moving forward with this process. The consulting firm provided a sample of the work product marked confidential, which Kurt will send out to the committee members after the meeting.

6. Round Table.

- Thad commented that his main focus has been trying to keep people at work and reported that they have had 63 employees test positive since Christmas. He shared some additional data on this. They have had to make changes to their protocol, but reported that everyone is working hard to get vaccines and tests distributed. He also reported about the challenges his teams have been facing when dropping off patients at hospitals. They are unable to return to service until their patient is accepted at the hospital.
- Answering a question about calls spiking in relationship to Covid levels, Kurt explained that they haven't noticed any activity spikes. He reported there are some busy days, but nothing that looks like it could be related to Covid cases.
- Changing the meeting start time was discussed. Nothing was decided for now.
- Angie reported that they recently participated in depositions for the current lawsuit. The trial is moving forward.

7. The meeting adjourned at 9:40 a.m. The next Personnel Committee Meeting is scheduled for Tuesday February 8, 2022.