



SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
REGULAR MEETING AGENDA
June 16, 2022
8:30 a.m.

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

Meeting ID: 860 0046 6014, Passcode: 195881
or dial +1 253 215 8782

Physical location: Everett Police South Precinct, 1121 SE Everett Mall Way, Everett, WA
Please note that most Board members and staff attend the meeting remotely. However, pursuant to RCW 42.30, a physical location is also provided.

- 1. Call to Order, Roll Call and Announcements**
- 2. Public Comments**
- 3. Approval of Agenda**
- 4. Consent Agenda**
 - A. Minutes from the May 19, 2022 Board Meeting.....3**
 - B. May 2022 Blanket Voucher & Payroll Approval Form:**
 - i. Checks 15952 - 16109, for a total of \$1,544,520.20
 - ii. Payroll Direct Deposit, in the amount of \$1,096,335.36
 - C. Bothell Nike Lease - 4th Amendment (re-approval needed)8**
- 5. Director's Report**
- 6. Executive Summary - Center Staffing13**
- 7. Old Business**
 - A. Board and Committee Vacancies**
 - B. Annual Report Approval**
 - C. APF-Finance Manager Placement Fee15**
- 8. New Business**
 - A. APCO International Leadership in Technology Award.....17**
 - B. Future Facility Purchase & Sale Agreement**
 - C. APF - Temporary Increase of Hiring Referral for 202219**
 - D. Vehicle Policy Update20**
 - E. Voluntary Vacation Buy Back MOU Draft32**
 - F. APF - ECSF 2023 Budget Request.....33**
 - G. APF - Radio Fleet Expansion Requests37**

9.	Reports	
	A. Agency Report	41
	B. Radio Replacement Project (RRP).....	46
	C. Police TAC	
	D. Fire TAC	50
10.	Committee Reports	
	A. Finance Committee	57
	B. Personnel Committee	59
	C. County EESCS Committee (formerly County E911 Office)	
	D. County ECSF Program Advisory Board	
	E. Future Facility	63
	F. Board Technical Leadership (No meeting)	
11.	Executive Session	
12.	Good of the Order	
13.	Adjourn	

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

May 19, 2022

Board Members & Management in Attendance	☒ Jon Nehring (President)	Marysville	☐ Jonathan Ventura	Arlington Police
	☒ Dave DeMarco	Everett Fire	☐ Richard Emery	Mukilteo
	☒ Derek Daniels	South County Fire	☒ Pete Caw	Mntlk Terrace PD
	☐ Steve Guptill	SRFR	☒ Kurt Mills	Snohomish Co 911
	☒ Darryl Neuhoﬀ	Marysville Fire	☒ Terry Peterson	Snohomish Co 911
	☒ Ryan Shaughnessy	Fire District 15	☒ Angie Baird	Snohomish Co 911
	☐ Ian Huri	SCSO Undersheriff	☒ Andie Burton	Snohomish Co 911
	☐ Jason Biermann	Snohomish County	☒ Marlin Herolaga	Snohomish Co 911
	☒ Dan Templeman	Everett Police	☐ Brent Meyer	Snohomish Co 911
	☒ Judy Tuohy	Everett	☐ Howard Tucker	Snohomish Co 911
	☒ Rod Sniffen	Edmonds Police	☐ Steve Lawlor	Snohomish Co 911
	☒ George Hurst	Lynnwood	☒ Jordan Stephens	Legal Counsel
Alternate Board Members in Attendance	☐ Thad Hovis	South County Fire	☐ Jim Nelson	Lynnwood Police
	☒ Roy Waugh	SRFR	☒ Jim Lawless	Marysville Police
	☒ Rich Llewellyn	Everett Fire	☐ Kristiana Johnson	Edmonds
	☒ Chad Schmidt	Fire District 21	☐ Cheol Kang	Mukilteo Police
	☐ Ken Klein	Snohomish County	☒ Jeff Beazizo	Lake Stevens Police
	☒ Scott Robertson	SCSO Bureau Chief	☒ Dale Kaemingk	Brier
	☐ Jeraud Irving	Everett Police		
	☐ Don Schwab	Everett		
Guests and Staff in Attendance	Deb Whitford - SNOCOM		Matt Anderson - Heartland	
	Riley McGinnis - Public		Seth Johnson - Fire District 5	
	Kevin Fromm - OAC		Sharon Brendle - SNO911 (Notetaker)	
	Tyson Heriot - Heartland			

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. Milestone Recognition	The Executive Director, along with the Board of Directors, recognized and congratulated Dispatch Supervisor Deb Whitford on her 30 years with the agency. President Nehring and Director of Operations Andie Burton also expressed their appreciation for Supervisor Whitford's hard work over the years.	
3. Public Comments	None	
4. Approval of Agenda	Deputy Director Peterson announced that staff proposed an order change to the agenda. The Executive Session will be covered ahead of the other items. An amended agenda was presented. <i>Assistant Chief Rich Llewellyn moved and Deputy Chief Darryl Neuhoﬀ seconded to approve the agenda as amended. The motion passed unanimously.</i>	Agenda approved as Amended

	<i>Payroll Direct Deposit in the amount of \$1,166,081.07. The motion passed unanimously.</i>	
8. Director's Report	Director Mills shared his report on the agency: - Labor challenges are still being dealt with. While appointive staff positions have mostly been filled, there are an increase in vacancies in the center. The director attributes some of these to normal attrition, including retirements, along with schedule changes, and the current labor market. He also reported in a change they recently implemented in their testing process. The recruiter has now been authorized to proctor the tests himself and they have ten candidates signed up to take the test at the South Campus location on Saturday, May 21st. That number is an increase of what they were getting through PST(Public Safety Testing). Director Baird confirmed that the test being offered by SNO911 is free to the candidate. She added that they will continue to use a combined approach with PST, but offering the test themselves is something that they're trying out. Currently PST only offers the dispatcher test Tuesday mornings at their Lynnwood office. Director Mills also thanked Chief Beazizo for connecting them to Everett Community College to participate in their Criminal Justice Board. They hope this will increase the number of potential candidates. He also listed out other methods of recruiting: the new videos, annual report, and an updated website being worked on. He anticipates the situation may get worse before it improves. - Director Mills also reported on Location before Route. SNO911 was the first 911 center in the country to test the feature with AT&T and Intrado. The press release went out a couple of weeks ago, and it was picked up by several technical media outlets, as well as the Everett Herald. It is hoped that other carriers will also implement the technology.	
9. Old Business	A. Board and Committee Vacancies. Deputy Director Peterson reported the new list of board members were included in the meeting packet, and there are just a few vacancies on the board. The Fire 2 Alternate position remains vacant, along with both primary and alternate non-voting positions. The deputy director said that since there wasn't any attendance at the non-voting caucus, there doesn't seem to be any interest in filling those positions. He added that staff is ready to facilitate at any caucus meeting, and to let him know if there is any interest. As for committees, there is one vacancy on the Radio Advisory Board (ECSFP) formerly held by Councilmember Vincent Cavaleri of Mill Creek. The deputy director will confirm if that vacancy should be held by a law enforcement or an elected official. With notice given at today's meeting, action will be taken next month to fill that vacancy. B. Annual Report. Director Mills shared a draft version of the report, and reminded everyone that the board authorized it in lieu of an annual assembly. He went through the draft version and commented on the sections. There was a question about	Confirm who should hold vacant seat on Radio Advisory Board

	including the 2022 budget, rather than the one from 2021, since the report is based on the previous year. He will reconsider that and other suggestions and email out the draft version to the board. He asked that any additional feedback be email to him. Once the report is finalized, it will be electronically distributed to all board members and agencies, and will be posted to the website.	A draft version of the annual report will be emailed out to Board members.
10. New Business	A. Physical Board Meetings. The director announced that the Open Public Meeting Act proclamation that was allowing for remote meetings is expiring in June. He explained that they will need to transition to more of a hybrid approach and have a physical location that board members and the public can use to attend the meetings in person. He added that the agency doesn't have the necessary space suitable to accommodate attendance by all board members, and South County Fire has not yet returned to allowing public meetings at their location. SNO911 will need to decide where to hold the meetings each month, beginning in June, based upon availability. He added that staff has recommended that virtual meetings with board members continue to be supported, and asked that remote meetings continue to be allowed. Attorney Jordan Stephens detailed the recent changes to the OPMA, and added that she has not heard of any agency that will no longer allow the public to access meetings remotely by Zoom or other methods. Board members agreed to the hybrid plan, and information on the location of the June meeting will be emailed out. Both the director and the attorney shared some useful articles explaining the proclamation expiration and OPMA updates.	Location info will be emailed out before the June meeting
11. Reports	A. Agency Reports. Nothing additional to add B. Radio Replacement Project (RRP) Update. In addition to the written report, Deputy Director announced that they had reached a milestone with mobile radio installations for Fire agencies. They also received the shark-fin antennas and will be moving forward with the rest of mobile installations for Police. C. Police TAC. Draft minutes from the May 10th meeting were included in the report. Assistant Chief Jim Lawless had nothing more to add. D. Fire TAC. Approved minutes from the April 20th meeting were included. Deputy Chief Neuhoff reported they elected the Fire TAC officers yesterday.	
12. Committee Reports	A. Finance Committee. No meeting. B. Personnel Committee. Nothing additional to report. The minutes were included in the packet and will be corrected to reflect that Chair George Hurst was present for the meeting. C. County EESCS Committee. Deputy Director Peterson reported that the E911 Board met and discussed on moving forward with obtaining additional E911 revenue to support the Future Facility project. There will also be an E911 budget sub-committee meeting later in this month. D. County ECSF Program Advisory Board. No meeting.	

	E. Future Facility Committee. Nothing additional to report. F. Board Technical Leadership. No meeting.	
13. Good of the Order	• President Nehring expressed his appreciation to the Director, Deputy Director and everyone that was involved in the Radio Replacement Project “Deep Dive” that was presented last month. He thanked the director for keeping the board up to date on that project, as well as all the work that’s been done so far. • Director Mills reported that SNO911 hosted the NENA Center Manager Certification Program held downstairs at the Everett Police Department, South Precinct. The training was made available to 911 centers across the state and region. There were also some attendees from out of state. He expressed his appreciation to Director of Operations, Andie Burton for her coordination of the training. • Assistant Chief Rich Llewellyn reported that Sound Transit recently invited Everett Fire and Everett Police to participate in an annual emergency management exercise. He will be reaching out to other fire agencies that may wish to participate. The event is scheduled for June 4th at the Everett Station. He described it as an active scene of violence with an edge weapon that will allow them to implement their MCI protocol in that situation. He added that they are also bringing in a company called 3AM Innovations, who have a software suite that’s known as Florian, and is a scene management and personal tracking software that allows command staff to see where their folks are in three dimensions. He also described some hands free communication options that are available with this new software. He’s working on an invitation for this event and will send it to the director for dissemination.	Assistant Chief Llewellyn to be sending out invitations for June 4th exercise.
14. Adjourned	The meeting was adjourned at 9:55 a.m. The next meeting is scheduled for June 16th 2022, at 8:30 a.m.	

Market: SEATTLE/OREGON/NO.ID
Cell Site Number: WA6083
Cell Site Name: Bothell 2
Fixed Asset Number: 10013206

**FOURTH AMENDMENT TO SNOHOMISH COUNTY EMERGENCY RADIO SYSTEM
COMMUNICATIONS ANTENNA SITE LICENSE AGREEMENT**

THIS FOURTH AMENDMENT TO SNOHOMISH COUNTY EMERGENCY RADIO SYSTEM COMMUNICATIONS ANTENNA SITE LICENSE AGREEMENT dated as of the latter of the signature dates below, is by and between Snohomish County Regional Public Safety Communications Agency ("Licensor" or "SNO911"), an interlocal non-profit corporation of the State of Washington, having a mailing address of 1121 SE Everett Mall Way #200, Everett, WA 98208 ("Licensor") and New Cingular Wireless PCS, LLC, a Delaware limited liability company, having a mailing address of Suite 13-F West Tower, 575 Morosgo Drive, Atlanta, GA 30324 ("Licensee").

WHEREAS, Licensor (by way of its predecessor-in-interest Snohomish County Emergency Radio System) and Licensee entered into a Snohomish County Emergency Radio System Communications Antenna Site License Agreement dated August 1, 2003, as amended by that certain First Amendment to Snohomish County Emergency Radio System Communications Antenna Site License Agreement dated April 14, 2006 and a Second Amendment to Snohomish County Emergency Radio System Communications Antenna Site License Agreement dated August 22, 2013, and a Third Amendment to Snohomish County Emergency Radio System Communications Antenna Site License Agreement dated July 27, 2018, whereby Licensor leased to Licensee certain Premises, therein described, that are a portion of the Property located at 22600 4th Avenue West, Bothell, WA 98021 (hereinafter, collectively referred to as "Agreement"); and

WHEREAS, Licensor and Licensee desire, in their mutual interest, to amend the Agreement as set forth below.

NOW THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Licensor and Licensee agree as follows:

1. New Ground Space Area. Licensor agrees to increase the size of the Ground Space leased to Licensee to accommodate Licensee's needs. Upon the execution of this Amendment, Licensor leases to Licensee the additional space in the building or ground space not to exceed 200 square feet for associated equipment ("Ground Space") as more completely described in the attached Exhibit 3-B ("New Ground Space Area"). Licensor's execution of this Amendment will signify Licensor's approval of Exhibit 3-B. Exhibit 3-B hereby replaces Exhibit 2-B to the License. The Ground Space under the Agreement prior to this Amendment in addition to the New Ground Space under this Amendment shall be the "Ground Space" under the Agreement.

2. Generator. Licensee shall have the right to install, repair, maintain, modify, replace, remove, utilize, and operate (including but not limited to operate as may be required by applicable law) a

3. Rent. Commencing the first day of the month following commencement of installation within the New Ground Space or ninety (90) days after the first day of the month following execution of this Fourth Amendment, whichever occurs sooner (“Increase Commencement Date”), Rent shall be increased by Two Hundred and No/100 Dollars (\$200.00) per month, subject to further adjustments, if any, as provided in the Agreement; provided that the first such increased payment shall not be due until sixty (60) days after such commencement date and provided further that, any partial month occurring after the Increase Commencement Date, the increased Rent amount shall be pro-rated.

5. Section 21 of the Agreement is hereby deleted in its entirety and replaced with the following:

If to LICENSOR: Snohomish County 911
1121 SE Everett Mall
Way #200
Everett, WA 98208

9

With copy to: New Cingular Wireless PCS, LLC
Attn: Legal Department
Re: Cell Site # **WA6083**
Cell Site Name: Bothell 2 (**WA**)
Fixed Asset #: 10013206
208 S. Akard Street
Dallas, Texas, 75202-4206

The copy sent to the Legal Department is an administrative step which alone does not constitute legal notice. Either party hereto may change the place for the giving of notice to it by thirty (30) days prior written notice to the other as provided herein.

6. Other Terms and Conditions Remain. In the event of any inconsistencies between the Agreement and this Fourth Amendment, the terms of this Fourth Amendment shall control. Except as expressly set forth in this Fourth Amendment, the Agreement otherwise is unmodified and remains in full force and effect. Each reference in the Agreement to itself shall be deemed also to refer to this Fourth Amendment. The rights granted to Licensee herein are in addition to and not intended to limit any rights of Licensee in the Agreement. Unless otherwise specified herein or unless the context requires otherwise, the terms in the Agreement shall apply to the New Premises Area.

7. Capitalized Terms. All capitalized terms used but not defined herein shall have the same meanings as defined in the Agreement.

8. Counterparts. This Fourth Amendment may be executed in counterparts, and an email, photocopy, or facsimile copy of this agreement shall be deemed as effective as an original for all purposes.

IN WITNESS WHEREOF, the parties have caused their properly authorized representatives to execute and seal this Fourth Amendment on the dates set forth below.

LICENSOR:

Snohomish County Regional Public Safety
Communications Agency, a Washington
interlocal non-profit corporation

LICENSEE:

New Cingular Wireless PCS, LLC, a
Delaware limited liability company

By: AT&T Mobility Corporation
Its: Manager

By: _____

Print Name: _____

Its: _____

Date: _____

By: _____

Print Name: _____

Its: _____

Date: _____

LICENSEE ACKNOWLEDGEMENT

STATE OF _____)
)ss:
COUNTY OF _____)

On the _____ day of _____, 2022, before me personally appeared _____, and acknowledged under oath that he is the _____ of _____ the _____ named in the attached instrument, and as such was authorized to execute this instrument on behalf of the _____.

Notary Public: _____
My Commission Expires: _____

LICENSOR ACKNOWLEDGEMENT

STATE OF _____)
)
COUNTY OF _____)

I CERTIFY that on _____ 20____,
_____ [name of representative] personally came before
me and acknowledged under oath that he or she:

- (a) is the _____ [title] of _____
[name of corporation], the corporation named in the attached instrument,
- (b) was authorized to execute this instrument on behalf of the corporation and
- (c) executed the instrument as the act of the corporation.

Notary Public
My Commission Expires: _____

EXHIBIT 3-B

Description of Premises

See attached

Snohomish County 911 Executive Summary – Center Staffing

June 6, 2022

The purpose of this executive summary is to provide an overview of the continuous staffing challenges, a review of operational and service level impacts, and a discussion of both short-term response and long-range planning.

Background

SNO911 is not immune to the staffing challenges that both public and private agencies are experiencing. SNO911 is experiencing staffing challenges that have required modifications of operations. The agency is currently down 14 Full-Time Employees (FTEs) in the dispatch center. While we do have a number of employees in the training process, the Center Staffing Strength is currently at 77% or 76 employees. This causes staffing shortfalls, which results in periods where there is an insufficient number of trained staff to meet minimum staffing. Occasionally operating below minimum staffing is not unheard of, but doing so is not desirable and adds to the workload of our existing team. There are 19 employees in various levels of training. Unfortunately though, many are in the early stages and only a few are expected to be released within the coming months. The point being we are anticipating these challenges to last for several months with dispatcher retention, training and hiring being key components.

Impact to Public Service Levels

Despite operating below minimum staffing, service to the community is largely not impacted. We have not missed any day in our NENA Call Answer Standard and will occasionally miss a busy hour but that is most commonly related to call flurries for highly visible incidents, but even then, performance is still high in the 80th percentile. Some callers to the non-emergency line may occasionally experience a longer hold time but the majority of these calls are still answered in less than 20 seconds.

Operational Impacts and Short-Term Strategies

There are a number of active steps being taken to optimize staffing in the center that include adjusting how trainees certified in one discipline are utilized, modifying how part-time staff are applied to the schedule, reducing peak staffing, and incentivizing voluntary overtime and on-call sign-ups. A strike-team has been established to look for ways to maximize schedule management efficiencies, a new schedule workgroup is reviewing other 12-hour schedule implementation feedback and we are actively collaborating with the union. We are prepared to sustain these efforts until we return to adequate staffing levels.

The Agency has leveraged pandemic planning and the relationships with our member agencies and have initiated a step to decrease the number of Fire Dispatchers between 1900-0700. This was introduced at a special Fire TAC meeting and adopted on 6/1 with strong support and specific guidance from our fire agencies.

Long-Term Strategies

Along with responding to the immediate needs, simultaneously, we are exploring other innovative ways to retain our current staff. Keeping our talented staff is extremely important and any investment to

building long-term employment relationships will pay dividends in terms of morale, employee engagement, and length of service.

As has been reported we continue aggressive recruiting efforts. For the first time in memory we are not seeing candidates attending the once-weekly PST Dispatcher testing. We believe this is representative of the current labor market. In response, we have certified our Recruiter to proctor tests for our candidates and this is proving to be very positive. First is that we are holding the tests on weekends (which PST does not) and the candidates are only applying with us rather than multiple ECCs which is what happens at the PST hosted tests. We are also bringing forward ideas to further incentivize employee referrals. Our dispatchers often serve as the very best in terms of referring friends and family that

The paradigm for most 9-1-1 centers is that 100% of their work time is on-the-floor. The only off-floor time is in addition to their regular work week, and in centers that struggle with staffing, adding additional work that impacts their work/life balance is not received well. All of this means is that employee engagement is low and a challenge. The discussions we are having are focused on breaking from the traditional 9-1-1 paradigm and building in work time to cover things like continuing education, professional development and activities that promote mental health for this challenging field.

Action Proposal Form

Date: 06/13/2022

Title: Finance Positions



Background / Purpose:

In Feb. 2022 the Board approved use of staffing agencies to assist with critical needs for two vacant finance positions we were struggling to fill (see APF 22-07 attached), this included authorization of \$98,000 for hours worked and \$45,000 for placement fees.

That effort has been successful and we have already filled one position full-time and a second has been working as a contractor and is in final stages to hopefully transition to a full-time position next month.

As we finalize details we anticipate needing an additional authorization to cover the placement fee charged by the firm in the amount of \$23,000. (Original \$45,000)

We anticipate the original hours worked budget of \$98,000 to be sufficient.

Suggested Action/Recommendation:

Authorize an additional \$23,000 for placement fees bringing the total placement fee amount to \$68,000.

Funding: 70 Operating

Action Proposal Form

Date: 2/14/2022 (APF-22-07)

Title: Finance Positions



Background / Purpose:

The tight labor market has made it difficult to fill a number of professional positions within the agency. The vacancies are creating risks for the agency including workload, oversight and retention.

The Finance Manager position has been open since late 2022 and we now have a second vacancy with the Finance Coordinator meaning that team of 3 is down 2 positions.

Staff have begun interviews with professional placement & recruiting firms and desire authorization for support for temporary & permanent placements for the Finance Manager and Finance Coordinator positions. We will continue our own recruitment efforts as well as the use of firms specializing in placement of finance and accounting positions.

We are seeking an individual to fulfill temporary finance manager duties which are estimated to range from \$115 to \$170 per hour up to 24 hours per week.

Given the importance and urgency of these vacancies staff have already begun expanding our engagement with professional staffing agencies, however, we do not currently have actionable information. The standard recruiting fee for agencies is **between 15% and 30% of the first-year salary** for a permanent job the recruiter is filling. Fees can vary significantly across industries, market conditions, and specialization of the position.

Suggested Action/Recommendation:

Authorize staff to engage with professional placement agency for both temporary placements not to exceed \$98,000 AND to negotiate services for permanent placement with authority of up to \$45,000.

Funding:

Fund 70 Operating



Executive Summary

Date: 06/13/2022

Title: Emergency Communications Center (ECC), Technology Leadership
Large Agency Award

Background / Purpose:

Founded in 1935, APCO International is the world's oldest and largest organization of public safety communications professionals. With over 35,000 members that includes those who manage, operate, build and support public safety communications systems for law enforcement, fire, emergency medical and other public safety agencies, APCO provides industry expertise, professional development, technical assistance, advocacy and outreach.

Each year APCO International presents awards to public safety communication center personnel for a variety of areas.

Snohomish County 911 has been awarded the Technology in Leadership Award. The nomination relates to the efforts of building regional resiliency of the regions ECCs using our own CAD-Lite application in conjunction with the next-generation capabilities of Washington State's ESI-Net (Emergency Services IP Network).

The Director and team will be recognized at the 2023 APCO International Conference held in Anaheim California in August.

<https://www.apcointl.org/membership/awards-recognition/ecc-awards/2022-ecc-award-winners/>



Leaders in Public Safety Communications®

**EXECUTIVE DIRECTOR
CHIEF EXECUTIVE OFFICER**

Derek K. Poarch
poarchd@apcointl.org

HEADQUARTERS

J. Rhett McMillian, Jr. Building
351 North Williamson Boulevard
Daytona Beach, FL 32114-1112
386-322-2500

EXECUTIVE OFFICES

Gregory T. Riddle Building
1426 Prince Street
Alexandria, VA 22314
571-312-4400

www.apcointl.org

**BOARD OF DIRECTORS
2021 – 2022**

EXECUTIVE COMMITTEE

President

Jason E. Kern, CPE
jkern@seecom911.org

First Vice President

Angela R. Bowen, RPL, CPE
abowen@gpstc.org

Second Vice President

Becky Neugent
beckyn@hiltonheadislandsc.gov

Immediate Past President

Margie Moulin, RPL, CPE
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North Central Region

Michael R. O'Connor
Jay D. Somerville

Western Region

Jennifer Reese, CPE
Melissa Stroh

Commercial Advisory Council

Derrick Duggins

May 12, 2022

Kurt Mills

Snohomish County 911
1121 SE Everett Mall Way, Suite 200
Everett, WA 98208

Dear Mr. Mills

On behalf of the Board of Directors of the Association of Public-Safety Communications Officials (APCO) International, I would like to congratulate you on your *Emergency Communications Center, Technology Leadership-Large Agency Award to be presented at* APCO International's 88th Annual Conference and Expo August 7-10, 2022, in Anaheim, CA.

APCO International is the world's largest organization of public safety communications professionals. It serves the needs of public safety communications practitioners worldwide - and the welfare of the general public as a whole - by providing complete expertise, professional development, technical assistance, advocacy and outreach.

You will receive one complimentary day pass registration for an agency representative to attend the conference on Monday, August 8th. The Technology Leadership Award presentations will take place on Monday, August 8th during the Opening Session in the Ballroom of the Anaheim Convention Center. Rehearsal for the award presentation will be held on Sunday, August 7th at 2:00 pm. Please confirm your attendance to Whitney Chong, Events Services Manager at 386-944-2450 or chongw@apcointl.org as soon as possible.

Thank you, again, for your leadership in public safety. I hope your schedule permits you to join us at the APCO International 88th Annual Conference and Exposition.

Sincerely,

Jason Kern
President
APCO International



Action Proposal Form

Date: 6/6/2022

Title: Temporary Referral Policy Update to PAM 5.12

Background / Purpose:

SNO911 has an existing Board Adopted policy that provides for a new hire referral bonus at \$500.00 per referral once the new hire completes training and \$1,000.00 once the employee successfully completes their probationary period.

As part of our response to the ongoing staffing challenge we are recommending an increase to this referral bonus to start at \$1,000 for the successful completion of training and increase that amount by \$500 for each additional referral with a maximum referral bonus of \$3000.00. The incremental increase applies across the organization at each subsequent referral, regardless of who made the referral. The second part of the referral bonus tied to completion of probation would remain unchanged.

Referral Bonus

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

- First New hire's successful completion of training - \$1000
- Second New hire's successful completion of training - \$1500
- Third New hire's successful completion of training - \$2000
- Fourth New hire's successful completion of training - \$2500
- Fifth and subsequent New hire's successful completion of training \$3000
- New hire's successful completion of probation - \$1,000

Suggested Action/Recommendation:

Authorize a temporary update to PAM 5.12 to increase the employee referral bonus as discussed in this APF through the end of calendar year 2022.

Fund: 70 Operating

**SNOHOMISH COUNTY 911
Personnel Administrative Manual
POLICY #7.4**

OPERATION AND MAINTENANCE OF SNOHOMISH COUNTY 911 VEHICLES

Issued 5/23/2018

Revised ~~11/19/2006~~16/2022

PURPOSE

To establish SNOHOMISH COUNTY 911 policy pertaining to the requirements and responsibilities for operating a SNOHOMISH COUNTY 911 vehicle. SNOHOMISH COUNTY 911 is committed to driver and vehicle safety. Employees are expected to follow all laws and regulations while operating a vehicle for SNOHOMISH COUNTY 911 business.

DEFINITION OF A SNOHOMISH COUNTY 911 VEHICLE

Any vehicle that is owned, leased, rented, or loaned to SNOHOMISH COUNTY 911. This includes equipment that does not require a driver's license but will be operated on a public street.

DRUGS AND ALCOHOL

The use of drugs (prescription included, when such drugs may impact one's ability to drive safely) and alcohol, or being under the influence of such drugs or alcohol, are prohibited while operating SNOHOMISH COUNTY 911 vehicles or conducting SNOHOMISH COUNTY 911 business in the employee's personal vehicle.

Non Accident Incidents

All notable incidents involving vehicle use must be immediately reported to a manager or supervisor in writing. This includes but is not limited to if a user is stopped by law enforcement, confronted by a member of the public.

USE OF PERSONAL VEHICLE

SNOHOMISH COUNTY 911 recommends the use of SNOHOMISH COUNTY 911 vehicles for conducting SNOHOMISH COUNTY 911 business. When a SNOHOMISH COUNTY 911 vehicle is not available or convenient, the employee may use his/her own personal vehicle.

USE OF SNOHOMISH COUNTY 911 VEHICLE - ASSIGNED

Users of assigned vehicles are required to abide by all SNOHOMISH COUNTY 911 vehicle policies unless otherwise specified.

SNOHOMISH COUNTY 911 Wireless Technology employees who are assigned a full-time vehicle are expected to use the vehicle for travel to all SNOHOMISH COUNTY 911 and agency properties. As these locations vary between urban and rural areas the vehicles provided must provide a level of performance to match the conditions presented at any time of day or month of year. Employees are expected to be comfortable operating a vehicle/working in any such environment including but not limited to:

- Rough/unpaved/unimproved roads
- Extreme heights and “tight spaces”
- Heavy snow, rain and/or icy conditions
- Steep grades
- Dark conditions and low visibility
- Areas filled with hazards (which may have to be cleared) including but not limited to
 - Downed trees
 - Running water
 - Road washouts

Any Wireless Technology employee may be provided a vehicle if through their assigned duties they are responsible to perform any of the following actions:

1. Support and maintain the wireless communications infrastructure
2. Support and maintain the associated facilities, generators, and other critical supporting systems
3. Be physically responsive when called due to system outages, utility issues or overall agency performance issues at any one of the remote facilities operated by SNOHOMISH COUNTY 911.
 - Remote is defined as any location which is not accessible by government or maintained, paved roads which have full time public access
 - Responsiveness is expected regardless of weather, road conditions, or other factors that do not create extreme danger for the employee.

OPERATION, MAINTENANCE AND EMERGENCY PROCEDURES OFF-ROAD VEHICLES

- Over the snow, ATV, UTV or similar vehicles used to access remote SNO911 facilities require special preparation, planning and training. Prior to any trip of this nature a written Trip Plan will be reviewed and approved by the System Support Manager or Deputy Director. Each plan will include, at a minimum the following:
 - Date & Time of Planned Trip.

- Anticipated Trip Duration that includes travel to basecamp, site/location ingress/egress and anticipated time on site.
- Names and cellphone numbers of all parties in trip
- Review & attach weather forecasts, trail conditions, avalanche danger and other environmental and/or hazardous considerations
- Designated Radio Talk-Group and other communication details
- Review completion of vehicle check that includes mechanical, Fuel/fluids, confirmation of emergency supplies, tool inventory, payload (if applicable) including tie-down of equipment as appropriate.
- Employees must familiarize themselves with inspection, operation and function of these unique vehicles and be comfortable in their operation.
 - Employees will receive training delivered or coordinated by the Wireless Technology System Support Manager
 - Employees will research weather forecasts and trail conditions prior to embarking on an snow or other extreme condition off road travel
 - Employees will check emergency supplies, tool inventory and their passenger readiness prior to departing into hazardous conditions
 - The operator of the off road vehicles is responsible for the safety of their passengers
 - The operator of the off road vehicle will notify the System Support Manager or designee of trip status (at basecamp, en route site, at site, returning from site, trip complete) as well as deviation from the Trip Plan such as delays, mechanical or technical issues, etc. ~~on-call wireless tech, the System Support Manager or the SNO911 dispatcher (in that order of precedence)~~ of their intended route, their expected return time and at the time of departure from the off loading location. Upon completion of the off road travel, the operator will notify the same contact that they have safely returned
 - Seatbelts MUST be worn if available at all times when the off road vehicle is in motion
 - The operator MUST apply the parking brake and put the vehicle in park before any passenger or the driver themselves exits or attempts to enter the vehicle
- The Fleet and Facilities Coordinator is the primary point of contact for maintenance of SNO911 off road vehicles, however all operators have an invested interest ensuring vehicle condition is adequate for potential extreme conditions.
 - A pretrip visual and mechanical inspection must be completed prior to departing the off road vehicle storage location. This inspection should be repeated by both the driver and passenger prior to leaving the off load location
 - Any maintenance or repair issues should be communicated to the Fleet and Facilities Coordinator as well as the System Support Manager
- Emergency/Breakdown Procedures and Notification

- If ANYONE's health or safety is at risk, immediately contact 911 if not possible contact SNO911 via voice radio as a backup. Calling 911 helps identify your location. Be prepared to share your location and to describe the access conditions
- Identify issues, risks and potential solutions prior to acting. Life Safety is prioritized over all else
- Attempt to contact the System Support Manager, other Wireless Tech employees or SNO911 dispatcher in that order if the situation to advise of the situation and your resource needs.
- Communicate, discuss and decide on an action plan with your passengers, manager and coworkers to the best of your ability

UNASSIGNED VEHICLE USE

Any long distance trips or area familiarization into rural areas requires the advanced approval of the Department Director or Executive Director. A travel plan (route, est. depart/arrive, vehicle occupant's cell contact number) may be required and will be submitted to the Shift Supervisor and Department Manager. In certain circumstances, a portable radio may also be issued by the Shift Supervisor when using a vehicle not equipped with a radio, along with a designated call-sign. SNOHOMISH COUNTY 911 vehicles must not be taken into extreme rural areas, mountain passes, back country, unimproved (dirt) roads or other remote areas unless an explicate business purpose exists and with the advanced approval of the Department Manager or Executive Director.

INCLEMENT WEATHER / CONDITIONS

During periods of inclement weather (snow, ice, etc.) use of the vehicles may be restricted and any use of vehicles requires advanced approval by the Department Manager or Executive Director.

PRE-TRIP VEHICLE INSPECTION:

The employee who will be using the SNOHOMISH COUNTY 911 vehicle for SNOHOMISH COUNTY 911 business is responsible for performing the pre-trip inspection to ensure the vehicle is in working order and should immediately report any damage or faulty equipment to their supervisor/manager. The appropriate department manager is responsible for periodic vehicle inspection no less than quarterly.

POST-TRIP TASKS: UNASSIGNED VEHICLES

- Update the mileage log as appropriate.
- Report to Operations Manager if fuel level at or below 1/4 tank.
- Immediately report any damage or vehicle issues to the appropriate Manager.

- If a travel plan was made, submit the completed plan to the Shift Supervisor or Department Manager upon return to SNOHOMISH COUNTY 911.

DRIVER'S LICENSE REQUIREMENTS:

- A. Prospective and current employees, whose job duties include the operation of a SNOHOMISH COUNTY 911 vehicle, must be in possession of a valid and current Washington State driver's license. Under no circumstances shall a SNOHOMISH COUNTY 911 employee, whose license has been cancelled, revoked, suspended, or expired, operate a vehicle
- B. An employee, whose job duties include the operation of a SNOHOMISH COUNTY 911 vehicle, shall immediately, within twenty-four (24) hours, notify the Executive Director of any change in the status of his/her driver's license or the receipt of any citation for a moving violation in the operation of a SNOHOMISH COUNTY 911 vehicle. Failure to immediately report a driver's license revocation, suspension, cancellation, or citation, as required by this paragraph, shall result in disciplinary action up to and including termination.
- C. Any current employee arrested for driving under the influence of alcohol or drugs will be immediately prohibited from operating SNOHOMISH COUNTY 911 vehicles. If the person is ultimately found not guilty of driving under the influence of alcohol or drugs, driving privileges will be reinstated. If the person is found guilty, driving privileges will be taken away for an additional period not to exceed one (1) year starting with the initial date driving privileges were revoked. If greater than one year has elapsed between the date of arrest and conviction for DUI, the employee's driving privileges will be revoked for, at least, an additional ninety (90) days from the date of conviction. It is the responsibility of the employee to report such an arrest or conviction to the Executive Director.
- D. Employees whose job duties include operation of a SNOHOMISH COUNTY 911 vehicle must consent to having their driving record reviewed annually. Abstract driving records (ADR) will be obtained annually and the following point system will be used to determine eligibility.

MVR GRID

Number of Violations	NUMBER OF PREVENTABLE ACCIDENTS			
	0	1	2	3+
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Poor	Poor
3+	Poor	Poor	Poor	Poor
Any MAJOR Past 5 Years	Poor	Poor	Poor	Poor

TURNER INSURANCE & BONDING CO.

MVR POINT SYSTEM

PROFILE POINTS / RISK CATEGORY	CORRECTIVE ACTION GUIDELINES	VIOLATION / ACCIDENT GUIDELINES	POINTS
1 TO 3 LOW RISK	Generally no action necessary.	Warning	1
4 TO 5 MINOR RISK	- Manager to discuss record and improvement with employee. Employee will be advised of responsibility to drive in a safe and courteous manner in accordance with defensive driving principles - Written warning	Operating vehicle while on mobile phone	2
		Most moving violations such as failure to stop at a red light, failure to yield right of way, following too closely, etc...	3
6 TO 7 BORDERLINE RISK	- Manager to discuss record and improvement with employee. - Written warning - Driver training: classroom defensive driving program (example: National Safety Council DDC-4). Driver to pay first \$50 of the training.	Failure to use restraint system (safety belts)	3
		Speeding: 0 to 10 mph over 11 to 20 over 20	2 3 6 TO 8
8 TO 9 MEDIUM RISK	- Manager to discuss record and improvement with employee. - Written warning - Driver training: (Structured) Behind the wheel training with instructor. Driver to pay first \$150 of the training cost. - Possible loss of company vehicle, to be determined on an individual basis.	Recklessness, negligent driving, driving to endanger.	8
		Driving with suspended license Leaving scene of an accident Fleeing officer	10
		Any alcohol related offense Refusal to submit to a blood alcohol test. DUI/DWI	10
10 OR MORE HIGH RISK	- Manager to advise employee that his or her driving record has resulted in "revoked" driving privileges. - If the employee can no longer perform the essential functions of his or her position, or other job assignments are not an option, termination could result.	Preventable accidents (backing and parking lot accidents)	1
		Preventable accidents (other than backing and parking lot accidents)	2 TO 4

TURNER INSURANCE & BONDING CO.

MRV FLOW CHART

1. MRV indicates applicant has a current license and the appropriate endorsements for vehicle(s) he or she will be operating.	Yes	Continue to Step 2
	No	Poor: Do not consider for driving duty
2. MVR indicates moving violations and accidents within the past three years.	Yes	Continue to step 3
	No	Continue applicant evaluation procedures
3. MVR indicates one or more major moving violations or serious preventable accidents within the past three years.	Yes	Poor: Do not consider for driving duty.
	No	Continue to step 4
4. MVR indicates a combination of more than three minor moving violations or minor preventable accidents during the past three years.	Yes	Poor: Do not consider for driving duty.
	No	Continue applicant evaluation procedures

MVR POLICY STATEMENT

Safe driving record during the past three years, including:

- No serious/major moving violations.
- No more than three minor moving violations.
- No drug- or alcohol-related offenses.
- No major preventable accidents or multiple minor preventable accidents.
- No more than three minor violations or minor accidents combined.
- No more than three minor violations or minor accidents combined.

DRIVER POINT VALUE GUIDE

This guide is used to determine points associated with each violation listed on the individual's driving record.

0 to 3 points indicates an acceptable rating as a driver.

3 or 4 points indicate a questionable driver rating, which may result in the limitation of driving privileges and/or removal of the employee from a driving position.

5 or more points is an unacceptable driver rating. Employees with an unacceptable may not operate a SNOHOHMISH COUNTY 911 vehicle and may be removed from a driving position.

DRIVER POINT VALUE GUIDE

This guide is used to determine points associated with each violation listed on the individual's MVR

0 to 3 points indicates an acceptable rating as a driver.

~~3 or 4 points indicate a questionable driver rating. Management should give consideration prior to placing or maintaining this individual in a driving position.~~
~~5 or more points indicate unacceptability. Management should give serious consideration to not placing or maintaining this individual in a driving position.~~

POINTS EXPLANATION

NON-SPEED-RELATED MOVING VIOLATIONS

~~2 At Fault Accident~~

~~1 Fail to stop at scales~~

~~1 Over weight/height/length~~

~~1 Improper turn (cutting corners)~~

~~1 Prohibited turn (U-turn)~~

~~1 Improper lane change~~

~~1 Improper lane travel~~

~~2 Driving on shoulder, on sidewalk~~

~~1 Improper backing~~

~~1 Failure to (or improper) signal~~

~~1 Failure to yield right of way:~~

~~○ at yield sign~~

~~○ at uncontrolled intersection~~

~~○ during left turn against traffic~~

~~○ at traffic obstructed intersection~~

~~○ on private road~~

~~○ to emergency vehicle~~

~~○ while starting from a parked position~~

~~○ slow moving traffic to pull off road~~

~~○ failure to yield to pedestrian~~

~~2 Disobey signal person or officer~~

~~2 Driving wrong way~~

~~○ on one way street (or freeway)~~

~~○ straddling or over center line~~

~~○ driving on wrong side of road/cross divider~~

~~2 Failure to Stop~~

~~○ steady red signal, steady red arrow, stop sign~~

~~○ flashing signal~~

~~○ intersection other than arterial~~

~~○ train signal~~

~~○ certain railroad grade crossings~~

~~○ emerging from alley or driveway~~

~~○ for school bus~~

~~1 Disobey road sign~~

- ~~lane direction control signal~~
- ~~school patrol~~
 - 1 ~~Driving without lights after dusk~~
 - 1 ~~Failure to dim headlights~~
 - 1 ~~Seat belt—driver or passenger~~
 - 1 ~~Following too closely~~
 - 2 ~~Improper passing~~
- ~~insufficient distance~~
- ~~on hill, curve or within 100 feet of intersection~~
- ~~in no passing zone~~
 - 1 ~~Overtaking or passing on the right~~
 - 2-3 ~~Open container law violation—driver (3) or passenger (2)~~
 - 1 ~~Illegal or missing vehicle equipment~~
 - 1 ~~Impeding traffic~~
- ~~blocking~~
- ~~slow moving vehicle~~
 - 2 ~~Violating license restrictions (medical, vision, equipment)~~
 - 1 ~~Defective equipment~~
- ~~muffler/exhaust~~
 - 1 ~~Crossing fire hose~~
 - 2 ~~Headphones, Cell phone or TV~~
 - 1 ~~Obstructed vision or control~~
 - 1 ~~No shields or mirrors (Motorcycle)~~
 - 2 ~~Inattention to driving~~
 - 1 ~~No license on person~~
 - ~~driving without CDL license~~
 - 1 ~~No proof of liability insurance through WCIA~~
 - 4 ~~Driving with a suspended/revoked/canceled license~~

SPEED-RELATED MOVING VIOLATIONS

- 1 ~~Speed too fast for conditions~~
- 1 ~~Speed—basic rule~~
- 2 ~~Negligent driving—2nd degree~~
- 3 ~~Reckless~~
- ~~driving~~
- ~~endangerment~~
- ~~endangerment in construction zone~~
 - 5 ~~Racing~~

CRIMINAL VIOLATIONS

- 3 ~~Fail to secure load (safety chains/devices)—1st Degree~~

~~2 Fail to secure load (safety chains/devices)—2nd Degree~~

~~3 Negligent Driving—1st degree~~

~~5 Hit and run~~

~~○ occupied vehicle~~

~~○ unoccupied vehicle~~

~~5 DUI / Physical Control~~

~~5 Driving a vehicle in the commission of a crime or vehicular assault or
Homicide.~~

SEAT BELT USE

Seat belt use is mandatory in all SNOHOMISH COUNTY 911 vehicles. This applies to both the driver and all passengers.

PASSENGERS

No passengers will be allowed in SNOHOMISH COUNTY 911 vehicles except those passengers involved in SNOHOMISH COUNTY 911-related business functions.

INSURANCE COVERAGE

Vehicle and operator insurance is provided by SNOHOMISH COUNTY 911; however this coverage does not apply to the use of any other vehicle (e.g. personal or rental) or passengers who are not employees of SNOHOMISH COUNTY 911.

ACCIDENTS

- A. Obtain Medical Aid: Obtain emergency medical aid for any injured persons.
- B. Statements: If you are involved in an accident do not admit liability or state that you or SNOHOMISH COUNTY 911 will take care of the damages. Do not discuss the accident with anyone other than your supervisor, manager or authorized personnel.
- C. Notify Law Enforcement: Contact the law enforcement agency having jurisdiction for the accident location.

When possible, the law enforcement officer should file an official Police Traffic Collision Report (WSP-159). If damages are significant (i.e., \$750 or more) or if bodily injury has occurred, the officer must file a Washington State Vehicle

Collision Report (WSP-161). Both forms are provided by law enforcement agencies within the State of Washington.

D. Obtain Information: Obtain the following information from other involved parties and witnesses:

- Names,
- Addresses,
- Telephone numbers,
- License numbers, and
- Insurance companies of third parties (names, addresses, telephone numbers),
- If possible, diagram the accident: direction of travel of involved vehicles; location of vehicles on the roadway; and location of traffic signals and signs, obstacles and other pertinent objects.

E. Notify SNOHOMISH COUNTY 911: Immediately notify the following SNOHOMISH COUNTY 911 employees or offices, as appropriate:

- Driver's immediate supervisor.
- WCIA claims contact at 206-575-6046 or Evergreen Adjustment during non-business hours at 800-933-4235.
- SNOHOMISH COUNTY 911 Director of Finance and Human Resources.

F. Repair Estimates: As soon as possible, SNOHOMISH COUNTY 911 will obtain two written estimates from local garages for repairs to the SNOHOMISH COUNTY 911 vehicle. All repair warrants will be forwarded to the finance office.

G. Accident Report: Drivers report all traffic accidents, regardless of how minor, on a State of Washington Vehicle Accident Report (SF-137).

As soon as possible, preferably on the day of the accident, the SNOHOMISH COUNTY 911 driver submits a Vehicle Accident Report to the Executive Director. The Vehicle Accident Report must include the driver's signature and the driver's supervisor's signature. The driver will preserve and attach all accident documentation: reports, memorandums, witness cards, photographs, evidence and other pertinent information.

H. Bodily Injury: The Executive Director must be notified in the event of any accident involving bodily injury.

- I. Claims: An employee who is involved in an accident while driving a privately owned vehicle on SNOHOMISH COUNTY 911 business is not reimbursed for deductibles and the employee's insurance is considered primary.

MAINTENANCE

Maintenance scheduling will be the responsibility of the employee assigned to be the primary user of the vehicle.

Maintenance will be conducted in accordance with the manufacturer recommended intervals.

No modification or equipment change to the vehicle will be made without the approval of the Executive Director.

All repairs shall be pre-approved by the Department Manager or Executive Director.

Vehicle cleaning will be the responsibility of the employee assigned to be the primary user of the vehicle.

**MEMORANDUM OF UNDERSTANDING (MODIFICATION) BY AND BETWEEN
SNOHOMISH COUNTY 911 (SNO911), AND THE
SNOHOMISH COUNTY 911 EMPLOYEES ASSOCIATION (SCEA)**

This MEMORANDUM OF AGREEMENT by and between SNOHOMISH COUNTY 911 (SNO911) and THE SNOHOMISH COUNTY 911 EMPLOYEES ASSOCIATION (SCEA) is a modification to the collective bargaining agreement (CBA) dated June 1, 2021 through June 30, 2023.

Whereas Snohomish County 911 (SNO911) and the Snohomish County 911 Employees Association (SCEA) desire to work together to address a significant staffing challenge and agree to modify contract language to reduce the impact of vacations through the end of 2022.

For the mutual benefit of the parties and by the signatures below, it is Section 9.7.3 shall be added, for the remainder of calendar year 2022, as follows:

9.7.3 Voluntary Vacation Cancellation. Any Employee who has approved vacation(s) shall have the option to cancel one or more days, in full shift increments. For each full shift that an employee requests cancellation, which is approved and is added back to the schedule, the employee shall receive compensation at two (2) times their regular rate of pay for all hours actually worked during their cancelled vacation. Submissions will be reviewed on a first come first serve basis and in the event of a tie, the person with the highest seniority shall be considered first. Vacations cancelled pursuant to this section will continue to be counted toward the threshold(s) defined in section 9.6.1.

Absent mutual agreement, this agreement shall expire on December 31, 2022.

This agreement becomes effective upon signature and will be incorporated into the current Collective Bargaining Agreement. This agreement is non-precedent setting.

Executive Director SNO911

SCEA

Date

Date



Action Proposal Form

Date: 06/08/2022

Title: ECSF 2023 Budget Request

Background / Purpose:

SNO911 has prepared its yearly request to the Emergency Communication Systems and Facility (ECSF) Program Advisory Board regarding the Radio Replacement Project (RRP) budget planned and SNO911 maintenance and operating contribution for calendar year 2023.

Additionally, an updated long-range ECSF forecast has been included that supports this request and validates the plan to continue to support the new radio system and future radio system needs as the top priority.

Some of the significant highlights to the 2023 budget request includes:

- RRP Project cutover anticipated late 2024.
- No additional project revenue being requested at this time. The current modified budget of \$72M includes previously adopted scope increases.
- Risks associated with SNO911 site preparation work beginning to decrease as site work gets completed, but the undesignated contingency will carryforward.
- Other project milestones expenses budgeted in 2022 that are unspent and will be carried forward to 2023 through the use of fund balance.
- Updated forecast that includes anticipated 2022 revenue at \$21M. (This is approx. \$2.6M increase from previous forecast)
- Moved funding allocated for additional coverage needs from 2023 to 2024 going forward.
- Includes previously programmed maintenance funding.
- Increase funding for dedicated SNO911 Fund for lost, stolen, damaged and fleet expansion to \$600,000 for 2023 and \$250,000 per year 2024 going forward.
- Increased SNO911 total M&O funding from \$3.25M in 2022 to \$6.5M three years earlier than originally forecasted. (Note: this revenue was forecasted to be \$5M in 2023).

Suggested Action/Recommendation:

Recommend the 2023 SNO911 ECSF Budget Request to the Radio Advisory Board as presented.

Fund: ECSF Funding Request for 2023 SNO911 Budget and 2023 RRP Budget

ECSF Fund 170

2023 Request

<u>Revenue</u>	
Fund Balance	\$28,377,334
ECSF sales tax revenue	\$21,000,000
Interest	\$10,000
Total Revenue	\$49,387,334

<u>RRP Expense</u>	
Project Mgmt	\$1,677,811
Motorola Infrastructure	\$10,065,298
Subscriber Units	\$0
Contingency	\$7,191,782

Sub-total Radio Replacement Project (RRP)	\$18,934,891
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<u>Radio and M&O Expense</u>	
Support Operating Maintenance Costs	\$1,622,753
Non-RRP Equipment and services	\$600,000
Support Operating Costs	\$6,500,000

County RRP Debt Service	\$2,794,800
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Total Expense	\$49,387,334
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Professional Services Dac to SNO911	\$27,657,644
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DRAFT SNO911 Future Facility 5-Year Project, 15-Year Bond Repayment

Updated: June 6, 2022

Study ROM Construction (1)	\$43,824,997	Total Bond	\$48,000,000
Property Estimate Additional	\$3,000,000	Repayment Years	15
Other (Contingency, growth, inflation)	\$13,000,000	Interest **	4.00%
Total Project Budget	\$59,824,997	Annual Payment	\$4,317,173

Expenditures	2022	2023	2024	2025
Project Expenditures	\$10,000,000	\$22,500,000	\$22,500,000	\$5,000,000
Bond Debt Service		\$4,317,173	\$4,317,173	\$4,317,173
			Total Exp.	\$72,951,518

Revenues	2022	2023	2024	2025
Revenue from ECSF	\$1,250,000	\$3,000,000	\$3,000,000	\$3,000,000
Existing Capital Project	\$7,662,987			
EESCS (E911) Revenue (2)		\$7,100,000		
Borrow/Bond	\$48,000,000			
			Total Rev.	\$73,012,987

(1) Based on Facility Assessment Study Completed 3/23/2019. ROM Includes 2.5M for land. Excludes furniture, construction contingency, etc. Will change depending on co-location, actual property, etc.

(2) Reserve funding designated, anticipated to be available based upon adopted funding priorities

**a lot of volatility and large market forces; Municipal rates have moved up and down very significantly. There is some level of risk in this estimation. Original place holder 3%, now adjusted to 4%.

DRAFT Short-Term Cash Flow Plan

2022 Property Purchase	\$10.5M
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Existing Capital Plan	\$7,662,987	*Includes 2021 Carryover
2022 ECSF Revenue	\$1,250,000	*Board approved in May 2022
Temp Re-Designate Cap Plan	\$4,000,000	*Replenished in 2023 from E911
Temp Re-Designate WT Cap Plan	\$1,000,000	*Replenished in 2023 from E911
Total	\$13,912,987	*approx 23% of project funded from non-bond funds

ECSF Revenue and Expenditure Long-Term Projection

Updated: June 6, 2022

Growth Factor 0.50% (applied 2024 going forward)

	2022 Projected	2022 Adopted	2023 Proposed	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Use of Fund Balance		\$ 5,871,812	\$ 28,377,334														
ECSF Sales Tax	\$ 17,607,201	\$ 21,933,994	\$ 21,000,000	\$ 21,105,000	\$ 21,210,525	\$ 21,316,578	\$ 21,423,161	\$ 21,530,276	\$ 21,637,928	\$ 21,746,117	\$ 21,854,848	\$ 21,964,122	\$ 22,073,943	\$ 22,184,312	\$ 22,295,234	\$ 22,406,710	\$ 22,518,744
Interest	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
Total Revenue	\$ 17,617,201	\$ 27,815,806	\$ 49,387,334	\$ 21,115,000	\$ 21,220,525	\$ 21,326,578	\$ 21,433,161	\$ 21,540,276	\$ 21,647,928	\$ 21,756,117	\$ 21,864,848	\$ 21,974,122	\$ 22,083,943	\$ 22,194,312	\$ 22,305,234	\$ 22,416,710	\$ 22,528,744
Expenditures																	
Radio System																	
Radio System Deployment (1)	\$ 4,472,010	\$ 21,621,007	\$ 18,934,891	TBD													
Debt Service (2)	\$ 2,800,000	\$ 2,794,800	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000	\$ 2,800,000		
Additional Coverage Needs (3)	\$ 4,000,000	\$ -		\$ 4,000,000	\$ 3,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000		
Astro System Maintenance (4)			\$ 1,393,788	\$ 1,397,839	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002	\$ 1,402,002
Future System Set Aside (5)			\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000
APX Subscriber Warranty (6)			\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965	\$ 228,965
Radio Break/Lost/Growth Fund (7)		\$ 150,000	\$ 600,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000	\$ 250,000
Radio Site Infrastructure Fund (8)			\$ 250,000	\$ 1,000,000	\$ 1,000,000	\$ 1,500,000	\$ 1,500,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000
Total Radio System	\$ 11,272,010	\$ 24,565,807	\$ 29,207,644	\$ 14,676,804	\$ 13,680,967	\$ 13,180,967	\$ 13,180,967	\$ 13,680,967	\$ 13,680,967	\$ 13,680,967	\$ 13,680,967	\$ 13,680,967	\$ 13,680,967	\$ 13,680,967	\$ 13,680,967	\$ 8,880,967	\$ 8,880,967
SNO911 Expenditures																	
Maintenance and Operations (9)	\$ 2,000,000	\$ 2,000,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000	\$ 3,500,000
Future Facility Project (10)	\$ 1,250,000	\$ 1,250,000	\$ 3,000,000	\$ 3,000,000	\$ 3,000,000												
Future Facility Debt Service (11)						\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173	\$ 4,317,173
SNO911 Total Expenditures	\$ 3,250,000	\$ 3,250,000	\$ 6,500,000	\$ 6,500,000	\$ 6,500,000	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173	\$ 7,817,173
Total Fund Expenditures	\$ 14,522,010	\$ 27,815,807	\$ 35,707,644	\$ 21,176,804	\$ 20,180,967	\$ 20,998,140	\$ 20,998,140	\$ 21,498,140	\$ 21,498,140	\$ 21,498,140	\$ 21,498,140	\$ 21,498,140	\$ 21,498,140	\$ 21,498,140	\$ 21,498,140	\$ 16,698,140	\$ 16,698,140
Increase (Decrease) in Fund Balance	\$ 3,095,191		\$ 13,679,690	\$ (61,804)	\$ 1,039,558	\$ 328,438	\$ 435,021	\$ 42,136	\$ 149,788	\$ 257,978	\$ 366,708	\$ 475,982	\$ 585,803	\$ 696,173	\$ 807,094	\$ 5,718,570	\$ 5,830,604



Action Proposal Form

Date: June 7, 2022

Title: Radio Fleet Expansion Requests

Background / Purpose:

The SNO911 Board adopted a Fleet Expansion policy in December 2021. The policy states that staff should bring forward requests as they are received with a recommendation to immediately fund or queue until December of each year so that all requests can be reviewed at one time with consideration of allocated funding.

In 2022, the funding allocated to meet the needs of fleet expansion, lost, stolen and damaged beyond repair radios is \$150K, which is quickly proving to be insufficient. Based upon growing experience staff will include additional funding in the annual budget request that is approved by the County Council in 2023 to meet the ongoing needs.

We are learning that the agency fleet expansion approvals within their own agencies varies, and to date we have not identified a mechanism that supports fiscal planning. In this early stage of the project we are advocating to address these requests until we have enough experience to establish fiscal policy.

2022 fleet expansion requests and staff recommendations and previous Board action(s) are included below.

Table 1 – Known and Approved Fund 140 Requests 2022 YTD

	Date	Agency	Type	Estimated Amount	Staff Recommendation	Board Action
Pending	1/19/2022	Task Force	Growth	-\$250,000	Queue for December, Fund as part of 2023 request	TBD; Plan to include in 2023 ECSF budget request
Approved	2/4/2022	SCSO	Growth	-\$130,000	Immediately Fund from Fund 140	Board approved 2/17/2022
Approved	2/4/2022	SCSO - SAR	Growth	-\$65,000	Immediately Fund from RRP Project Contingency	Board Approved 2/17/2022
Approved	3/1/2022	Arlington PD	Growth	-\$20,261	Immediately Fund from Fund 140	Board Approved 4/21/2022
Approved	4/11/2022	SCFPD 25	Growth	-\$7,660	Immediately Fund from Fund 140	Board Approved 4/21/2022
New	6/1/2022	Monroe PD	Growth	-\$6,754	Immediately Fund from Fund 140	TBD
New	5/26/2022	South County Fire	Growth	-\$38,298	Immediately Fund from Fund 140	TBD

Table 2 - Fund 140 - Yearly Anticipated Fund Activities

Updated: 4/13/2022

Summary of 2022 Anticipated Fund Activities

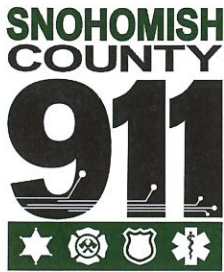
Starting Fund Balance	\$242,388.46	\$150K Contribution
Lost/Stolen/Damaged	\$0.00	No Reports
Expected Reimbursement	\$0.00	No Reports
Actual Reimbursement	\$0.00	No Reports
		SCSO 2/4 Request, Arlington PD, SCFPD 25, Monroe PD, South County Fire
Fleet Expansion/Growth	(\$202,973.08)	
Anticipated Ending Fund Balance	\$39,415.38	

Suggested Action/Recommendation:

Authorize staff to move forward with the 6/1 Monroe PD Fleet Expansion Request to be funded from Fund 140.

Authorize staff to move forward with the 5/26 South County Fire fleet expansion request to be funded from Fund 140.

Fund: Fund 140



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: Monroe Police Department Date: 6/1/22

Contact Name: Ryan Irving

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

Describe the specific quantity and type of radio equipment being requested

Quantity	Model No.	Type/Accessories	Date Needed
<i>Example: 1</i>	<i>APX8000</i>	<i>Single-Band, charger, etc.</i>	<i>March 13, 2022</i>
1	APX8500	Mobile	6/15/22

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

I am keeping a K9 breakdown in the fleet and thus need an additional mobile for the K9 replacement currently being built. I will use one of the current mobiles allocated to a vehicle getting a shark fin/covert install that MIT when be completing later.


Signature of Agency Head, Mayor or Council President

6-1-2022
Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board Action

Action Date	Action		
	Immediate Funding ☐	Queued for Later ☐	Denied ☐



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: South Snohomish County Fire and Rescue RFA Date: 5/26/22

Contact Name: Shane Jensen

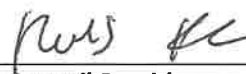
Email: sjensen@southsnofire.org Phone: 425.551.1216

Describe the specific quantity and type of radio equipment being requested

Quantity	Model No.	Type/Accessories	Date Needed
<i>Example: 1</i>	<i>APX8000</i>	<i>Single-Band, charger, etc.</i>	<i>March 13, 2022</i>
1	APX8500	"03" under cover control head	6/10/22
4	APX8500	Standard remote radio head	7/11/22

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

We are adding five vehicles to the fleet. One Ford transit connect #224, three ambulances #226-228, and one ladder truck #220.

  5-6-2022
Signature of Agency Head, Mayor or Council President Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

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SNO911 Board Action

Action Date	Action		
	Immediate Funding ☐	Queued for Later ☐	Denied ☐



Board Packet Memorandum

Date: June 16, 2022

To: Snohomish County 911 Board Members

From: Leadership Team

General

On 6/3 staff identified a hardware issue at the Fire Trail radio site that required the site to be temporarily switched into fail-soft causing reduced coverage and functionality in the north and eastern segments of the county. Staff planned on up to four hours in this state but were ultimately able to replace the equipment and restore service within 30 minutes.

FBI Audit

Our FBI Audit is scheduled for June 22nd. Typically, the FBI audits one of our law agencies and then works with SNO911 on the technical portions. This is different this year as the audit is completely focused on our agencies which is the first such audit of this type.

New World Update

Tech staff and Tyler continue the work to resolve all the priority issues from the upgrade that took place back in March. All the P1s and P2s are in the hands of the Tyler development team and being addressed. Sno911 staff met with Tyler leadership to discuss the current issues and to outline where they are with resolving them. Tech staff will continue to engage with Tyler until all priority issues are fully resolved.

On May 31st Tech staff performed a planned maintenance event that addressed all windows patching for the NWS environment. The maintenance event took about 4 hours with little to no issues during the update. Tech staff did see some paging issues after the patching was complete. This was identified to a new firewall policy that was put in place for the maintenance event. Once the policy was disabled paging when back to normal.

Viper Upgrade

The Viper upgrade continues to make forward progress. With the help of Intrado, all the new equipment has been installed into the server cabinets at both the North and South Campus datacenters. On May 16th, Comtech provisioned and provided the new trunks for the system. Currently Tech Staff and Intrado are working on the configurations of the new systems. The official GO Live date is September 20th.

Technology Department Staffing

With the newest Radio Team ECS (Electronic Communications Specialist) starting on June 17th, this will put the Technology department at a fully staffed status for the first time since the beginning of last year. It's

been a challenging process to hire in the right people that would fit in with our team and have the skill sets that we were searching for. HR Recruiting did a great job getting in candidates for us to interview. We would like to introduce the newest additions to our team (Jan Dadole (IT), Alex Sharp (IT) and Jeremy Waldner (Radio)).

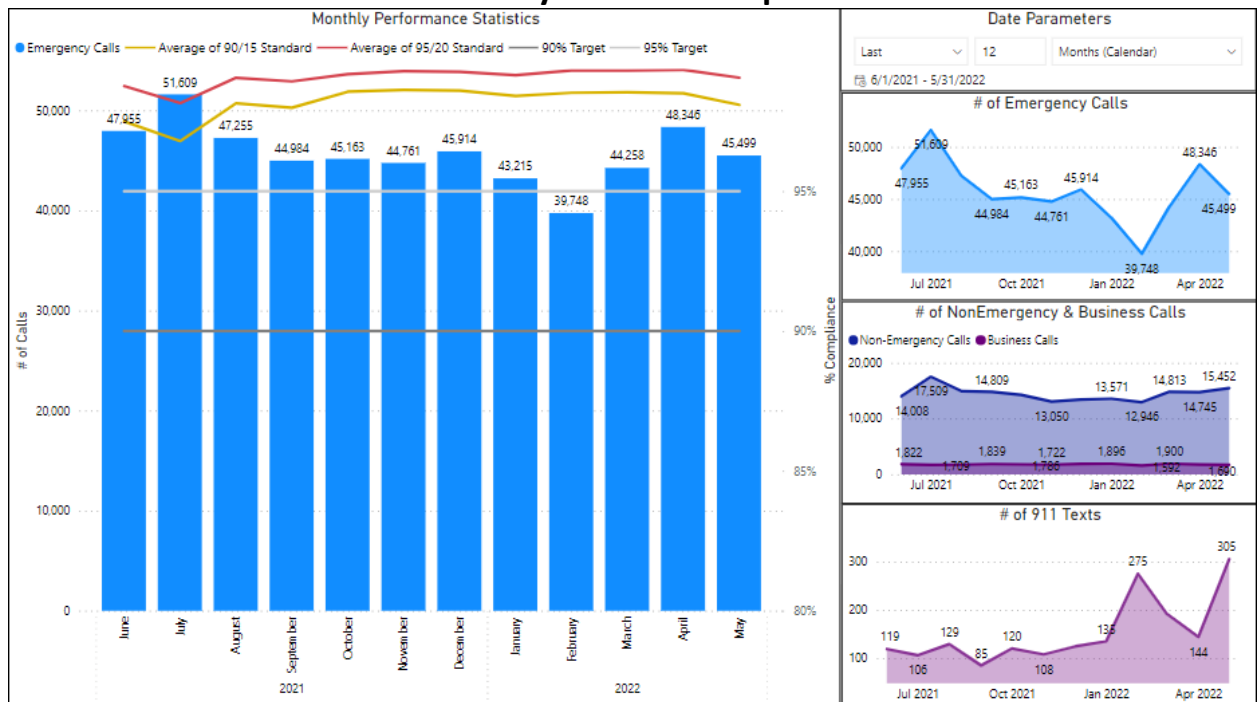
Office of Training and Standards (OTS) Update

The office of Training and Standards has been working to produce a training for the latest MPDS ProQA version upgrade. This upgrade is scheduled to occur later in the month and will bring some long anticipated functionality, including a retooled question for determining the alertness of patients. Additionally, the Dispatch Review and Steering Committee is working with the Medical Director and agency members to develop responses for a new determinant code for Acute adrenal insufficiency/crisis (or Addison's disease).

Police Dispatch academy has begun for three trainees this month, including one lateral dispatcher from State Patrol. A secondary police academy planned for later in the month has been canceled with the goal of focusing on call taker training completion instead. The hope is to get several trainees through this portion of training quickly and provide some immediate relief to staffing levels.

As part of conforming our training program to the new shift schedule, trainees will often be observing for four hours of their 12 hour shift. The intent of this time is to allow the CTO and trainee to decompress from training and also gain knowledge and insight by observation.

Monthly Statistical Reports



Text-to-911 Report

911 Texts	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
Appropriate Use	True Emergency	9	5	8	6	16								44
Incorrect Use	Follow-Up	12	3	8	9	5								37
	Area Checks	16	11	16	5	20								68
	Info	3	0	1	0	0								4
	Noise	1	1	3	4	0								9
	Traffic	3	4	0	2	1								10
	Other Complaints	10	16	18	11	13								68
Misuse	Accidental	7	2	5	2	7								23
	Behavioral Health	14	200	74	62	174								524
	Prank	1	0	0	0	0								1
Other	Test	1	2	4	3	7								17
	Abandoned	15	4	11	4	6								40
	Non-English	0	0	0	1	1								2
	Outgoing	0	0	0	0	0								0
	Subsequent	32	9	29	17	39								126
	Transfer	0	2	3	3	1								9
	Voice Call	11	16	12	15	15								69
Month Total		135	275	192	144	305	0	0	0	0	0	0	0	1051
Abandoned: Non-Responsive		Other: Any other request or complaint, media from Intrado												
Accidental: Device or person accidentally texted 9-1-1		Outgoing: Outgoing text calls												
Area Check: Check of area for person, vehicle, gunshot		Prank: Calls that do not give any valid information, not including BHC												
Behavioral Health: Calls that result in BHC by LE/EMS		Subsequent: Additional inbound text after call released by call taker												
Follow-up: Where is officer?		Test: PSAP testing/training TXT29-1-1, vendor test												
Info: What is the phone number for animal control?		Traffic: Speeders, DUIs, etc.												
Noise: Music, people etc.		Transfer: Transfers to other PSAPs												
Non-English: Texter indicates they do not speak English		Voice Call: Dispatchers called the texter/texter placed voice call												

SPIDR Tech Survey – May 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	740	82.41%
3 - Satisfied	112	12.47%
2 - Neither Satisfied nor Dissatisfied	21	2.34%
1 - Somewhat Dissatisfied	14	1.56%
0 - Very Dissatisfied	11	1.22%
Total	898	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	852	94.88%
Somewhat	26	2.90%
No	20	2.23%
Total	898	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	17	-	-	-	-	-	-	-	90
ARLINGTON CITY	40	-	-	-	-	-	-	-	-	-	-	-	40
ARLINGTON RURAL FD 21	71	61	69	57	79	-	-	-	-	-	-	-	337
DARRINGTON FD 24	43	31	48	45	43	-	-	-	-	-	-	-	210
EVERETT CITY	2,211	1,940	2,052	2,032	2,200	-	-	-	-	-	-	-	10,435
FD 19	24	27	41	41	23	-	-	-	-	-	-	-	156
SRFR (Mill Creek excluded)	1,065	853	909	941	1,060	-	-	-	-	-	-	-	4,828
GETCHELL FD 22	53	38	46	29	42	-	-	-	-	-	-	-	208
GOLD BAR - INDEX FD 26	84	57	74	68	58	-	-	-	-	-	-	-	341
GRANITE FALLS FD 17	180	146	166	171	172	-	-	-	-	-	-	-	835
HAT ISLAND FD 27	2	2	3	1	3	-	-	-	-	-	-	-	11
LAKE ROESIGER FD 16	18	16	14	16	18	-	-	-	-	-	-	-	82
LAKE STEVENS FD 8													
MARYSVILLE FIRE	1,211	1,012	1,039	1,019	1,221	-	-	-	-	-	-	-	5,502
MILL CREEK CITY	201	196	174	206	216	-	-	-	-	-	-	-	993
MUKILTEO CITY	180	158	182	177	196	-	-	-	-	-	-	-	893
NORTH COUNTY FIRE (UNINC)	526	449	487	520	597	-	-	-	-	-	-	-	2,579
OSO FD 25	7	6	7	9	5	-	-	-	-	-	-	-	34
ROBE FD 23	3	2	4	5	10	-	-	-	-	-	-	-	24
SNOHOMISH FD 4	304	271	259	270	302	-	-	-	-	-	-	-	1,406
SOUTH COUNTY FIRE (TOTAL)	2,866	2,406	2,645	2,535	2,690	-	-	-	-	-	-	-	13,142
SOUTH COUNTY FIRE (UNINC)	1,383	1,088	1,273	1,258	1,286	-	-	-	-	-	-	-	6,288
EDMONDS CITY (CONTRACT)	530	427	496	425	493	-	-	-	-	-	-	-	2,371
BRIER CITY	35	35	37	28	40	-	-	-	-	-	-	-	175
LYNNWOOD CITY	668	644	608	590	632	-	-	-	-	-	-	-	3,142
MOUNTLAKE TERRACE CITY	250	212	231	234	239	-	-	-	-	-	-	-	1,166
STANWOOD CITY	118	121	121	150	139	-	-	-	-	-	-	-	649
SULTAN FD 5	101	89	84	92	95	-	-	-	-	-	-	-	461
TULALIP FD 15	79	68	75	88	116	-	-	-	-	-	-	-	426
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	2,134	2,053	-	-	-	-	-	-	-	9,946
BRIER	310	289	358	381	447	-	-	-	-	-	-	-	1,785
DARRINGTON	82	86	82	72	99	-	-	-	-	-	-	-	421
EDMONDS	2,022	1,719	1,909	1,759	2,050	-	-	-	-	-	-	-	9,459
EVERETT	10,695	10,797	11,604	11,462	11,843	-	-	-	-	-	-	-	56,401
GOLD BAR	155	168	215	190	201	-	-	-	-	-	-	-	929
GRANITE FALLS	327	311	306	291	296	-	-	-	-	-	-	-	1,531
INDEX	32	33	39	39	42	-	-	-	-	-	-	-	185
LAKE STEVENS	1,714	1,760	1,803	1,730	1,772	-	-	-	-	-	-	-	8,779
LYNNWOOD	3,024	2,886	3,250	3,182	3,404	-	-	-	-	-	-	-	15,746
MARYSVILLE	4,598	4,763	5,098	4,784	5,252	-	-	-	-	-	-	-	24,495
MILL CREEK	1,052	1,063	1,230	1,052	1,147	-	-	-	-	-	-	-	5,544
MONROE	1,631	1,449	1,620	1,651	2,059	-	-	-	-	-	-	-	8,410
MOUNTLAKE TERRACE	1,227	1,270	1,329	1,282	1,703	-	-	-	-	-	-	-	6,811
MUKILTEO	2,386	2,083	2,261	2,477	2,526	-	-	-	-	-	-	-	11,733
SNOHOMISH	706	786	889	800	865	-	-	-	-	-	-	-	4,046
SNOHOMISH COUNTY	13,091	12,986	13,517	12,930	13,627	-	-	-	-	-	-	-	66,151
STANWOOD	434	523	488	467	526	-	-	-	-	-	-	-	2,438
STILLAGUAMISH	1,069	1,274	1,326	1,264	1,203	-	-	-	-	-	-	-	6,136
SULTAN	247	252	336	269	314	-	-	-	-	-	-	-	1,418
WOODWAY	82	62	39	50	58	-	-	-	-	-	-	-	291

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	60
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	11
Trainee Dispatcher 2	New Hire-Completed training in 2 of the 3 required disciplines	6
Total:		87

Authorized Dispatch Staffing Level - (including trainees)	84.5%
Center Staffing Strength - (excludes trainees and LOA's)	77.1%

# of Authorized Full-Time Positions:	164
# of Full-Time Positions Filled:	145
# of Current Full-Time Vacancies:	19

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)	153
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Full-Time Dispatchers

Authorized Positions:	103
Filled F/T Positions:	87
F/T Vacancies:	16

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:	10
Filled Contract Positions	1
F/T Vacancies:	2

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	10	# of candidates scheduled to test - (Next exam is 6/17 & 6/18)
Interview	1	Interviewing for September academy
Polygraph Exam	1	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	2	Background complete. Now awaiting psyche exam and/or drug and hearing tests
Onboarding/Orientation	1	Final offers signed. Hiring process complete; just awaiting start date now.
YTD Dispatch Trainees Hired	12	

Employment Separations

YTD Full Separations from Agency:	17
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	5
Medical	0
Relocation	1
Retirement	0
Voluntary Opt-Out	2
Change to Relief (FT to PT)	0

Dispatch (Non-Trainees):

Accepted New Job (not w/911)	3
Accepted New Job (w/911 agency)	2
Involuntary Term	0
Medical	1
No Reason Given	0
Personal	1
Relocation	1
Retirement	0
Change to Relief (FT to PT)	1
Death of Employee	0

Radio Replacement Project Updates

June 10, 2022

Subscribers:

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

<u>Opt in Mobile Installations</u>					
	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
Everett PD	196	47%		Everett FD	62
Lynwood PD	68	61%		Southern County Regional Fire	92
Mukilteo PD	29	63%		North County Regional Fire	29
Monroe PD	31	46%		Snohomish FD #24	13
Mill Creek PD	19	73%		Snohomish FD #25	6
Mountlake Terrace PD	18	48%		Snohomish FD #21	6
Arlington PD	21	38%		Snohomish FD #22	9
Brier PD	7	31%		Snohomish FD #19	10
Tulalip PD	66	0%		Snohomish FD #27	7
				Snohomish FD #15	10
				Snohomish FD #4	21
				Snohomish FD #5	13
				Snohomish FD #16	7
				Mukilteo FD	10
				Paine Field FD	12

- Staff have completed inventory of control stations and mobiles 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.
- The team re-prioritized the mobile installation team to Tulalip PD. Approx. 20 of the needed conversion kits arrived and Tulalip PD’s existing radio system is experiencing technical issues. We appreciate the flexibility of Everett PD to prioritize this need.

Radio Sites/Microwave:

- Motorola's subcontractor for microwave, Aviat is having trouble obtaining quality installation crews. Motorola has kept SNO911 informed of the situation, but this delay could have impacts to the project schedule
- Permit for South Campus has not been received. Issue with tribal approval and non-responsiveness. Consultant is working the Federal Communications Commission on resolving the tribal communication issue.
- DC power system installation is scheduled start June 21st at North Campus.
- 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.
 - Additional preparatory electrical work has been identified at North Campus.

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
 - We've received updated coverage maps which have been shared with the PPC. Police and Fire TAC will have an opportunity to review at an upcoming meeting
 - On track to bring an executable change order at the July Board.
- Alphanumeric Paging – SNO911 and NORCOM have been meeting regularly to develop a plan to move forward with a joint paging network/project.
- VHF meeting with stakeholders was held to determine their communication needs. Software licenses for VHF and handheld VHF radios are in the procurement processes.

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

Fire Technical Advisory / Operations Committee

May 18, 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 Guptill	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	Michael Fitzgerald, SCF	Andie Burton, SNO911	Howard Tucker, SNO911	
	Theresa Ramey, North County RF	Hattie Schweitzer, SNO911	Meg Bittinger, SNO911	
	Mike Gatterman, Fire District 4	Marlin Herolaga, SNO911		
	Greg Osborne, Fire District 4	Damon Farmer, SNO911		
	Colby Titland, SRFR	Derek Wilson, SNO911		
	Terry Peterson, SNO911	Chris Ampongan, SNO911		

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

Chairman Eric Andrews called the meeting to order at 1:00 p.m.

1. ANNOUNCEMENTS:

A. Rob Thurston (EESCS) – Mobile Communications Trailer – Mr. Thurston had a last minute conflict and could not attend Fire TAC.

2. APPROVAL OF MINUTES: A motion was made by Jeremy Stocker and seconded by Drew Bono to approve the April, 2022 Fire TAC / Ops meeting minutes as written. Unanimously approved.

3. COMMITTEE UPDATES:

A. PTCC / NWS. Marlin Herolaga – There has been a change to the advisory board. Chief White will be stepping down as an alternate, and Sergeant Foutch will be taking his place. The scheduled interface outage that occurred on May 9th went as planned. They moved the interfaces over to a new fire wall that has better security. There is a planned maintenance outage for Windows updates in the production environment for Tuesday May 31st in the early morning hours. The outage should last about 4 hours. They will send an email to TAC when they have more

information. Tech staff continues to work with Tyler on all priority issues. They have made some progress on the fire mobile crash issue.

B. Technical Update. *Marlin Herolaga* – SNO911 is preparing for their first FBI security audit on June 22nd. They have been meeting internally and going over the pre-audit questionnaire that the FBI provided. They spoke with the County IT department this morning and got some feedback about what to expect and they are planning accordingly. Regarding the Viper upgrade, they have received all the equipment and it is all entered into the asset tracking system. Intrado has been on-site since last week installing the equipment into the server racks. They are planning to copy over the current configuration as a starting point for the upgrade. Once that is done, they will start performing new configuration changes and testing with ComTech. They plan to go live September 19th – 23rd.

- i. **Post-upgrade FRL Issues Update** – *Derek Wilson*. SNO911 has been working on the issues with response plans since the upgrade. If you are experiencing any response plan problems or inconsistencies at all, please let Derek know. As of now there is no patch to resolve the logic problems. They met with Tyler on the 9th, and they are aware of the logic issues and are trying to adjust them without breaking other things. For now they are trying to identify all the problems and find a work around. The fixes will come about at the next upgrade. Derek will follow up and send an email to Fire TAC that summarizes all of this (emailed on 5.19).
- ii. **Outage Debriefings** – *Marlin Herolaga*. SNO911 experienced a major outage event last Wednesday that took down most of their systems for about 10 minutes. Tech staff was able to identify the issue, which was a misconfigured router they received from Intrado for the Viper upgrade project. It basically stopped all network traffic, but once they unplugged the device everything went back to normal. They have put some measures in place that will monitor resources in the future to make sure this doesn't happen again.
 - i. **Rave Notifications** – *Andie Burton*. They received some feedback from a fire agency regarding the Rave notification associated with the outage Marlin just talked about. As they debriefed later they determined that in the future they will be more cognizant about the alerts that go out and what the agencies need to know.

C. Radio Replacement Committee. *Terry Peterson*. SNO911 is at a milestone for completing fire mobile radio installs. Hats off to Chris Ampongan and team as they are at the last two fire agencies this week. SNO911 provided a deep dive project status report to the SNO911 Board last month which is included in the board packet if anyone is interested in seeing it. They are continuing to move forward with the plan to move the system to US primary frequencies. They got some initial information and coverage maps back from Motorola. They reviewed them with PPC, and received consensus from the PPC members that they are headed in the right direction.

Fire Radio Programming – *Howard Tucker*. As a recap, it was brought to their attention last year that they were getting a lot of false emers because the emergency button activated too fast. They spent a couple months re-programming radios, and recently discovered that the fix didn't work. They had changed the duration setting to turn it off, but not the duration setting to turn it on. They have since adjusted their quality control and the knowledge of understanding the changes they make. In the next few weeks they plan to go out to every fire station to fix the issue - a 1.3 second press to activate, and a 1.5 second press to deactivate. Ken Dennett will be out in the field heading this up. Chris Ampongan shared a document showing how to activate the emergency button, and he will follow up with an email as well (emailed on 5.20). He will be reaching out to the agencies very soon to get this all started.

- D. Radio Procedures Committee.** *Hattie Schweitzer.* At the last meeting they continued to discuss the suggestion to provide a statement over the radio, or via CAD, regarding weapons calls. They initially tested this in CAD, but soon realized that by adding a new command, this would create a lot of intense labor unit detailing that is unreasonable to ask of the dispatchers. They are also concerned about the potential for errors. Now they are looking at using Locution to announce the police call type at the time of dispatch. Per Derek, at this point Locution seems to believe they wouldn't have a problem broadcasting the police call type through Locution if it's applied. It all depends if Tyler can get it to Locution, and he is waiting to hear back from Gloria at Tyler. Hopefully he will have an update by the next TAC meeting. One last thing per Hattie, they are starting to look at the potential of a Wildland Interface Fire Call Type.
- E. Fire User Group.** *Derek Wilson.* They met and recapped the fire issues and the need to test the fire issues that should be resolved by the end of June. Nothing else to report.
- F. Fire Standards/Data.** *Marlin Herolaga.* They discussed the Tyler conference and requested that if anyone has any concerns or ideas for Tyler reporting, to pass them on to Brittney Martens. South County Fire has been working with Brittney to discuss their reporting needs. They plan on sharing that information with Fire Standards/Data soon.
- G. County Fire Resource Plan Committee.** *Jeremy Stocker.* The plan was presented a couple months ago to this group, and to the Fire Chiefs last month. They made the presentation and the plan is for the chiefs to vote on it in June. A couple agencies have clarification questions that still need to be dealt with. Jeremy anticipates that the plan will be adopted and they will move forward with it next month.
- H. Enabling VHF on Multiband Radios.** Already covered.

- 4. **SNO911 UPDATE:** *Terry* – SNO911 was asked to look at how they could further the implementation of the MPDS/ProQA system in the county. They provided a very high level presentation to the fire chiefs a couple of weeks ago. The DRC/DSC will develop some recommendations such as adopting some guiding principles on how they want to dispatch and provide EMS in the county, recommendations around adding type codes or renaming type codes to pivot away from the King County CBD system, etc. A bit of feedback they did receive from the fire chiefs was to make sure that the recommendations they come up with work for the variety of fire agencies – large, small, urban, rural, and so on.

Andie - Several months ago SNO911 was contacted and asked to help test a new functionality for 911 calls from cell phones called Location Before Route. They partnered with Intrado and AT&T to do some testing and are very happy with the results. This technology works off the device location and routes calls much more accurately so as to eliminate call transfers between PSAPs. Please click on the following links for more information:

<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>

5. **OLD BUSINESS:**

- A. First Due Workgroup** – *Darryl Neuhoff.* They are still working on putting the symbols together for adoption and they had some questions regarding the ability to see more than just one particular

site at a time. This is not a system that they can kick any further down the road and it needs to be up and running in short order. They are looking at third quarter of this year and hoping it is operational by then.

- B. Weapons Calls (Scene Safety)** – *Hattie Schweitzer*. Covered in 3D above.
- C. ASAP to PSAP Update** – *Derek Wilson*. No updates at this time.
- D. Air Ambulance Communications (8TAC91)** Already discussed.

6. NEW BUSINESS:

- A. Fire TAC Chair and Vice Chair Elections** – *Eric Andrews*. The SNO911 Board approved the current procedure to vote for Fire TAC Chair in even years and Vice Chair in the odd years. Per Thad Hovis, he is still willing to serve and doesn't want to necessarily resign, but he is happy to support an election for Vice Chair this year. Motion made by Darryl Neuhoﬀ to change the procedure and vote for the Vice Chair of Fire TAC in even years and the Chair in odd years. Seconded by Drew Bono. Unanimously approved other than Thad Hovis who abstained. Eric Andrews nominated Drew Bono as Vice Chair and Thad Hovis nominated John Chalfant. Drew declined his nomination. John accepted his nomination, and by default is the new Vice Chair.
- B. Planned/Unplanned Outage Paging Expectation Review** – *Hattie Schweitzer*. They are asking that the Radio Procedure Committee come up with a paging expectation draft that Derek and Hattie can submit to TAC. There were no objections from the group.
- C. New Unit Type Requests** – *Hattie Schweitzer*. There was a request to add two new unit types to CAD, Deputy Fire Marshall and Assistant Fire Marshall, and that was approved by PTCC. Motion made by Darryl Neuhoﬀ to add Deputy Fire Marshall and Assistant Fire Marshall as new unit types to CAD. Seconded by Jeremy Stocker. Unanimously approved.
- D. Access to IO Channels** – *Howard Tucker*. Airlift Northwest reached out and asked SNO911 wireless for access to IO talk groups, specifically for an exercise coming up on the 18th. Howard doesn't believe we need approval for interoperability, and would like to provide them access to our radio system. Drew feels like they should have access to everything, and made a motion that they have access to all of the talk groups (the appropriate ones, not to include law enforcement). Howard said they currently have 400 channels on their radio currently, and thinks that they don't need everything, but would like access to the IO talk groups immediately. There was no objection from the group.

- 7. GOOD OF THE ORDER:** *Eric Andrews*. Eric wrote up a description for the Wildland Interface Fire Call Type that he will bring to fire procedures and the chiefs: "This type code is to be used when a brush, grass, or wildland fire is reported to be close to an acre or more in size. The fire is also reported to be approaching structures with a rapid rate of spread. Rough guideline would be structures within 1,000 feet or less. Windy conditions are a significant contributing factor that would indicate the use of this type code. If any fires are reported to have an already involved structure, the structure fire type code – FR, FRC, FC - shall be used in the initial dispatch. If dispatch has a structure fire the responding units may change the type code to FWI, Fire Wildland Interface, based on the short report from the callers. Fire agencies are expected to have 1st, 2nd, 3rd and 4th alarm response plans for this type of code. Type code Fire Brush is to be used if the fire is smaller than 1 acre and not threatening a structure within 1,000 feet".

8. **ADJOURN:** The Fire TAC / Operations Committee adjourned at 2:49 p.m.

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

DRAFT

SNOHOMISH COUNTY 911 Special Fire TAC Meeting

May 26, 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 Hodkinson	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 Guptill	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	Joshua Cole, Paine Field Airport	Andie Burton, SNO911	Megan Bittinger, SNO911	
	Theresa Ramey, North County RF	Hattie Schweitzer, SNO911		
	Joel Johnson, North County RF	Terry Peterson, SNO911		
	Don Waller, Fire District 4	Marlin Herolaga, SNO911		
	Roy Waugh, SRFR	Derek Wilson, SNO911		
	Kurt Mills, SNO911	Karen McKay, SNO911		

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

Chairman Eric Andrews called the meeting to order at 3:00 p.m.

- CHANGES TO FIRE DISPATCH STAFFING AND TALKGROUP ASSIGNMENTS:** *Terry Peterson.* Terry went over a PowerPoint presentation to share information and a proposal regarding the dispatch staffing challenges at SNO911. There are 103 dispatch positions that have been authorized by the Board. There are currently 89 positions filled, but unfortunately, not all 89 dispatchers are fully trained. As of today, there are 74 fully qualified and trained dispatchers, and that is not sufficient from a staffing standpoint. In addition to the staffing issue, SNO911 is not getting the same number of applicants as they have in the past, despite the massive efforts to recruit. SNO911 is making the recommendation to consolidate TAC 3 and TAC 5 from 1900 to 0700, seven days a week starting on June 1st. The goal now is for a minimum of 90 days. Steve Guptill mentioned that combining TAC 3 and 5 doesn't make sense. Steve thinks there needs to be a discussion about how to balance out the radio talkgroups, and he would like to see a different model. Per Chief Hovis, South County Fire would be willing to go without rapid dispatch for a time until things are stabilized, and Jeremy Stocker agreed. After much discussion regarding which TAC channels make the most sense to combine, and which agencies could go without rapid dispatch temporarily, Eric Andrews made a motion to combine TAC 1 and TAC 3

between 1900 and 0700, without rapid dispatch, for 30 days, then reconvene and re-assess.
Seconded by Darryl Neuhoff. Unanimously approved.

2. **ADJOURN:** The SNO911 Special Fire TAC Meeting adjourned at 3:48 p.m.

DRAFT

**Snohomish County 911
Finance Committee
Meeting Summary for June 10, 2022 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

Committee Members					
Dave DeMarco	✓	Derek Daniels	✓	Steve Guptill	
Jim Lawless	✓				
Staff Support Team					
Kurt Mills		Angie Baird	✓	Terry Peterson	✓
				Sharon Brendle (notetaker)	✓

1. **Call to Order and Announcements.** Chair Dave DeMarco called the meeting to order at 1:30 p.m. There were no announcements.
2. **Reports.**
 - A. **Blanket Voucher Report.** There were no questions raised. **Jim Lawless moved and Derek Daniels seconded to recommend the Board approve the Blanket Voucher Report for May. The motion passed.**
 - B. **Fund Balance Report (May).** Informational report only.
 - C. **Radio Replacement Project (RRP) Payment Tracking.** Informational report only. Since RRP reimbursements from the County have always been received in a timely fashion, in the future this information will only be brought to the attention of the committee if there is a problem to report.
3. **Old Business.**
 - A. **Future Facility Purchase & Sale Agreement (PSA).** Terry provided a briefing on the status of the Purchase & Sale Agreement on the new facility. He recalled the board had given approval for the Letter of Intent to be made which was accepted by the owners. They are in the process of negotiating the PSA, and have had legal review the document. Their edited version has been sent back to the seller. He said he anticipates in the next few days that they will have a fully executed PSA for the property. The PSA contains a clause that makes it contingent upon SNO911's Board approval. The PSA is expected to be brought to the Board meeting next week for their approval, which will require a super majority vote. Terry also went over a list of items that will need to be completed over the next 90 days. He described the due diligence work and remodeling estimate that will be provided by OAC, as well as the funding steps to be taken with the County. Asked if demolition is still a possibility, Terry responded that they have asked OAC to give them some information on that which will help them make a decision. There are numerous possibilities on which direction the project could go, including: 1) demolish both structures for future as-built, or 2) gut one building for a re-built, and utilize the other as standing.
4. **New Business.**
 - A. **ECSF 2023 Budget Request.** Terry explained that as part of the RRP every year, staff submits a budget request for the following year, which includes some revenue to off-set operational costs. He presented the budget request for 2023, and explained the increases they're proposing. He also explained that staff will be discussing with the

Board and Committees how this request ties in with the upcoming operation budget plans. Angie added that she has recommended setting up a separate fund to run the facility project through, because the agency is receiving proceeds from the bonds, and there are some restrictions with that money that will need to be tracked. No decision has been made, but if they take that route, then SNO911 would be able to balance a project tracking sheet against the actual fund balances. Terry then went over the plan on funding the building purchase before the bond funds are available. He described the funding on hand, as well as funds that can be obtained in the short term (including temporarily borrowing from capital reserves), prior to receiving the funds from the County. He added that if the project is funded in the way he described, then approximately 23% of the project will be funded through non-bond funds. This will allow more flexibility with up to 23% of the square footage, which could allow leasing a portion of the facility to a private entity. In response to a question asked on when the percentage rate will be locked in, Terry explained that will happen when the bonds are sold in November. Because of current volatility, the County couldn't give a percentage rate at this time, but it will likely be around 4%. Terry also briefly spoke about the staffing challenges the agency is facing, and how next year's budget will contain a proposal to add additional dispatcher positions. Angie added that they haven't done an analysis yet, so they don't have a firm number for what that proposal may cost. SNO911 is aware of the challenges faced by each of their user agencies and will take those into consideration when working on the budget.

Jim Lawless moved and Derek Daniels seconded to recommend the SNO911 Board recommend the 2023 SNO911 ECSF Budget Request to the Radio Advisory Board as presented. The motion passed.

- B. APF-Radio Fleet Expansion Requests.** Terry reported that there have been two fleet expansion requests submitted since the last board meeting. Monroe Police Department is requesting one mobile radio to add a second canine vehicle, and South County Fire is requesting radios for five additional vehicles they are adding to their fleet. Terry recommends taking immediate action to approve the requests. He provided a breakdown of the yearly anticipated fund activities for Fund 140.

Jim Lawless moved and Derek Daniels seconded to recommend the Board authorize staff to move forward with the June 1st Monroe PD and the May 26th South County Fire fleet expansion requests to be funded from Fund 140. The motion passed.

5. Good of the Order.

- Angie reported that there will be an upcoming proposal to combine capital plans set aside for Wireless Tech and one for IT. These will be included in the 2023 budget process. She asked that if there are any concerns with combining the two funds, to let her know as soon as possible. Angie explained that when the merger was done between the radio group and the 911 center, SERS had their own capital plan. They initially chose to keep the funds separate but with the reorganization, the radio group and IT have merged under one department, called Technology.
- Angie also announced that former Lake Steven's Police Chief, Randy Celori, passed away this morning. Chief Celori had been a long-time member of the SNOPAC Board.

6. Adjourn. The meeting was adjourned at 2:07 pm. The next meeting is scheduled for July 14th at 1:30 p.m.

**Snohomish County 911
Personnel Committee
Meeting Summary for June 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	✓				
Guests - Compensation Connections					
Nancy Kasmar		Kathy Marek			

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

The meeting was called to order at 9:07 am by Committee Chair, George Hurst. The agenda was adjusted to accommodate the guests from Compensation Connections.

- 1. Compensation Connections Update.** Nancy Kasmar and Kathy Marek of Compensation Connections spoke about the draft report they submitted. They will work up a high level draft of the compensation philosophy statement, and once the Board approves it, it will eventually be included in either the Personnel Administrative Manual (PAM) or the Appointive Staff Policy. Nancy explained that once it's adopted, SNO911's policies may need to be adapted to align with the philosophy. She added that it will also help with how salary decisions are made. A portion of the report deals with job matches and market pricing, and Nancy and Kathy both went over one position to show. Angie added that some of the job positions in the agency (such as those in the Radio group and those related to Dispatch) are very specialized and will need to only be compared with similar industry positions. Kathy went over how they performed the job matching section of the report and explained that they try to concentrate on matching the general purpose of each position, with at least an 80% match. When working with hybrid job descriptions, they may use different job titles in an effort to get closer to the actual job description. Market matches are adjusted based upon the complexity and responsibility of the job, including if the job requires a certain certification or experience. Terry summarized it as determining what the core responsibilities are of each position and deciding how that position matches up with the other positions in the organization.

Asked about timeframe, Nancy estimates that the report may take some extra time if they need to pull data from other sources, such as public sector agencies. She thought that by the July committee meeting, they would be able to present how the jobs relate to each other within the salary structure. They would also be able to show the committee the resulting market data, how the jobs should be structured together, and how jobs fit within the structure as to employee pay.

Asked about how the project fits in with the budget process, Terry explained that the budget process may move along more quickly than the compensation project, but he thinks that the budget may include some placeholders. The budget would be adjusted to reflect the final decisions made

on the compensation study, with salary changes to take effect in January 2023. *After further reviewing and discussing the report, the committee decided they will meet again for a two hour meeting during the last two weeks of July.*

- 2. Review Staffing Report & 3. Executive Summary.** Terry went over the staffing report that was included in the packet. He highlighted the number of full time dispatcher vacancies, and listed two areas of concern: the 15 open positions, and the number of trained employees (74) that can participate in the schedule. He explained that there are often not enough staff to meet minimum staffing. He shared the executive summary which described the situation and what the impacts are to public service level and to the member agencies. The summary also included thoughts on how they're working to remedy the situation. Currently there are 18 people in some level of training, but Terry explained that it takes time to get each new hire through the extensive training process in order for them to participate in the schedule. He reported on the decrease of actual applicants and described some new ways they are trying to reach more applicants. He also described how they are lowering the priority of their non-emergency line, which relieves some of the pressure to answer those calls. They would still be answered, but may be in the queue a little longer. Other short term strategies include: trying to convert relief staff to part-time status, reducing peak staffing, trying to incentivize more volunteerism with on-call shifts and overtime, and reducing the number of fire dispatchers during slow hours in the evening. They are also looking at some long-term tactics, such as: looking at authorized head counts. Currently the board has authorized 103 FTEs in the center. When the totals dip below 80, they are finding it difficult to meet staffing needs. Terry said that the only way to solve the problem in the long-term is by increasing the number of authorized staff. He said they plan on discussing that matter further at future Personnel Committee and Board meetings. He explained that one challenge everyone experiences in the industry is that dispatch staff work 100% of their working hours just on the floor. They never get time off for training or meetings, which results in a high stress or burned-out situation which leads to high levels of attrition. He emphasized the importance of investing in staff in order to get ahead of the high attrition rates. Angie added that the 12 hour schedule has been very popular with the dispatch staff, so reverting back to the 5 (8s) would not be a good option. She added that it's important to them that they get that extra day off each week. She also added that some of the things recommended will impact the budget. She reported that they have seen staffing challenges every 7-8 years in the 911 industry, so she expects it will be rough for a while. When determining authorized full-time employee totals for dispatch staff, she recommends aiming for 10% of those be reserved just for trainee positions. Terry added that the union has been very cooperative in working together to find solutions to these latest challenges.
- 4. Temporary Hiring Budget.** Angie recalled they had received approval from the Board for getting help to fill the vacant Finance positions. They went through Robert Half and were able to fill the Finance Coordinator position, and the Finance Manager position has been filled with temporary help. That person is currently in backgrounds and they hope they are able to convert this person in a couple of weeks. She explained that they have about 2 ½ weeks left in the budget to keep him as temporary help. She is asking for additional funds to cover the extra time, along with covering the hiring fee. The board previously authorized \$45,000 for the two positions. The finance coordinator position took up \$29,000, and Angie said it would significantly higher to convert the temporary

Finance Manager to a full time position. She is waiting on a quote from Robert Half, which will depend on the final salary. She believes she'll have a number before the board meets next week.

5. **Temporary Increase of Hiring Bonus for 2022.** Terry presented an APF which outlines their proposal to temporarily increase the referral bonus. He said it is hoped to incentivize the current employees to be recruiters and refer candidates to SNO911. The APF outlines the specifics of the temporary bonus increase which would run through the end of 2022. The bonus would start at \$1,000 and increase by \$500 for every new employee that successfully completed training up to a maximum of \$3000. Once the new hire successfully completes their probationary period, the bonus remains at \$1,000. After some discussion and clarification, the committee took action:

Jonathan Ventura moved and Thad Hovis seconded to recommend that board authorize a temporary update to PAM 5.12, to increase the employee referral bonus as discussed in the APF through the end of calendar year 2022. The motion passed.

6. **Vehicle Policy.** Angie brought up the revised vehicle policy that has already gone through a few revisions. The reason for the change is that SNO911 needs to pull the Abstract Driving Records (ADR) for those employees that have driving responsibilities. The revised policy includes a point system to evaluate employee driving records. Angie explained that both legal and WCIA has recommended some sort of evaluation criteria be included as part of the policy. The plan is to bring it forward to the Board next week for final approval.

Jonathan Ventura moved and Thad Hovis seconded to recommend the board approve the revised Vehicle Policy as presented. The motion passed.

7. **Voluntary Vacation Buy-Back MOU Draft.** Terry presented a draft MOU with the union is related to meeting minimum staffing. The current contract allows for 3 people to be off on vacation for day shift, 3 people off during graveyard, and 1 person off during the power shift. Management is proposing that employees who already have vacation on the books can voluntarily give up their vacation, and go back onto the schedule, and for every full shift they work, they would receive two times their regular rate of pay for actual hours worked during their former vacation time. This would provide some relief by lowering the number of people on vacation from 3 to 2. Terry also explained that while this proposal doesn't seem to be popular with the union, he hopes to be proactive by receiving board approval first. Angie said that between 2007 and 2008, SNOPAC offered a similar program where they doubled the OT pay if employees volunteered to sign up for it. She explained that with the 12 hour schedule now, that program isn't something that would be an option. She added that back in 2007-2008, it worked really well for the first 3 to 4 quarters, but not so well towards the end of the staffing crunch. She thinks that running to the end of the year would allow for a trial period, and to see if the program would need to be extended.

Jonathan Ventura moved and Thad Hovis seconded to recommend the board approved the Voluntary Vacation Buy-Back MOU until the end of the year. The motion passed.

This MOU may be discussed further during executive session at next week's board meeting.

8. **Deterra Drug Deactivation Kits.** Angie explained that the kits are part of a "Drug Take Back Program" where employees can place unused prescription drugs inside a pouch which will destroy the drugs and will make their disposal environmentally safe. Angie said they previously had 20

samples that were shared with staff, and there was a very positive response. They are planning to purchase 200 pouches for \$750.00, and periodically stocked them in the restrooms. *She will email out the information on this program to the committee members after the meeting.*

9. Round Table.

- Chief Ventura said he sympathizes with SNO911's current staffing shortages after experiencing full staff a short time ago. He said he went from the most diverse law enforcement agency in the county to the least, according to the Herald. He reported that he lost half of their staff in two months, and understands how hard it is to replace people. Angie replied that she had heard that agency chiefs are even going out on patrol due to the shortages.
- Chief Hovis reported they have 16 new laterals are starting a special summer academy on Monday. Their last 18 hires (from their spring academy) started working full time this week. He also reported that he has made 28 conditional offers for the fall academy.

10. The meeting was adjourned at 10:31 a.m. The next Personnel Committee Meeting is scheduled for Wednesday, July 12, 2022.

Snohomish County 911 Future Facility Committee

Meeting Summary for June 7, 2022, 1:00 – 2:00 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	✓				

Decisions are underlined. Follow up items are in *italics*.

- 1. Call to Order.** Terry Peterson shared the agenda on his screen. Chair Dave DeMarco was unable to attend the meeting, and in his absence Rich Llewellyn volunteered to chair and called the meeting to order at 1:02 p.m. The meeting did not contain a quorum.
- 2. Chair Elections.** Rich announced that Chief Dave DeMarco is interested in continuing to serve as chair. The committee did not need to take any further action, and Chief DeMarco will continue in that role. It was determined that the Bylaws did not contain any requirements to hold biennial elections for standing or special committees.
- 3. Property Acquisition Roadmap.** Terry provided a list containing the high level steps that the board will need to take over the next 90 days as they move through the property acquisition phase. *This list will be emailed out to the committee at the close of the meeting.* Items on the list include:

Timeframe	Done	Activity
May Board Meeting	X	Letter of Intent Approval
Early June		Staff to submit Purchase and Sale Agreement (PSA) contingent on SNO911 Board approval on June 16th. If not approved, the PSA can be rescinded. The PSA has received 2 rounds of legal review, along with Heartland and OAC reviewing.
Early June		\$500,000 Earnest Money is Deposited
Early June		90-Day Inspection Period (Due Diligence) Starts
June Board Meeting		Purchase and Sale Agreement (Supermajority approval required)
June Board Meeting		Review ECSF Budget Request (includes Radio Project budget, along with funding for future facility)
June Board Meeting		Review OAC High-Level Estimate on remodeling costs
June prefer, no later than July Board Meeting		Determine Bond Amount

July Radio Advisory Board		Review/Recommend ECSF Budget
July prefer, no later than August Board Meeting		Short-Term Financial Tasks (associated with funding the project before the bond proceeds are received)
June-August		Reports received from OAC on due diligence (mechanical, electrical, building structure, seismic integrity) From SNO911 staff – will 911 operations work in the new building?
August		90-Day Inspection Period Ends

4. **Project Funding.** Terry shared a high level funding plan for the \$60 million project. The Interest rate has been updated from 3% to 3.5% based upon the Federal Reserve's latest number. He also reported that the yearend carryover had been added to the reserves, which slightly reduced the amount that will be needed to be borrowed. He described the funding on hand, as well as funds that can be obtained in the short term (including borrowing from capital reserves), prior to receiving the funds from the County. He added that if the project is funded in the way he described, then approximately 23% of the project will be funded through non-bond funds. This will allow more flexibility with up to 23% of the square footage. With bond funds received by the County, there are restrictions that would not allow leasing to a private entity, such as a day care facility. Jason added that if additional funds are needed during the pre-bond period, an emergency appropriation or emergency budget amendment from EESCS (E-911) could be made. Jason said he would work with the County's finance department if that is needed. *Terry will email the plan out to the committee members after the meeting.*
5. **Purchase and Sale Agreement.** Terry described it as a fairly standard agreement, but explained that the actual document will be shared during Executive Session at next week's board meeting. The committee members all agreed to wait to view the PSA until next week.
6. **Due Diligence.** Terry reported that he and Kurt had met with Kevin Fromm from OAC last week and started discussing various areas that will need to be dealt with, such as NFPA (National Fire Protection Association) Standards and security requirements, along with other considerations so that OAC's estimation process will be more accurate. They'll also be working with furniture vendors to discuss the best options for the dispatch floor layout. OAC will also be examining the building structure, determining its seismic integrity, as well as electrical, water and sewer load. In response to a question on furniture for the 911 center, Terry explained that they plan to go through a competitive bidding process for new dispatch furniture. For Administrative and IT furniture, they may be able to utilize some already in the building (included in the purchase). As to what happens with the existing center furniture, the Board will need to discuss and decide what the back up plans for the center will be.
7. **Round Table.** None
8. **Next meeting.** The meeting was adjourned at 1:26 pm. Because of the Fourth of July holiday, the committee decided to hold the meeting one week later, on July 12 at 1:00 pm. A calendar update was sent out after the meeting.