



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

May 19, 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. Milestone Recognition - Supervisor Deb Whitford**
- 3. Public Comments**
- 4. Approval of Agenda**
- 5. Executive Session [30 minutes]**
 - A. Future Facility Update**
 - B. Employee Separation**
 - C. SCEA On-Call MOU**
- 6. Election of Board Officers [Pres., VP, Treasurer & Secretary]**
- 7. Consent Agenda**
 - A. Minutes from the April 21, 2022 Board Meeting3**
 - B. April 2022 Blanket Voucher & Payroll Approval Form:**
 - i. Checks 15801-15952 , for a total of \$3,505,996.03
 - ii. Payroll Direct Deposit, in the amount of \$1,166,081.07
- 8. Director's Report**
- 9. Old Business**
 - A. Board and Committee Vacancies47**
 - B. Annual Report**
- 10. New Business**
 - A. Physical Board Meetings**
- 11. Reports**
 - A. Agency Report50**
 - B. Radio Replacement Project (RRP).....57**
 - C. Police TAC.....61**
 - D. Fire TAC69**

12. Committee Reports

- A. Finance Committee (No meeting)
- B. Personnel Committee72
- C. County EESCS Committee (formerly County E911 Office)
- D. County ECSF Program Advisory Board
- E. Future Facility 74
- F. Board Technical Leadership (No meeting)

13. Good of the Order

14. Adjourn

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

April 21, 2022

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☒ Jonathan Ventura	Arlington Police
	☐ David Chan	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☒ Dave DeMarco	Everett Fire	☒ Terry Peterson	Snohomish Co 911
	☒ Jeff Beazizo	Lake Stevens Police	☒ Angie Baird	Snohomish Co 911
	☒ Richard Emery	Mukilteo	☒ Andie Burton	Snohomish Co 911
	☒ Steve Guptill	Snohomish RFR	☒ Marlin Herolaga	Snohomish Co 911
	☒ George Hurst	Lynnwood	☐ Brent Meyer	Snohomish Co 911
	☒ Jason Biermann	Snohomish County	☒ Howard Tucker	Snohomish Co 911
	☒ Darryl Neuhoﬀ	Marysville Fire	☐ Steve Lawlor	Snohomish Co 911
	☒ Dan Templeman	Everett Police	☒ Jordan Stephens	Legal Counsel
	☒ Judy Tuohy	Everett		
Alternate Board Members in Attendance	☐ Vince Cavaleri	Mill Creek	☐ Cheol Kang	Mukilteo Police
	☒ Pete Caw	Mntlk Terrace PD	☐ Ken Klein	Snohomish County
	☐ Jeraud Irving	Everett Police	☒ Jim Lawless	Marysville
	☐ Steve Fox	Fire District 5	☒ Rich Llewellyn	Everett Fire
	☐ Brett Gailey	Lake Stevens	☒ Jim Nelson	Lynnwood Police
	☒ Thad Hovis	South County Fire	☐ Don Waller	Fire District 4
	☒ Ian Huri	SCSO Undersheriff	☒ Roy Waugh	Snohomish RFR
	☐ Kristiana Johnson	Edmonds		
Guests and Staff in Attendance	Nick Almquist - Brier Police Chief		Mikey Roy - Public	
	Derek Daniels - South County Fire Commissioner		Sharon Brendle - SNO911 (notetaker)	
	Riley McGinnis - Public			

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	President Nehring called the meeting to order at 8:30. Deputy Director Terry Peterson called roll and confirmed a quorum.	
2. Moment of Silence	A moment of silence was observed for the two recently fallen police officers: Officer Dan Rocha of Everett, and Officer Tyler Steffins of Edmonds.	
3. Public Comments	None	
4. Approval of Agenda	<i>Deputy Chief Darryl Neuhoﬀ moved and Councilmember George Hurst seconded to approve the agenda as submitted. The motion passed.</i>	Agenda approved
5. Consent Agenda	<i>Deputy Chief Neuhoﬀ moved and Councilmember Hurst seconded to approve the Consent Agenda, including:</i> <i>A. Minutes from the March 17, 2022 board meeting;</i> <i>B. March 2022 Blanket Voucher and Payroll Approval Form: Checks 15684-15800, for a total of \$1,196,640.12; and Payroll Direct Deposit in the amount of \$1,030,602.34.</i>	Consent Agenda passed

6. Director's Report	Director Mills shared his report on the agency: ▪ Dispatch center staff has now transitioned over to the 12 hour schedule. He recalled that the change was a result of a huge undertaking and thanked the union for their support. ▪ Dispatcher Kelley Carman was recently recognized for some off-duty actions that helped locate a lost senior citizen. The Sheriff's office recognized her at their annual awards ceremony. ▪ The biennial caucus meetings are scheduled for later today. Calendar invites were sent to caucus representatives. Board elections (President, Vice-President, Treasurer and Secretary) will be scheduled for the May meeting. ▪ The Annual Report is in the works and he commented that he hopes to have a draft later this week. He thanked Chief DeMarco for suggesting it, and the board for allowing the transition. ▪ He shared the latest recruiting video with the Board. The 5 minute video does a very good job connecting SNO911 with the agencies they serve. The director thanked everyone that participated in the video, including several people from member agencies and others who provided videos and data.	
7. Old Business	A. Committee Vacancies. Director Mills explained that there are vacancies in 3 committees: i. EESCS (E911) - Chief Guptill had volunteered to participate in this committee. <i>Deputy Chief Neuhoff moved and Councilmember Hurst seconded the nomination of Assistant Chief Steve Guptill. There were no other nominations. The board voted unanimously that Chief Guptill be appointed to the EESCS committee.</i> ii. Finance Committee - South County Fire Commissioner Derek Daniels had expressed interest in participating in the committee. Director Mills explained that South County Fire changed their representation to the caucus, with Commissioner Daniels taking over for Commissioner Chan. <i>Deputy Chief Neuhoff moved and Councilmember Hurst seconded the nomination of Commissioner Daniels to the Finance Committee, contingent upon him being appointed to the board during the caucus process. There were no other nominations. the board voted unanimously that Commissioner Daniels be appointed to the Finance Committee, contingent upon his board appointment.</i> iii. Radio Advisory Board - this position needs to be filled by a fire chief. South County Fire Chief Thad Hovis expressed interest in joining the board. <i>Deputy Chief Neuhoff moved and Councilmember Hurst seconded the nomination of Chief Thad Hovis. There were no other nominations. The board voted</i>	Chief Guptill appointed to EESCS Committee Commissioner Derek Daniels appointed to Finance Committee Chief Thad Hovis appointed to Radio Advisory Board

	<i>in favor for Chief Hovis to be appointed to the Radio Advisory Board. Chief Hovis abstained from the vote.</i>	
	B. Approval of ILA Amendments. Deputy Director presented the updated ILA for approval. The amendments have been previously discussed by the Board and the required notice was sent out to all member agencies. The action requires a super majority vote. <i>Deputy Chief Neuhoﬀ moved and Councilmember Hurst seconded to authorize the amendment to the SNO911 Interlocal Agreement as presented. The motion passed unanimously.</i>	ILA Amendment approved
	C. Future Facility Finance Agreement. Deputy Director Peterson explained that the finance agreement with the County has been finalized and is ready for approval. He said that if the agreement is approved, the not-to-exceed amount will be set at \$60 million. He added that the agency will take the next 2 months to finalize the project budget and scope and estimates having the specific amount brought forward to the Board as early as June, which would be approximately 120 days before the bonds are sold by the County. Deputy Director Peterson also confirmed that the agreement has been discussed and approved at both Finance and Future Facility Committee meetings. <i>Deputy Chief Neuhoﬀ moved and Councilmember Richard Emery seconded to authorize the SNO911 Board President to sign the Agreement Providing for Capital Financing, pending any final legal review, with Section 2.1 the loan not to exceed amount set at \$60 million, with anticipation that the SNO911 Board, at a future meeting, will set the “estimated net proceeds” as defined in Section 2.2 of the agreement. The motion passed.</i>	Financing Agreement was approved
	D. 2021 Year End Budget and 2022 Revenue Activities. Director of Finance & Human Resources Angie Baird explained that the proposal covered the yearend carryover from 2021, out of the operating budget, along with some additional funds that are expected to be received from the County in 2022. She further explained that the board needs to take action on funds received to designate which fund they’ll be placed in. All proposed actions are tied together. Deputy Director Peterson said that each action had been reviewed and recommended by the Finance Committee, and added that the additional funds from ECSF have been part of the funding plan for some time, and have been anticipated. i. Action 1 - placing the 2021 carryover amount into Capital Fund 80. <i>Deputy Chief Neuhoﬀ moved and Councilmember Hurst seconded to authorize placing 2021 carryover funds of \$1,962,987 to Capital Fund 80. The motion passed.</i>	Motion passed

	ii. Action 2 - relating to additional funds that will be received from the ECSF fund. The board previously approved \$3.4 million. Action is needed to place the remaining \$1.25 million into Capital Fund 80. Deputy Chief Neuhoff moved and Councilmember Emery seconded to authorize placing \$1,250,000, 2022 ECSF revenue to Capital Fund 80. The motion passed. iii. Action 3 - This will increase Project Plan 80-038 for the Future Facility Plan. Deputy Chief Neuhoff moved and Councilmember Emery seconded to authorize designating \$3,212,987 of Capital Funds to Project 80-038 Future Facility Initiative. The motion passed. iv. Action 4 - relating to the E911 tax distribution received annually. The board previously approved \$6,608,979 into Operating Fund 70. This action will address the remaining balance of \$219,369 for a combined total of \$6,828,348. Deputy Chief Neuhoff moved and Councilmember Hurst seconded to authorize placing the balance of the 2022 E911 PSAP distribution of \$219,369 into Reserves Fund 90. The motion passed. v. 2021 Year End Financial Report. Director Baird said this was just to support the motions and give some background to the proposals. No action required.	Motion passed Motion passed Motion passed
8. New Business	A. RRP Fleet Expansion. Deputy Director Peterson reported that they had received two additional fleet expansion requests. One request, from Arlington Police, was for 3 mobile radios for new patrol vehicles, and the other one was from Fire District 25 who is adding an older aid car back into their fleet. Neither agencies are replacing existing vehicles. The requests were discussed at the Finance Committee, who recommended approval, but wanted to have additional discussion at the Board level. Included in the APF is a list of anticipated fund activities, which is to help the Board see what the fund balance would look like if the requests are approved. Assistant Chief Guptill summarized the committee discussion and commented that the policy surrounding these requests will likely need to be revisited in order to update specifics and come up with a way to communicate to all agencies moving forward. Deputy Director Peterson agreed that the existing policy of being given a year's notice on future fleet expansion isn't working. They will work within the Finance Committee to revisit the policy and procedure relating to these requests. Deputy Chief Neuhoff moved and Councilmember Hurst seconded to authorize staff to move forward with the March 1st Arlington PD Fleet Expansion Request to be funded from Fund 140. The motion passed with Chief Ventura abstaining.	Motion passed

	<i>Deputy Chief Neuhoff moved and Councilmember Hurst seconded to authorize staff to move forward with the April 11th SCFPD 25 Fleet Expansion Request to be funded from Fund 140. The motion passed.</i> B. RRP Remote Area VHF Request. Deputy Director Peterson provided the APF in the packet. He explained that only multi-band capable radios were originally procured as part of the project. There are areas within Snohomish County that have limited 800 MHz coverage where a VHF system would perform better, especially for search and rescue operations. He added that this request has been reviewed by both Police and Fire TAC. <i>Deputy Chief Neuhoff moved and Chief Thad Hovis seconded to authorize the procurement and deployment of VHF dual-band and other radio equipment described in this APF, with a not-to-exceed amount of \$185,000. The motion passed.</i> C. RRP Inventory and Subscriber Support. Deputy Director Peterson explained that as part of their staffing plan to support the RRP project they have assigned a dispatcher in a nearly full time role to assist with warehouse duties, inventory control, and deliveries. They are seeking authorization to add this position as full time for a three year term. This had been reviewed by the Finance Committee and was recommended for approval. <i>Assistant Chief Steve Guptill moved and Councilmember Hurst seconded to authorize the Inventory and Subscriber support position for a three year term, as described in the APF, with an annual not-to-exceed amount of \$125,000. The motion passed.</i> D. AT&T Bothell Site Lease Amendment 4. Deputy Director Peterson explained that AT&T has been a long term tenant at the Bothell Tower site. They are asking to increase their space by 40 square feet to accommodate an additional generator in order to provide redundant power backup to support their FirstNet system. The site is owned by Alderwood Water District so the additional rental amount of \$200.00 would be passed through to them. Deputy Director Peterson added that as part of their long term plan, they will be revisiting these lease agreements in order to get better standardization among all leases. <i>Deputy Chief Neuhoff moved and Councilmember Hurst seconded to authorize the SNO911 Executive Director or designee to sign the proposed amendment number 4 to the AT&T lease agreement at the Bothell Tower site. The motion passed.</i>	Motion passed Motion passed Motion passed Motion passed
9. Reports	A. Agency Reports. In addition to his written report, Director Mills reported they have filled the two open positions in the Finance Team. Both positions were found through a third party placement firm, so staffing fees are required. He also reported that the UPS upgrade was recently completed at	

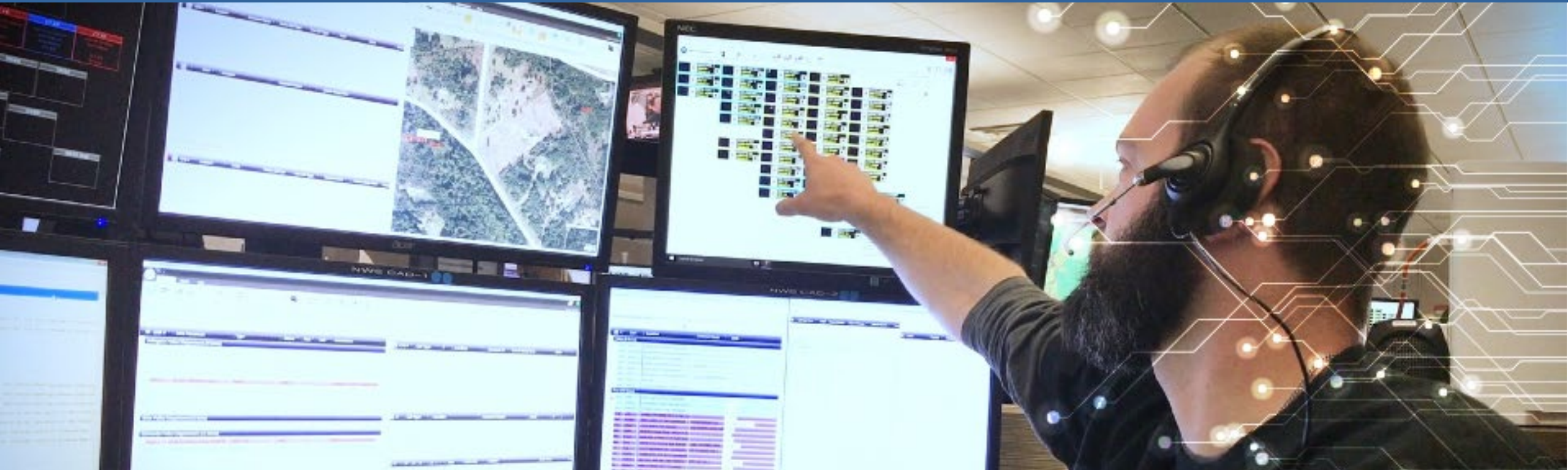
	the South Campus, and he commended Director Marlin Herolaga and his team for the great job on that upgrade. B. Radio Replacement Project (RRP) Update. Deputy Director Peterson report was included in the packet as well as two executive summaries. He explained that one of the summaries, along with a letter, was sent to Snohomish County PUD. It relates to an RFP that the PUD issued to replace their aging radio system. The letter and executive summary outlined SNO911's radio replacement project and indicated that there may be additional talk capacity that would allow the PUD to share in the system, since their coverage needs are the same as SNO911's. The letter expressed a desire to explore a partnership with them which would benefit both parties. Staff received favorable feedback from the board. Another executive summary was also included in the packet related to the Machias radio site. Background on the site was provided, and he explained that it was removed from the project due to concerns it would interfere with a planned remodeling project. Recent news is that the station remodeling does not include any footprint expansion. They are now looking for ways to keep Machias within the scope of the project, as originally designed, which could help eliminate some coverage concerns in that area. C. Police TAC. Assistant Chief Jim Lawless reported that Police TAC met on April 12th, and the minutes were included in the packet. D. Fire TAC. Chief Thad Hovis reported that they met on April 20th, they discussed notification issues to member agencies when there's a planned CAD outage, as well as some FRL update issues after the last New World update.	
10. Committee Reports	A. Finance Committee. Assistant Chief Steve Guptill reported that there wasn't anything additional than what had already been discussed at today's meeting. Director Mills added that the first quarter financial reports were also included in the packet. Director Baird reported that expenditures were at 22.4% of the budget, and added that by the end of the first quarter they were at 43% of budgeted overtime, which is prior to the schedule change currently taking place. She explained that the new schedule has some built-in overtime and that with personnel and recruiting challenges they expect to exceed the overtime budget this year. B. Personnel Committee. No meeting C. County EESCS Committee. Nothing to report. D. County ECSF Program Advisory Board. Nothing to report. E. Future Facility Committee. Director Mills reported they are actively looking at properties. When they have viable options they will go to the committee for any Letters of Intent, and bring back to the Board for full review. F. Board Technical Leadership. No meeting.	

11. Executive Session	None.	
Break	The Board adjourned at 10:00 for a five minute break and reconvened at 10:05 for a “deep dive” analysis on the Radio Replacement Project. Representatives from Motorola and the County Finance Department also attended the presentation. A copy of the PowerPoint Presentation is attached and made a part of these minutes.	
12. Good of the Order	None.	
13. Adjourned	The meeting was adjourned at 11:25 a.m. The next meeting is scheduled for May 19, 2022, at 8:30 a.m.	



Radio Replacement Project Status Report

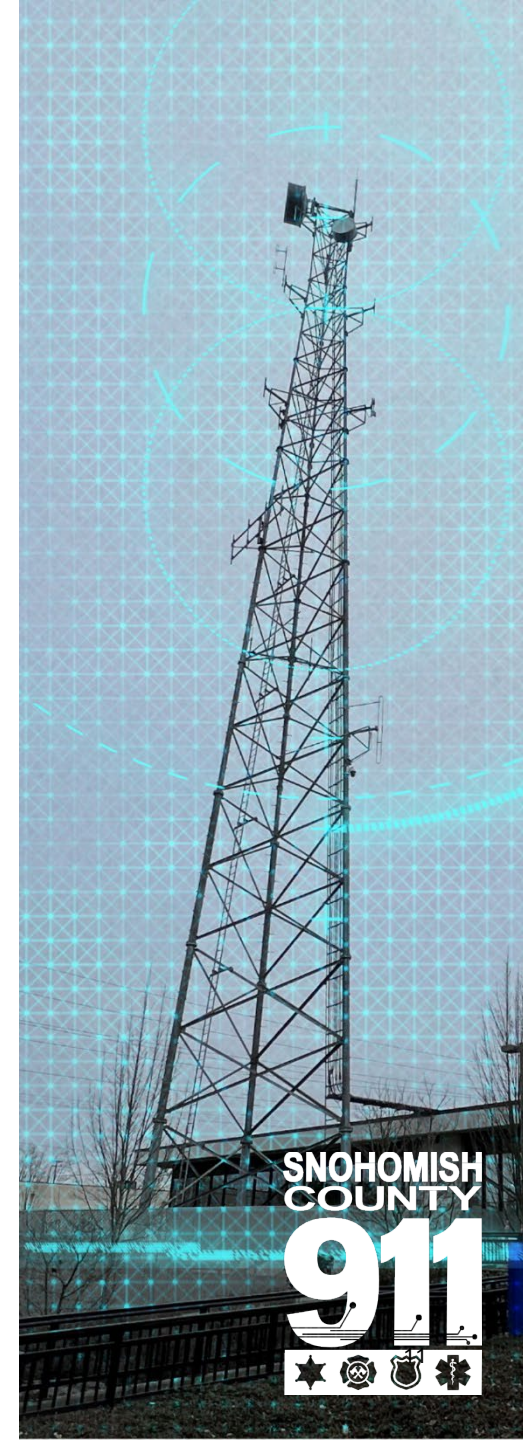
APRIL 2022



AGENDA

- **Introductions**
- **Radio Replacement Project (RRP) Scope & Team**
- **Timeline & Milestones**
 - **Design Review & System Engineering**
 - **Site Readiness & Configuration**
 - **Subscriber Deployments**
- **Challenges & Risks**
- **Policy, Fiscal & Opportunities**
- **Key Takeaways**

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Introductions

SNO911

Kurt Mills, Executive Director

Terry Peterson, Deputy Director

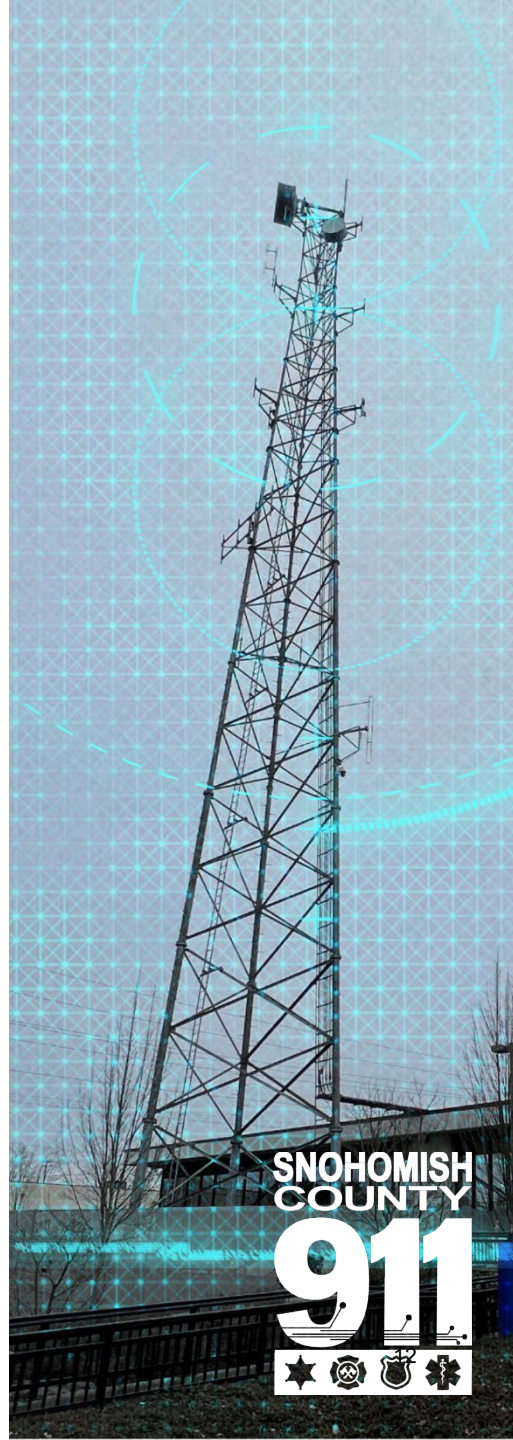
Howard Tucker, Wireless System Manager

Motorola Solutions

Mike De Benedetti, MSSSI Vice-President

Laurel Walling, T8N SI Field Resource Manager

Charlie Hasenbeck, Sr Project Management Consultant



50,000 Foot View:

What is the Radio Replacement Project (RRP)

The existing system is end of life & out of support

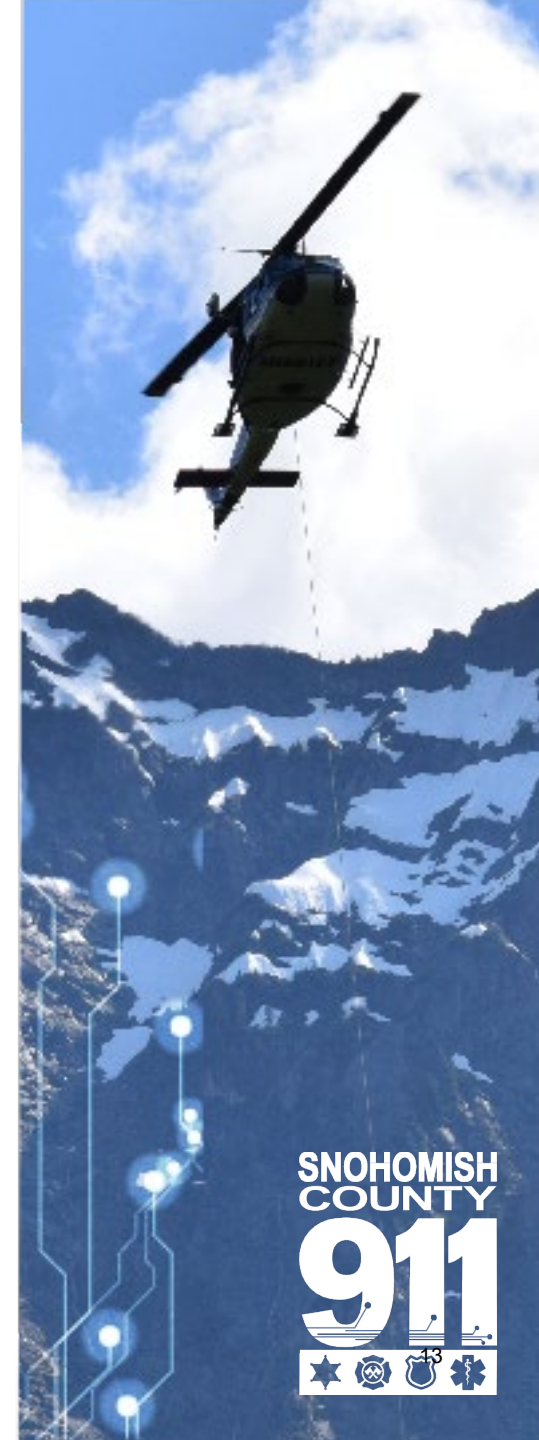
Replace first responder Mobile & Portable Radio: Replacing equipment with modern public safety grade portable & mobile radios. 43 agencies, 4,700 units.

New Equipment at all 22 Radio Sites: From antennas, microwave, power, network and related equipment at every voice radio site.

Transition to APCO P25 Digital Standard: U.S. Standard for interoperable communications including additional redundancy and planned integration with regional public safety partners (ISSI with King & hopefully Pierce).

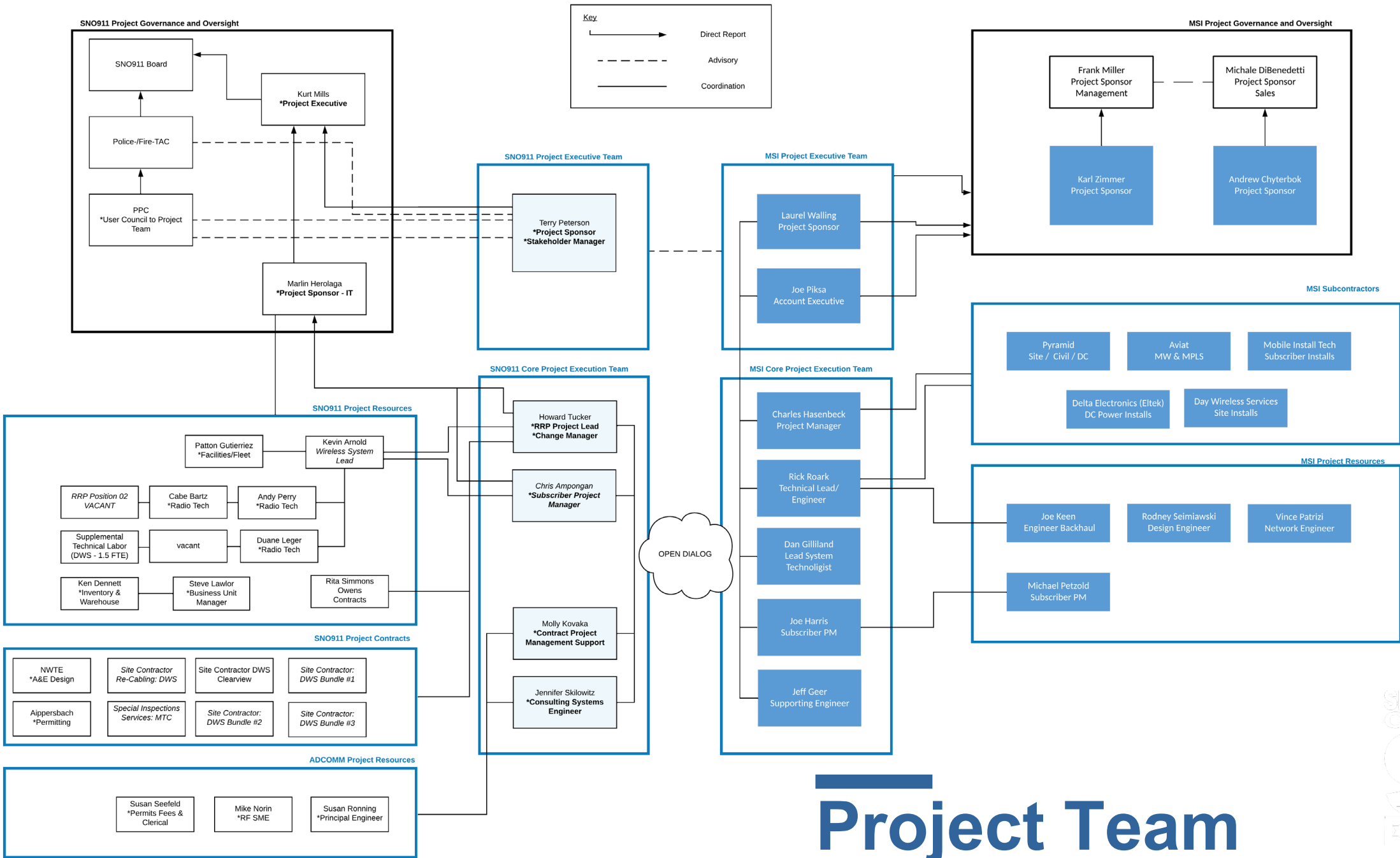
Replace/Upgrade Ancillary Systems, Licensing & Related: Upgrade Fire Paging & Station Alert, interoperability, encryption, templates, licensing.

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Snohomish 911 Radio Replacement Project - REVISED 2022.04.06

SNO911 and MSI Project Team Organizational Chart



Project Timeline

Milestone	Conceptual Contract Schedule (Dec 2018)	Design Review Sign-Off (Oct 2020)	Change Order 4 Schedule Update (June 2021*)	Current Look
Design Review	May 2019	October 2020	Done	Done
SNO911 Site Readiness	N/A	June 2021	June 2021	Sept 2022
Subscribers	March 2020	October 2021	March 2022	May 2022 (Change order 6 -> July 2022)
P25 Cutover	May 2021	January 2023	August 2023	Oct 2024**
System Acceptance	Aug 2021	March 2023	Nov 2023	Feb 2025

*Signed in June, but only reflects what was known at end of Design Review in October 2020

** Includes project time for US Primary Frequency re-design

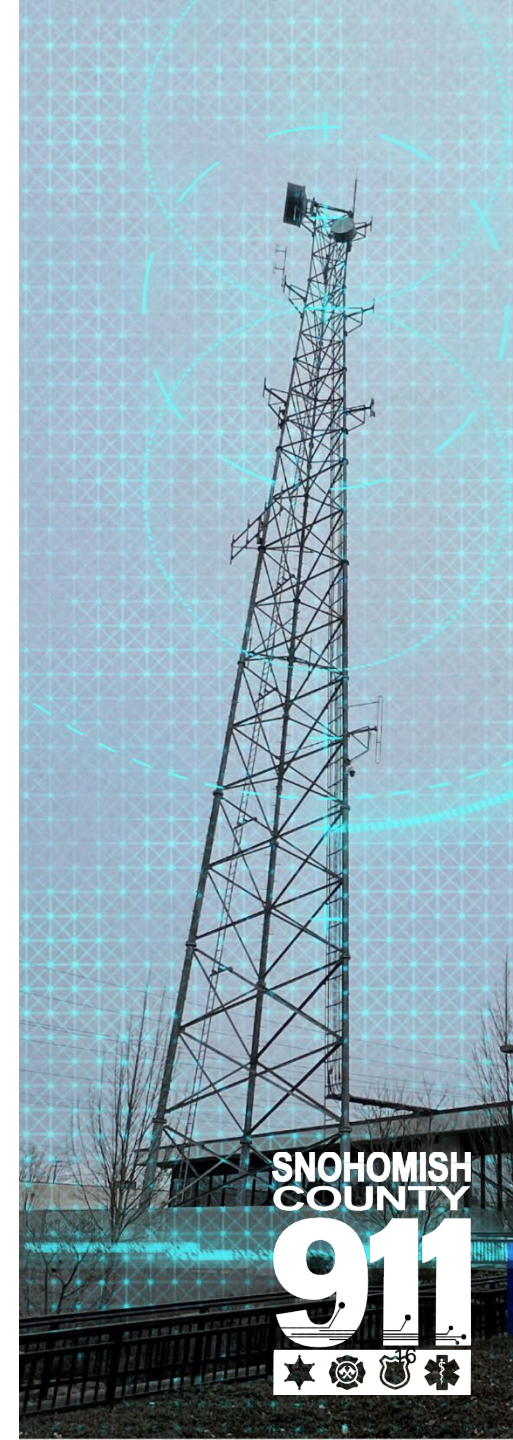
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Design Review

The purpose of Design Review is to complete *system engineering*, finalize roles and responsibility, equipment needs, sites and coverage.

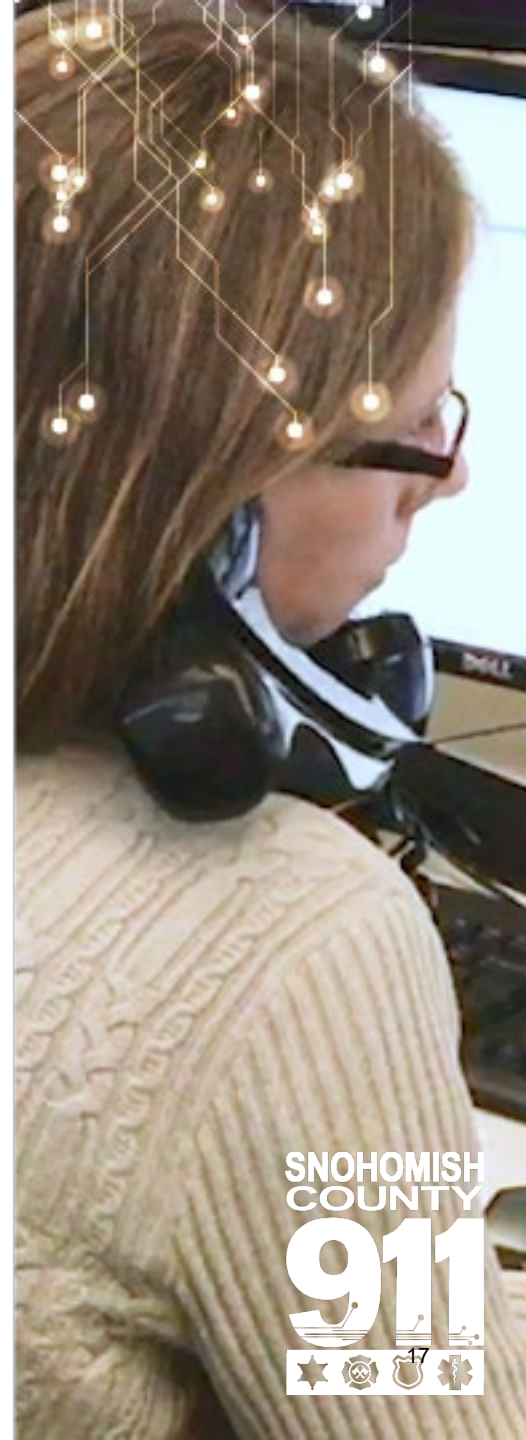
- **Defined Clear Roles/Responsibilities:** Learned about complexity of site-readiness requirements
- **Multi-Band Antenna:** Although not part of original scope, feature was added and we learned that multi-band antenna degraded coverage. Considerable time spent determining impact to users and contract.
- **Coverage Design Dispute:** System is designed around single-band antenna; does not account for multi-band antenna impact
- **DR Complete, Except For US Primary Frequency Re-Design**



Opportunity: US Primary Freq

What is at stake for the re-design efforts

- **RFP and Current Design:** Based on re-use of existing frequencies. This design is currently licensed and deployable.
- **Canadian Primary Frequencies:** Design required power shifts, antenna changes, etc. to limit interference with Canada. Resulting coverage leave room for improvement.
- **US Primary Frequencies:** Opportunity to take over US frequencies from other agencies and re-design system without Canadian interference constraints
- **Potential Impacts:** Re-design effort may increase project schedule and P25 cutover. Will be some increased cost. Board has authorized \$250K.

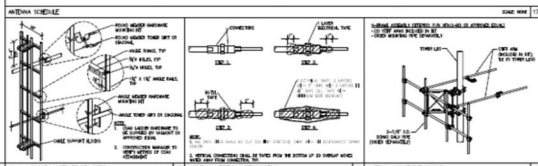


Site Readiness & Configuration

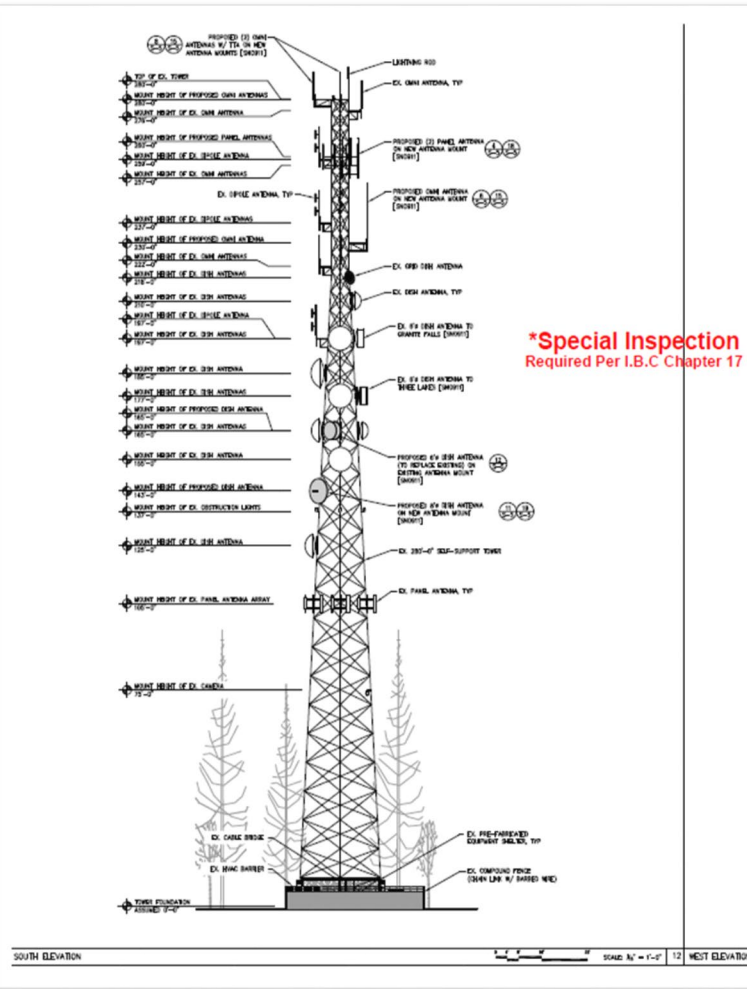
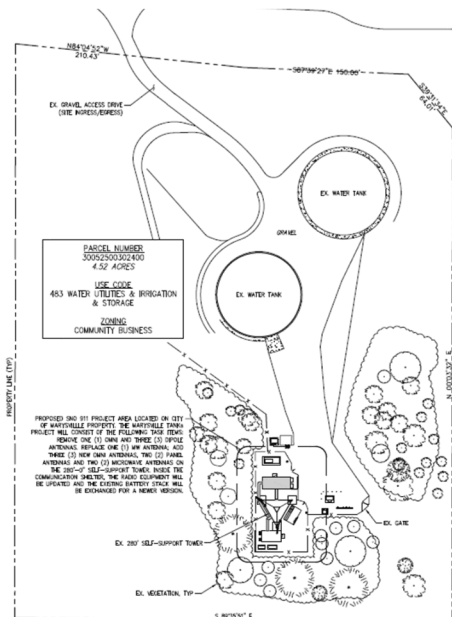
Preparation & Work Around Radio Site Upgrades

***Special Inspection**
Required Per I.B.C Chapter 17

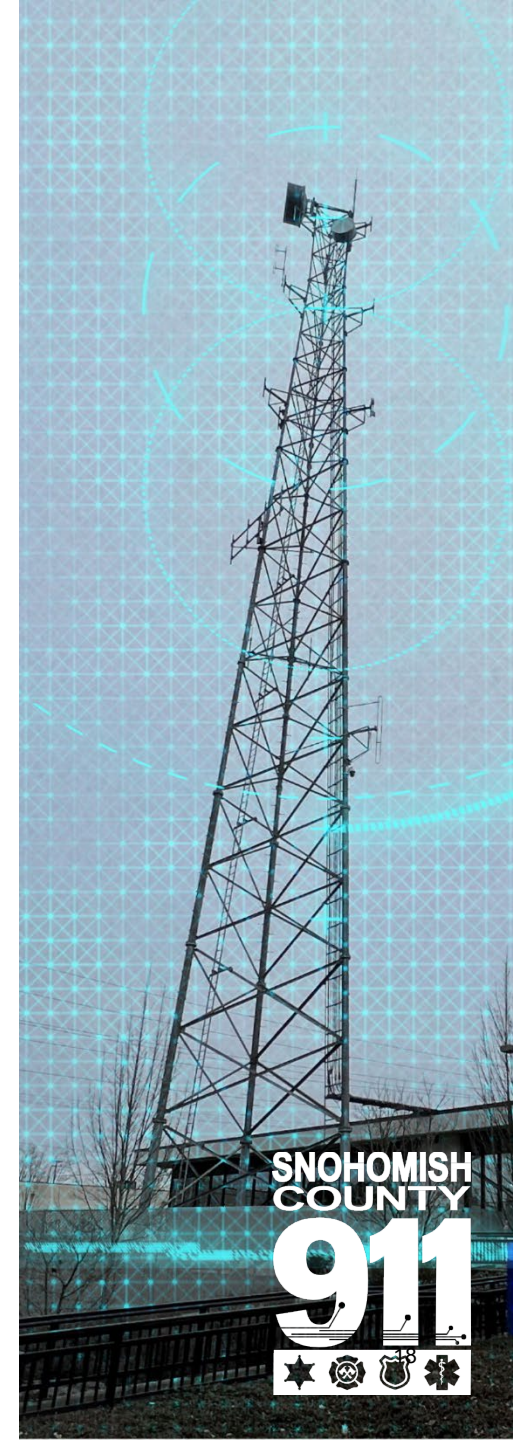
PROPOSED ANTENNA INFORMATION									
ANTENNA	TYPE	HEIGHT	FEEDER	FEEDER TYPE	FEEDER HEIGHT	FEEDER TYPE	FEEDER HEIGHT	FEEDER TYPE	FEEDER HEIGHT
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
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***Special Inspection**
Required Per I.B.C Chapter 17



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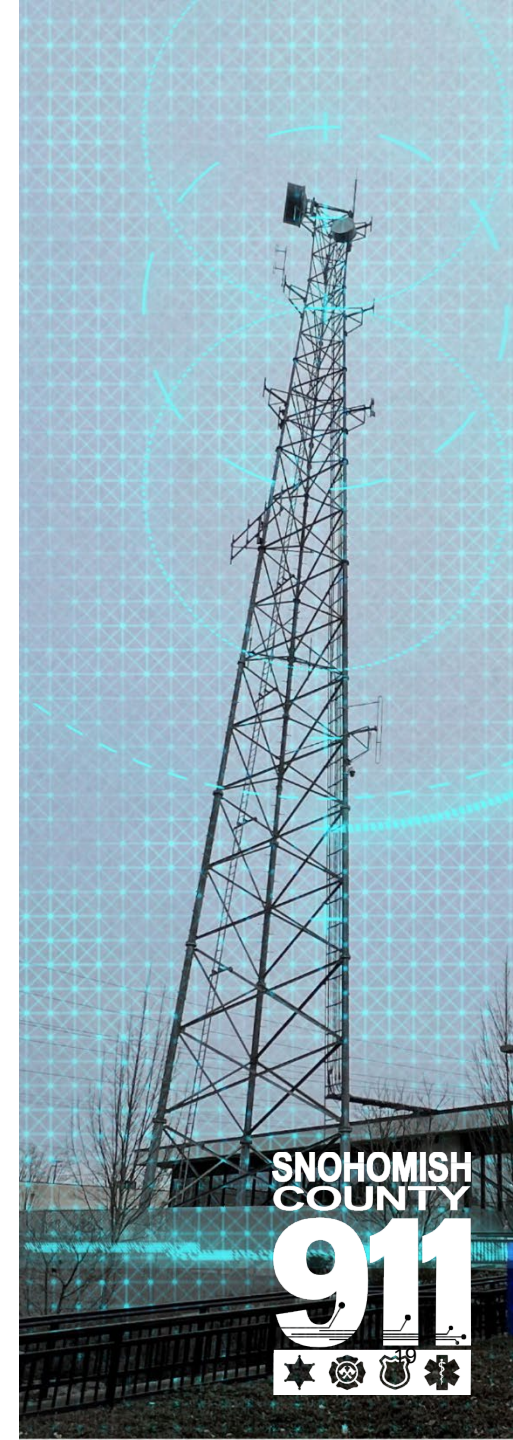


Site Readiness

Prep-work before handoff to MSI

- Represents the most complex, multi-faceted aspect of the RRP and carries significant risk to budget & timeline
- Systems & equipment replaced on 21 existing sites while simultaneously maintaining existing systems
- Each site must be prepped before MSI starts work and requires engagement with multiple contractors, consultants, engineers

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Site Readiness

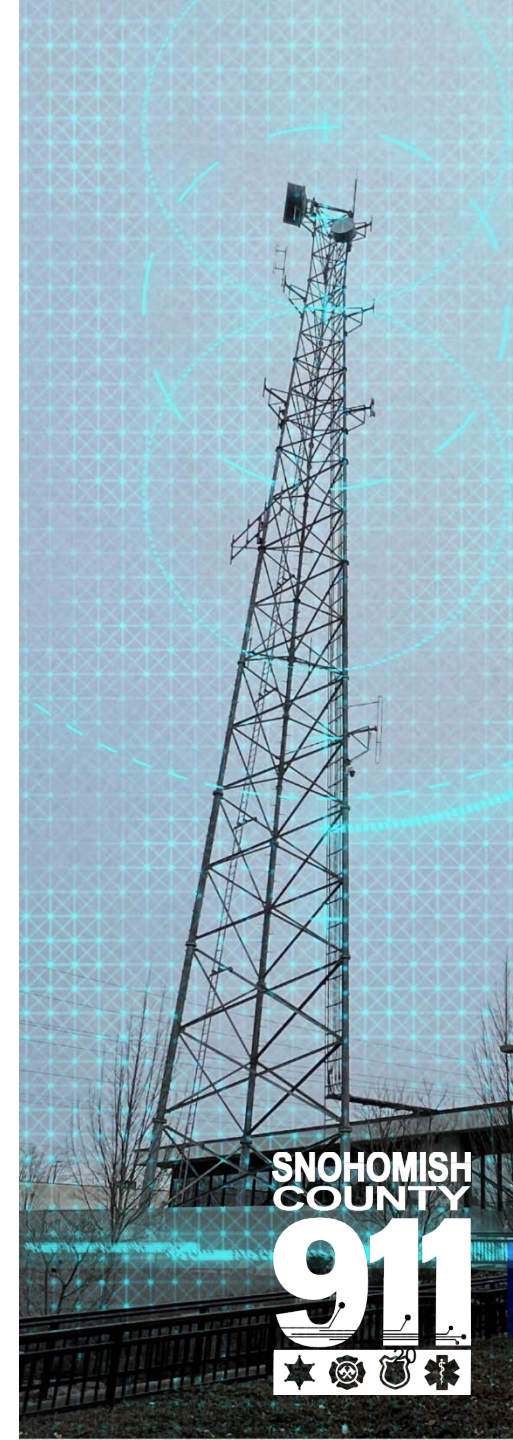
SNO911 Tasks and Objective Overview

Planning, Permitting, Assessment & Documentation:

- Is there room for new equipment on tower and in the building.
- Electrical Study: Ensure systems can support new and legacy equipment
- Load study: Can tower support weight of new and legacy equipment
- Permitting: Building & Land Use
- Lease Holder Approvals
- Engineering Drawings & Calculations: Structural, electrical, etc.

Implementation Stage:

- Site Improvements: Cable port entry, new Grounding / Lightening Protection, Ice Bridge, etc.
- Electrical upgrades Circuits, switch gear, electrical service (200 Amp to 400 Amp)
- Install hydrogen alarming and ventilation
- Coordinate with tenants for eqp moves to make space available

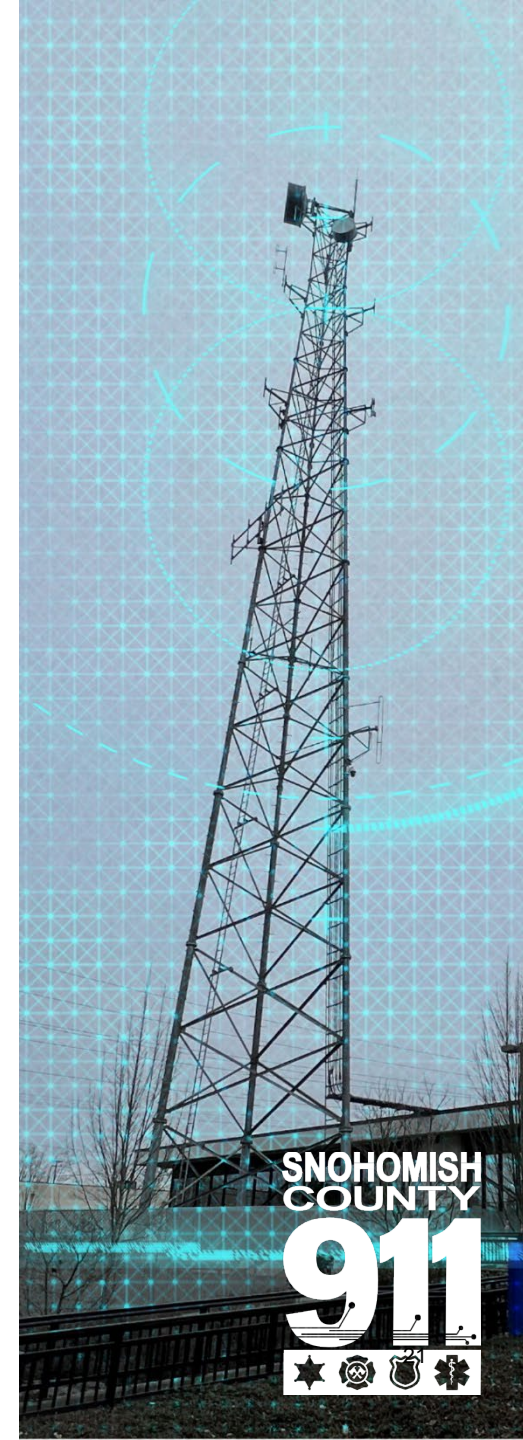


Site Configuration

MSI Task and Objective Overview

- Install & test new DC power plants & battery
 - Install & test new microwave
 - Install & test IP network
 - Install & test P25 radio system (10 to 15 physical radios)
 - Install new central core(s) (North Campus and Fire Trail)
-
- MSI is actively working on microwave and preparing site installation work.
-
- We are roughly 75% toward when MSI can start DC system installation, planned in June while we concurrently finish Site Readiness
-
- “Execution of Design” phase of project. Major body of work with risks (weather, supply chain, etc.) expected to start in June and run through cut-over.

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Subscriber Deployments

Under the Hood

- ✓ Committee approved configuration of radios (100's of variables and dozens of discipline profiles including channel matrix)
- ✓ Roughly 4,700~ subscribers programmed
- ✓ 100% of portables deployed (3,000~ radios)
- ✓ 100% of Self-Installed Mobiles Delivered
- ✓ 53% of Project Installed Mobiles Installed (1,700 radios combined)



Subscriber Deployments

Challenges:

- Equipment needs vary between agencies especially with antenna which resulted in late stage equipment purchases
- Still several latecomer agencies that require equipment (Task Force to be added in 2023 budget)
- Several reprogramming of portables to address agency desired changes & fix a firmware issue
- Legacy vehicle wiring & cabling issues
- Vaccine Mandate for Fire
- Some Quality Issues with workmanship



Subscriber Deployments

System Improvements & Enhancements:

- ✓ Agency driven redesign of encryption & establishing of governance & improved oversight
- ✓ Improved radio administration & control (we know every NEW radio on the system & what agency it is assigned to)
- ✓ Repair/Replacement Process including funding
- ✓ Fleet Expansion Funding
- ✓ Addition of Tulalip Police Department
- ✓ Agency Created Training Video for users



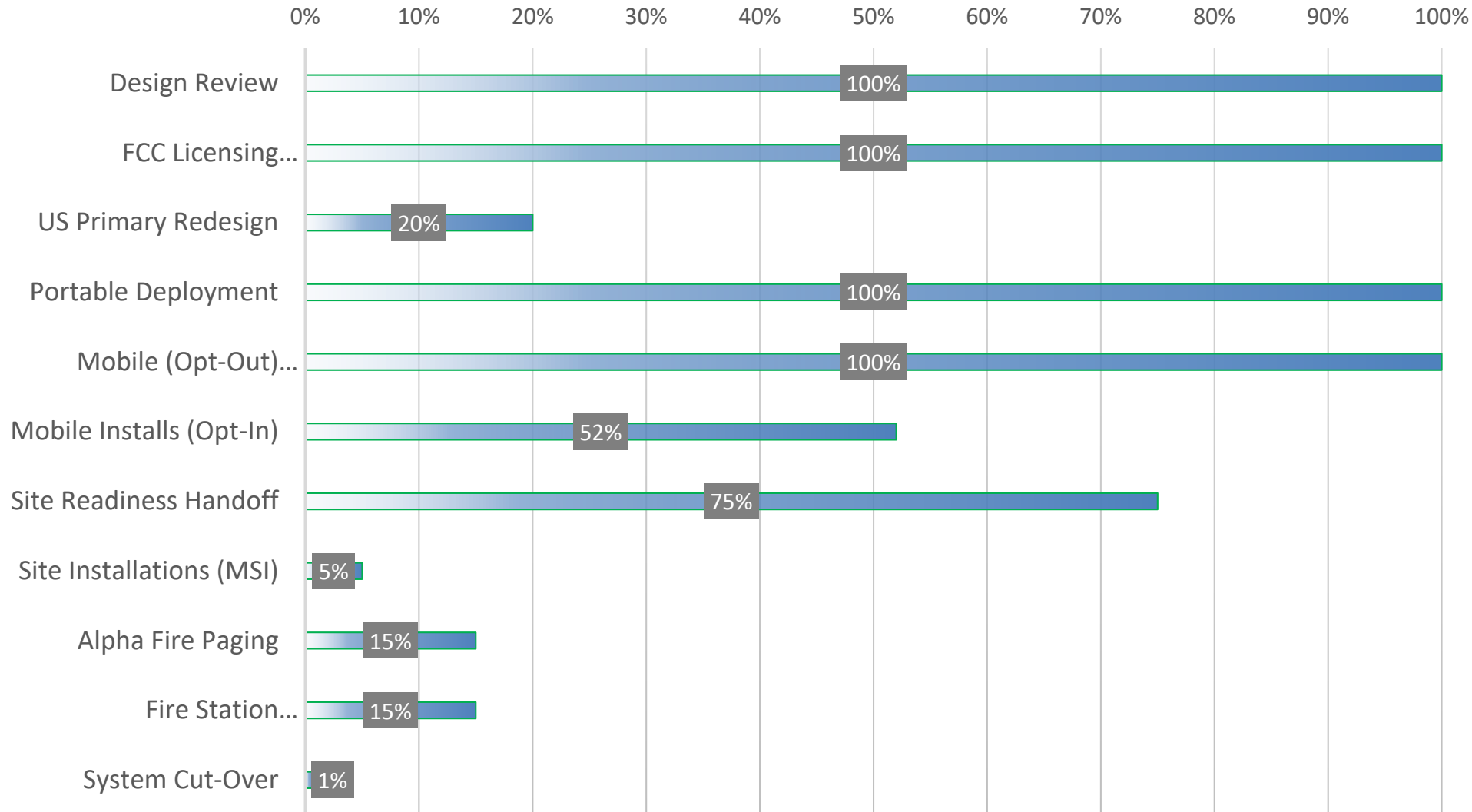
Subscriber Deployments

Delivered & Improved:

- ✓ Snohomish County Sheriff, Police & Fire, Corrections have all new public safety grade portable & mobile radios
- ✓ \$23,000,000 of public safety grade equipment delivered, in-use and being deployed
- ✓ Sustainability Program (first ever) to account for loss, damage & theft agency mobiles & portables
- ✓ Long-Range Planning for next generation radios



Project Status:

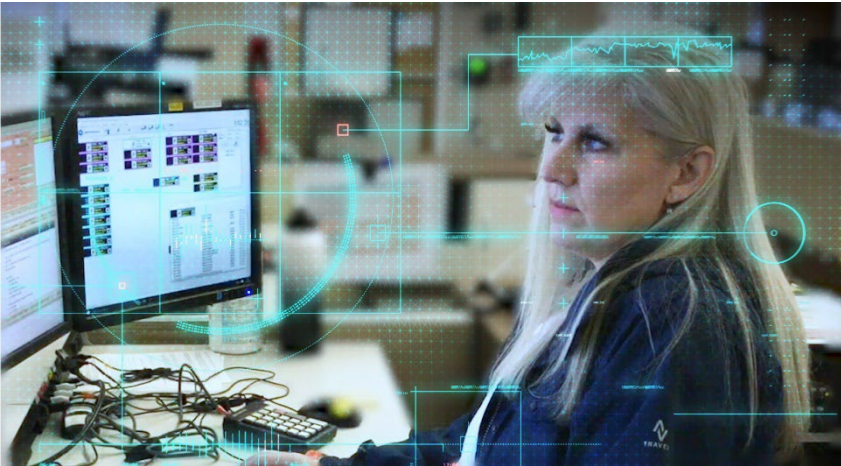


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Challenges & Risks

Ongoing, what we've overcome, and where we're focused



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P25 Cutover and User Training

Potential Impacts Current Date

- Current date October 2024
- Site Readiness
- US Primary Frequency Re-Design

Transition to APCO P25 Digital

- Coverage will be different
- Digital Divide
- Digital vs. Analog Audio Quality

System Acceptance Including;

- Coverage, fail-over, feature, load, & stability testing/assessment

Post-Cutover Activities

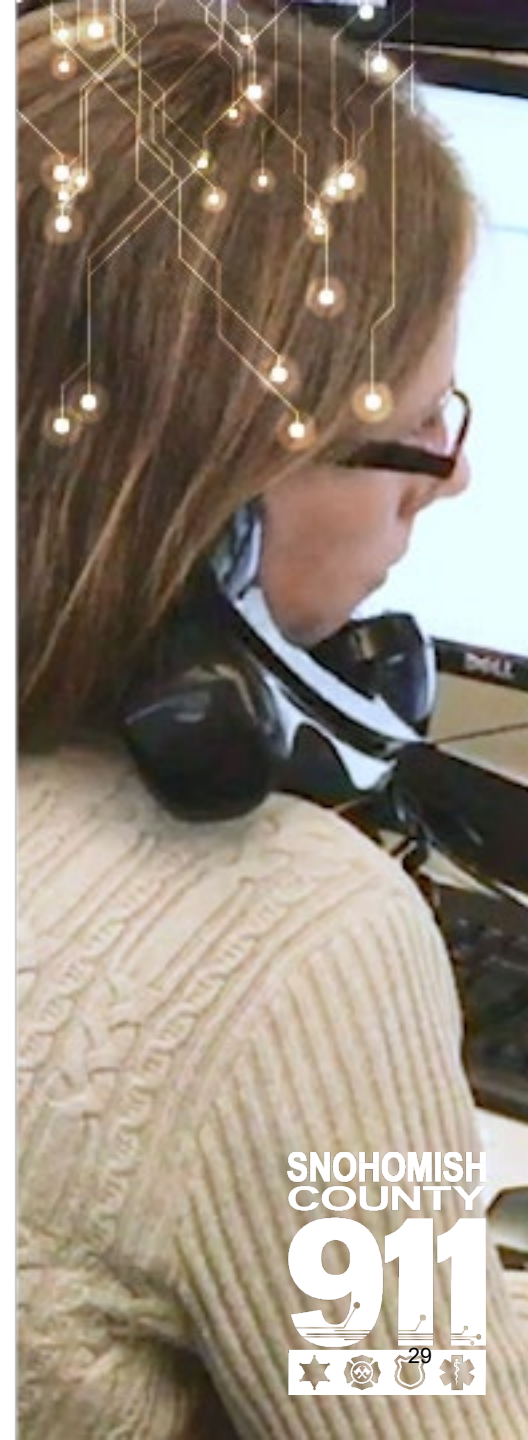
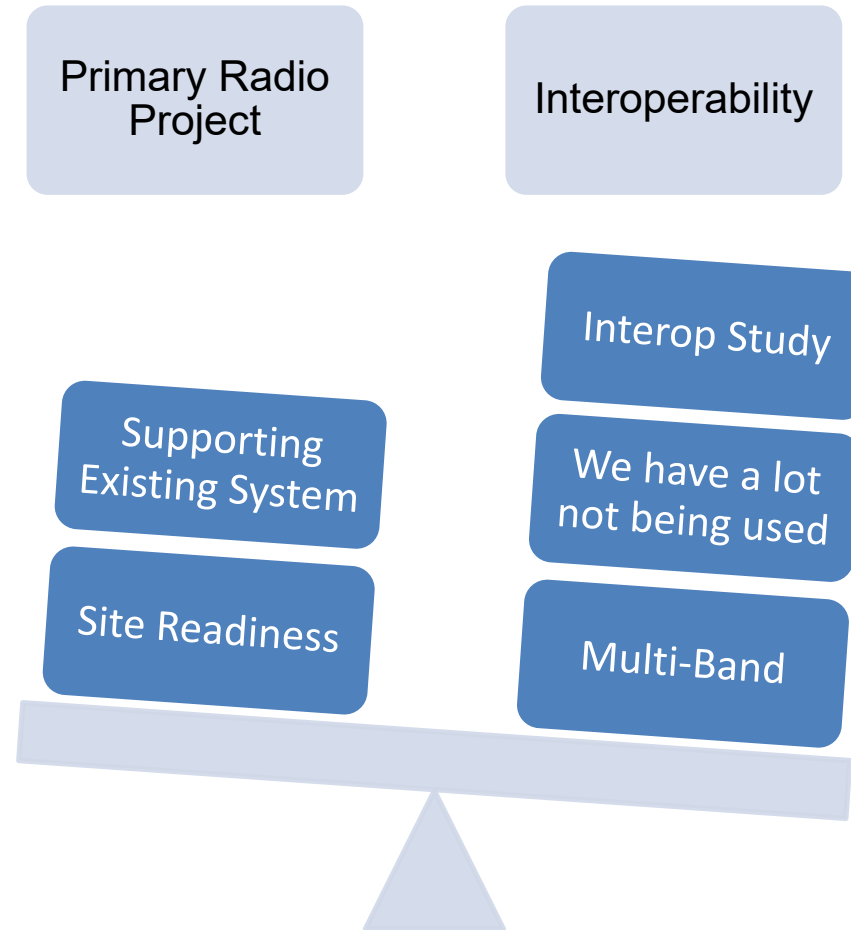
- Core System Upgrade
- Legacy Site decommissioning

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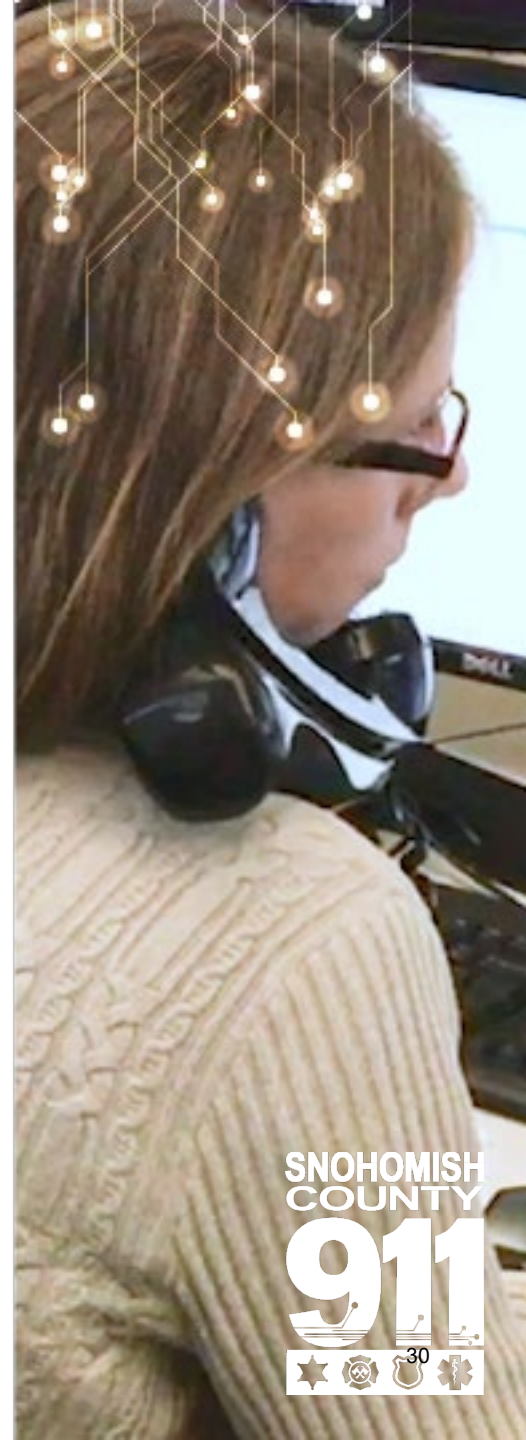
Challenges: Multi-Band & Interop

- **VHF/UHF Needs captured early**
on: Subscriber hardware purchased to allow multi-band operations
- **Multi-Band Antenna:** Learned after contract that multi-band antenna degraded coverage. Considerable time spent determining impact to users, coverage and contract. True impact will not be fully known until cutover.
- **Board Adopted Policy in May 2020:** Deploy in single-band operation except for agencies that already have multi-band radios, continue to work on interoperability
- **Multi-Band in Outlying Areas:** APF being drafted for consideration in May 2022.
- **Current Capability Review**

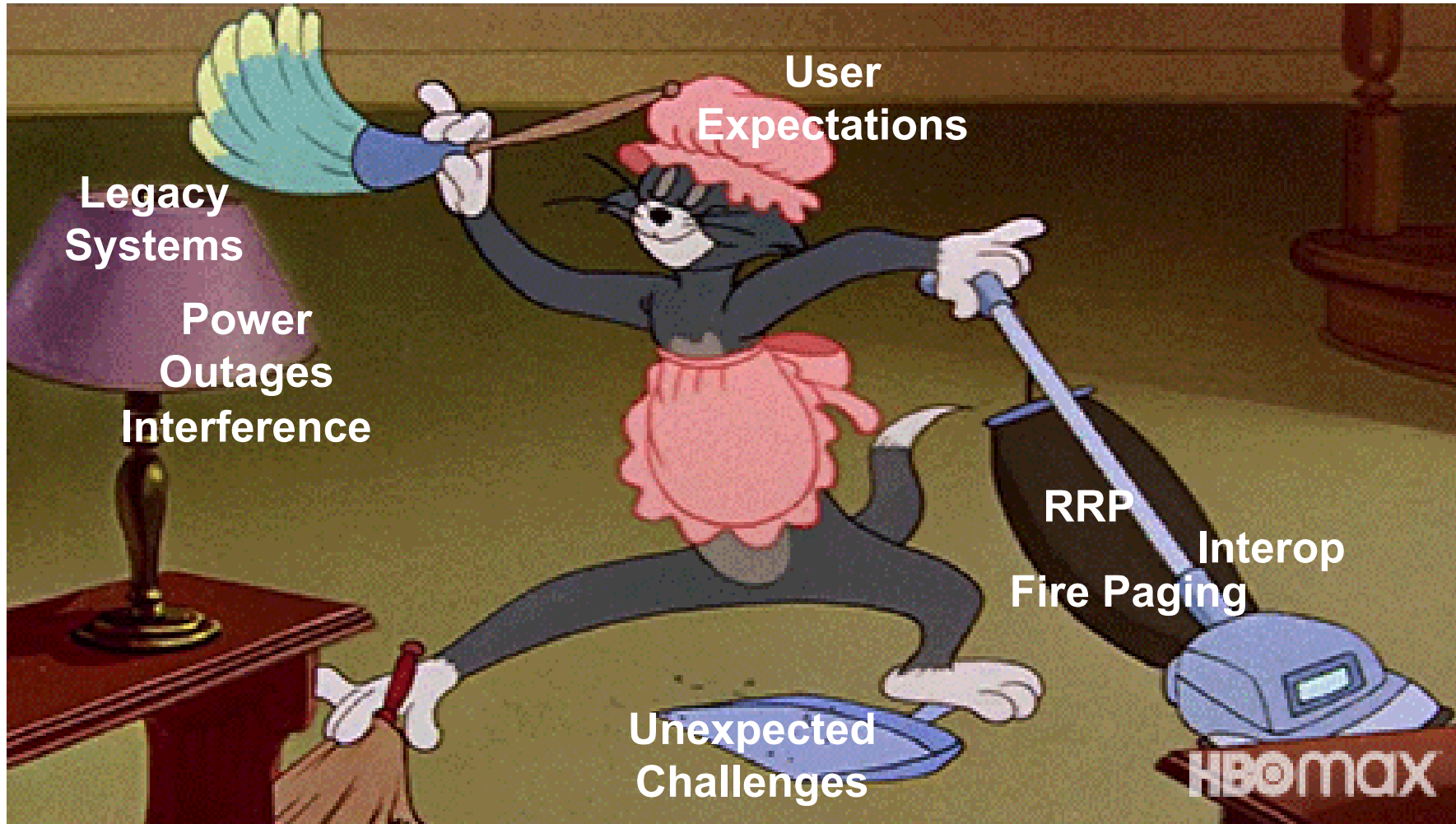


Challenges: Project Staffing

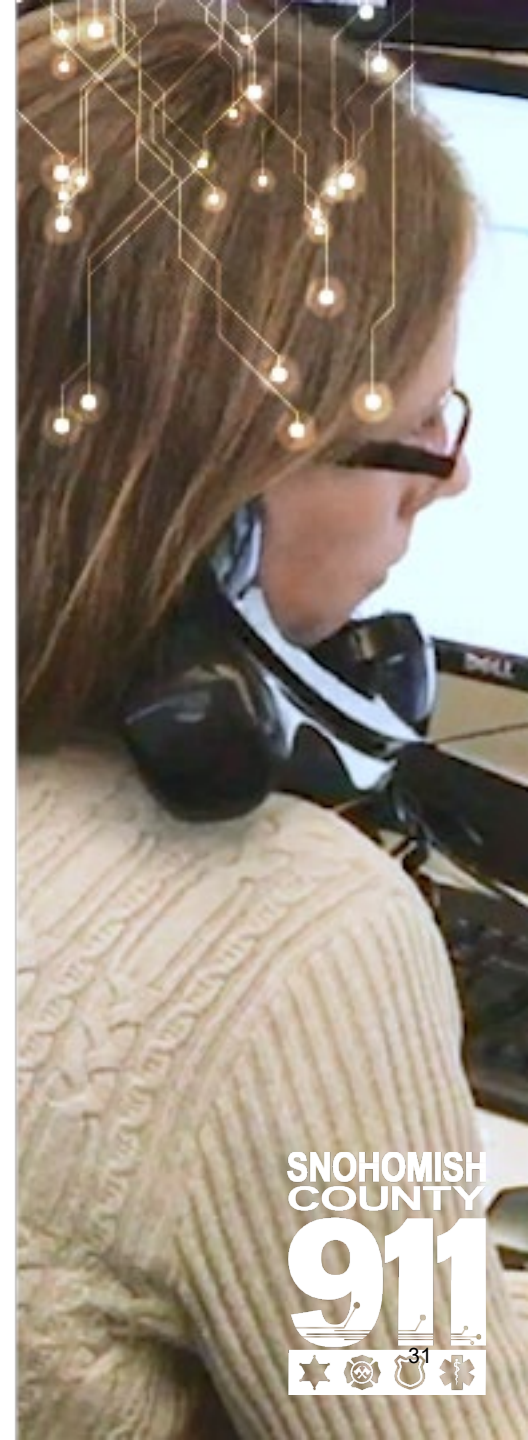
- **Staffing:** Although the Board has authorized all requests for project staff, finding qualified temporary staffing has been a challenge even through third-party outsourcing.
- **Support of Legacy Systems:** The same team members that are deploying the new system are juggling workload between RRP & legacy systems.
- **Key Project Personnel:** MSI has provided 4 project managers, SNO911 has new leadership, technical staff have come and gone.
- **Current Status:** Despite challenges that included working through a pandemic (infections, remote interactions, vaccine mandates, etc.) consultants, vendors & our own team concur we are currently “humming” toward completing objectives.



Challenges: Staff Capacity



HELP STARTS HERE



Challenges Overcome & Ongoing

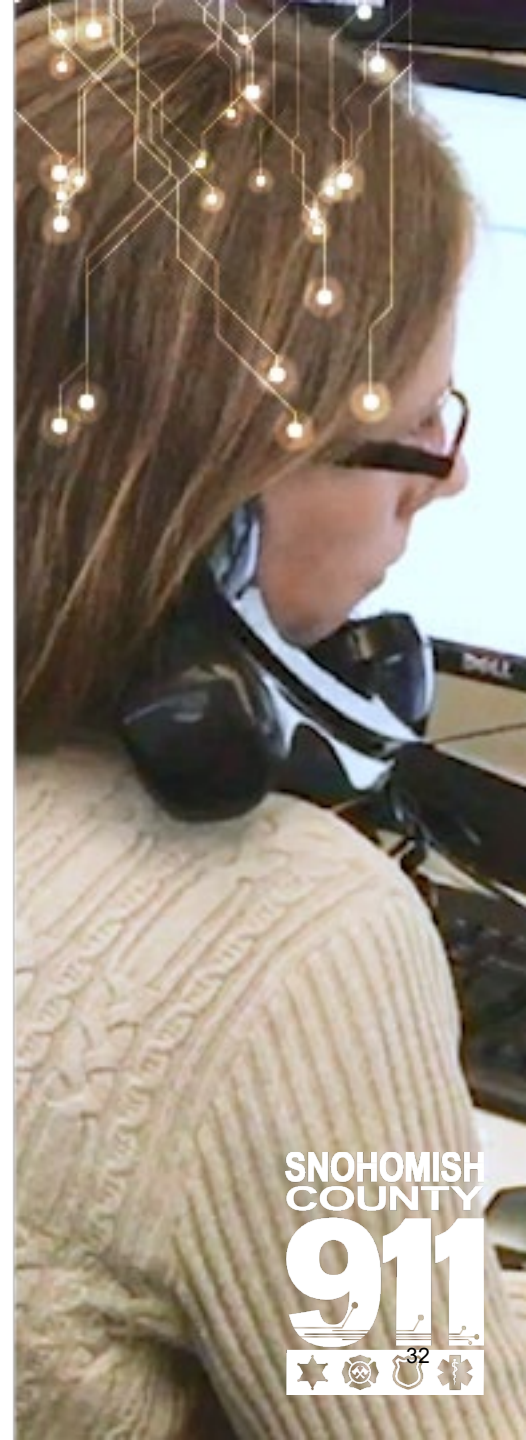
*Continue to
expect
challenges*



HT Scanning for Interference

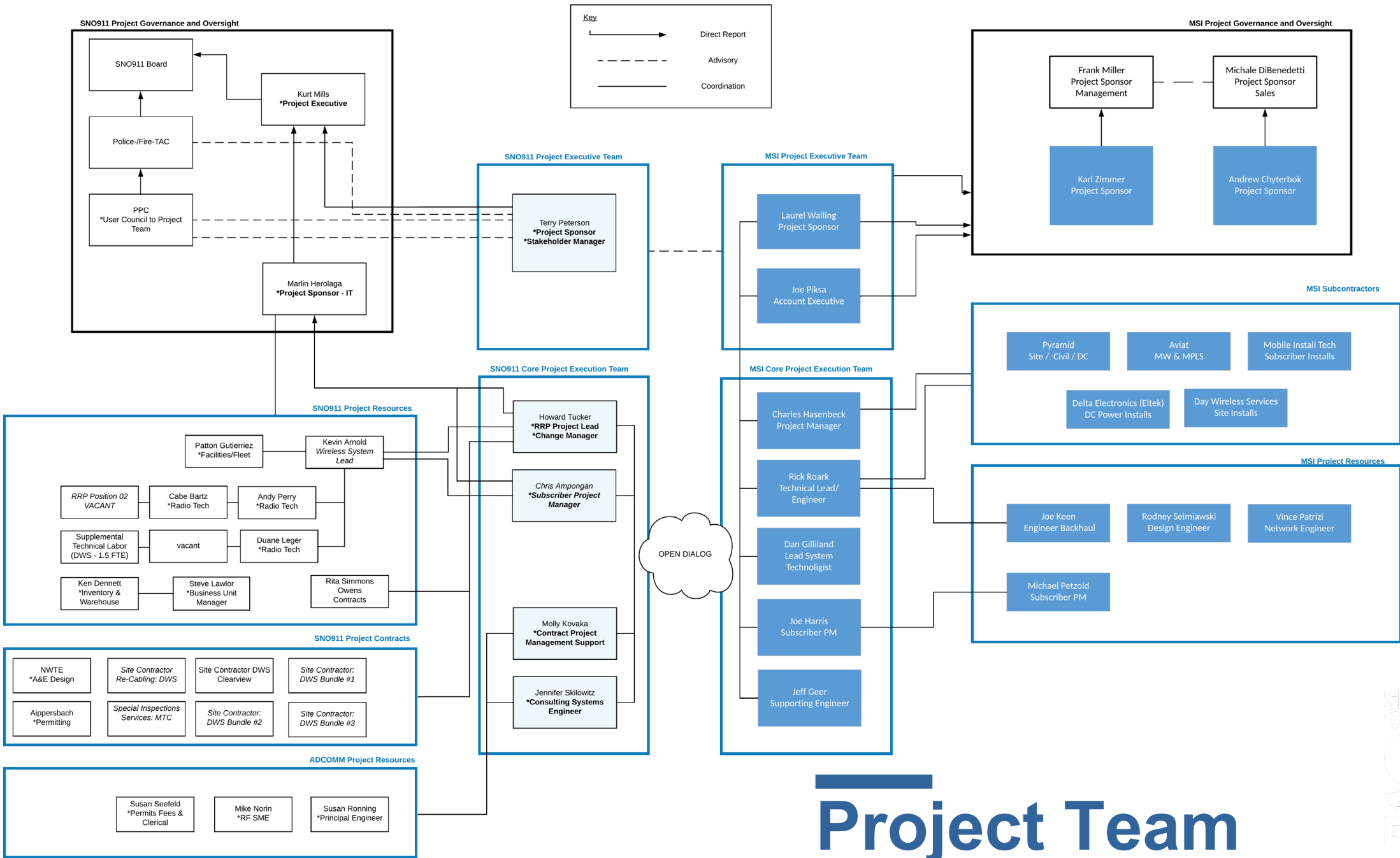
*There will never be
“smooth sailing”*

HELP STARTS HERE



Snohomish 911 Radio Replacement Project - REVISED 2022.04.06

SNO911 and MSI Project Team Organizational Chart



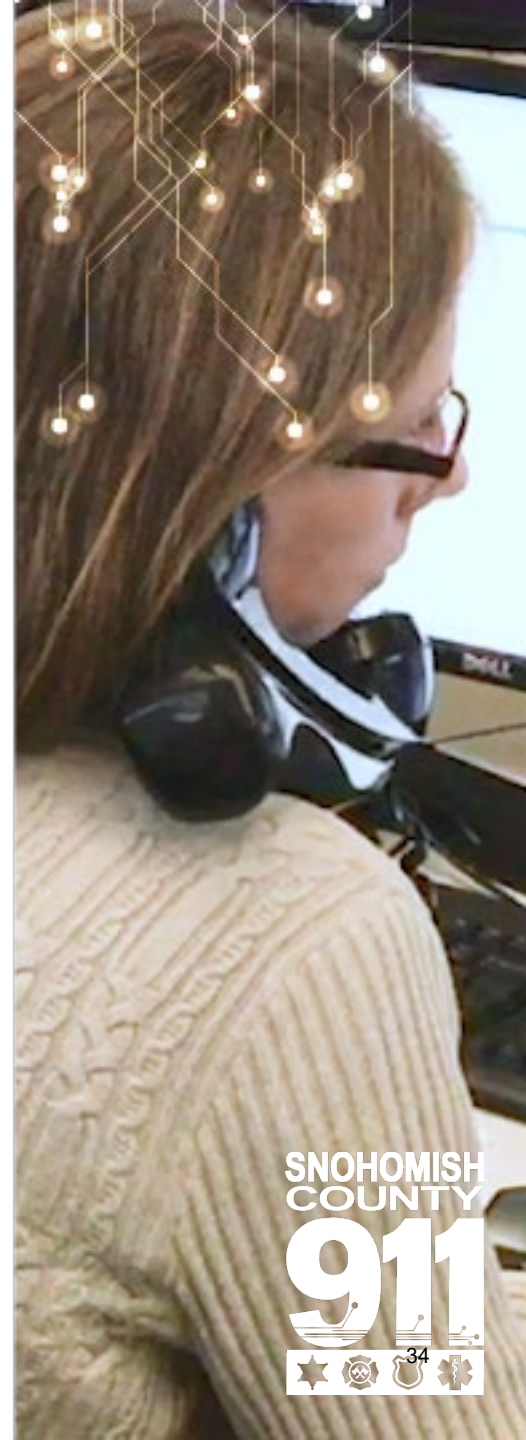
Challenges Overcome & Ongoing

Continue to expect challenges

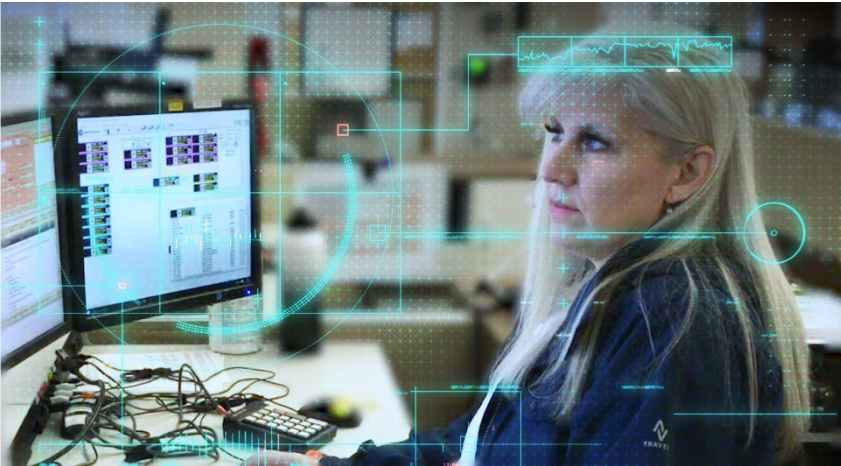


*There will never be
“smooth sailing”*

HELP STARTS HERE



Policy, Fiscal & Opportunities



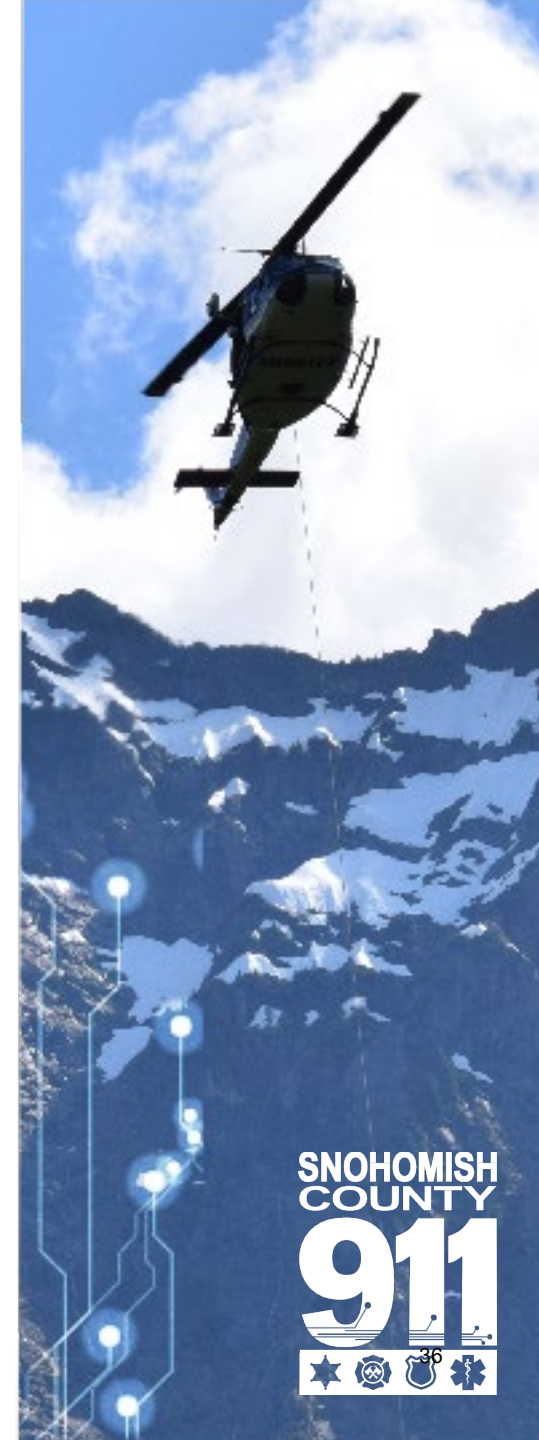
HELP STARTS HERE

Policy Development

Rules of the Road for the Emergency Radio System

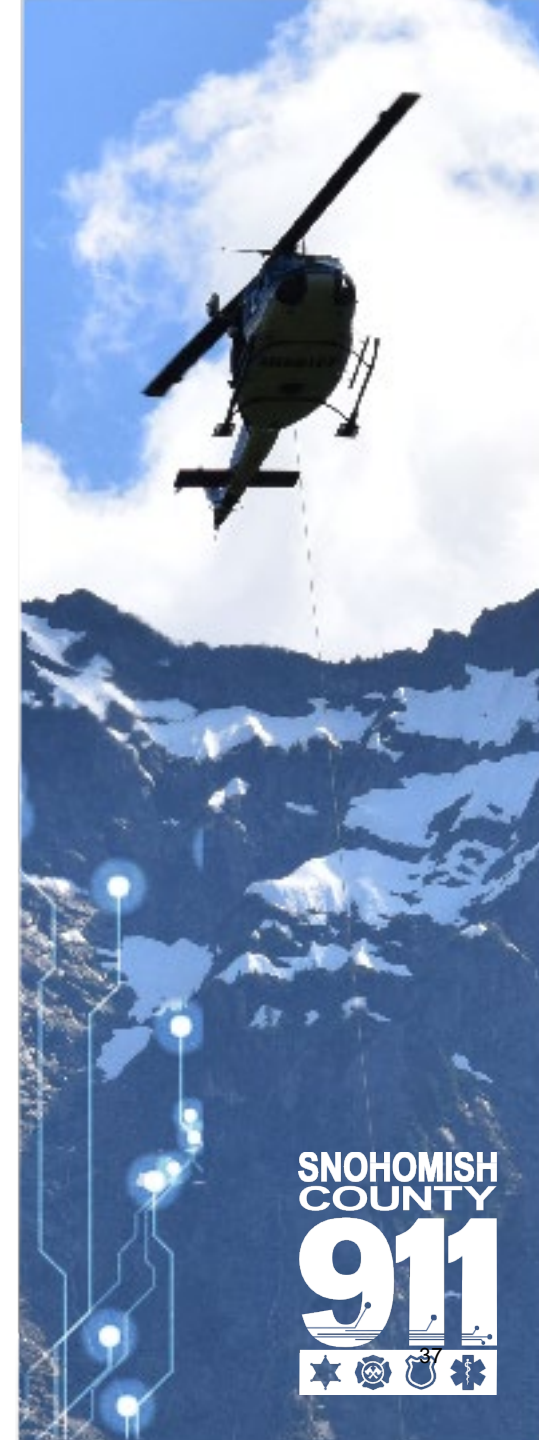
- ✓ Adopted formulas for radio quantities
- ✓ Process and policy for fleet expansions
- ✓ Loss/Stole/Damaged policy and funding
- ✓ SNO911 “one stop shop” support model
- ✓ Multi-band deployment
- ❑ Future ownership vs. Lease back option
- ❑ Lifecycle replacement

HELP STARTS HERE



Project Budget Review

- **Latecomers:** Largest budget increases related to incorrect & missed entities & subscriber counts, and addition of Tulalip Police contract user. Resulting in approx. \$3.2M Of additional subscribers.
- **Improved Equipment:** Once funding was available re-assessments were completed that included changes to subscriber orders; future-proofed radios capable of multi-bands (capable but not activate/paid for), additional encrypted radios & HazLock radios added additional approx. \$1.9M.
- **Overall Budget Forecast:** Despite these adjustments the fiscal outlook is positive. We anticipate existing project funding will cover these radios needs, support site additions, future growth.
- **Future Planning:** We are saving ~\$5M a year for future radio needs plus additional funding for immediate growth, lost/stolen/damaged radios, and future system buildout establishing a foundation to ensure we're meeting the users and living within the available tax funding.



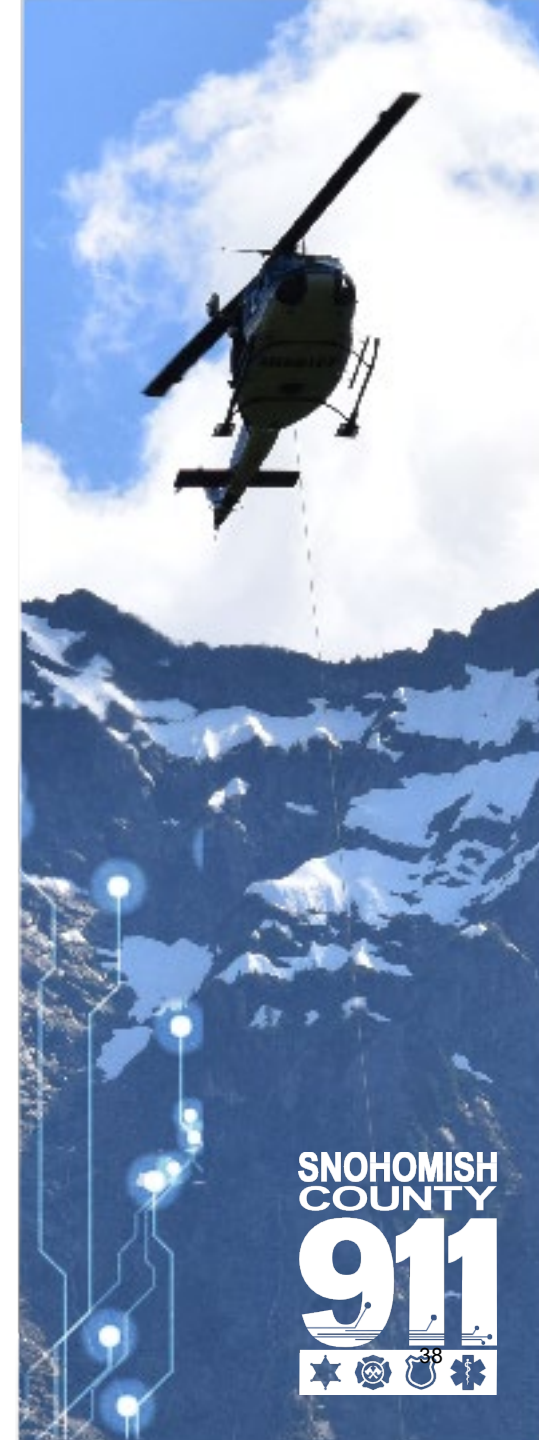
Project Budget Review

Budget versus actual

	Adopted Project Budget	Amended Project Budget(1)	Expenditures through 3/31/2022
Project Management	\$5,739,576	\$6,050,576	\$1,884,890
Motorola Infrastructure	\$33,686,461	\$33,686,461	\$19,240,287
Subscribers	\$16,894,588	\$22,236,425	\$21,072,259
Contingency	\$10,546,678	\$10,235,678	\$2,857,471
Total	\$66,867,303	\$72,209,140	\$45,054,907

(1) Includes Board action up to 9/2/2021, Primarily Finalized/Missed radio counts, encryption, ruggedized fire, Tulalip PD radios

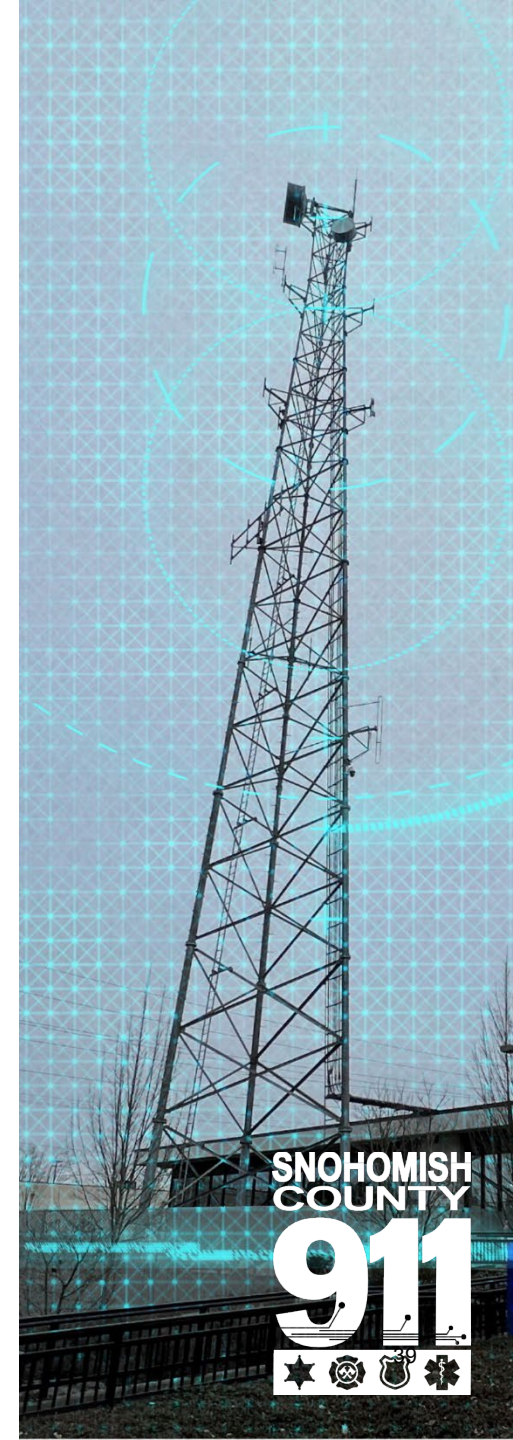
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Outstanding: New Sites

Background on three radio sites

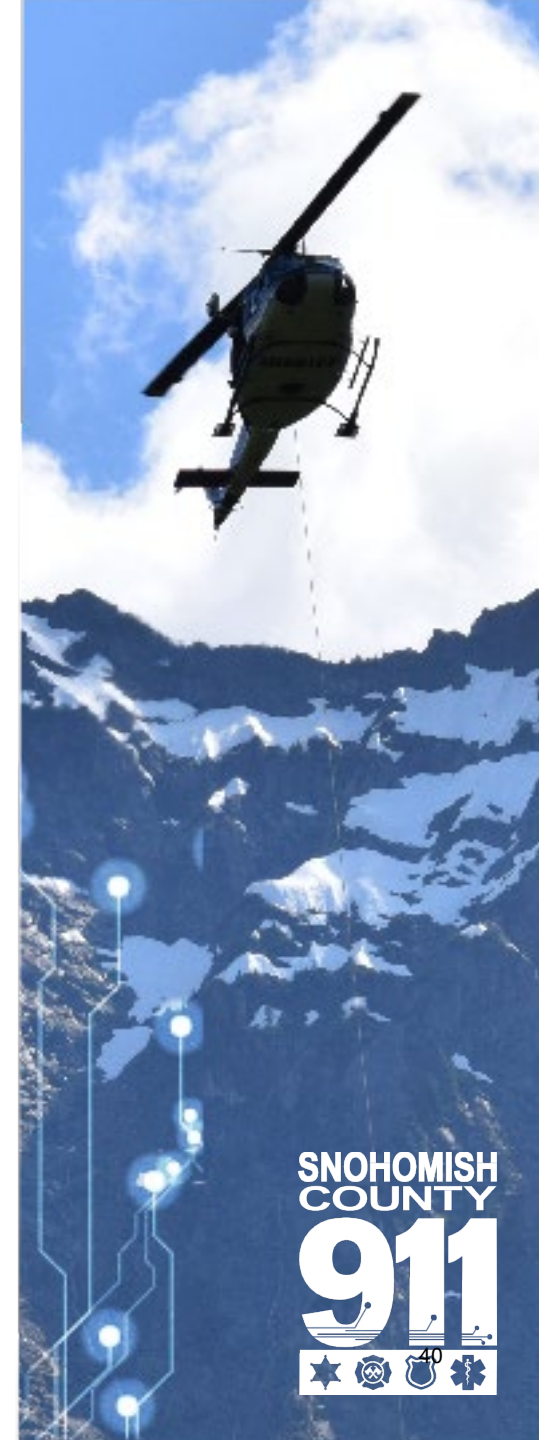
- Project Plan included replacing equipment at all existing sites and originally included adding three additional “special need” sites.
- Two New Sites were planned to address known coverage issues;
 - **Mill Creek:** Opportunity ended after Mill Creek declined to continue. Project expended approx. \$200K in design/redesign.
 - **Machias:** Originally planned but later tabled due to location of tower on property. Requesting final review before officially removing from project scope. Project expended approx. \$300K in design.
- System will still accomplish contractual coverage **SAR** (Service Area Reliability) requirements without these sites, but they both cover areas with known coverage concerns and *weaker signal* areas.
- Adding new sites is a complex process that requires design updates and engineering studies. Other than revisiting Machias no new sites will be considered until after cutover in 2024.



Successes Achieved & Pursued

Overview of Achieved & Actively Pursued System/Process Improvements

1. **Portable & Mobile Radio Deployments:** \$23MM of subscribers delivered
2. **Expanded Service Levels to Agencies:** Lost, Damaged, Stolen, Growth & RMA process.
3. **Improved Redundancy:** New system will have two Cores (brains)
4. **Improved Interoperability:** ISSI with King & potentially Pierce
5. **Sustainable Funding:** Planning for current & future needs
6. **Addition of Tulalip Police:** Last County based Police Agency that was not on system
7. **Improved Oversight & Administration:** Improves security and stability & asset mgt
8. **Policy Based Administration:** Board approved Policies provides certainty & stability
9. **Modern P25 Supported System:** Cut-over planned for 2024
10. **US Primary Licensed System:** Great flexibility & improved coverage



Questions



HELP STARTS HERE



AT&T Launches First-Ever Nationwide Location-Based Routing with Intrado to Improve Public Safety Response for Wireless 9-1-1 Calls



NEWS PROVIDED BY
AT&T Communications →
May 10, 2022, 09:30 ET

Device Location Now Used to Route 9-1-1 Calls and Dispatch First Responders to the Right Location Faster, Accomplishing Long-Standing FCC Policy Goal

DALLAS, May 10, 2022 /PRNewswire/ -- **What's the news?** AT&T* is the first carrier to launch location-based routing to automatically transmit wireless 9-1-1 calls to the appropriate 9-1-1 call centers on a nationwide basis. Through this new "Locate Before Route" feature from Intrado, AT&T can quickly and more accurately identify where a wireless 9-1-1 call is coming from using device GPS and hybrid information to route the call to the correct 9-1-1 call center, also known as public safety answering point or PSAP.

With location-based routing, a device can be located and routed within 50 meters of the device location. Prior to this launch, wireless 9-1-1 calls were routed based on the location of cell towers, which can cover up to a 10-mile radius. This can cause delays in emergency response, especially when a call is made within PSAP border areas where state, county or city boundaries overlap.

The nationwide rollout has started and is available in Alaska, Colorado, Hawaii, Idaho, Montana, Oregon, Washington, Wyoming, Kansas, Illinois, Iowa, Minnesota, North Dakota, Missouri, Nebraska, South Dakota and Guam. Additional regions will be rolled out over the next several weeks. The nationwide rollout is scheduled to be completed by the end of June.

Why is this important? Today, 68% of adults don't have a landline in their homes. When AT&T worked with the FCC to establish the first 9-1-1 systems over 50 years ago, communication technology was drastically different with landline phones dominating the market. And now 80% of 9-1-1 calls come from a mobile device.¹ With the tremendous growth of wireless connections and mobile 9-1-1 calls, AT&T is deploying this public safety network feature so when an emergency happens, the public has the same fast, accurate and reliable connection to PSAPs, whether they're calling from their mobile device or a landline phone.

AT&T is paving the way to create safer communities and is the only carrier to provide the most accurate solution to reduce wireless 9-1-1 call transfers beyond what the FCC is requiring carriers today. This is especially important in an emergency when lives are on the line.

AT&T is also the only public safety carrier with FirstNet, Built with AT&T to deliver end-to-end emergency communication solutions to support the public safety community. Additionally, AT&T is the market leader in the U.S. with NextGen 9-1-1 solutions that are critical to keeping communities safe and helping save lives. For three consecutive years, AT&T has been recognized by Frost & Sullivan with the Market Leadership Award for U.S. NextGen 9-1-1 Services.

What are people saying?

Kurt Mills, Executive Director, Snohomish County 911

"We share a busy border with King County and are thrilled with the significant decrease in 9-1-1 transfers. We know that 9-1-1 transfers delay emergency response and the winner here is our community. We very much appreciate the public-private partnership between our agency, AT&T and Intrado that allowed us to be the first in the nation to implement this new routing technology."

Chris Sambar, EVP, AT&T Network

"Providing our customers with reliable connectivity and high-quality service on America's largest wireless network is what we strive for everyday at AT&T. Launching this industry-leading public safety solution allows us to ultimately help improve the connections and efficiency for our wireless customers by offering more accurate service when making emergency calls."

Jeff Robertson, President, Intrado Life & Safety

"Location-based routing is a significant accomplishment for public safety. I'm proud of our collaboration with AT&T and look forward to continued innovation with them as we combine our technologies for the benefit of public safety – doing the right thing for the right reasons."

FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

***About AT&T**

We help more than 100 million U.S. families, friends and neighbors connect in meaningful ways every day. From the first phone call 140+ years ago to our 5G wireless and multi-gig internet offerings today, we @ATT innovate to improve lives. For more information about AT&T Inc. (NYSE: T), please visit us at about.att.com. Investors can learn more at investors.att.com.

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About Intrado Corporation

Intrado Corporation is an innovative, cloud-based, global technology partner to clients around the world. Our solutions connect people and organizations at the right time and in the right ways, making those mission-critical connections more relevant, engaging, and actionable - turning Information to Insight.

Intrado has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America, and South America. Intrado is controlled by affiliates of certain funds managed by Apollo Global Management, Inc. (NYSE: APO). For more information, please call 1-800-841-9000 or visit www.intrado.com.

¹ Source: National Emergency Number Association.

SOURCE AT&T Communications

Transforming How 911 Calls are Routed to Public Safety: Introducing Locate Before Route

In this blog, discover how Intrado is changing the industry by rolling out its new location technology by working with a tier 1 wireless carrier to deliver real-time location information to PSAPs for quicker, more accurate responses.

May 10, 2022



Intrado recently launched its location-based routing feature for wireless 911 callers, Locate Before Route. This new industry-first technology improves both speed and accuracy in location identification when a 911 call is made from a mobile device by using GPS and hybrid information from the device to route the call to the appropriate 911 call center, commonly known as a PSAP (public safety answering point). Previously, wireless calls made to 911 were limited to cell tower location to pinpoint the caller's approximate location at the time of the call.

What does this mean for PSAPs, mobile users, and first responders?

Accuracy is never sacrificed for speed. For wireless 911 calls made within border areas where county or city boundaries overlap, emergency response is no longer delayed by decision-making and transfers within the call flow, ultimately reaching people quicker and saving critical time.

This Intrado technology was rolled out nationwide, starting in Washington, Alaska, Colorado, Hawaii, Idaho, Montana, Oregon, Wyoming, and Guam. Additional regions will be rolled out over the coming months. [Click here to read the full press release.](#)

Intrado is the industry leader with more than 40 years of experience. We have proven technology, and many "industry firsts" to continue driving innovation and improving 911 call delivery. Locate Before Route is another example of innovation that improves upon the 911 call delivery time and routing accuracy when a call is originated in jurisdictional borders.

Jeff Robertson, President, Intrado Life & Safety

"Location-based routing is a significant accomplishment for public safety. I'm proud of our collaboration with AT&T and look forward to continued innovation with them as we combine our technologies for the benefit of public safety – doing the right thing for the right reasons."

Transform your PSAP with Locate Before Route: How it Works

Today, wireless calls are based on the location of a cell tower and statically routed to a pre-assigned Emergency Communications Center (ECC). Based on this routing arrangement, it is estimated that approximately 10% of all wireless calls, and up to 50% in border areas, need to be transferred to a more jurisdictionally appropriate ECC.

With the launch of Locate Before Route this year, Intrado can now utilize Device-based Hybrid (DBH) data that provides more accurate mobile handset location. Along with dynamic routing, these advancements reduce the need for wireless calls to be transferred, resulting in fewer delays and faster emergency responses.

Kurt Mills, Executive Director, Snohomish County 911

"We share a busy border with King County and are thrilled with the significant decrease in 9-1-1 transfers. We know that 9-1-1 transfers delay emergency response and the winner here is our community. We very much appreciate the public-private partnership between our agency, AT&T and Intrado that allowed us to be the first in the nation to implement this new routing technology."

If you're interested in learning more, [click here](#) to speak with an expert today.

Caucus		Board Member	Title	Agency Representing	Mailing Address	Email Address
Fire 1		Dave DeMarco	Chief	Everett Fire	2801 Oakes Ave, Everett, WA 98201	ddemarco@everettwa.gov
		Steve Guptill	Assistant Chief	SRFR, formerly FD 7	163 Village Court, Monroe, WA 98272	sguptill@srfr.org
		Derek Daniels	Commissioner	South County Fire	12525 Meridian Ave S, Everett, WA 98208	ddaniels@southsnofire.org
Fire 2		Darryl Neuhoﬀ	Deputy Chief	Marysville Fire RFA	1094 Cedar Ave, Marysville, WA 98270	dneuhoﬀ@marysvillewa.gov
Fire 3		Ryan Shaughnessy	Chief	Fire District 15	7812 Waterworks Rd, Tulalip, WA 98271	rshaughnessy@firedistrict15.org
Police 1		Ian Huri	Undersheriff	SCSO	3000 Rockefeller Ave, M/S 606 Everett 98201	ian.huri@co.snohomish.wa.us
		Jason Biermann	DEM Director	Snohomish County	720 80th St SW, Everett, WA 98203	jason.biermann@snoco.org
Police 2		Dan Templeman	Chief	Everett Police	3002 Wetmore Ave, Everett, WA 98201	dtempleman@everettwa.gov
		Judy Tuohy	Councilmember	Everett	2930 Wetmore Ave, Everett, WA 98201	JTuohy@everettwa.gov
Police 3		Jon Nehring (Board President)	Mayor	Marysville	1049 State Ave, Marysville, WA 98270	jnehring@marysvillewa.gov
		Rod Sniffen	Assistant Chief	Edmonds	250 5th Ave N, Edmonds, WA 98020	rsniffen@edmondswa.gov
		George Hurst	Councilmember	Lynnwood	PO Box 5008, Lynnwood, WA 98046-5008	GHurst@lynnwoodwa.gov
Police 4		Jonathan Ventura	Chief	Arlington Police	110 E 3rd St, Arlington, WA 98223	jventura@arlingtonwa.gov
		Richard Emery	Councilmember	Mukilteo	11930 Cyrus Way, Mukilteo, WA 98275	remery@mukilteowa.gov
		Pete Caw	Chief	Police	5906 232nd St SW, Mountlake Terrace, WA 98043	pcaw@ci.mlt.wa.us
Non-Voting		Vacant				
Caucus	Call Order	Alternate Board Member	Title	Agency Representing	Mailing Address	Email Address
Fire 1	1	Thad Hovis	Chief	South County Fire	12525 Meridian Ave S, Everett, WA 98208	thovis@southsnofire.org
	2	Roy Waugh	Commissioner	Fire District 7	163 Village Court, Monroe, WA 98272	rwaugh@snofire7.org
	3	Rich Llewellyn	Assistant Chief	Everett Fire	2801 Oakes Ave, Everett, WA 98201	rllewellyn@everettwa.gov
Fire 2	1	Vacant				
Fire 3	1	Chad Schmidt	Chief	Fire District 21	12131 228th St NE, Arlington, WA 98223	cschmidt@firedistrict21.com
Police 1	1	Ken Klein	Director	Snohomish County	3000 Rockefeller Ave, M/S 407 Everett 98201	ken.klein@snoco.org
	2	Scott Robertson	Bureau Chief	SCSO	3000 Rockefeller Ave, M/S 606 Everett 98201	scott.robertson@snoco.org
Police 2	1	Jeraud Irving	Deputy Chief	Everett	3002 Wetmore Ave, Everett, WA 98201	jirving@everettwa.gov
	2	Don Schwab	Councilmember	Everett	2930 Wetmore Ave, Everett, WA 98201	DSchwab@everettwa.gov
Police 3	1	James Nelson	Police Chief	Lynnwood	19321 44th Ave W, Lynnwood, WA 98037	jnelson@lynnwoodwa.gov
	2	Jim Lawless	Deputy Chief	Marysville	1635 Grove St, Marysville, WA 98270	jlawless@marysvillewa.gov
	3	Kristiana Johnson	Councilmember	Edmonds	121 5th Ave N, Edmonds, WA 98020	kristiana.johnson@edmondswa.gov
Police 4	1	Cheol Kang	Chief	Mukilteo Police	10500 47th Pl W, Mukilteo, WA 98275	CKang@mukilteowa.gov
	2	Jeff Beazizo	Chief	Lake Stevens Police	2211 Grade Rd, Lake Stevens, WA 98258	jbeazizo@lakestevenswa.gov
	3	Dale Kaemingk	Mayor	Brier	2901 228gh St SW, Brier, WA 98036	dkaemingk@ci.brier.wa.us
Non-Voting	1	Vacant				

Snohomish County 911 Board of Directors Committee Rosters

Finance Committee

Dave DeMarco (Chair)	Chief, Everett Fire	ddemarco@everettwa.gov
Derek Daniels	Commissioner, South County Fire	ddaniels@southsnofire.org
Jim Lawless	Assistant Chief, Marysville Police	jlawless@marysvillewa.gov
Steve Guptill	Assistant Chief, SRFR	sguptill@srfr.org

Staff Support:

Kurt Mills	Executive Director	kmills@sno911.org
Terry Peterson	Deputy Director	tpeterson@sno911.org
Angie Baird	Director of Finance & Human Resources	abaird@sno911.org

Personnel Committee

George Hurst (Chair)	Councilmember, City of Lynnwood	ghurst@lynnwoodwa.gov
Jonathan Ventura	Chief, Arlington Police	jventura@arlingtonwa.gov
Thad Hovis	Chief, South County Fire	thovis@southsnofire.org

Staff Support:

Kurt Mills	Executive Director	kmills@sno911.org
Terry Peterson	Deputy Director	tpeterson@sno911.org
Angie Baird	Director of Finance & Human Resources	abaird@sno911.org

EESCS Committee (Enhanced Emergency Services Communication System)

SNO911 Representatives:

Steve Guptill	Assistant Chief, SRFR	sguptill@srfr.org
Kurt Mills	Executive Director	kmills@sno911.org
Terry Peterson (Chair)	Deputy Director	tpeterson@sno911.org

ECSFP Advisory Board (Prop. 1) (Emergency Communication Systems and Facilities Program)

SNO911 Representatives:

Dan Templeman	Chief, Everett Police	dtempleman@everettwa.gov
George Hurst	Councilmember, City of Lynnwood	ghurst@lynnwoodwa.gov
Jon Nehring	Mayor, City of Marysville	jnehring@marysvillewa.gov
Roy Waugh	Commissioner, SRFR	rwaugh@srfr.org
Thad Hovis	Chief, South County Fire	thovis@southsnofire.org

Vacant

County Representatives:

Adam Fortney (Chair)	Snohomish County Sheriff	adam.fortney@co.snohomish.wa.us
Jason Biermann	Executive Director, DEM	jason.biermann@snoco.org
Nate Nehring	Councilmember, Snohomish County	nate.nehring@snoco.org

**Snohomish County 911 Board of Directors
Committee Rosters**

Future Facility Evaluation Committee

Dave DeMarco	Chief, Everett Fire	ddemarco@everettwa.gov
George Hurst	Councilmember, City of Lynnwood	ghurst@lynnwoodwa.gov
Jason Biermann	Executive Director, DEM	jason.biermann@snoco.org
Kristiana Johnson	Councilmember, City of Edmonds	kristiana.johnson@edmondswa.gov
Rich Llewellyn	Assistant Chief, Everett Fire	rllewellyn@everettwa.gov
Steve Guptill	Assistant Chief, SRFR	sguptill@srfr.org
Kurt Mills	Executive Director	kmills@sno911.org
Terry Peterson	Deputy Director	tpeterson@sno911.org
Angie Baird	Director of Finance & Human Resources	abaird@sno911.org

SNO911 Board Technical Leadership Committee

Dan Templeman	Chief, Everett Police	dtempleman@everettwa.gov
Dave DeMarco	Chief, Everett Fire	ddemarco@everettwa.gov
Jon Nehring	Mayor, City of Marysville	jnehring@marysvillewa.gov
Steve Guptill	Assistant Chief, Fire District 7	sguptill@srfr.org
Kurt Mills	Executive Director	kmills@sno911.org
Terry Peterson	Deputy Director	tpeterson@sno911.org



Board Packet Memorandum

Date: May 19, 2022

To: Snohomish County 911 Board Members

From: Leadership Team

General

On May 11th at about 1450, SNO911 experienced a major networking event, which caused systems to become unavailable for about 10 minutes. Tech staff quickly identified the root cause with the help of Intrado, which stemmed from a misconfiguration on the new VIPER routers. SNO911 network engineers worked with Intrado to correct the issue and tested the fix later in the week with no problems. As of today, all the SNO911 systems are in a healthy state and will continue to be monitored.

FBI Audit

SNO911 is preparing for our agency's first FBI Security audit. Tech staff have started to meet internally to prepare for this audit. SNO911 has received the FBI pre-audit questionnaire and are currently reviewing. Tech staff is working with OPS and management to ensure we are ready for this audit, which is currently scheduled for June 22nd.

New World Update

SNO911 Tech staff and Tyler are presently working on resolving all the priority issues from the upgrade, and SNO911 Tech staff is capturing and sending system logs to the Tyler development team to triage the remaining priority issues. Currently, all the P1s and P2s are in the hands of the Tyler development team and being addressed. Tech staff will continue to engage with Tyler until all priority issues are fully resolved.

A planned maintenance outage that will address windows updates is scheduled for May 31st. The entire New World system will be unavailable during the maintenance, and dispatch will be on CADLite. Right now, we are anticipating a 4-hour outage that will most likely start around the 0200 timeframe. Once we have the confirmation of the official start time for the maintenance work, Tech staff will send out a notification to all of our agencies.

Viper Upgrade

The Viper upgrade continues to move forward. After passing the data center audit performed by Intrado, SNO911 Tech staff worked on prepping both the North and South data centers for the arrival and installation of the new Viper equipment. Tech staff installed the ISO bases (seismic isolation platforms) that the server cabinet and viper equipment will rest on for protection against any seismic activities. All of the new Viper equipment arrived at both locations the week of April 18th – 22nd and was tagged and entered into our inventory tracking system. Intrado is on site for the next two weeks (May 10th – 18th) to install all of the new hardware into the server cabinets and will start to migrate current configs to the new equipment.

as a starting point for the new system configuration setup. Comtech is scheduled to provision and provide new independent trunks to the ESINet (Emergency Services IP Network - a managed network that is used for emergency services communications) on Thursday. This will prevent any impacts to our live connection for the upgrade. Once that work is completed the new configuration changes and testing of the system will start. The dates for the cutover and go live are still schedule for the week of September 19th – 23rd.

LexisNexis ACA (Accurint Crime Analysis) Update

The current ACA platform that the police agencies use for crime analysis will end of life on June 30th. What this means is that the agencies will need to be migrated over to the new platform in order to have access to the crime analysis system. A LexisNexis representative will be reaching out to all the end-users that use the system to help them migrate over to the new platform. SNO911 Director of Technology has a scheduled meeting with LexisNexis on May 13th to go over the cutover plan and the police agency contact list. The cutover work is expected to start the week of May 16th – 20th. LexisNexis has assured that the end-users will not lose any current functionality that they currently have and will gain improved performance, some new data fields and additional search tools. LexisNexis will work with the end-users to go over the system changes and answer any questions that they may have.

National Emergency Number Association (NENA) Center Manager Certification Program (CMCP)

SNO911 hosted NENA's Center Manager Certification Program course May 9-13. CMCP is a rigorous 40-hour course designed to equip 911 Managers and Supervisors and those aspiring to attain those positions with the tools needed to manage an agency effectively. This is the fourth hosting of this course in Snohomish County since 2014. The class was made up of twenty three attendees from Washington, Illinois, California, Utah, Minnesota, and Texas. SNO911 attendees included Dispatch Supervisors Kevin Hanrahan, Jolene Sparacio, and Tracy Wammack along with Records & Administrative Services Manager Sheila Betts. Special thanks to Everett Police Department for the use of their training room. SNO911 is proud to be home to twelve CMCP graduates!





Dispatch 12-Hour Schedule Update

Dispatchers now have over a month of the new schedule under their belt. While we are still in a learning curve and adjustment period, we are hearing from some staff that they are really enjoying the added days off, especially when it is a four-day break. One area of focus is on the new on-call program with a continued desire to evenly distribute the workload amongst all staff while also allowing folks who volunteer first opportunity. The schedule workgroup continued to meet weekly through May 11, but will be transitioning to a bi-weekly meeting schedule starting on May 25.

Office of Training and Standards (OTS) Update

SNO911 sent three Supervisors and a Dispatcher to the IAED Navigator Conference in Nashville, Tennessee in April. As one of the industry's premier conferences, the courses are structured for both overall industry education and improving in the use of the MPDS Protocols. New training concepts and strategies will likely stem throughout the year from the time spent at the conference. Specifically, OTS will likely kick things off with implementing new training concepts to focus on quick recognition of cardiac arrest and the delivery of high quality CPR Instructions.

Supervisor Gass completed the APCO Instructor Techniques course on May 3 and is now an APCO certified instructor for their CTO 6th Edition course. OTS plans to begin offering in-house training for our CTOs starting in the fall.

The San Jose Training Model pilot project has begun month three. To recap, the goal of the project is to enhance our ability to track achieved benchmarks and increase transparency during training sessions. We have nine active training sessions that are currently utilizing this model. Preliminary results from trainers indicate it has provided a more accurate screen shot as to what a CTO/trainee is focusing on, as well as the current training phase. OTS continues to work with shift supervisors to refine and develop additional processes the new training model is interconnected with.

Monthly Statistical Reports



Text-to-911 Report

Type	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD TOTAL
True Emergency	9	5	8	6									28
Follow-Up	12	3	8	9									32
Area Checks	16	11	16	5									48
Info	3	0	1	0									4
Noise	1	1	3	4									9
Traffic	3	4	0	2									9
Other Complaints	10	16	18	11									55
Accidental	7	2	5	2									16
Behavioral Health	14	200	74	62									350
Prank	1	0	0	0									1
Test	1	2	4	3									10
Abandoned	15	4	11	4									34
Non-English	0	0	0	1									1
Outgoing	0	0	0	0									0
Subsequent	32	9	29	17									87
Transfer	0	2	3	3									8
Voice Call	11	16	12	15									54
	135	275	192	144	0	0	0	0	0	0	0	0	746
Abandoned: Non-Responsive Accidental: Device or person accidentally texted 9-1-1 Area Check: Check of area for person, vehicle, gunshot Behavioral Health: Calls that result in BHC by LE/EMS Follow-up: Where is officer? Info: What is the phone number for animal control? Noise: Music, people etc. Non-English: Texter indicates they do not speak English Other: Any other request or complaint, media from Intrado Outgoing: Outgoing text calls Prank: Calls that do not give any valid information, not including BHC Subsequent: Additional inbound text after call released by call taker Test: PSAP testing/training TXT29-1-1, vendor test Traffic: Speeders, DUIs, etc. Transfer: Transfers to other PSAPs Voice Call: Dispatchers called the texter/texter placed voice call													

SPIDR Tech Survey – April 2022

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	781	85.08%
3 - Satisfied	100	10.89%
2 - Neither Satisfied nor Dissatisfied	22	2.40%
1 - Somewhat Dissatisfied	12	1.31%
0 - Very Dissatisfied	4	0.44%
Total	918	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	886	96.51%
Somewhat	24	2.61%
No	9	0.98%
Total	918	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 2022													
FIRE AREA	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
AIRPORT FIRE	20	13	16	24	-	-	-	-	-	-	-	-	73
ARLINGTON CITY	40	-	-	-	-	-	-	-	-	-	-	-	40
ARLINGTON RURAL FD 21	71	61	69	57	-	-	-	-	-	-	-	-	258
DARRINGTON FD 24	43	31	48	45	-	-	-	-	-	-	-	-	167
EVERETT CITY	2,211	1,940	2,052	2,032	-	-	-	-	-	-	-	-	8,235
FD 19	24	27	41	41	-	-	-	-	-	-	-	-	133
FD 7 (Mill Creek excluded)	1,065	853	909	941	-	-	-	-	-	-	-	-	3,768
GETCHELL FD 22	53	38	46	29	-	-	-	-	-	-	-	-	166
GOLD BAR - INDEX FD 26	84	57	74	68	-	-	-	-	-	-	-	-	283
GRANITE FALLS FD 17	180	146	166	171	-	-	-	-	-	-	-	-	663
HAT ISLAND FD 27	2	2	3	1	-	-	-	-	-	-	-	-	8
LAKE ROESIGER FD 16	18	16	14	16	-	-	-	-	-	-	-	-	64
LAKE STEVENS FD 8													
MARYSVILLE FIRE	1,211	1,012	1,039	1,019	-	-	-	-	-	-	-	-	4,281
MILL CREEK CITY	201	196	174	206	-	-	-	-	-	-	-	-	777
MUKILTEO CITY	180	158	182	177	-	-	-	-	-	-	-	-	697
NORTH COUNTY FIRE (UNINC)	526	449	487	520	-	-	-	-	-	-	-	-	1,982
OSO FD 25	7	6	7	9	-	-	-	-	-	-	-	-	29
ROBE FD 23	3	2	4	5	-	-	-	-	-	-	-	-	14
SNOHOMISH FD 4	304	271	259	270	-	-	-	-	-	-	-	-	1,104
SOUTH COUNTY FIRE (TOTAL)	2,866	2,406	2,645	2,535	-	-	-	-	-	-	-	-	10,452
SOUTH COUNTY FIRE (UNINC)	1,383	1,088	1,273	1,258	-	-	-	-	-	-	-	-	5,002
EDMONDS CITY (CONTRACT)	530	427	496	425	-	-	-	-	-	-	-	-	1,878
BRIER CITY	35	35	37	28	-	-	-	-	-	-	-	-	135
LYNNWOOD CITY	668	644	608	590	-	-	-	-	-	-	-	-	2,510
MOUNTLAKE TERRACE CITY	250	212	231	234	-	-	-	-	-	-	-	-	927
STANWOOD CITY	118	121	121	150	-	-	-	-	-	-	-	-	510
SULTAN FD 5	101	89	84	92	-	-	-	-	-	-	-	-	366
TULALIP FD 15	79	68	75	88	-	-	-	-	-	-	-	-	310
POLICE EVENTS PER AGENCY 2022													
POLICE AGENCY	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
ARLINGTON	1,825	1,839	2,095	2,123	-	-	-	-	-	-	-	-	7,882
BRIER	310	289	357	380	-	-	-	-	-	-	-	-	1,336
DARRINGTON	82	86	82	72	-	-	-	-	-	-	-	-	322
EDMONDS	2,022	1,719	1,909	1,747	-	-	-	-	-	-	-	-	7,397
EVERETT	10,695	10,797	11,604	11,360	-	-	-	-	-	-	-	-	44,456
GOLD BAR	155	168	215	188	-	-	-	-	-	-	-	-	726
GRANITE FALLS	327	311	306	289	-	-	-	-	-	-	-	-	1,233
INDEX	32	33	39	39	-	-	-	-	-	-	-	-	143
LAKE STEVENS	1,714	1,760	1,803	1,725	-	-	-	-	-	-	-	-	7,002
LYNNWOOD	3,024	2,886	3,250	3,089	-	-	-	-	-	-	-	-	12,249
MARYSVILLE	4,598	4,763	5,098	4,759	-	-	-	-	-	-	-	-	19,218
MILL CREEK	1,052	1,063	1,230	1,047	-	-	-	-	-	-	-	-	4,392
MONROE	1,631	1,449	1,620	1,647	-	-	-	-	-	-	-	-	6,347
MOUNTLAKE TERRACE	1,227	1,270	1,329	1,277	-	-	-	-	-	-	-	-	5,103
MUKILTEO	2,386	2,083	2,261	2,475	-	-	-	-	-	-	-	-	9,205
SNOHOMISH	706	786	889	797	-	-	-	-	-	-	-	-	3,178
SNOHOMISH COUNTY	13,091	12,986	13,517	12,855	-	-	-	-	-	-	-	-	52,449
STANWOOD	434	523	488	464	-	-	-	-	-	-	-	-	1,909
STILLAGUAMISH	1,069	1,274	1,326	1,262	-	-	-	-	-	-	-	-	4,931
SULTAN	247	252	336	268	-	-	-	-	-	-	-	-	1,103
WOODWAY	82	62	39	50	-	-	-	-	-	-	-	-	233

Snohomish County 911 - Staffing Report

5/16/2022

Full-Time Center Staff

Legacy Employees = Hired before 12/1/2017..... New Hire Employees = Hired on/after 12/1/2017

Job Title:	Status:	Current #
Police Dispatcher	Legacy: Only trained in CT and Police Dispatch	4
Fire Dispatcher	Legacy: Only trained in CT and Fire Dispatch	5
Cross-Trained Dispatcher	Fully cross-trained in CT, Police, and Fire	62
Cross-Trained Trainee	Trained in 2 disciplines, and currently in-training for the 3rd	1
Trainee Dispatcher	New Hire who has not completed a 2nd discipline yet	14
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	6
Total:		92

Authorized Dispatch Staffing Level - (including trainees)	89.3%
Center Staffing Strength - (excludes trainees and LOA's)	79.2%

# of Authorized Full-Time Positions:	164
# of Full-Time Positions Filled:	151
# of Current Full-Time Vacancies:	13

Long-Term Leaves of Absence	-2
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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.

Total Number of SNO911 Employees - (FT/PT/Contract)	159
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Full-Time Dispatchers

Authorized Positions:	103
Filled F/T Positions:	92
F/T Vacancies:	11

Dispatch Supervisors

Authorized Positions:	16
Filled F/T Positions:	16
F/T Vacancies:	0

Senior Leadership

Authorized Positions:	5
Filled F/T Positions:	5
F/T Vacancies:	0

Operations

Authorized Positions:	5
Filled F/T Positions:	5
F/T Vacancies:	0

Finance/HR/Records/Admins

Authorized F/T Positions:	13
Filled F/T Positions:	11
Filled Contract Positions	1
F/T Vacancies:	1

Tech/Wireless

Authorized Positions	22
Filled F/T Positions	20
Filled P/T Positions	1
Filled Contract Positions	1
F/T Vacancies	1

Current Recruitment Status

Candidates Awaiting:

PST Dispatchers Exam	17	# of candidates scheduled to test - (upcoming test dates are: 5/18, 5/19, &5/21)
Interview	0	Interviewing for July / September academy
Polygraph Exam	0	Scheduled for polygraph examination or awaiting results
Currently in background check	2	Currently in process of completing background check with PST
Psyche Exam and/or Drug/Hearing Test	3	Background complete. Now awaiting psyche exam and/or drug and hearing tests
Onboarding/Orientation	0	Final offers signed. Hiring process complete; just awaiting start date now.
YTD Dispatch Trainees Hired	12	

Employment Separations

YTD Full Separations from Agency:	12
YTD Changes from F/T to Relief Status:	1

Appointive Staff (Trainees):

Accepted New Job	0
Death of Employee	0
Involuntary Term	0
Medical	0
No Reason Given	0
Relocation	0
Retirement	0
Voluntary Opt-Out	0

Appointive Staff (Non-Trainees):

Accepted New Job	1
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 (Relief Staff):

Left SNO911 - Voluntary	0
Left SNO911 - Involuntary	0

Dispatch (Trainees):

Accepted New Job (not w/911)	0
Accepted New Job (w/911 agency)	0
Death of Employee	0
Involuntary Term	3
Medical	0
Relocation	1
Retirement	0
Voluntary Opt-Out	1
Change to Relief (FT to PT)	0

Dispatch (Non-Trainees):

Accepted New Job (not w/911)	2
Accepted New Job (w/911 agency)	2
Involuntary Term	0
Medical	1
No Reason Given	0
Personal	1
Relocation	0
Retirement	0
Change to Relief (FT to PT)	1
Death of Employee	0

Radio Replacement Project Updates

May 16, 2022

Subscribers:

- The detailed report, which is updated on a weekly basis, can be found here: <https://sites.google.com/view/sno911rrp/rrp-mobile-radio-project>

Opt in Mobile Insallations									
		Radios Planned	Radios Installed	% Complete			Radios Planned	Radios Installed	% Complete
Snohomish County Police Departments		852	533	63%		Snohomish County Fire Departments	350	254	76%
			Radios Planned	% Complete				Radios Planned	% Complete
Marysville PD			78	100%		Marysville FD		40	82%
Everett PD			196	47%		Everett FD		62	96%
Lynwood PD			68	61%		Souoth County Regional Fire		92	90%
Mukilteo PD			29	63%		North County Regional Fire		29	90%
Monroe PD			31	46%		Snohomish FD #24		13	91%
Mill Creek PD			19	73%		Snohomish FD #25		6	80%
Mountlake Terrace PD			18	48%		Snohomish FD #21		6	80%
Arlington PD			21	38%		Snohomish FD #22		9	96%
Brier PD			7	31%		Snohomish FD #19		10	91%
Tulalip PD			66	0%		Snohomish FD #27		7	80%
						Snohomish FD #15		10	90%
						Snohomish FD #4		21	36%
						Snohomish FD #5		13	28%
						Snohomish FD #16		7	89%
						Mukilteo FD		10	0%
						Paine Field FD		12	0%

- Staff have completed inventory of control stations and mobile bases and is working to ensure that needs are met. Staff are validating contract against expectations.
- Outreach to hospital and EMS providers is being conducted to better understand their current equipment status and how radio communication interoperability will proceed through the system upgrades.
- “Shark Fin Antennas” have been received which allows Police mobile installs to proceed.
- VHF for “Fringe Area” responders implementation is in the planning and information gathering stage. Stakeholders will be contacted to ensure that their operational needs are being met.
- Reprogramming of early deployment radios will be later in 2022 due to staffing limitations.
- Reprogramming of Fire and Law radios to extend the Emergency Button Keypress duration planning and implementation is underway.
- Law “Limited Access Talkgroup” planning and reprogramming is delayed due to staffing level constraints.
- Additional WiFi hotspots are being considered for faster reprogramming.

Radio Sites/Microwave:

- Microwave dish and waveguide replacement is underway
- Permit for South Campus has not been received. Issue with tribal approval and non-responsiveness.
- DC power system installation is scheduled to start mid-June
- 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.
 - Rework of Hydrogen sensors is needed to comply with electrical code. Issue resolution has not been resolved.
 - Change orders are being reviewed for additional mobilizations and rework to accommodate revised installation plans.

Risks:

- Motorola and SNO911 are working to minimize schedule impacts involved with implementing a US Primary Design.
- Site handover dates are shifting which is requiring adjustments to the microwave and DC system installations. SNO911 and Motorola are evaluating the schedule impacts or changes that might need to be made.

Policy:

- No action requested at this time

Other/General Updates:

- Motorola has been asked to proceed with a US Primary frequency design. Motorola is working on a Change Order Proposal to identify the cost and schedule impacts of this SNO911 requested Change
- Alphanumeric Paging – SNO911 and NORCOM have been meeting regularly to develop a plan to move forward with a joint paging network/project.

RRP Policy & Major Decision Timeline

- 04/2022: APF VHF for “Fringe Area” First Responders approved.
- 03/2022: Executed Change Order 7 – Design work to move system to US Primary Frequencies. Further evaluation will be completed with TACs.
- 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 May 10, 2022 / 10:30-11:30 p.m.
Location: Web Conference

Meeting Attendance:

POLICE TAC REPRESENTATIVES					
Deputy Chief Daniel Cone		Commander Pat Fagan	✓	Sheriff Adam Fortney	
Chief Nick Almquist		Sergeant Shane Hawley	✓	Chief Rob Palmer	
Asst. Chief Jim Lawless, Chair	✓	Dep. Chief Ryan Irving, Vice Chair	✓	Chief Becky Lewis	
Captain Robert Goetz		Commander Mike Haynes	✓	Chief Matt Ecker	
Police Clerk, Karen Howell	✓	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	✓	Deputy Chief Chuck Steichen		Commander Brad Akau	
Chief Jeff Jolley		Captain Steve McDonald	✓	Sergeant Karl Gilje	✓
Acting Captain Jeff Graves		Deputy Chief Jeff Young			
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 Mgr. Brent Meyer	✓	Proj Mgr. Christopher Ampongan		Rec & Admin Manager Sheila Betts	
Ops. Sys. Coord. Derek Wilson		Sergeant Matt Baron	✓	Chief Michelle Bennett	✓
Radio Sys. Mgr. Howard Tucker	✓	EESCS Manager Robert Thurston	✓	Notetaker Sharon Brendle	✓

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

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

1. **Roll Call:** Roll call was done as attendees logged into ZOOM.
2. **Approval of Minutes:** April 12, 2022 minutes were approved by Sgt. Shane Hawley and 2nd by Corporal Mike Bard.
3. **Announcements:**
 - A. **Location Before Route:** Andie Burton announced that SNO911 partnered with Intrado and AT&T to do initial testing and roll out a new feature. Instead of routing a call to a certain pre-determined 911 center based on original settings, AT&T calls will now take the device location into consideration and route the call to the nearest 911 center. She commended the SNO911 team for all their hard work and innovation. AT&T and Intrado sent out the following press releases:
<https://www.intrado.com/en/blog/life-safety/transforming-how-911-calls-are-routed-to-public-safety-locate-before-route#>
<https://www.prnewswire.com/news-releases/att-launches-first-ever-nationwide-location-based-routing-with-intrado-to-improve-public-safety-response-for-wireless-9-1-1-calls-301543339.html>
 - B. **New Email Address for Radio Help:** Andie reminded everyone that Chris Ampongan has implemented a new email address for Radio Help. radiohelp@sno911.org is a direct link for users to get in touch with radio staff for any troubleshooting issues with their radios.
 - C. **Mobile Communication Trailers:** Robert Thurston with EESCS reported that his department now has four COOP trailers, built by volunteers, which will provide portable wifi networks anywhere in the county. They all have cell capability, and each are able to connect to 100 different devices. These will be available for incident command posts and even wifi calling centers for the public (in the event phone service is down). They contain solar panels, 600 amps of battery power, an inverter, and a gas

generator, along with capability of being deployed in a mesh network with a quarter mile range. Robert said that they had been utilized at the vaccine sites, with one of the trailers providing internet access for nine months without any problems. Currently, the trailers are located at DEM, but the plan is to strategically place them throughout the county and move them around as needed. The larger one of the four trailers has a satellite dish, so in the event cell service is down, a satellite link can be established. The other three also have satellite capability once a portable dish is added. Because the trailers take time to deploy and setup, he recommended that they would work best for an agency that plans on being at a site for a lengthy period of time. Requests for the trailers can be made in the same way the Comm Van is requested. *Robert said he would check on whether the trailers would work well in a search and rescue setting and will get back to Captain McDonald of SCSO.*

4. Reports:

A. Policy Review Committee: Jim Lawless

Nothing to report.

B. Mobile Users Group: Travis Katzer

Travis reported that the group hasn't officially met, but they have been communicating and set out information on training for ShieldForce. He also reported that he and other Advisory Board members will be attending the Tyler Conference beginning next week. They have scheduled a one-on-one meeting to discuss Enterprise Records. They hope to learn when it will be ready, and if they could get a test copy beforehand so they can get more experience with it.

C. SN0911 Updates: Andie Burton.

Nothing more to report.

D. PTCC: Brent Meyer.

- i. Brent addressed a question from last month regarding tracking pursuits. They discussed some options at PTCC, and Lt. Todd Swenson took it back to SCSO for some internal discussions. He reports that they plan on moving forward with the "L" (Lincoln) disposition and will track that way.
- ii. Some changes on the Advisory Board: Chief White will be stepping down as Travis' alternate, and Sgt. Fouch has been recommended to take his place. Final decision on the switch will be made at the Chief's meeting.
- iii. Yesterday's interface outage went as planned and they were able to move over to a new, and better secure firewall.
- iv. A Windows' update for the Production Environment is scheduled for the early morning hours of Tuesday, May 31st. He expects at least a couple hours of down time, but they should have a better idea once the Delta Environment is updated this week. They will work with Ops and get an email out to Police TAC and Fire TAC to make sure there are no conflicts.
- v. They've received lots of requests for ShieldForce, and now have over 70 users signed up. Brent reports they are still waiting for a fix from Tyler for Android users, so it will work with multi-factor authentication. He has tested their Beta version and it does work.

E. Radio Replacement Project: Howard Tucker

- i. **US Primary Frequency Coverage.** He reported that this is a significant project change, but doesn't think it will result in any delay. There is an increase in cost, but the user experience will be greatly improved. They went through some coverage maps with the Project Performance Committee and they are seeing there may be some energy reduction on the fringe locations outside of the county, but they will focus the radio energy in the areas having more frequent use.

This issue mostly affects the South and West portions of the system. They went from directional antennas that were facing away from Canada to Omni Directional antennas, so the coverage is more balanced, and they were able to fill in some gaps and weak signal areas along the waterfront of Edmonds and Mukilteo, as well as Tulalip Bay and Three Lakes. There is also improved coverage in Stanwood, Camano Island, and Darrington. Howard went through a brief slide presentation that he had previously shared with PTCC. Capt. McDonald spoke about some concerns deputies experienced with a complete lack of communication from their portables on I-405 near Bellevue. He said they had to rely on their car radios to communicate with dispatch, and asked if there would be any improvement in that area. Howard said according to the map, coverage would be extended further into King County with this frequency change. He added that they may never get total coverage into King County, but they continue to work towards enabling automatic roaming onto the King County system. They hope to partner with King County so their radios and certain talk groups will be able to roam between systems, once dispatch can enable a patch for the user.

- ii. **Increased EMER Activations.** Howard reported that they have heard from Law Enforcement users about an increase in activations of Emergency Alerts. The radio team said they had experienced the same thing with Fire. The default setting on the new radios has a 50 milliseconds press duration, which is much shorter than the default setting with the legacy radios. Those were set at 1/4 of a second. He proposed changing that setting back to the 250 millisecond (1/4 of a second). This would require everyone getting their portables reprogrammed, and they would utilize the WiFi hotspots to do so. He is asking Police TAC to take action to correct this issue. He also spoke about EMER activations from mobiles during installation, and explained how and why that was happening. *He proposes not doing anything to the mobiles now, but to wait to gather more information once the mobile deployment is done, and then do an incremental change at some point.*

A motion was made by Corporal Mike Bard to authorize radio staff to roll out version 1.5, including the EMER button change for portables, noting that version 1.6 will change the mobile feature. The motion was seconded by Deputy Chief Ryan Irving and approved unanimously.

Howard said that they plan on launching Fire within the next week and a half, which will contain a similar change. Chris Ampongan will be letting everyone know when version 1.5 will be ready for Police. He added they plan on doing a better job reporting on which radios have it, and which do not.

Captain McDonald asked a question about a decrease in Verizon cell coverage near Granite Falls/Mountain Loop Highway. He reports that their MDCs are not updating regularly, and asked if Howard or his team had any ideas. *Howard said he will ask and see if there is any current problems with Verizon sites. He'll email Captain McDonald directly.*

- iii. **Encryption Workgroup Update.** Howard reported on an outstanding encryption issue with analog and digital IDs. Following some testing, they discovered that unintended users outside of the limited access talk group of 280 portables are able to listen to other law enforcement. This is limited to internal users, and not the public. They are working on a plan/process to create a secure encryption on those 280 radios. Current staffing levels have slowed down the solution. He knows the issue is high priority, and asks for patience while they work through this problem.

5. Technical Update: Marlin Herolaga

- A. **Lexis Nexis Accurant Crime Analysis Portal.** Marlin formerly reported that the current ACA platform was at end-of-life and Lexis Nexis would be reaching out to the end users to get them moved over to the new platform. He has since received news from some agencies that they're seeing an end-of-life announcement when they login. He contacted Lexis Nexis and learned they have had delays moving agencies over. A new Rep has been assigned, Amy Betts, who will be start working with everyone to cut them over to the new platform. This is expected to start this week, and Marlin plans to reach out to her to confirm this. He has send her a list of end users and email contacts for her to use. He reports no functionality loss with the new platform, and expects to see some improvement enhancement, including new data search fields and some additional search tools. The cutover also includes face-to-face training. Responding to a question about Crime Maps, Marlin reported that the current plan is to stay with Lexis Nexis, but the new contract is on a monthly basis, just in case a new solution is found in the future.
- B. **Viper Upgrade.** Marlin reported they passed their internal audit on their data center. All the new equipment for the upgrade has been delivered, and they have installed earthquake bases at both locations. Intrado is now on site and they plan on installing all hardware and will then migrate the current configurations from the existing system. Comtech is planning on arriving Thursday and will be providing new connectivity paths so no impacts will occur to the current system during the upgrade. Once everything has been installed, Comtech and SNO911 will start the new configuration changes and testing to the new system. The go-live date is scheduled for September 19th through the 23rd. Announcements will be made if these dates change.
- C. **FBI Audit.** Marlin reported that SNO911 is preparing for their first FBI security audit. They've started meeting internally and will go through the pre-audit questionnaire. They'll be identifying which staff members will be responsible for the sections being audited. Marlin plans on reaching out to Everett PD's IT department, and possibly one other agency to get their feedback on their audit experiences. While they follow all CJIS guidelines, he feels confident they will pass, but expects they may receive some findings having to do with documentation and policy. The date of the audit is scheduled for June 22nd.

6. New Business.

- A. **Records vs Dispatch number:** Andie Burton reminded everyone that the Law Enforcement Records Technicians (LERT) started up on April 1st. Two employees perform the enhanced police records work that was previously done by dispatch staff for the South Seven, former SNOCOM, agencies. LERT staff reports receiving calls from the field about being placed on calls for service, or being signed in and out. She asked that they remind their field staff to use the records numbers only for records related paperwork, and to redirect operational business calls to dispatch. She also asked if there are any pre-programmed numbers in department issued phones, to please make the switch on those numbers. For Records inquiries, the numbers to use are either: (425) 774-3583, or (425) 407-3904. For operational matters, she asked that they try to do as much as they can over the air, or through their MDC. If they do need to call they should use (425) 407-3930, the Supervisor Line. *Chief Lawless requested a document be created and distributed listing the phone numbers and what they should be used for so that the agencies can distribute that to their staff. SNO911 staff will work directly with an agency if they learn which agency has the pre-programmed phones.*

- 7. **UAS Request Procedure:** Andie Burton. Nothing additional to report on the standardization that Derek Wilson was working on. She asked that it stay on next month's agenda.

8. Good of the Order.

- Captain McDonald reported they have been approached by the Sauk-Suiattle Indian Tribe, located outside of Darrington, and within Skagit County, as to what it would take to be dispatched by SNO911, rather than their current provider. *Andie will speak to Captain McDonald directly regarding this issue.*

9. Adjourned at 1113 hours.

DRAFT

COOP Trailers



Capabilities

All trailers include the following –

- 600 watts of solar panels and charger
- 600 amp hours of battery storage
- 3000 watt AC inverter/charger with shore power inlet
- 2200 watt Ryobi portable generator
- Internal and external AC outlets with extension cords and power strips
- Interior LED and Scene lighting mounted on solar panel racks
- APRS vehicle tracking system (also monitors battery voltage and internal temperature)
- Mount and 4' mast sections for mounting antennas, network gear or camera
- Equipment to create wired and wireless mesh network (Ubiquiti Unifi)
- Cradlepoint LTE gateway for cellular Internet access with high gain antenna for rural operation
- 2.4GHz and 5.8GHz Wi-Fi bridges to link to existing Wi-Fi infrastructure (or HamWAN)
- Mast mounted IP dome camera with 25x optical zoom
- VHF/UHF radio, antenna and power supply
- LED work lights and portable power stations
- 10'x10' Popup awning, chairs, assorted office supplies, etc.
- Flashlights, fire extinguishers, tape, zip ties, tool kit, tarps, etc.
- E-track cargo rails, assorted tie downs, wheel chocks, etc.

The large trailer adds –

- An additional 200 amp hours of battery capacity (for a total of 800)
- Auto tracking roof mounted satellite dish
- More storage for tables, canopies, chairs, etc.

Satellite dishes are available to deploy with the small trailers, but service must be configured.



SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

April 20, 2022

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
	☐ Seth Johnson	Fire District 5	☒ Mike Calvert	Everett Fire
	☐ Bronson Smith	Fire District 15	☒ Darryl Neuhoﬀ	Marysville Fire
	☐ Justin Johnson	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 Gupstill	SRFR
	☐ Travis Hots	Fire District 22	☐	
	☐ Tim Bond	Fire District 23	☐	
Alternates in Attendance	☐ Whitney Mansfield	Fire District 4	☐ Jeff Cole	Marysville Fire
	☐ Scott Anderson	Fire District 16	☐ Kirk Galatas	Mukilteo Fire
	☐ Bill Dane	First District 17	☐ John Cermak	North County RFA
	☐ Gino Bellizzi	Fire District 19	☐ Tony Mace	Paine Field Airport FD
	☒ Jeremy Stocker	Fire District 22	☐ Ernie Walters	Sky Valley Fire
	☐ Dennis Fenstermaker	Fire District 24	☒ Ryan Lundquist	SRFR
	☐ Dave DeMarco	Everett Fire	☒ John Chalfant	SCF
Guests and Staff in Attendance	Todd Anderson, SCF	Joshua Cole, Paine Field Airport	Marlin Herolaga, SNO911	
	Michael Fitzgerald, SCF	Kurt Mills, SNO911	Brent Meyer, SNO911	
	Robert Eastman, SCF	Andie Burton, SNO911	Derek Wilson, SNO911	
	Theresa Ramey, North County RF	Hattie Schweitzer, SNO911	Meg Bittinger, SNO911	

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

Chief Darryl Neuhoﬀ called the meeting to order at 1:30 p.m.

1. ANNOUNCEMENTS: N/A

2. APPROVAL OF MINUTES: A motion was made by Darryl Neuhoﬀ and seconded by Thad Hovis to approve the March, 2022 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

A. PTCC / NWS

- i. **Post-upgrade FRL Issue Update – Brent Meyer.** Most of the discussion that was related to Fire at PTCC was concerning last month's upgrade and the priority issues that are remaining. One of the biggest issues for Fire is the unhandled exception errors and Fire Mobile Client crashes. They are working with Tyler Support on determining the problem. They have one setting they will be checking on a few mobile computers to ensure it is set correctly. They are waiting for directions on setting up a tool from Tyler Support that will help triage the issue. *Derek Wilson* – They cannot accommodate the South County Net Plan at this point. Derek and Chris Gass met with Everett today, and they discussed what to do next. They are going to do a targeted approach next week, and fix a few of their

stationary plans that they know are the worst. If there are plans out there that are not working and causing disruption, even if they aren't necessarily related to the upgrade, please let Derek know.

- B. Technical Update.** *Marlin Herolaga.* Regarding the UPS upgrade, there were no issues during the replacement at South Campus. As mentioned prior to the upgrade, SNO911 Tech staff did power down and fully unplug the South Campus data center, to protect the equipment from any electrical issues during the upgrade. Everything is up and running and it was completely successful. The Viper upgrade has officially started. Intrado was onsite last week to do a site survey on both of the data centers. They made sure all of the boxes were checked for the new equipment, and confirmed that the centers are able to support the new equipment. SNO911 received all the Viper equipment yesterday, and they are expecting the install to take place September 19th – 23rd.
 - C. Radio Replacement Committee.** *Kurt Mills.* There will be a deep dive at the board meeting tomorrow regarding the progress for those who are interested.
 - D. Radio Procedures Committee.** *Hattie Schweitzer.* See 6A below
 - E. Fire User Group.** N/A
 - F. Fire Standards/Data.** *Brent Meyer.* They are scheduled to meet Monday, May 9th at 1300. If anyone else would like to be involved in this group, email Brent (bmeyer@sno911.org) and he will get you added.
 - G. County Fire Resource Plan Committee.** Per Drew Bono, the plan is going to the Fire Chiefs for review and approval. It was supposed to go last month but the Fire Chiefs meeting was cancelled.
 - H. Enabling VHF on Multiband Radios – N/A**
- 4. SNO911 UPDATE:** Kurt thanked the agencies for their kind words and support of SNO911 during National Telecommunicator's Week. He also thanked those that helped with the new SNO911 recruiting video. As far as the future facility, they are making progress on identifying some potential locations for the new center. There isn't as much out there on the market as they would like, but there are some viable options.
- 5. OLD BUSINESS:**
 - A. First Due Workgroup – N/A**
- 6. NEW BUSINESS:**
 - A. Weapons Calls – Hattie Schweitzer.** The Radio Procedures Committee did bring a request forward to explore ideas for additional and timely notifications for Fire/EMS crews regarding calls that involve weapons. They are looking at a potential automated process in CAD. They are just starting to discuss this so there isn't a lot to report at this time. Hattie is hoping to have more for the next Fire TAC meeting.
 - B. Notifications During Planned CAD Outages – Drew Bono.** Drew would like for Fire TAC to take a look at what kind of occasions would be most appropriate for an all-county alphanumeric page. Drew does not think these pages are necessary for planned outages. After much discussion, Derek said it would be easy to stop doing these pages during planned outages, and save them for unplanned outages. Kurt mentioned that Everett Fire has indicated in the past that they like receiving these pages. Per Mike Calvert, they are happy with the way things are now, but he said

he is willing to move forward and will not oppose a motion to discontinue the pages for planned outages. A motion was made by Darryl Neuhoff to discontinue paging for planned outages. Seconded by Thad Hovis. Unanimously approved.

- C. **ASAP to PSAP – Derek Wilson.** SNO911 is hoping to get back on track with this in the middle of May. They lost their spot because of delays due to the upgrade. Quick recap - ASAP to PSAP allows alarm companies to create a CAD event directly for alarms. They can also relay additional information through the narrative. All of this eliminates a phone call. For Fire, Derek is recommending that they decline all medical alarms. The work flow isn't efficient for these call types, so they would prefer to take medical alarms verbally over the phone. There were no objections from the group for now, and Derek said they can re-evaluate as necessary. The second thing Derek wanted to discuss was that instead of trying to have ASAP use SNO911's call types properly, they create a new fire call type for any and all fire alarms that are non-medical. ASAP has a strict process on how to map their events to SNO911's events, and they don't follow the same process, therefore Derek can't adequately correlate it to how SNO911 would treat it. So, Derek's second recommendation is that a new call type gets created for fire alarms, or for anything from ASAP that is fire related (since medical will be declined), and that will then be manually adjusted by the dispatcher before dispatch. There was no objection from the group.
7. **GOOD OF THE ORDER:** *Eric Andrews.* Speaking of call types, Eric sees a need for a Wildland Interface Fire Type Code. Right now when there is a structure fire in the wildland, they have to send a brush fire or a residential fire or commercial fire response. He would like to see a specific type code for this and would like to potentially discuss it at the next meeting.
8. **ADJOURN:** The Fire TAC / Operations Committee adjourned at 2:03 p.m.

The next Fire Technical Advisory / Operations Committee meeting is scheduled for Wednesday, May 18th at 1:30 p.m. via ZOOM.

**Snohomish County 911
Personnel Committee
Meeting Summary for March 8, 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	✓
Sharon Brendle	✓				

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

The meeting was called to order at 9:02 am by Committee Chair, George Hurst

- 1. Staffing Report.** Kurt reported the agency is down 12 full time dispatchers, with two employees starting on Tuesday. He also reported a few people have left due to the schedule change and retirement. They are trying to be as innovative as they can in reaching potential candidates. He added that the agency will now start proctoring tests since Public Safety Testing only holds testing one day a week for dispatch placement. Kurt also said that there are a few more folks, along with some rumored, that are looking to leave the agency. They anticipate the number to rise in vacancies. Angie added that they know of four more staff that will be leaving by the end of June. Asked about where these people are going, Kurt and Angie both said that it's a combination between retirement and moving to another agency. Regarding appointive positions, the Finance Manager candidate is currently in background while working through a placement agency. Angie reported that one of the two new hires came from the State Patrol as a lateral transfer.
- 2. SCEA Arbitration.** Kurt reported to the committee regarding a former staff member, provided some background information, and reported they are working closely with legal on this matter.
- 3. Compensation Connections.** Angie provided a copy of the questionnaire covering Total Rewards Philosophy. It included questions relating to guiding principles, market, recognition, value, transparency, and equity. It also included a few questions that asked the agency to respond as to their current competitive philosophy as well as where they would like to be in the future. Angie went through each question and from the committee discussion and input, completed the questionnaire as it relates to Appointive Staff. Because SNO911 is a non-profit, public agency, some questions were not applicable. Feedback was also given on an additional question the committee felt should have been included. Angie thanked the committee for their assistance, and said she will provide a draft to them for their review. Following their review, she asked the committee to send any changes on to her. She will then send the consultant their final response.

- 4. Voluntary On-Call MOU.** Kurt explained the current on-call program, where dispatch staff can sign up to fill shifts. They are attempting to increase the attractiveness of filling open on-call shifts, and are in early discussion with the union on creating an MOU that would add an increase to the incentive for signing up for on-call. He stressed the importance of having people in the on-call positions. Angie added that they continue to look for ideas on how to improve retention, and with the upcoming vacancies, they want to get ahead as much as they can. Following some brief discussion, the committee reviewed the draft MOU and fully supported this measure.
- 5. Breakout Session.** The regular meeting was adjourned at 10:45 to move into a breakout discussion regarding the performance of a public employee. The committee did not return to a regular meeting at the conclusion of the breakout session.
- 6. The next Personnel Committee Meeting is scheduled for Tuesday April 12, 2022.**

Snohomish County 911
Future Facility Committee
Meeting Summary for April 26, 2022, 4:00 pm
Location: Web Conference

Meeting Attendance:

Committee Members					
Dave DeMarco	✓	Jason Biermann	✓	Rich Llewellyn	✓
George Hurst	✓	Kristiana Johnson		Steve Guptill	✓
Staff Support Team					
Kurt Mills	✓	Angie Baird	✓	Sharon Brendle (notetaker)	✓
Terry Peterson					
Guests					
Andie Burton	Kevin Fromm (OAC)		Tyson Heriot (Heartland)		
Marlin Herolaga	Matt Anderson (Heartland)				

Director Kurt Mills called this special meeting to order at 4:00 pm. He reported that attorney Jordan Stephens was unable to join due to another obligation.

- 1. Property Review.** Kurt spoke about a property they visited yesterday, and reported that in the last 30 days they have looked at a dozen properties, including some outside the area that were less optimal than what they would have liked. The market is pretty limited right now. He went on to explain that they have narrowed it down to two properties that they think are viable. One is currently on the market, with the broker planning on listing it this week. The sales price is unknown at this time, but Kurt has received indications of what it may be.

He also commented that the board did give the committee authorization for him to sign non-binding Letters of Intent. Kurt described the property which includes existing structures. Since all the past studies and analyses had been based on new construction, this would more than likely be deemed adaptive reuse. He added that they think it will cost less than new construction. He also said that the past study did not include space for the radio team's warehouse and office space. Because of the size of the current structure(s), there could be cost for the unused space. He said he feels optimistic that they would find ways to fill the extra space.

Kurt explained that the need for the agency is approximately 40,000 square feet. He explained that with the property under review, there will be plenty of room to house the Sno-Cat, the tower, and include a gated parking lot. He also added that it's hard to predict the future, but there may be other services that SNO911 could provide, so having extra space wouldn't be a bad thing. He said that possibly there may be an opportunity in the future for the County's EOC to be collocated in the new building, with the existing EOC space becoming the backup center. He mentioned some other possibilities, such as leasing to a member agency, child care, regional training space and a large board meeting room.

Some questions and comments raised during discussion:

- Can the building be retrofitted so it would match seismically with new construction.
- Would this have any impact on the agreement with the County? Kurt explained that the current agreement is based upon new construction. They would need to have a final amount by July, which would necessitate having the board make their decision by June.

- OAC said there would be a 60-90 day period where they would perform due diligence on the building, and where it would be examined by architects and engineers for critical things that would cause fatal flaws to the structure. They will determine whether the facility meets a risk category of 4, and if not, how far off is it.
- Is there any risk by rushing into deciding on the building? Kurt replied that the LOI is non-binding, so the risk may be low there, but the timeline to get numbers to the county is pretty tight. He added that because the market is so tight, they would rather take advantage of the opportunity to get a LOI going at least.
- The price is unlisted, but Matt Anderson said that the broker provided some guidance on a price. Construction of building A took place in 1993, with a tenant improvement upgrade done in 2017, and building B was built in 2008.
- Asked if they would still use a contractor that specializes in 911 buildings, or would it just be a basic remodeling effort, Kevin responded that it would still require a serious level of sophistication needed to build out the facility with the requirements needed. He reminded everyone to not look at a non-load bearing wall as a constraint that they would need to work around; superficial walls can always be moved. He added that they would build the facility out to match the needs of the agency.
- Asked if there would still be interest in purchasing the building and then demolishing it if a fatal structural flaw was discovered, Kurt said yes, considering they were looking at vacant property for a similar price. A good rule of thumb is around \$6.00 per square foot to demolish a building. Kevin said there shouldn't be anything hazardous in the existing buildings, but added that they are most interested in any liquefaction issues on the site.

- 2. Letter of Intent Review.** There are a few things that are different with the LOI from the template that was previously viewed at the last board meeting. Kurt said he would be asking Jordan to review the newest version. Also, once they get the sales price, if it's set within the preferred parameters, he would sign it.

Matt explained that the primary difference in the template LOI had included contained a land acquisition clause, including language about extending feasibility (such as delineating wetlands, etc.) Since the property discussed doesn't have those issues, there's a shorter feasibility period. For this LOI, they included a 90 day feasibility, or the due diligence, period. He explained that the seller may push back to a shorter feasibility period. Once the LOI is accepted by the seller, there would be 30 days to negotiate the PSA (Purchase & Sales Agreement). The due diligence period would follow. No non-refundable earnest money would be invested during the 90 day period. Once earnest money is paid, closing would occur approximately 30 days later. The only two aspects of the LOI that are binding are: confidentiality to the terms of the agreement, and exclusivity (the seller would cease the marketing process) while the PSA was being finalized.

Matt provided an amount that he would recommend getting approval for. He said that the amount is a good competitive number and gives the group room to operate. Asked what the previous sales price was, Matt explained that they don't have a more recent or relevant valuation because the property was transferred to another corporate entity because the company was sold.

George Hurst moved, and Rich Llewellyn seconded, to authorize the director to sign the Letter of Intent, in the amount stated, for the property on Everett Mall Way. The motion passed unanimously.

Kurt thanked the committee for agreeing to meet today. He added that the agency's directors and radio manager have walked through the buildings. He appreciates everyone's support.

- 3. Meeting adjourned.** The meeting was adjourned at 4:36 pm.