

SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
BOARD MEETING AGENDA
May 18, 2023 at 8:30 a.m.
Web Conference – Join Zoom Meeting

<https://us02web.zoom.us/j/86000466014?pwd=YWxBbE9HMIJuT2ZXMTYVU8rSnBkUT09>

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

Physical location: 1121 SE Everett Mall Way, Everett Police Department, South Precinct
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**
 - A. Roll Call
 - B. Announcements
 - i. Retirement Recognition - GIS Coordinator Terry VanOpdorp
2. **Public Comments**
3. **Approval of Agenda**
4. **Consent Agenda**
 - A. Minutes from the April 20, 2023 Regular Board Meeting3
 - B. April 2023 Blanket Voucher & Payroll Approval Form:
 - i. Checks 1006 - 1007; 2000; and 17299 - 17394, for a total of \$2,265,098.16, and the
 - ii. Payroll Direct Deposit, in the amount of \$1,260,839.78
 - C. **Site Lease Extensions**8
Authorize the SNO911 Executive Director to execute lease extension letters with their landowners under the existing lease terms for the Clearview and Fire Trail tower sites.
 - D. **Surplus Trailer**11
Authorize staff to send the 2017 PJ Trailer, VIN No. 4P5T82228J1286875 to James G. Murphy Company auctioneers and deposit the proceeds into the Operating Fund.
5. **Old Business**
 - A. Committee Vacancies:
 - i. Future Facility
 - ii. Finance Committee
6. **New Business**
 - A. Additional 800 MHz Licenses12
 - B. April Fleet Expansion Requests24
 - C. Annual Report Approval28

7. Reports

- A. Agency Report41
- B. Future Facility Project Update47
- C. Radio Replacement Project (RRP).....55
- D. Police TAC.....58
- E. Fire TAC

8. Committee Reports

- A. Finance Committee60
 - i. First Quarter Income Statement and Report.....63
- B. Personnel Committee65
- C. Future Facility Committee (no meeting)
- D. County EESCS Committee (formerly County E911 Office)
- E. County ECSF Program Advisory Board

9. Executive Session (if needed)

10. Good of the Order

11. Adjourn - The next meeting is scheduled for June 15, 2023

SNOHOMISH COUNTY 911 BOARD of DIRECTORS SPECIAL MEETING

April 20, 2023

Board Members & Management in Attendance	☒ Jon Nehring - President	Marysville	☐ Richard Emery	Mukilteo
	☐ Dave DeMarco	Everett Fire	☐ Pete Caw	Mntlk Terrace PD
	☒ Derek Daniels	South County Fire	☒ Kurt Mills	Snohomish Co 911
	☐ Steve Guptill	SRFR	☒ Terry Peterson	Snohomish Co 911
	☒ Don Waller	Fire District 4	☒ Andie Burton	Snohomish Co 911
	☐ Ryan Shaughnessy	Fire District 15	☒ Marlin Herolaga	Snohomish Co 911
	☐ Ian Huri	SCSO Undersheriff	☒ Wade Anderson	Snohomish Co 911
	☐ Ken Klein	Snohomish County	☒ Howard Tucker	Snohomish Co 911
	☒ Dan Templeman	Everett Police	☒ Steve Lawlor	Snohomish Co 911
	☒ Judy Tuohy	Everett	☒ Rosie Akopyan	Snohomish Co 911
	☒ Rod Sniffen	Edmonds Police	☒ Jordan Stephens	Legal Counsel
	☒ George Hurst	Lynnwood	☒ Christine Svihus	Legal Counsel
	☒ Jonathan Ventura	Arlington Police		
Alternate Board Members in Attendance	☒ Thad Hovis	South County Fire	☐ Don Schwab	Everett
	☒ Roy Waugh	SRFR	☒ Jim Nelson	Lynnwood Police
	☒ Ned Vander Pol	Marysville Fire	☐ Jim Lawless	Marysville Police
	☒ Chad Schmidt	Fire District 21	☐ Jenna Nand	Edmonds
	☐ Dara Salmon	Snohomish County	☒ Cheol Kang	Mukilteo Police
	☒ Scott Robertson	SCSO Bureau Chief	☒ Jeff Beazizo	Lake Stevens Police
	☐ Jeraud Irving	Everett Police	☒ Dale Kaemingk	Brier
Guests and Staff in Attendance	Jason Biermann – Snohomish County		Sharon Brendle - SNO911	
	Alicia Berget – SNO911 Public Meeting Site			
	Tiffani Brown - SNO911 Notetaker			

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 a.m. Roll was taken and a quorum was confirmed. Deputy Director Terry Peterson announced that Fire Caucus 2 met and Chief Don Waller is the new primary voting member and Chief Ned Vander Pol is the alternate.	
2. Public Comments	None.	
3. Approval of Agenda	Director Kurt Mills requested to remove item 6B from the agenda, stating final confirmation is still needed from the County on final figures. <i>Councilmember George Hurst moved to approve the agenda with the deletion of item 6B. The motion was seconded by Assistant Chief Rod Sniffen and approved unanimously.</i>	Motion Approved
4. Consent Agenda	<i>Councilmember Hurst moved to approve the Consent Agenda, including:</i> <i>A. Minutes from the March 16, 2023 Board Meeting;</i> <i>B. March 2023 Blanket Voucher and Payroll Approval Form: Checks 1005 and 17159 - 17298, for a total of \$1,295,752.25; and Payroll Direct Deposit in the amount of</i>	

	\$1,148,573.24. C. APF – Employee Recognition Policy Update (annual Awards Ceremony) <i>The motion was seconded by Assistant Chief Sniffen and approved unanimously.</i>	Motion Approved
5. Director's Report	Director Mills briefed the board on the Nurse Line Triage system that was demonstrated yesterday. The demonstration focused on an expansion of services and was well attended by a variety of fire agencies, the Medical Director, South County Fire Commissioner Derek Daniels and many representatives of SNO911. He explained that the system is being deployed around the nation with Vancouver and Spokane currently utilizing the service. With positive consensus in the Fire Community about moving forward, SNO911 will play a role in the implementation and acquisition piece.	
6. Old Business	A. APF – Employee Survey Director Mills explained that the Personnel Committee along with the Board President, other SNO911 Directors and the Agency Attorney reached a consensus that SNO911 will engage with an outside consultant to administer an agency online anonymous survey led by senior management in coordination with the Personnel Committee. The director shared the idea of having himself, along with the Board Chair, draft a welcome statement to the workforce in efforts to encourage participation. It was also mentioned that this would be an ongoing project recurring every 3 – 5 years. <i>Councilmember Hurst moved to approve establishing a cadence of conducting employee surveys every 3-5 years, and authorize engagement on a 2023 Employee Survey in an amount not to exceed \$32,000. The motion was seconded by Chief Thad Hovis and approved unanimously.</i> B. APF – Amended 2022 year End Budget Activities (Removed from agenda)	Motion Approved
7. New Business	A. APF – Amendments to Procurement Policy. Director Mills reminded the board that last year Moss Adams was hired to conduct an internal controls audit. Due to the separation of SNO911's prior Finance Manager and the new Finance Director coming on board there was some delay in finishing the report. The full report was included in the Finance Committee packet and this policy amendment was one of the action items recommended. Commissioner Daniels echoed Director Mills' comments that Moss Adams was contracted in January of 2022 to perform an audit costing \$25,000. Deputy Director Peterson reported that there were six observations from Moss Adams with no "findings". SNO911 took their observations and improved the asset tracking policy. He also asked the board to review the changes within the procurement policy. One is to increase the threshold from \$500 to \$1,000 on when a purchase order is required. The second item adds language pardoning SNO911 from drafting a purchase order if a contract is already in place. He added	

	D. County ECSF Program Advisory Board. No meeting. E. Future Facility Committee. No further discussion needed. F. Board Technical Leadership. No meeting. (This item will be removed from future agendas)	
10. Executive Session	None.	
11. Good of the Order	Director of Operations Andie Burton thanked all of the board members and member agencies who came to visit or donated to Telecommunicators Week last week. It was well received by SNO911 staff.	
12. Adjourned	The meeting was adjourned at 9:07 a.m. The next regular meeting is scheduled for May 18, 2023, at 8:30 a.m.	



ACTION PROPOSAL FORM

Date: 5/9/2023

Action Title: Tower Site Lease Renewals

Time Sensitivity: Normal

Background / Purpose:

SNO911 has several land lease agreements that are due, or past due, for lease extension. The underlying leases allow us to extend the original lease in 5-year increments under the existing lease terms. In order to extend the lease agreements, we are obligated to send letters to the landowners requesting the execution of the 5-year lease term extension.

Attached are lease extension letters for the Clearview and Fire Trail land leases. The letter format has been previously reviewed and approved by legal.

Recommendation/Motion:

Authorize the SNO911 Executive Director to execute lease extension letters with their landowners under the existing lease terms for the Clearview and Fire Trail tower sites.



1121 SE Everett Mall Way, #200
Everett, WA 98208
(425) 407-3911

May 17, 2022

Snohomish Regional Fire and Rescue
Attn: Chief Kevin O'Brien
953 Village Way
Monroe, WA 98272

Please accept this letter as notice that the Snohomish County 911 (SNO911) Governing Board of Directors is ratifying the terms and conditions of the Clearview Radio Site Lease at 8010 180th Street SE, Snohomish, Washington (Clearview Tower) with Snohomish Regional Fire and Rescue, which commenced January 1, 2003 (the "Lease") and is exercising its option to renew the Lease pursuant to Section 2 of the Lease under the same terms and conditions of that Lease, except for the renewed term.

This lease extension will extend the lease agreement from January 1, 2024 to December 31, 2028.

If you have any questions, please contact:

Steve Lawlor, Business Unit Manager
Office: 425-407-3924
Email: leasing@sno911.org

Sincerely,

Kurt Mills
Executive Director
Snohomish County 911



1121 SE Everett Mall Way, #200
Everett, WA 98208
(425) 407-3911

May 17, 2023

American Tower
Attn: Jake Bronner
10 Presidential Way
Woburn, Massachusetts 01801

Please accept this letter as notice that the Snohomish County 911 (SNO911) Governing Board of Directors is ratifying the terms and conditions of the Fire Trail Site Lease with American Tower which commenced October 1, 2004 (the "Lease") and is exercising its option to extend the Lease for an additional 5 years pursuant to Section 2 of the Lease under the same terms and conditions of that Lease except for the renewed term.

This lease extension will extend the lease agreement from October 1, 2023 to October 1, 2028.

If you have any questions, please contact:

Steve Lawlor, Business Unit Manager
Office: 425-407-3924
Email: leasing@sno911.org

Sincerely,

Kurt Mills
Executive Director
Snohomish County 911



Action Proposal Form

Date: May 9, 2023

Title: Surplus of old Snow Cat Trailer

Background / Purpose:

SNO911 held onto the large 2017 PJ Trailer VIN 4P5T82228J1286875 that was used to move the now surplussed LMC Snow Cat in anticipation of needing the large trailer for Radio Replacement Project work. Now that radio site readiness is essentially complete, the trailer is no longer needed and does not serve a useful function to the organization.

Suggested Action/Recommendation:

Authorize staff to send the 2017 PJ Trailer VIN 4P5T82228J1286875 to James G. Murphy Company auctioneers and deposit the proceeds in the Operating fund.

Fund: Fund 70



Action Proposal Form

Date: May 8, 2023

Title: Licensing Additional 800MHz frequencies

Background / Purpose:

The Snohomish County 911 Radio Replacement Project (RRP) is replacing like for like analog to digital radio channels. The transition to digital does increase the capacity of the radio system ability to carry additional conversations but the RRP did not expand the hardware nor did the project seek additional FCC licenses to maximize capacity within the systems' capabilities. This decision to not seek channel expansion was made in 2018 when there were no known additional 800MHz frequencies available.

Within the last year, the Washington Department of Transportation vacated 95 800MHz frequency channels throughout the state. There is considerable competition in the Northwest region of Washington State for these limited resources.

Snohomish 911 Radio Team members have identified the following opportunities:

System	Channel Count	Additional Capacity
North Simulcast	9	3
South Simulcast	11	1
Gold Hill	5	1
Deer Creek	5	1
Sobieski	5	1

ADCOMM Engineering, who successfully obtained US Primary frequencies for SNO911, has proposed a scope of work that would identify available frequencies, coordinate their licensing through the Regional Planning Committee, and their submission to the FCC for approval.

Suggested Action/Recommendation:

Authorize staff to enter into a contract with ADCOMM Engineering to seek additional 800MHz licenses to enhance the capacity of the new radio system with a not to exceed amount of \$58,000, per the Statement of Work and proposed professional service contract, as provided.

Fund: RRP Fund 130-01

ADCOMM Engineering LLC

Bridging The Gap Between Operations & Technology®

PROPOSAL FOR SERVICES

DATE: February 14, 2023

TO: Howard Tucker, Radio Systems Manager, Snohomish County 9-1-1

FROM: Susan Ronning, P.E., PMP, ASEP, Principal, ADCOMM Engineering LLC

SUBJECT: Proposal for Frequency Planning and FCC Licensing of Additional 800 MHz Frequencies (PN0683)

Thank you for giving ADCOMM Engineering LLC the opportunity to provide you with a proposal for frequency planning and FCC licensing services for additional 800 MHz frequencies to augment Snohomish County 9-1-1's (SNO911) current frequency plan for its new P25 trunked land mobile radio system. The additional frequencies are intended to increase the capacity of the new radio system. It is anticipated the additional frequencies would come from those recently vacated by Washington State Department of Transportation (WSDOT) in the Puget Sound area.

LMR Frequency Planning and FCC Licensing Scope of Work

ADCOMM proposes to perform the following tasks:

1. Review the 800 MHz frequencies released by WSDOT in January 2023 for compatibility with SNO911's planned P25 trunked radio subsystems, including North Simulcast, South Simulcast, Deer Creek multicast, and Gold Hill multicast.
2. Identify suitable frequencies to augment each subsystem with, including combiner frequency-spacing analysis, in accordance with the number of additional channels requested by SNO911.
3. Coordinate, as necessary, with other agencies in the vicinity seeking to license vacated WSDOT frequencies.
4. Develop a revised P25 trunked frequency plan using the new frequencies and provide to SNO911 for review and approval, including approval from their system vendor.

Following approval of the revised frequency plan:

1. Prepare the necessary FCC Form 601 applications and associated schedules.
2. Prepare engineering documents, exhibits, and/or waiver requests as necessary to facilitate the FCC licensing process, including Vacated Spectrum, Expansion Band, Canadian Power Flux Density (PFD) engineering, and Slow Growth/Extended Implementation requests.
3. Prepare NPSPAC Region 43 800 MHz Regional Planning Committee (RPC) application, including development of all necessary service and interference contours, and submit to RPC for consideration.
4. Verify any co- and/or adjacent-channel licensees and obtain letters of concurrence (LOC) from such licensees as necessary.
5. Attend one Region 43 800 MHz RPC meeting and make a presentation to the committee describing the application.
6. Obtain RPC approval letter.
7. Submit complete FCC license application packages to frequency coordinator for processing.
8. Once submitted to the frequency coordinator and FCC, monitor progress of the license applications until they are granted.
9. Prepare and submit the required annual and final construction notifications to the FCC after the applicable requirements have been met.

Assumptions and Limitations

This proposal assumes the following:

1. All frequencies, locations, and subsystems will be licensed concurrently.
2. If any frequencies are found to not be licensable, ADCOMM will work to identify viable alternative frequencies, to the extent possible.
3. All licensing will be for 800 MHz-band FCC Part 90 frequencies. No VHF, UHF (450-512 MHz), 700 MHz, or microwave frequencies are included.
4. Special Temporary Authorizations (STA) will not be required and are not included.
5. All technical parameters for the FCC, RPC, and frequency coordination applications will be the same as those for the already-licensed P25 frequencies for each associated subsystem. No changes will be made that affect the already-licensed frequencies, antennas, and locations.
6. SNO911 will provide any other information deemed necessary to complete FCC, RPC, and frequency coordination applications, including implementation schedules, etc.

7. FCC Forms 620, 621, and/or 854, and any necessary FAA filings will be complete when required. These are not included as part of this LMR FCC licensing proposal.
8. The number of additional 800 MHz frequency pairs to be identified and licensed for each RF subsystem are as follows:
 - a. North Simulcast – 3
 - b. South Simulcast – 1
 - c. Deer Creek – 1
 - d. Gold Hill – 1

Cost

ADCOMM proposes to perform the LMR frequency planning and FCC licensing tasks identified herein for a not-to-exceed fee of \$48,000, including all labor, expenses, and frequency coordination fees. Note this includes an estimated \$14,000 in frequency coordination fees charged by others, which would be paid for by ADCOMM on behalf of SNO911.

This proposal assumes that all work will be completed by December 31, 2023.

TABLE 1: ADCOMM 2023-24 RATE INFORMATION

CATEGORY	RATE
Principal	\$215/hour
Chief Engineer	\$215/hour
Technical Specialist	\$190/hour
Senior Consultant	\$180/hour
Consultant	\$160/hour
Project Manager	\$150/hour
Site Manager	\$150/hour
Engineer	\$140/hour
Technical Writer	\$115/hour
Office Manager	\$80/hour
Technical Assistant	\$75/hour
Administrative Assistant	\$70/hour

Terms

- See Table 1 for details of ADCOMM services rate information.
- Time is billed in 15-minute increments; notes are provided for all billed time.
- ADCOMM invoices based on actual time and expenses on a monthly basis for the duration of the project.

- Projected cost is based on hours used. If additional time is needed, additional time may be added as a change order.
- Mileage is billed at the current IRS rate.
- Expenses are billed at cost (travel, telephone, copies, etc.).
- Meals are billed on a per diem basis using GSA rates.
- Pass-through costs are marked up 5 percent (FCC license fees, equipment, subconsultants, subcontractors, materials, etc.).

Agreement for Services

If you have any questions, please contact Mike Norin at m.norin@adcomm911.com or 425-831-7381, or myself at s.ronning@adcomm911.com or 971-718-7574.

APPROVED FOR:

Snohomish County 9-1-1

APPROVED FOR:

ADCOMM Engineering LLC

Name:



Ms. Susan Ronning, P.E., PMP, ASEP,
Owner & Principal Engineer

Date

2/14/2023

Date

A signed proposal constitutes agreement for services between both parties.

This proposal is valid for 120 days.

For technical questions or clarification, contact:

Susan E. Ronning, P.E., PMP
Owner and Principal Consultant

Voice/Text: 971-718-7574
Email: s.ronning@adcomm911.com

For invoice or billing questions, contact:

Sue Seefeld
Office Manager

Mailing Address: P.O. Box 308, Woodinville, WA 98072-0308
Voice/Text: 425-487-1361
Fax: 206-374-2834
Email: accounting@adcomm911.com

SNOHOMISH COUNTY 911

THIS AGREEMENT is made and entered into between SNOHOMISH COUNTY 911, of Snohomish County, Washington (“SNO911”) and ADCOMM Engineering, providing professional project management services with a mailing address of P.O. Box 308 Woodinville, WA 98072-0308 (“Consultant”).

1. Scope of Services. SNO911 retains Consultant to perform the Services designated in **EXHIBIT A** “the Services” together with such other services as requested by SNO911. All services provided shall be performed at the direction of SNO911. Consultant agrees to use competent and experienced personnel to provide the services necessary to complete the Services in accordance with the agreed project schedule and in a competent and professional manner and to furnish or procure the use of incidental services, equipment, and facilities as necessary for the completion of the Services. SNO911 reserves the right to approve the primary personnel designated by Consultant to perform services under this Agreement. This Agreement is not intended to create a relationship in which SNO911 contracts exclusively with Consultant for similar or related services or in which the Consultant serves SNO911 as its sole client. SNO911 reserves the right to use the services of other Consultants for both general and specific projects at SNO911’s sole discretion.
2. Term. This Agreement shall be for a limited term, commencing from May 15, 2023 and shall terminate on completion of project; provided, however, either party may terminate this Agreement at any time upon twenty (20) days written notice to the other party by certified mail, return receipt requested, to the other party’s business office.
3. Payment. Payment for the Services referenced on **EXHIBIT A** shall be made as follows:
 - 3.1. Cost of Services. The total cost for all services, personnel, materials, supplies, and equipment used in performing the Services shall not exceed **\$48,000 plus any applicable sales tax**. Should the Consultant either perform or propose to perform services or incur expenses to which it believes it should be entitled to compensation in excess of the stated limit either for the total or for one or more itemized tasks, SNO911 shall not be obligated to pay for such services or expenses unless the excess compensation has been negotiated between the parties prior to the performance of the services or incurring of the expenses.
 - 3.2. Billing Procedures. The Consultant shall submit invoices for services rendered to SNO911 for approval and payment on a monthly basis. Payment shall be made within 30 days of receipt of the invoice following verification and approval of the invoice by SNO911. Consultant shall submit complete documentation for the invoices in a form acceptable to SNO911.
 - 3.3. Full Payment. Payment provided in this section shall be full compensation for work performed, services rendered and for all materials, supplies, equipment and incidentals necessary to complete the work.
 - 3.4. Partial Payment. If any Services covered by this Agreement are suspended or abandoned by SNO911, the Consultant shall be paid for services performed prior to the date that

written notification of abandonment is provided to Consultant; provided, however, such payment shall only be owing if Consultant performed such services in a professional and non-negligent manner consistent with the terms of this Agreement.

4. Ownership of Documents. Ownership of Documents created pursuant to this Agreement shall be determined as follows:
 - 4.1. Work Product. As a result of providing the Services to SNO911, the Consultant will create certain instruments of professional services as a work for hire which will take the form of traditional project documents such as hard copy drawings, designs, mylars, specifications, renderings of surveys, survey data, and like items; these may also take the form of computer-ready data sets such as CADD, word processing, electronic spread sheets and/or databases; in addition, the Consultant's instruments of professional service may be represented in the form of computer programs, software and materials (except for pre-existing intellectual property, all of the foregoing instruments of professional service collectively referred to as "Work Product"). SNO911 acknowledges this Work Product as instruments of professional service. However, such Work Product created solely under this Agreement shall become the property of SNO911 on payment in full of all monies due to the Consultant for such Work Product. SNO911 shall own all copyrights to such Work Product, and Consultant agrees to assign all ownership rights to such Work Product to SNO911. The Consultant cannot guarantee the authenticity, integrity or completeness of Work Product supplied in electronic format ("Electronic Files"). SNO911 shall release, indemnify and hold the Consultant, its officers, employees, consultants and agents harmless from any claims, or damages arising from the use of Electronic Files. Electronic Files will not contain stamps or seals and are not to be used for any purpose other than that for which they were transmitted.
 - 4.2. Work Product Modifications. Upon its sole risk, SNO911 may make modification to the Work Product without the prior written authorization of the Consultant. SNO911 agrees to waive any claim against the Consultant arising from SNO911's reuse or modification of any such Work Product.
 - 4.3. Possession of Work Product. The Consultant shall hold on SNO911's behalf, original reproducible copies of all designs and as-built drawings for a period of three (3) years for the date of substantial completion. Computer-ready data shall be provided to SNO911, if requested, on a data disk compatible with SNO911's computer equipment and programs. Consultant may not use Work Product specifically developed for and paid for by SNO911, for non-SNO911 projects, without the prior written authorization of SNO911 upon such terms and conditions imposed by SNO911.
5. Indemnification. The Consultant shall indemnify, defend and hold harmless SNO911 its officers, and employees from and against any and all claims, losses or liability, including reasonable attorney's fees, arising from injury or death to persons or damage to property to the proportionate extent caused by any negligent act, omission or failure of the Consultant, its officers, agents employees, volunteers and subcontractors in performing the Services required by the Agreement. With respect to the performance of this Agreement and as to claims against SNO911, its officers, agents employees and volunteers, the Consultant expressly waives its

immunity under Title 51 of the Revised Code of Washington (RCW), the Industrial Insurance Act, for injuries to its employees and agrees that the obligation to indemnify, defend and hold harmless provided for in this paragraph extends to any claim brought by or on behalf of any employee of the Consultant. This waiver is mutually negotiated by the parties. This paragraph shall not apply to any damage resulting from the sole negligence of SNO911, its officers, agents, employees and volunteers. To the extent any of the damages reference by this paragraph were caused by or resulted from the concurrent negligence of SNO911, its officers, agents employees or volunteers, this obligation to indemnify, defend and hold harmless is valid and enforceable only to the extent of the negligence of the Consultant, its officers, agents employees and volunteers. The provisions of this section shall survive the expiration or termination of this Agreement or the retention of the Consultant pursuant to this Agreement.

6. Insurance. The Consultant shall maintain and Consultant shall ensure that each subcontractor maintains in force the following types and amounts of insurance covering the Services rendered under this Agreement.
 - 6.1. Workers Compensation. Current workers' compensation insurance in compliance with State and Federal statutes.
 - 6.2. General Liability. Commercial General Liability Insurance, written on an insurance industry standard occurrence form, with limits of no less than One Million Dollars (\$1,000,000) combined single limit per occurrence and Two Million Dollars (\$2,000,000) aggregate.
 - 6.3. Automobile Liability. Comprehensive Automobile liability insurance covering bodily injury and property damage with combined single limits of One Million Dollars (\$1,000,000).
 - 6.4. Professional Liability. Professional liability insurance (errors and omissions insurance) with limits no less than One Million Dollars (\$1,000,000) per claim.
 - 6.5. Policy Requirements. The insurance policies shall: (1) state that coverage shall apply separately to each insured and additional insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability; (2) except for Workers Compensation and Professional Liability policies, be primary to any insurance maintained by SNO911, except as respects losses attributable to the sole negligence of SNO911; and (3) shall state that SNO911 will be given thirty (30) days prior written notice of any cancellation, suspension, or material change in coverage.
 - 6.6. Named Additional Insured. Except for Workers Compensation and Professional Liability policies, SNO911 shall be named as an additional insured on the Liability Insurance policies with regard to the Services performed by or on behalf of the Consultant, and a copy of the endorsement naming SNO911 as an additional insured shall be attached to the Certificate of Insurance.
 - 6.7. Certificate of Insurance. Before commencing work under this Agreement, the Consultant shall deliver to SNO911 a Certificate(s) of Insurance and endorsements for each policy of insurance meeting the requirements set forth herein when the Consultant delivers the

signed Contract for the work. The certificate and endorsements must conform to the following requirements:

6.8. An ACORD certificate or a form determined by the Owner to be equivalent.

6.8.1. Copies of all endorsements naming SNO911 and all other entities listed in Paragraph 6.6 as Additional Insured(s), showing the policy number. The Contractor may submit a copy of any blanket additional insured clause from its policies instead of a separate endorsement. A statement of additional insured status on an ACORD Certificate of Insurance shall not satisfy this requirement.

6.8.2. Any other amendatory endorsements to show the coverage required herein.

6.9. No Liability Limitation. Nothing in this Section, including without limitation the specification of minimum insurance limits, shall constitute or be construed or interpreted to constitute a limit on the Consultant's liability to SNO911. Any payment of deductible or self-insured retention shall be the sole responsibility of the Consultant.

7. Conflicts of Interest. Consultant agrees not to perform similar services for private parties on projects within SNO911 if the performance of such services conflict in any way with the Consultant's performance of the Services for SNO911.
8. Warranty. Consultant agrees and warrants that the Services shall be performed with the care and skill ordinarily exercised by members of the profession practicing under similar conditions at the same time and same or similar locality. When the findings and recommendations of Consultant are based upon information supplied by SNO911 and others, Consultant is entitled to rely on such information.
9. Independent Contractor. The Consultant and SNO911 agree the Consultant is an independent contractor with respect to the Services. Nothing in this Agreement shall be considered to create the relationship of employer or employee between the parties hereto. Neither the Consultant nor any employee of the Consultant shall be entitled to any benefits accorded to SNO911 employees by virtue of the Services provided under this Agreement. SNO911 shall not be responsible for withholding or otherwise deducting federal income tax or social security, or for contributing to the State Industrial Insurance program, or for otherwise assuming the duties of an employer with respect to the Consultant or any employee of the Consultant.
10. Special Services. Special services may be required in conjunction with the Services that are outside the professional expertise of Consultant. When, in the opinion of the Consultant, such expertise is required to complete the Services, the Consultant shall so advise SNO911. SNO911 may directly obtain such special professional expertise and pay the cost thereof or, SNO911, at its sole discretion, may direct Consultant to retain such special expertise and pay the cost thereof, subject to reimbursement by SNO911 plus ten percent (10%) for administration, taxes and insurance.
11. Compliance With Laws. The Consultant shall, in performing the Services, faithfully observe and comply with all federal, state and local laws, ordinances and regulations, applicable to the Services.

12. Assignment of Contract/Subcontractors. Consultant shall not assign this contract or assign or subcontract all or any portion of the work of any Services without prior SNO911 approval.

13. Dispute Resolution.

13.1. If the parties are unable to resolve a dispute regarding this Agreement through negotiation, either party may demand mediation through a process to be mutually agreed to in good faith between the parties within 30 days. The parties shall share equally the costs of mediation and each party shall be responsible for their own costs in preparation and participation in the mediation, including expert witness fees and reasonable attorney's fees.

13.2. If a mediation process cannot be agreed upon or if the mediation fails to resolve the dispute then, within 30 calendar days, either party may submit the dispute to arbitration according to the procedures of the Superior Court Rules for Mandatory Arbitration, including the Local Mandatory Arbitration Rules of the Snohomish County Superior Court, Snohomish County, Washington, as amended, unless the parties agree in writing to an alternative dispute resolution process. The arbitration shall be before a disinterested arbitrator selected pursuant to the Mandatory Arbitration Rules with both parties sharing equally in the cost of the arbitrator. The location of the arbitration shall be mutually agreed or established by the assigned Arbitrator, and the laws of Washington will govern its proceedings. The prevailing party in the arbitration, shall be entitled to its reasonable attorney fees and costs including expert witness fees.

13.3. Following the arbitrator's issuance of a ruling/award, either party shall have 30 calendar days from the date of the ruling/award to file and serve a demand for a bench trial de novo in the Snohomish County Superior Court. The court shall determine all questions of law and fact without empaneling a jury for any purpose. If the party demanding the trial de novo does not improve its position from the arbitrator's ruling/award following a final judgment, that party shall pay all costs, expenses and attorney fees to the other party, including all costs, attorney fees and expenses associated with any appeals.

13.4. Unless otherwise agreed in writing, this dispute resolution process shall be the sole, exclusive and final remedy to or for either party for any dispute regarding this Agreement, and its interpretation, application or breach, regardless of whether the dispute is based in contract, tort, any violation of federal law, state statute or local ordinance or for any breach of administrative rule or regulation and regardless of the amount or type of relief demanded.

14. Miscellaneous.

14.1. Entire Agreement. This Agreement, and its attachments, contains the entire understanding between SNO911 and Consultant relating to the Services. Any prior or contemporaneous agreements, promises, negotiations or representations not expressly set forth herein, are of no force or effect. Subsequent modifications or amendments to this Agreement shall be in writing and shall be signed by the parties to this Agreement. Services to be performed by Consultant for SNO911 that are outside the scope of

Services under this Agreement shall be performed pursuant to separately negotiated written agreements.

- 14.2. Non-Waiver. Waiver or forbearance by SNO911 of any provision of the Agreement or any time limitation provided for in this Agreement shall be limited to the single instance of waiver or forbearance and shall not constitute an agreement by SNO911 to waive or forbear in the future with respect to similar instances, nor shall any such waiver or forbearance constitute a waiver or forbearance with respect to any other provision of this Agreement.
- 14.3. Law/Venue. This Agreement shall be interpreted and enforced in accordance with the laws of the State of Washington. Any litigation arising out of or in connection with this Agreement shall be filed and conducted in Snohomish County Superior Court.
- 14.4. Savings Clause. If any provision of this Agreement is declared invalid, illegal or incapable of being enforced by any court of competent jurisdiction, all of the remaining provisions of this Agreement shall continue in full force and effect, and no provisions shall be deemed to depend upon any other provision unless so expressed herein.
- 14.5. Document Use. Reuse of any such materials by SNO911 on any extension of this project or any other project without the written authorization of Consultant shall be at SNO911's sole risk.
- 14.6. Responsibility for Others. Consultant shall be responsible to SNO911 for Consultant Services and the services of Consultant subcontractors. Consultant shall not be responsible for the acts or omissions of other parties engaged by SNO911 nor for their construction means, methods, techniques, sequences, or procedures, or their health and safety precautions and programs.
- 14.7. Consequential Damages. Neither Party shall be liable to the other for consequential damages, including, without limitation, loss of use or loss of profits, incurred by one another or their subsidiaries or successors, regardless of whether such damages are caused by breach of contract, willful misconduct, negligent act or omission, or other wrongful act of either of them.

Dated: _____

Dated: _____

SNOHOMISH COUNTY 911

ADCOMM ENGINEERING

By: _____

By: _____

By: _____

By: _____

EXHIBIT A



Action Proposal Form

Date: May 5, 2023

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.

Current 2023 fleet expansion requests and staff recommendations and are included below.

Table 1 – Known and Approved Fund 140 Requests 2023 YTD

Date	Agency	Type	Estimated Amount	Staff Recommendation	Board Action
1/19/2022	Task Force	Growth	\$250,000	Immediately Fund from Fund 140	Approved FEB
12/15/2022	SCSO – Park Rangers	Growth	\$0	Provide from current stock	Approved FEB
1/10/2023	Mill Creek PD	Growth	\$0	Provide from current stock	Approved FEB
1/11/2023	Monroe PD	Growth	\$0	Provide from current stock	Approved FEB
1/15/2023	Tulalip Bay Fire	Growth	\$0	Provide from current stock	Approved FEB
1/12/2023	South County Fire	Growth	\$80,538	Immediately Fund from Fund 140	Approved FEB
1/25/2023	North County Fire	Growth	\$0	Provide from current stock	Approved FEB
2/7/2023	Everett Fire	Growth	\$0	Provide from current stock	Approved FEB
2/9/2023	Edmonds PD	Growth	\$108,061	Immediately Fund from Fund 140	Approved FEB
3/24/2023	Lynnwood PD	Growth	\$0	Provide from current stock	Approved APR
4/7/2023	SCSO Auto Theft TF	Growth	\$5,000	Immediately Fund from Fund 140	Approved APR
4/7/2023	SNO911 O3 Control Heads Stock	Stock	\$10,000	Immediately Fund from Fund 140	Approved APR
4/10/2023	Silvana Fire	Growth	\$0	Provide from current stock	Approved APR
5/1/2023	County Airport Fire	Growth	\$0	Provide from current stock	Pending
5/5/2023	North County Fire	Growth	\$0	Provide from current stock	Pending

Summary of 2023 Anticipated Fund Activities

Updated: April 10, 2023

Starting Fund Balance	\$719,231.01	\$150K Contribution
Lost/Stolen/Damaged	\$0.00	No Reports
Expected Reimbursement	\$0.00	No Reports
Actual Reimbursement	\$0.00	No Reports
Fleet Expansion/Growth	(\$453,599.00)	Task Force, South County Fire, SCSO Auto Task Force, SNO911 Stock
Anticipated Ending Fund Balance	\$265,632.01	

Suggested Action/Recommendation:

Authorize staff to move forward with the North County Fire and County Airport Fire fleet expansion requests, to be provided with equipment from current overstock of subscribers.

Fund: Fund 140



REQUEST FOR RADIO EQUIPMENT
FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: North County Fire EMS Date: 5/5/23

Contact Name: Doug ten Hoopen

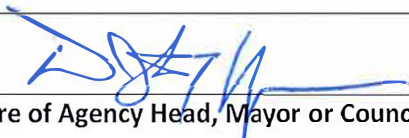
Email: dtenhoopen@northcountyfireems.com Phone: 360-454-8012

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>
3	APX8000HXE		6/1/23
3	XE500 RSM		6/1/23
6	APX intrinsically safe batter		6/1/23

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

We are graduating 6 new FTEs from the SNOCO Fire Training Academy in May and also plan on hiring several more firefighters as early as this Fall. We will have no spares after June 1st for any emergency hires without dipping into our minimal number of station spares.


Signature of Agency Head, Mayor or Council President

5 May 2023
Date signed

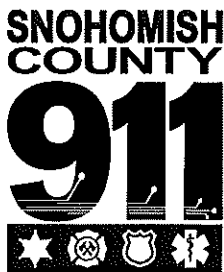
SNO911 Staff

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: Snohomish County Paine Field Airport Fire Dept. Date: 5/1/23

Contact Name: David Burke/Darryl Wimmer

Email: dave.burke@snoco.org/darryl.wimmer@snoco.org Phone: 425-388-6063/425-355-4410

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	Complete package for dual control	
		head (E5) operation.	
		Antennas, power/control cables,	
		mics, speakers	

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

Snohomish County Paine Field Airport Fire Department purchased a reserve fire engine and will need a dual control head APX8500 mobile radio for its operation. Request is for one radio and the required accessories and cables for installation. Please let me know if more info is needed or if there are any questions. Dave

Signature of Agency Head, Mayor or Council President

5/1/23

Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

SNO911 Board Action

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

DRAFT

WHEN SECONDS COUNT

00:01



2022/2023 ANNUAL REPORT

IN AN EMERGENCY: DIAL 911
NON-EMERGENCY: 425-407-3999



DRAFT

WWW.SNO911.ORG

FROM THE DIRECTOR



Despite historic economic and social changes and the emergence of a pandemic, our team at SNO911 demonstrated that there are no 'timeouts' in public safety.

When seconds count, 911 answers the call. Handling as many as 2,000 calls in one day, dispatchers serve the public as the first line of help during emergencies.

As a bridge from the initial request to the arrival of our partner agencies, dispatchers are the calm voice in the chaos, coordinating responses, retrieving records and serving as the responder's safety net in dynamic, often dangerous situations.

Dispatchers don't work alone. SNO911's support and administrative staff surround our operations with reliable, advanced technologies and infrastructure to assure readiness and response by Snohomish County's public safety partners.

SNO911 is one of Washington State's largest Emergency Communications Centers by population served and calls handled. Our center was the first to earn the highest rating of the Washington State Surveying and Rating Bureau: Protection Class 1.

Beyond day-to-day operations. Just as the needs of our community change from day-to-day, public safety services evolve to fulfill our mission. Major community emergencies are never completely predictable, yet the potential impact of COVID-19 was clear. Innovating on plans developed and practiced over time, SNO911 teams are implementing protocols and policies to assure safe working environments and activating redundancies to protect personnel and maintain uninterrupted services and support for our partner agencies.

Our community benefits from the extraordinary collaboration of leaders in our law enforcement, fire protection, and EMS agencies. We are grateful for these working relationships with partners who share our commitment to the safety of our community. SNO911 is a lifeline for the community and for our responders.

Looking ahead, our focus is on continuous innovation and process improvements as public safety technologies evolve to enhance our operations and service to our community. We are always taking steps to be sure that together, we're ready for what's next.

Kurt Mills | Executive Director
SNOHOMISH COUNTY 911



MISSION

Snohomish County 911 is an integrated emergency communications team providing a vital lifeline for our community and emergency responders.

We are committed to excellence and innovation in all aspects of our communications and technology services to promote the safety and welfare of those we serve.



VALUES

- **Integrity:** Demonstrating personal responsibility through ownership of our actions.
- **Vision:** Readiness for the future through planning and innovation.
- **Excellence:** Commitment to the highest standards in every service we provide.
- **Empathy:** Demonstrating unbiased caring and patience.
- **Proactive:** Forward thinking that anticipates next steps, then following through.



LEADERSHIP

A DAY IN THE LIFE

BEHIND THE SCENES

BOARD IMPACT

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FUTURE READY

STAFF

OPPORTUNITY

FROM THE BOARD CHAIR

SNO911's Board of Directors is unique for 911 centers in the United States. Snohomish County communities are represented by a diverse membership composed of public safety and elected officials with one focus: working together to positively impact 911, police, fire and EMS services.

Inclusion of professionals and practitioners enables us to understand the nuances of the complex systems and infrastructure used across the county and their impact both locally and county-wide. Decision-making is better informed and constant improvements can be made to keep our communities safe.

Our Board is mindful of future needs to update critical systems to address growth and other changes required over time. Thanks to our community, critical future ready systems are well funded, ensuring consistent delivery of communications and services by our remarkable 911 center.

As work begins on the new SNO911 facility, we look to the future with great anticipation. This exceptional, future-ready, state-of-the-art facility will improve operational efficiency while supporting organizational growth, and services evolution across the entire emergency response community.

This is another step to ensure SNO911 delivers on the promise: [Help Starts Here](#).



Jon Nehring | Mayor, Marysville



Every board member is committed to our collaborative partnership across all jurisdictions. Our goal: saving lives, protecting property, and ensuring the safety and security of our communities.

CONTACT US

SNOHOMISH COUNTY 911

1121 SE Everett Mall Way, Suite 200
Everett, WA 98208

Business Offices: 425-407-3911
Business Fax: 425-407-3969
Public Records: 425-407-3935

Public Records: records@sno911.org
Recruitment: careers@sno911.org
Human Resources: hr@sno911.org

ADMINISTRATIVE OFFICE BUSINESS HOURS

Monday – Thursday: 8:30 a.m. – 4:00 p.m.
Friday: 9:00 a.m. – 1:00 p.m.
Saturday and Sunday: Closed

IN CASE OF EMERGENCY CALL 9-1-1

Non-Emergency 911: 425-407-3999
Out of County Emergency: 425-407-3970

WEBSITE: www.sno911.org

ONLINE CRIME REPORT: www.mycrimereport.us

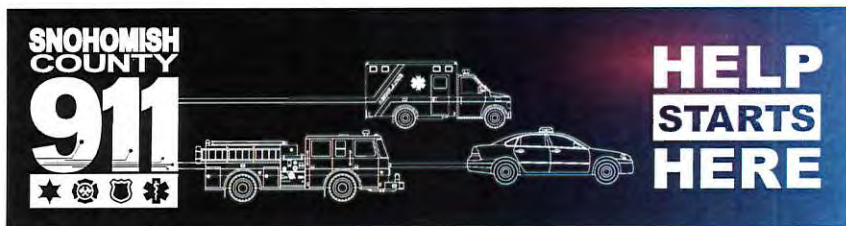
AUTHORIZED POSITIONS

F/T Dispatchers:	103
Supervisors:	16
Senior Leadership Staff:	5
Operations Support Staff:	5
Admin Staff:	13
Radio/Tech Staff:	22

SNOHOMISH COUNTY 911 2022 BOARD OFFICERS

President:	Marysville Mayor Jon Nehring
Vice President:	Everett Fire Chief Dave DeMarco
Treasurer:	Director of Finance Wade Anderson
Secretary:	Deputy Director Terry Peterson

The digital connectors used throughout our story reflect the critical life saving connections we provide to fire, police, EMS and our community... the lifelines that ensure **HELP STARTS HERE!**



LEADERSHIP

A DAY IN THE LIFE

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SNOHOMISH COUNTY 911 2022 BOARD OF DIRECTORS

CAUCUS	BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Dave DeMarco	Chief	Everett Fire
	Steve Guptill	Assistant Chief	Sno. Reg. Fire & Rescue
	Dan Chan (through 4/22)	Commissioner	South County Fire
	Derek Daniels (beg. 5/22)	Commissioner	South County Fire
Fire 2	Darryl Neuhoff	Interim Chief	Marysville Fire RFA
Fire 3	Chris Alexander (through 2/22)	Chief	Mukilteo Fire
	Ryan Shaughnessy (beg. 5/22)	Chief	Fire District 15
Police 1	Ian Huri (beg. 5/22)	Undersheriff	SCSO
	Jason Biermann (through 7/22)	Executive Director	Snohomish Co. DEM
	Ken Klein (beg. 8/22)	Executive Director	Snohomish County
Police 2	Dan Templeman	Chief	Everett Police
	Judy Tuohy	Councilmember	Everett
Police 3	Jon Nehring (Board President)	Mayor	Marysville
	Shane Hawley (through 2/22)	Assistant Chief	Edmonds Police
	Rod Sniffen (beg. 5/22)	Assistant Chief	Edmonds Police
	George Hurst	Councilmember	Lynnwood
Police 4	Jonathan Ventura	Chief	Arlington Police
	Richard Emery	Councilmember	Mukilteo
	Jeff Beazizo (through 4/22)	Chief	Lake Stevens Police
	Pete Caw (beg. 5/22)	Chief	Mountlake Terrace Police
Non-Voting	Vacant		

CAUCUS	ALTERNATE BOARD MEMBER	TITLE	AGENCY REPRESENTING
Fire 1	Thad Hovis	Chief	South County Fire
	Roy Waugh	Commissioner	Sno. Reg. Fire & Rescue
	Rich Llewellyn (through 7/22)	Assistant Chief	Everett Fire
	Vacant (after 8/22)		
Fire 2	Don Waller (through 4/22)	Chief	Fire District 4
	Vacant (after 5/22)		
Fire 3	Steve Fox (through 4/22)	Commissioner	Fire District 5
	Chad Schmidt (beg. 5/22)	Chief	Fire District 21
Police 1	Ian Huri (through 4/22)	Bureau Chief	Sno. Co. Sheriff's Office
	Scott Robertson (beg. 5/22)	Bureau Chief	Sno. Co. Sheriff's Office
	Ken Klein (through 7/22)	Executive Director	Snohomish County
	Dara Salmon (beg. 8/22)	Deputy Director	Snohomish County DEM
Police 2	Jeraud Irving	Deputy Chief	Everett Police
	Don Schwab (beg. 5/22)	Councilmember	Everett
Police 3	James Nelson	Chief	Lynnwood Police
	Jim Lawless	Deputy Chief	Marysville Police
	Kristiana Johnson (through 6/22)	Councilmember	Edmonds
	Dave Teitzel (beg. 9/22)	Councilmember	Edmonds
Police 4	Cheol Kang	Chief	Mukilteo Police
	Brett Gailey (through 4/22)	Mayor	Lake Stevens
	Jeff Beazizo (beg. 5/22)	Chief	Lake Stevens Police
	Vince Cavaleri (through 4/22)	Councilmember	Mill Creek
	Dale Kaemingk (beg. 5/22)	Mayor	Brier
Non-Voting	Vacant		

LEADERSHIP

A DAY IN THE LIFE

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A DAY IN THE LIFE

Dispatchers get to work in a dynamic environment where no two shifts are the same. They are responsible for managing a wide variety of low and high priority incidents during each 12-hour shift.

07:04

TEXT TO 911
"I need help. My parents are fighting, dad has a gun and he's hitting my mom."
I'm in the closet and don't want them to hear me."

08:40

MARINE ACCIDENT
3 calls; Two boats collided, one is upside down, several people in the water

09:17

APARTMENT FIRE
5 simultaneous calls for an apartment building fire, people trapped,

ACTION: Radio channel for Incident command: Fire, fire chief, EMS, PUD, PSE, Police, Red Cross, board up service, Community Transit, pull in additional mutual-aid resources

15:54

MEDIC ALERT DEVICE
Woman down. Smart 911 indicates deaf resident, diabetic, combination to front door is 4253



**CALL
TAKER**

MULTI-CAR ACCIDENT Request for ambulance: A dump truck hit a small car head on!!! Roadway blocked, driver trapped in car, unconscious.

They took out fire hydrant and telephone pole and fuel is running into storm drain.

10:05

15:13

CAR ACCIDENT
We've been in an accident and my boyfriend was thrown from the car. He's not breathing!!

**FIRE + EMS
DISPATCHER**

**POLICE
DISPATCHER**

10:37

STOLEN CAR
"I was loading groceries in my car when a man, wearing a mask, jumped into the front seat and drove it away!!"

11:23

SICK CHILD AT SCHOOL
Ambulance needed at elementary school for child with difficulty breathing.

14:20

ALPACA BLOCKING ROAD
Group of Alpaca is blocking highway 9. Traffic backed up in both directions.

13:40

AUTOMATIC FIRE ALARM WITH SPRINKLER ACTIVATION at Shari's Salon.

13:20

COLD SYMPTOMS: Confirmed only common cold and referred caller to contact their doctor.

12:11

A LOST HIKER has been located on Mt. Pilchuck.

ACTION: Dispatch Sheriff's helicopter, Search and Rescue and EMS teams.

11:55

LOST CHILD
"Please send help! My son is missing. He was right behind us and wandered into the woods. We can't find him"

THERE ARE NO TIMEOUTS AT 911.

LEADERSHIP

A DAY IN THE LIFE

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BEHIND THE SCENES

Behind the scenes of Snohomish County 9-1-1, there is a literal army of technicians, coordinators, and experts who support a vast and complex system and network of systems that operate 24x7x365, ensuring that 911, police, sheriff, fire, and EMS can always count on them.

THE RIGHT SERVICE, IN THE RIGHT LOCATION, AT THE RIGHT TIME.

Making sure the right service arrives in the right location at the right time requires a comprehensive, integrated network of radio, phones, and towers that enable county wide collaborative communication.

DISASTER RESPONSE

Multiple Tertiary sites - the team can expand to offsite location when needed. COVID required dispersing staff for safety. Stockpile of food, water, sleeping bags and supplies should team need to stay on location for extended period of time.

ANSWERING THE CALL

Our phone system can determine location and phone number by routing to 10-digit line with another carrier.

PULSE POINT:

This augmented system integrates with SNO911 and responds in the background by sending civilian CPR trained personnel in the vicinity to assist prior to arrival of crews.

FIRE ALERTING

In-station notification system is not just a dispatcher's voice. The station lights illuminate, doors open, pagers go off, and 3rd party apps perform other functions including turning off the stove if it's on, so teams can drop everything and respond.

ACCESS WHEN AND WHERE IT'S NEEDED

Accessing radio towers regardless of the condition can be a challenge. Our SNOcat Svcn ensures continuous monitoring and fast response when needed.

SYSTEM MONITORING

The health of all facilities/equipment is continuously monitored so we can proactively address any issues.

MYCRIMEREPORT.US

SNOHOMISH COUNTY CITIZEN CRIME REPORTING

MY CRIME REPORTS

Online portal to report crime lets the community report non-emergency crimes like stolen bikes, fireworks, noise, etc.

CRITICAL ACCESS FROM ANYWHERE

Without networks we would have no communication with service providers; even one down tower limits access. Towers work in areas where cell phones might not work.

CORRECTIONS

POLICE

FIRE

HOSPITALS

EMS

CONTINUOUS TRAINING:

We provide comprehensive training for every employee. Dispatchers receive EMS Dispatcher Certifications which includes network, phone, access, and system certification. They also receive CPR and First Responder certifications which are updated annually.

SMART 911

We provide public education and guidance on using services like Smart 911 to ensure responders are aware of things like mobility issues, health backgrounds, and how to get access to your home in an emergency.

STAYING CONNECTED

Emergency services internet; dedicated system state wide.

SERVER ROOMS:

Secure, state-of-the-art facility, restricted access, and surveillance cameras system. Two central power supplies. HVAC, redundant cooling systems, resilient, earthquake ISO, fiber, and network in multiple directions.

BACKUP REDUNDANCY:

South Campus Facility can be online immediately and run independently if the Everett Facility goes down.

NO DOWNTIME

Total facility uninterrupted power supplies at both locations and 22 radio sites are made possible by our network of generators, running 24/7/365.

TEXT-TO-911:

A separate system that allows those who are deaf, hard of hearing or unable to safely make a voice call to text 911 for help in an emergency.



Call 105 - NEW CALL

WARNING - CALL LOCATION
19XXX 44th AVE W, Lynnwood



BUILDING IS BOARDED UP
HYDRANTS IN AREA DISABLED

CAD ALERTS:

Prior incidents, hazards, warnings about history of violence, and weapons are tracked and help ensure responding crews know as much as possible about what to expect prior to arrival on-scene.

GIS MAPPING:

Having data at your fingertips like the location of hydrants, lights, houses, businesses, hazards, driveways and access points; improving response times and increasing safety and accelerating delivery of services.

LEADERSHIP

A DAY IN THE LIFE

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BOARD IMPACT

The unique and diverse SNO911 board is comprised of public safety and elected officials, collaborating to help make decisions that positively impact 911, police, fire and EMS services and our community.

Focusing on the future readiness of SNO911 and meeting the needs of our community with a focus on fiscal responsibility.



RADIO PROGRAM

It seemed like an insurmountable challenge. No one really knows about what happens until something goes wrong.

The board worked to garner the needed public support, helping community members understand the importance and impact of this initiative.

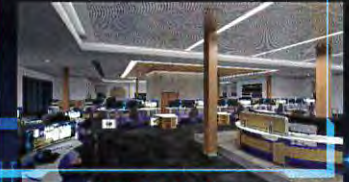
FUTURE FUNDED

Thanks to our community, these future ready systems are funded, ensuring the consistent delivery, updating/upgrading and standardization of the communication capabilities of 911, Police, Fire, Emergency Medical, Emergency Management, Corrections, and Sheriffs across Snohomish county.

FUTURE PROOF

Work has begun on the creation of an exceptional central facility to support growth, efficiency and service evolution.

Cost effective approach, future proof and innovative facility and infrastructure for the community's needs now and beyond.



TRANSFORMATIONAL INTEGRATION

With a single vision, we worked collectively to ensure smooth integration of SNOCOM, SNOFAC, and SERS to form SNO911.

HELP STARTS HERE

THE POWER OF ONE

Consolidation created efficiencies in staffing, service delivery, call transfers, and both internal and county wide communication.

Centralizing our team enabled us to attract the most qualified board members to support our efforts, synchronized across the county, removing many of the logistical and financial challenges of managing three organizations.

The results are more effective delivery, enabling us to better protect the community and save more lives.



SNOW CAT

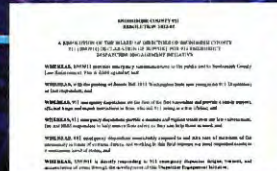
The tools necessary to keep our community safe.

Acquisition of our Snowcat (named Sven) was critical to ensure readiness of radio tower sites that are not easily accessible.



TECHNICAL ADVISORY COMMITTEES

These steering committees have broad representation from Police, Sheriff, Fire & EMS and work collaboratively with a core focus on 911 & emergency dispatch as well as a variety of other public safety related services. Our shared service model and represented governance makes us a useful central clearinghouse that supports the global public safety mission. The results: Informed decisions for maximum impact.



FINANCIAL OVERSIGHT

Huge consideration; public safety tax.

Finance Committee provides financial oversight, ensuring funding is used in ways that maximizes impact



RECRUITMENT

Personnel Committee focuses on recruitment, a critical need for continuity of services.

REDUNDANT OPERATIONS

Critical to ensuring there are 'no timeouts' at SNO911. The board is heavily involved in the new system.

LEADERSHIP

A DAY IN THE LIFE

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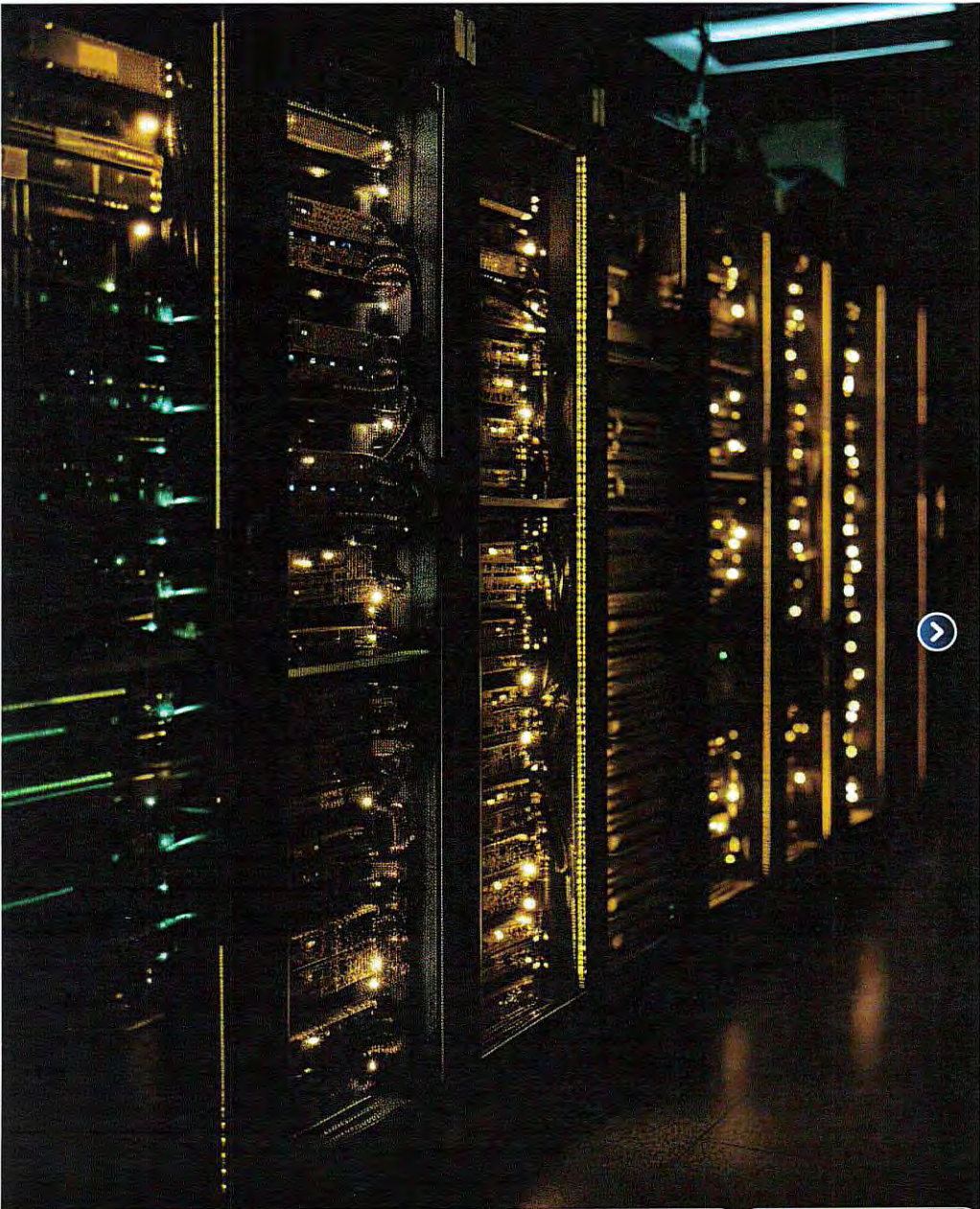
RADIO REPLACEMENT UPDATE

PROJECT STATUS

ANNUAL REPORT PROJECT STATUS	2022	2023
Design Review	100%	100%
FCC Licensing	100%	100%
US Primary Redesign	20%	100%
Portable Deploy	100%	100%
Mobile Deploy	100%	100%
Mobile Install	52%	100%
Site Readiness	75%	95%
Site Installs	5%	New Phases
Site work DC Power		100%
Site Work Microwave		100%
Site Work P25		25%
Alpha Fire Paging	15%	20%
Fire Station	15%	33%
Cut-over	1%	10%

PROJECT BUDGET (APRIL 2022)

Project budget, including change orders:	Adopted Project Budget	Amended Project Budget (1)	Expenditures through 3/31/2022	Expenditures through 2/28/2023
Project Management	\$5,739,576	\$5,739,576	\$5,739,576	\$5,739,576
Motorola Infrastructure	\$33,686,461	\$33,686,461	\$33,686,461	\$33,686,461
Subscribers	\$16,894,588	\$16,894,588	\$16,894,588	\$16,894,588
Contingency	\$10,546,678	\$10,546,678	\$10,546,678	\$10,546,678
TOTAL	\$66,867,303	\$66,867,303	\$66,867,303	\$66,867,303



SNO911 BY THE NUMBERS

Our 911 center is Washington State's largest 911 center by call volume, area and population served.

In 2022, SNO911 handled 741,320 incoming calls or texts for service – an average of 2,031 per day – receiving one call roughly every 42 seconds.

INCOMING CALLS	2018	2019	2020	2021	2022	GRAND TOTAL
Call to 911	506,231	534,460	497,795	528,313	546,911	2,107,479
Text to 911	-	438	1,137	1,203	2,434	5,212
Non-Emergency Calls	107,723	138,028	148,417	164,787	170,956	622,188
Operations Calls	11,042	26,293	22,979	21,398	21,019	91,689
TOTAL	624,996	699,219	670,328	715,701	741,320	2,826,568

Every dispatcher understands the urgency a citizen feels when reporting an emergency – answering quickly is a top priority. SNO911 dispatchers meet or exceed the national standard for call-answering of 95% or more calls answered within 20 seconds. For the last four years, our average has exceeded 99% of the 20-second standard.

	2018	2019	2020	2021	2022	Grand Total
January	99.8%	99.7%	99.5%	99.6%	99.1%	99.5%
February	99.8%	99.7%	99.6%	99.6%	99.3%	99.6%
March	99.8%	99.6%	99.6%	99.7%	99.3%	99.6%
April	99.6%	99.6%	99.6%	99.5%	99.3%	99.5%
May	99.6%	99.6%	99.4%	99.3%	99.1%	99.3%
June	99.4%	99.5%	99.5%	98.8%	98.0%	98.9%
July	99.1%	98.8%	99.2%	98.2%	96.9%	98.3%
August	99.2%	99.3%	99.3%	99.1%	96.6%	98.6%
September	99.5%	99.4%	99.3%	98.9%	97.4%	98.8%
October	99.2%	99.5%	99.5%	99.2%	97.2%	98.8%
November	99.4%	99.5%	99.6%	99.3%	94.8%	98.3%
December	99.2%	99.5%	99.5%	99.3%	96.2%	98.6%
AVERAGE/YEAR	99.5%	99.5%	99.5%	99.2%	97.8%	99.0%

Police, Fire, and EMS responses to Snohomish County citizens are broken down as follows:

POLICE INCIDENTS	2018	2019	2020	2021	2022	GRAND TOTAL
Arlington Police Department	23,745	25,815	23,227	22,155	23,122	118,064
Brier Police Department	3,839	4,227	3,553	3,423	4,563	19,605
Darrington Police Department	1,275	1,256	1,620	1,427	1,190	6,768
Edmonds Police Department	30,220	29,173	27,710	28,063	24,880	140,046
Everett Police Department	142,538	140,409	120,881	127,583	133,572	664,983
Gold Bar Police Department	1,805	1,945	1,955	1,892	2,007	9,604
Granite Falls Police Department	3,533	3,912	4,835	4,316	3,673	20,269
Index Police Department	654	641	591	391	455	2,732
Lake Stevens Police Department	24,199	24,483	23,444	24,513	21,921	118,560
Lynnwood Police Department	43,888	42,938	35,260	37,233	39,293	199,612
Marysville Police Department	67,332	66,880	64,733	60,751	58,205	318,901
Mill Creek Police Department	16,053	13,838	11,318	11,682	12,485	65,376
Monroe Police Department	20,346	21,674	18,089	16,674	21,040	97,823
Mountlake Terrace Police Department	16,797	15,650	13,371	16,258	17,118	79,194
Mukilteo Police Department	19,661	23,538	28,719	25,276	25,622	122,816
Snohomish County Sheriff's Office	141,853	157,597	156,580	151,730	147,595	755,355
Snohomish Police Department	10,991	11,854	10,408	10,187	10,409	53,849
Stanwood Police Department	6,092	8,462	8,430	6,408	5,749	35,141
Stillaguamish Tribal Police	7,558	9,332	8,994	11,093	17,759	54,736
Sultan Police Department	4,322	4,506	4,901	5,378	5,001	24,108
Woodway Police Department	405	756	473	563	553	2,750
TOTAL	587,106	608,886	569,092	566,996	577,212	2,909,292

Our service to the public includes fulfilling records requests of several kinds, for example: accident records. Our team processes more than 100 requests per week.

PUBLIC RECORDS REQUESTS	
2022	7,192
2021	5,496
2020	5,352
2019	5,505
2018	5,129
TOTAL	21,312

FIRE & EMS INCIDENTS	2018	2019	2020	2021	2022	GRAND TOTAL
Arlington Fire Department	3,369	3,470	3,363	4,057	40	14,299
Everett Fire Department	21,972	21,925	20,677	23,236	26,520	114,330
Lake Stevens Fire	4,383	4,421	7			8,811
Lynnwood Fire Department	49					49
Marysville Fire District	12,316	12,500	11,582	12,655	14,107	63,160
Mukilteo Fire	2,155	2,157	2,027	2,084	2,322	10,745
North County Regional Fire Authority	3,634	3,697	3,301	3,529	8,582	22,743
Sky Valley Fire	854	826	973	847	968	4,468
Snohomish County Airport Fire Department	358	354	271	272	261	1,516
Snohomish County Fire District #15	979	956	830	926	1,126	1,126
Snohomish County Fire District #16	199	165	237	214	254	254
Snohomish County Fire District #17	1,858	1,788	1,614	1,889	2,165	2,165
Snohomish County Fire District #19	383	383	432	506	472	472
Snohomish County Fire District #21	741	731	790	836	928	928
Snohomish County Fire District #22	441	433	424	503	557	557
Snohomish County Fire District #23	91	90	103	64	94	94
Snohomish County Fire District #24	484	519	480	517	537	537
Snohomish County Fire District #25	105	122	98	102	124	124
Snohomish County Fire District #27	34	31	33	29	27	27
Snohomish County Fire District #4	3,379	3,428	3,307	3,559	3,851	3,851
Snohomish County Fire District #5	931	998	1,030	1,285	1,264	1,264
Snohomish Regional Fire and Rescue	9,027	8,691	12,916	14,324	15,266	15,266
South Snohomish County Fire and Rescue	28,995	28,490	26,93	30,319	34,194	34,194
TOTAL	96,737	96,175	91,432	101,753	113,659	499,756

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OPERATING BUDGETS 2020 - 2022

	JAN - DEC 20	JAN - DEC 21	JAN - DEC 22
Ordinary Income/Expense			
INCOME			
4020 · Member Assessments	16,047,189.31	16,581,012.69	16,628,719.92
4040 · E911 Excise Tax Revenue	6,038,144.00	6,359,741.00	6,828,348.00
4045 · Emergency Sales Tax Revenue	1,200,000.00	1,200,000.00	1,833,326.00
4200 · Miscellaneous Income	1,000,437.32	1,309,140.60	1,613,228.23
4300 · Interest	210.51	162.17	399.91
Total Income	24,285,981.14	25,450,056.46	26,904,022.06
REVENUE			
Expense			
5000 · Payroll Expense	20,062,578.32	19,535,651.48	20,301,917.48
6000 · Reimbursed Expense	265,646.87	258,632.88	329,344.18
6150 · Professional Fees	281,277.21	199,508.68	411,353.04
6200 · Administrative Support	69,792.74	102,330.39	216,394.89
6225 · Recognition	6,579.68	13,272.65	9,866.23
6250 · Rent	988,751.73	1,042,800.33	1,055,125.34
6252 · Utilities	117,656.81	113,382.74	129,982.97
6300 · Repairs & Maintenance	1,636,222.65	1,745,061.29	2,080,896.87
6350 · Insurance	136,104.00	56,567.72	94,233.72
6400 · Communication	112,636.97	109,195.92	118,942.39
6500 · Training and Travel	56,681.24	107,528.77	191,151.22
6600 · Minor Capital Equipment	134,720.19	61,017.86	139,063.66
6700 · Supplies	49,159.45	50,769.86	40,828.71
Total Expense	23,917,807.86	23,395,720.57	25,119,100.70
Net Ordinary Revenue	368,173.28	2,054,335.89	1,784,921.36
NET INCOME	368,173.28	2,054,335.89	1,784,921.36



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GET READY

For the first time ever, our agency will have a new purpose-built facility that will serve as the hub of public safety technology and service in Snohomish County.

Since its inception, 9-1-1 in our county has operated out of leased spaces that were converted to meet our needs. But now we have acquired a location and secured funding to renovate a facility to provide a secure, comfortable, employee-centric building that will not only benefit our agency but also the more than 40 police, fire, EMS, and sheriff agencies we serve.

At SNO911, we understand that having a suitable space is critical for such a vital component of public safety. That's why we're making it a top priority to create a facility that supports the community and our first responders by providing premier service and support.

Stay tuned for more details on this exciting development and how it will help us better serve the community. We can't wait to share the progress of this project with you!

"Having a purpose-built facility for SNO911 is a monumental step forward in our mission to provide the highest level of public safety services to the community. This project represents a significant investment in our infrastructure, our employees, and our first responders."

"I am thrilled about this opportunity and excited to see how this new facility will positively impact our agency and the Snohomish County Community for years to come."

Kurt Mills | Executive Director, SNO911

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03



05

MEET SOME OF THE MANY SNO911 HEROES

01: SNO911 receiving APCO Leadership in Technology Award - Large PSAP award in Anaheim, CA for development of a public safety regional resiliency system.

02: Jessica C. receiving her award for winning an internal recruiting program focused on finding the next generation of 9-1-1 dispatchers.

03: Operations Systems Coordinator Chris Gass receiving the Exemplary Service Recognition in Aug 2022 for his work developing a fire unit recommendation applet for CAD Lite regional resiliency system

04: NENA Center Manager Certification Program graduates from the session hosted by SNO911 in May 2022. SNO911 staff: Supervisors Kevin Hanrahan, Jolene Sparacio and Tracy Wammack and Records and Administrative Services Manager Sheila Betts

05: Dispatcher Danielle Dormaier and Supervisor Tara Larkins with Lincoln representing SNO911 at the Silvertips Heroes Night - Jan 2022

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COMMUNITY RESOURCES CENTER

SMART911 Smart 911 allows individuals to provide additional details to 9-1-1 & First Responders by creating a secure Safety Profile that is only shared when the person calls 9-1-1. You can add key information about members of your household that would help anyone you care for in the event of an emergency, whether the call is from the home or any mobile phone. Visit www.smart911.com to learn more.

PULSE POINT PulsePoint empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest. App users who have indicated they are trained in cardiopulmonary resuscitation (CPR) and are willing to assist in case of an emergency can be notified if someone nearby is having a cardiac emergency and may require CPR. If the cardiac emergency is in a public place, the location-aware application will alert users in the vicinity of the need for CPR, simultaneous with the dispatch of advanced medical care. The application can also direct these potential rescuers to the exact location of the closest Automated External Defibrillator (AED). Visit www.pulsepoint.org or download the smartphone app.

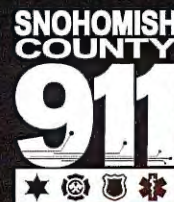
SNOHOMISH COUNTY ALERTS When emergencies occur, public safety officials use timely and reliable systems to alert you. Provided by and fully integrated with Smart911, the Snohomish County Emergency Alerts help citizens stay informed of emergencies that impact our community. To learn more, sign up here: <https://www.smart911.com/smart911/ref/reg.action?pa=snohomish>

COMMUNITY CRIME MAP: Citizens interested in viewing crime activity can visit the online portal <https://communitycrimemap.com/> and search activity throughout Snohomish County and other locations in the United States.

ONLINE CRIME REPORTING: My Crime Report is a citizen crime-reporting website for certain non-emergency crimes. This website is an alternative for reporting non-emergency types of suspected crimes or criminal activity, but not an alternative for reporting any urgent, emergent or life threatening incident of any kind. If you have an emergency you are encouraged to call 9-1-1 immediately. For more information, visit <https://mycrimereport.us>.

FAMILY EMERGENCY PLAN

In the case of a community-wide disaster, you may need to survive on your own before emergency services can come to you. Being prepared means having your own food, water and other supplies to last before emergency services can come to you. A disaster supplies kit is a collection of basic items your household may need in the event of an emergency. Learn more at ready.gov/plan and make a plan today.



NOW HIRING 911 EMERGENCY DISPATCHERS

HAVE A PASSION FOR HELPING PEOPLE?

Looking for an exciting career in the ultimate service role? Become a 911 dispatcher.

Our dispatchers come from very diverse backgrounds, like truckdrivers, teachers, military, retail, and healthcare.

- ✓ No experience required
- ✓ Comprehensive *paid* training
- ✓ Great pay: \$29.11 to \$38.42 an hour
- ✓ Excellent Health & Retirement Benefits
- ✓ Work life balance

Be part of an amazing team that makes a difference, every day. Call: 425-407-3953
Email: careers@sno911.org

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Board Packet Memorandum

Date: May 15, 2023
To: Snohomish County 911 Board Members
From: Leadership Team

General

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

New World Update

Discussions about the next upgrade and server migration continues between SNO911, Tyler and agency stakeholders. The project schedule is currently being analyzed to determine when milestones can be achieved. SNO911 and agency stakeholders should be able to start testing the new version of the software in late July. Dedicated testing will help ensure any priority issues found are fixed and are in the service pack that will be release in late September.

MyCrimeReports Update

The MyCrimeReports was successfully updated on May 1st. This update included several new report types that citizens can enter. The new report types include Credit Card Fraud, Identity Theft, Harassment via social media, Illegal Dumping, Illegal Fireworks and Traffic and Parking Complaints. Along with the new report types several enhancements were added to help the workflow of those that need to review and approve reports.

Future Facility Planning

The SNO911 Tech management team continues working with the construction team (Lydig and Windbourne) providing informational needs and current inventory of all systems for the design build. Tech managers continue working on a plan that will allow system transitions to occur with limited to no downtime. Discussions and decisions are being made to start identifying all the priority activities needed and the timing to occur for the transition. Budget planning has started and a list of systems have been identified for purchase in conjunction with the new datacenter build.

Supervisor Promotions

On May 1st, we promoted three dispatchers to supervisor, filling our vacancies and bringing the supervisors to full staffing. Welcome Devin Bond, Tammy Caldwell, and Brent Heitman to the supervisor ranks!

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

Office of Training and Standards (OTS) Update

A call taking academy of six dispatch trainees began this month, being held at the new HQ facility classroom. This brings the total number of active trainees in the program to twenty-six.

Because of the larger class sizes in recent months, we are working with a larger number of trainees in the call taking phase (14) than active police training sessions (6). When the current academy of six begin on the job training with their trainers, we will have more trainees being supported than average. SNO911 understands and appreciates all the patience and partnership from our agencies as we work through this influx of trainees.

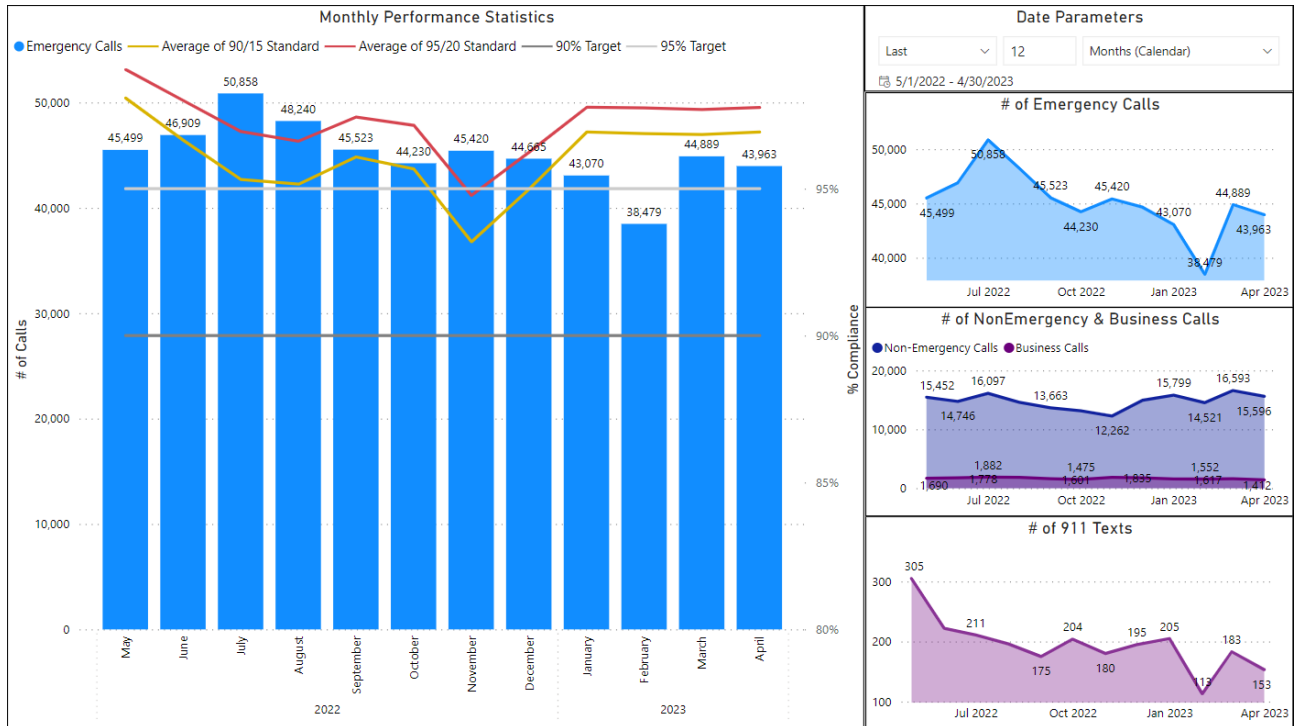
This is also an extraordinary time for training at the supervisor position. With the promotion of 3 new supervisors last month, each shift (day shift, swing shift, and night shift) are all supporting rotating training sessions for a 12 week period.

National Public Safety Telecommunicators Week – April 9-15

SNO911 staff celebrated this annual week of recognition for the work dispatchers and call takers do all day, every day to keep our communities safe. We were treated to several visits to the center from member agency staff and Board members. We want to thank our member and partner agencies for stepping up in a big way providing swag for our prize raffles. We were able to raffle off sixteen prize baskets, provide prizes throughout the week, and received some beautiful plaques for display in and around the center.



Monthly Statistical Reports



Text-to-911 Report

911 Texts	Type	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	YTD TOTAL	YTD GROUP TOTAL
Appropriate Use	True Emergency	7	6	8	7									28	28
Incorrect Use	Follow-Up	4	3	9	7									23	169
	Area Checks	8	7	6	15									36	
	Info	2	1	4	3									10	
	Noise	5	3	2	1									11	
	Traffic	3	5	3	4									15	
	Other Complaints	19	12	24	19									74	
Misuse	Accidental	9	4	1	7									21	237
	Behavioral Health	59	20	73	49									201	
	Prank	2	6	7	0									15	
Other	Test	46	7	4	1									58	220
	Abandoned	17	6	9	4									36	
	Non-English	0	2	0	0									2	
	Outgoing	0	0	0	0									0	
	Subsequent	10	13	25	19									67	
	Transfer	0	2	0	2									4	
	Voice Call	14	16	8	15									53	
Month Total		205	113	183	153	0	0	0	0	0	0	0	0	654	654
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 – April 2023

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	579	72.83%
3 - Satisfied	187	23.52%
2 - Neither Satisfied nor Dissatisfied	16	2.01%
1 - Somewhat Dissatisfied	8	1.01%
0 - Very Dissatisfied	5	0.63%
Total	795	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	764	95.62%
Somewhat	27	3.38%
No	8	1.00%
Total	799	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 Incidents

IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	Total
Everett Fire Department	2,189	2,041	2,167	2,037	8,434
Marysville Fire District	1,135	1,084	1,258	1,149	4,626
Mukilteo Fire	172	169	190	176	707
North County Regional Fire Authority	723	643	731	625	2,722
OTHERFD				1	1
Sky Valley Fire	73	49	56	65	243
Snohomish County Airport Fire Department	21	19	24	25	89
Snohomish County Fire District #15	72	92	87	93	344
Snohomish County Fire District #16	30	17	19	10	76
Snohomish County Fire District #17	192	173	151	155	671
Snohomish County Fire District #19	26	33	32	35	126
Snohomish County Fire District #21	71	60	94	74	299
Snohomish County Fire District #22	34	43	28	33	138
Snohomish County Fire District #24	38	28	53	39	158
Snohomish County Fire District #25	5	6	12	7	30
Snohomish County Fire District #27	1	2		1	4
Snohomish County Fire District #4	286	296	312	301	1,195
Snohomish County Fire District #5	109	87	103	96	395
Snohomish Regional Fire and Rescue	999	925	1,032	1,015	3,971
South Snohomish County Fire and Rescue	2,919	2,740	2,946	2,855	11,460
Total	9,094	8,507	9,295	8,791	35,687

Police Incidents

IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	Total
Arlington Police Department	1,856	1,672	2,062	1,874	7,464
Brier Police Department	353	288	272	297	1,210
Darrington Police Department	120	122	146	129	517
Edmonds Police Department	2,174	1,849	2,211	2,092	8,326
Everett Police Department	11,630	10,696	12,109	11,770	46,204
Gold Bar Police Department	245	373	241	250	1,109
Granite Falls Police Department	361	329	311	359	1,360
Index Police Department	39	50	59	55	203
Lake Stevens Police Department	1,651	1,608	1,882	1,818	6,959
Lynnwood Police Department	3,546	3,515	4,017	3,869	14,947
Marysville Police Department	5,621	5,008	6,193	6,034	22,856
Mill Creek Police Department	920	927	1,007	1,183	4,037
Monroe Police Department	2,220	1,945	2,096	1,966	8,227
Mountlake Terrace Police Department	1,689	1,489	1,698	1,381	6,257
Mukilteo Police Department	3,057	2,561	2,784	2,284	10,686
Snohomish County Sheriff's Office	11,856	11,164	13,071	12,529	48,616
Snohomish Police Department	881	877	942	913	3,613
Stanwood Police Department	543	699	679	680	2,601
Stillaguamish Tribal Police	1,381	1,289	1,175	1,238	5,083
Sultan Police Department	375	393	552	526	1,846
Woodway Police Department	52	39	36	44	171
Total	50,567	46,879	53,534	51,282	202,257

Snohomish County 911 - Staffing Report

5/15/2023

Total Staffing Headcount - (agency-wide): 164

Dispatchers - Full Time Status

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

Job Title:	Status:	Current #
Trainee Dispatcher	2nd discipline not yet complete	22
Trainee Dispatcher 2	2 of 3 disciplines complete	11
Police Dispatcher	Legacy: Only trained in CT and Police	2
Fire Dispatcher	Legacy: Only trained in CT and Fire	3
Cross-Trained Trainee	Trainee in progress for 3rd discipline	1
Cross-Trained Dispatcher	Fully cross-trained in CT, Police, and Fire	56

Represented (Dispatchers & Sups combined):

Approved	125
Filled	111
Vacancies	14

Appointive Staff:

Approved	44
Filled	44
Vacancies	0
RRP Term Limited Approved	2
RRP Term Limited Filled	2
RRP Term Limited Vacancies	0

Staffing Levels & Strength

Dispatch Staffing Level	87.2%	Includes trainees
Center Staffing Strength	68.9%	Excludes trainees, relief, & LOAs

Relief Dispatchers & Long Term LOA's

Long-Term LOA's - (F/T Dispatchers)	-3	Includes trainees; excludes relief
Relief Dispatchers	7	Currently filled

Dispatchers - Full Time

Approved	109
Filled	95
Vacancies	14
Vacancies includes 2023 + 6	

Dispatch Supervisors

Approved	16
Filled	16
Vacancies	0

Senior Leadership

Approved	6
Filled	6
Vacancies	0

Operations

Approved	5
Filled	5
Vacancies	0

Finance/HR/Records/Admin

Approved	12
Filled	12
Vacancies	0

Tech/Radio

Approved	21
Filled	21
Vacancies	0

RRP Term Limited Approved	2
RRP Term Limited Filled	2
RRP Term Limited Vacancies	0

Recruitment Status

Candidates Awaiting:

PST Dispatchers Exam	2	Next PST test is scheduled for May 20
CritiCall Test Invitations - April	70	Tests sent out for July / Sept Academies
CritiCall Test Completions - April	37	Number of passing scores = 11
Interview	10	Interviewing for September academy
Polygraph Exam	3	Scheduled for polygraph exam or awaiting results
Currently in background check	9	Currently in process of completing background check with PST
Psyche Exam and/or Drug/Hearing Test	1	Background complete. Awaiting psyche/drug/hearing tests for July Academy.
Onboarding/Orientation	0	Final offers signed. Just awaiting start date for July Academy.

YTD Dispatch Trainees Hired 17

Employment Separations YTD

Separation Reasons	Represented (Trainees)	Represented (Non-Trainees)	Appointive (Trainees)	Appointive (Non-Trainees)
Involuntary Term	1	0	0	0
New Job - Not 911	1	2	0	0
New Job - With 911	0	0	0	0
Relocation	0	2	0	0
Retirement	0	1	0	0
Medical	1	0	0	0
Personal	1	1	0	0
Death of Employee	0	0	0	0
End-of Contract	0	0	0	0

Total Employment Separations YTD 10

HENNEPIN COUNTY 911 EMERGENCY COMMUNICATIONS FACILITY

Architect: **RossDrulisCusenbery** Architecture, Inc., Sonoma CA
Contact: Mallory Scott Cusenbery AIA, 707-996-8448 [mcusenbery@rdcarchitecture.com]



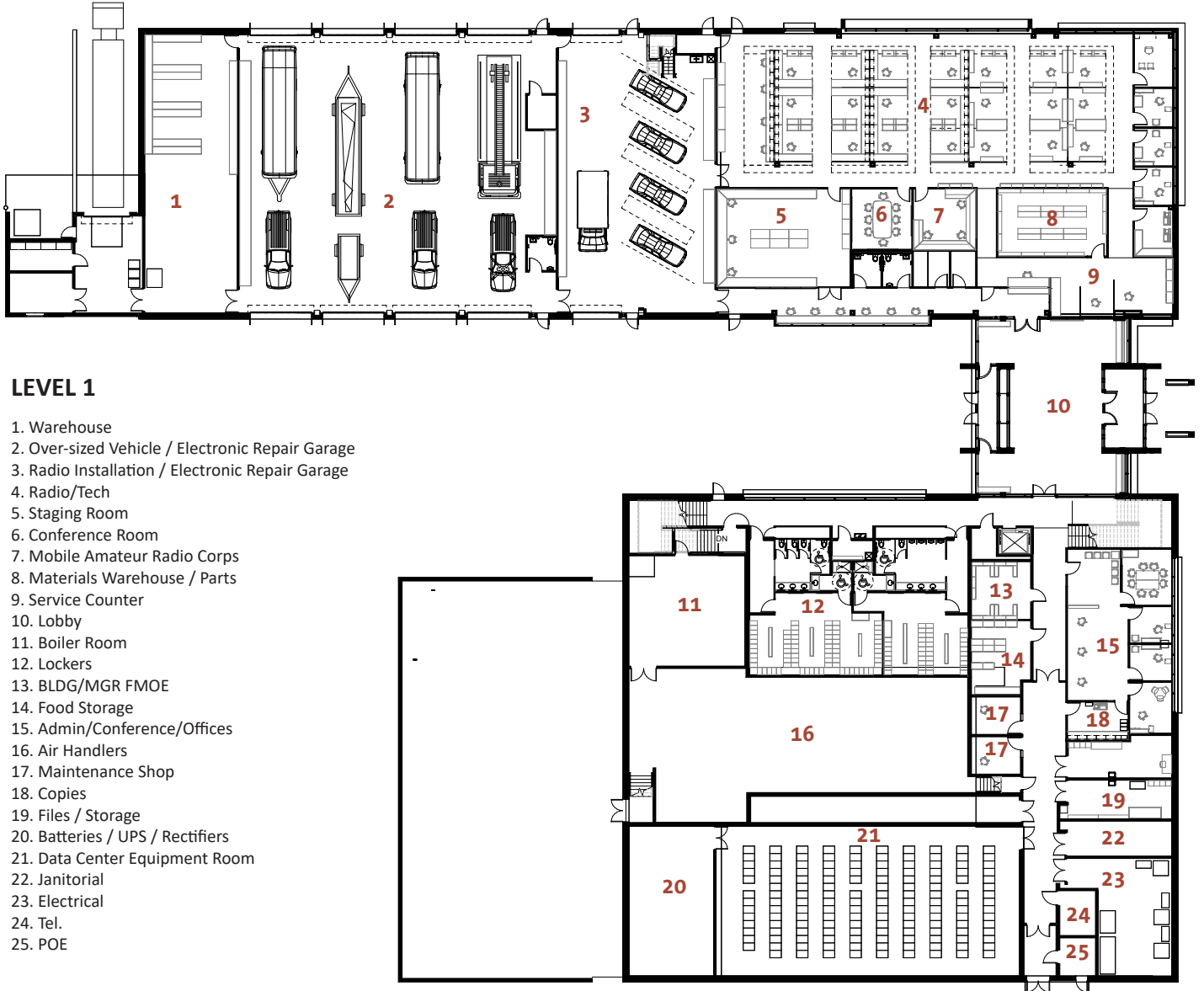
Project Description

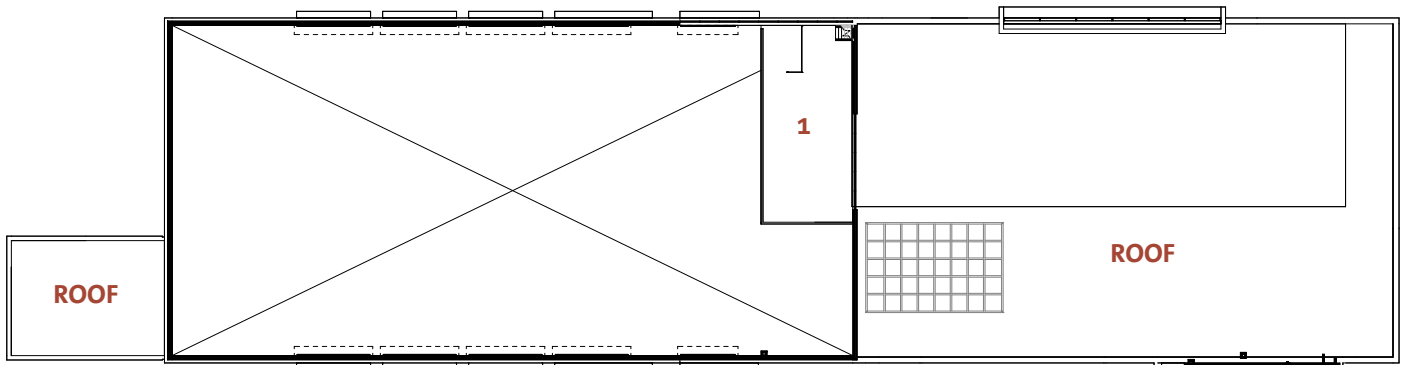
This new 59,222 SF 911/Emergency Communications Facility is one of the Upper Midwest's largest emergency call centers. RDC provided planning, programming, design and contract administration support for this project. At the time of opening, the 911 dispatch was designed to handle more than 2,000 calls each day taken at 21 consoles. Eleven other consoles were planned as stand-by for training or expansion, or in case a large-scale incident creates a surge in calls. The County's 911 Emergency Communications Facility is more than a dispatch center. An onsite garage is reserved for emergency communications vehicles and mobile equipment that are ready to be deployed throughout the five-state region.

Ultimately, the facility is a key node in a state-wide and regional communications network that provides efficient, uninterrupted service among first responders in virtually any type of emergency. The new facility is located on the grounds of the County's Adult Correctional Facility and has significantly increased communications system reliability, improved operational efficiencies, and optimized operating expenses by collocating the three (3) interrelated principal functions that comprise the county-wide public safety communications enterprise. These principal functions are:

1. 911 Public Safety Answering Point (PSAP)
2. Critical Infrastructure Radio and Data Network Center
3. Radio Systems Operations and Technical Services

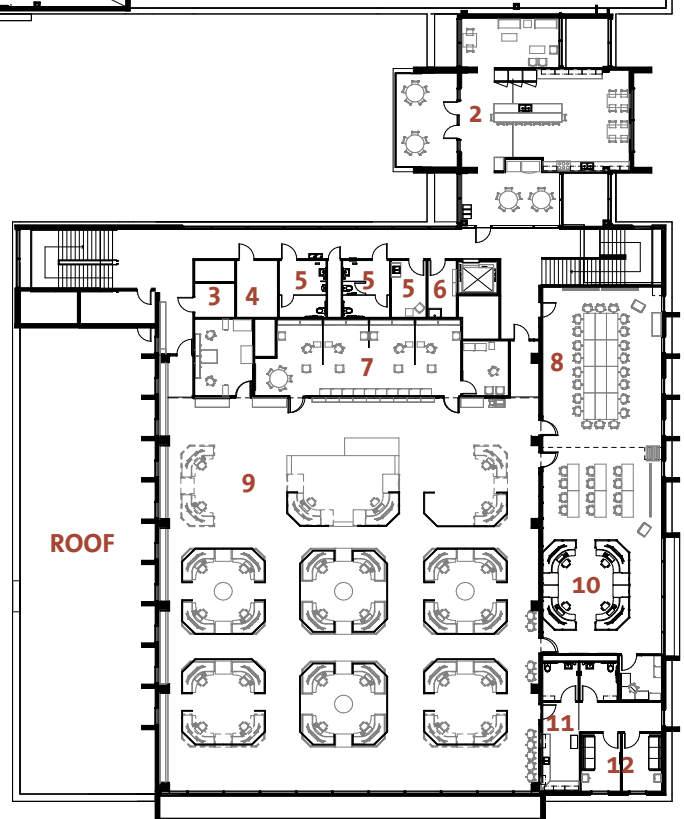
PLANS





LEVEL 2

1. Mezzanine
2. Break Room / Kitchen
3. AV / TEL
4. EL
5. Rest Rooms / Mother's Room
6. Janitorial
7. Supervisors
8. Multi-Purpose Room
9. Dispatch Room (Opening Day)
10. CAD / User Training
11. Kitchenette
12. Quiet Rooms



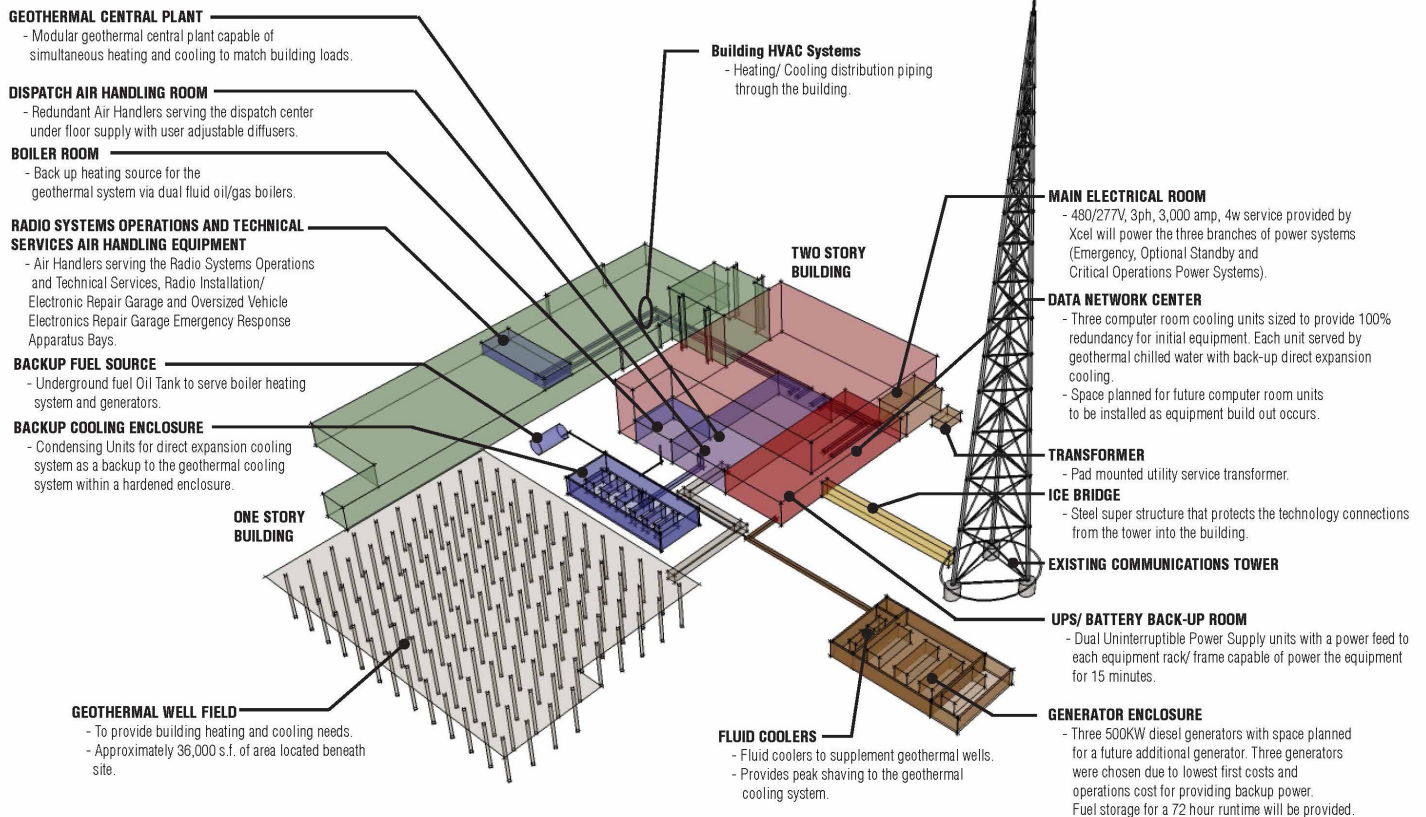
PUBLIC ENTRANCE LOBBY



NORTHEAST FACADE



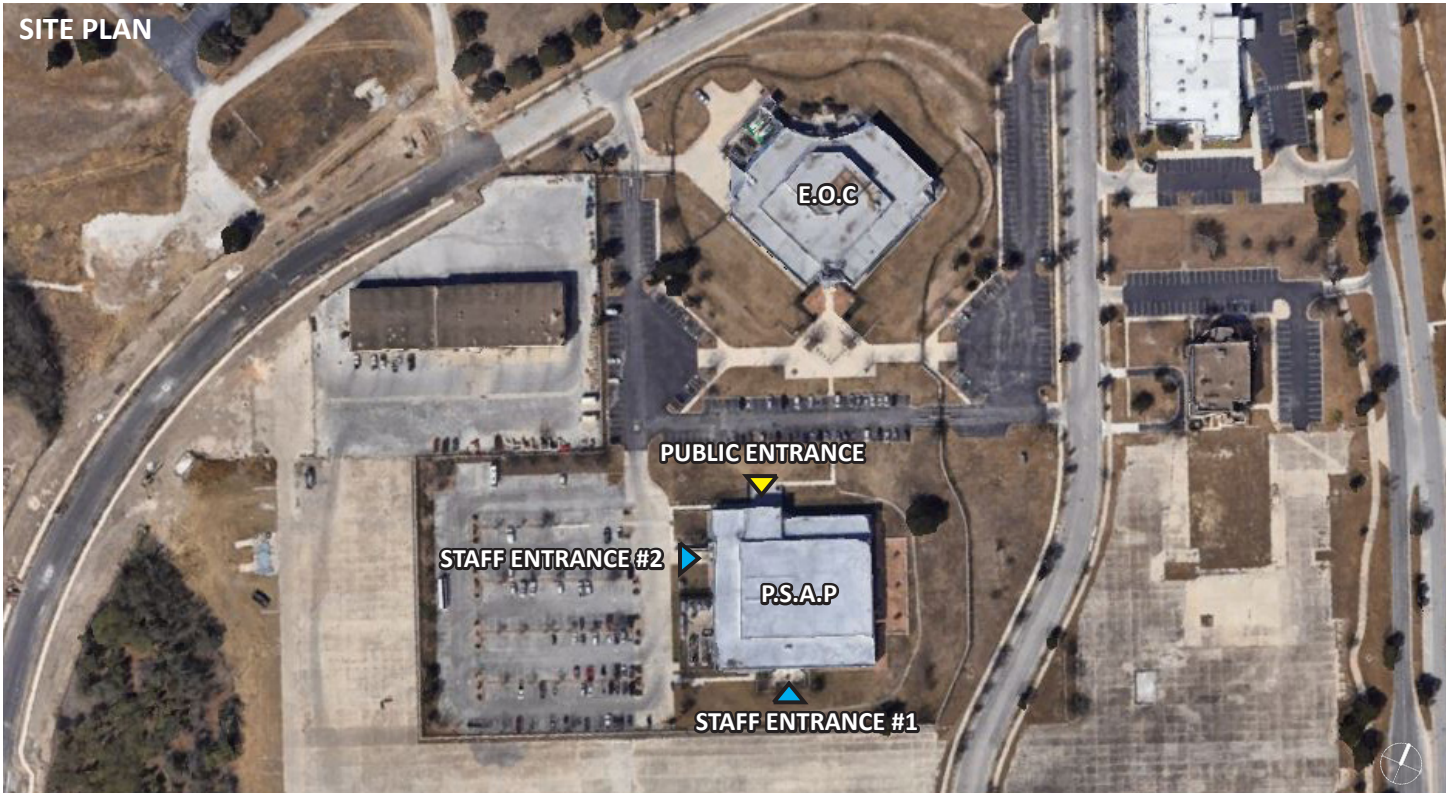
MECHANICAL & ELECTRICAL SYSTEMS DIAGRAM



SAN ANTONIO PUBLIC SAFETY ANSWERING POINT

Associate Architect: **RossDrulisCusenbery** Architecture, Inc., Sonoma CA
Contact: Michael B. Ross, AIA, NCARB, 707-996-8448 [mross@rdcarchitecture.com]

SITE PLAN



Project Location: 8039 Challenger Dr. San Antonio, TX 78235



Building Entry - Night view

PROJECT DESCRIPTION

RossDrulisCusenbery Architecture, Inc. (RDC) was the Associate Architect for the San Antonio Public Safety Answering Point (PSAP) facility located at the Brooks City Base, in south east San Antonio. The approximately 41,000 SF single story facility houses the call taking and dispatch functions of the San Antonio Fire Department and San Antonio Police Department. The project was designed to provide a combined 115 emergency communications consoles located in a top lit central dispatch plaza configuration surrounded by support spaces. The facility was purposely designed to address survivability and system redundancy objectives to ensure the uninterrupted provision of services in the event of a natural disaster. The building envelop was designed to resist EF 4 tornado wind loads and includes two chillers, five air handlers and four emergency power generators. The project was constructed utilizing the Construction Manager at Risk (CMAR) approach.

PROJECT DATA

Project Location: 8039 Challenger Dr. San Antonio, TX 78235

PSAP Agencies:

- San Antonio Fire Department
- San Antonio Police Department
- Emergency Medical Dispatch

Total Building Area: 41,778 SF

Total Parking Count: 249 spaces

Total Construction Cost: \$16,454,118

Year Completed: 2012

422 Public Viewing Area

LEGEND:
▲ SECURITY CONTROL POINTS

MAIN ENTRY

STAFF ENTRY

ROOMS AND AREAS:

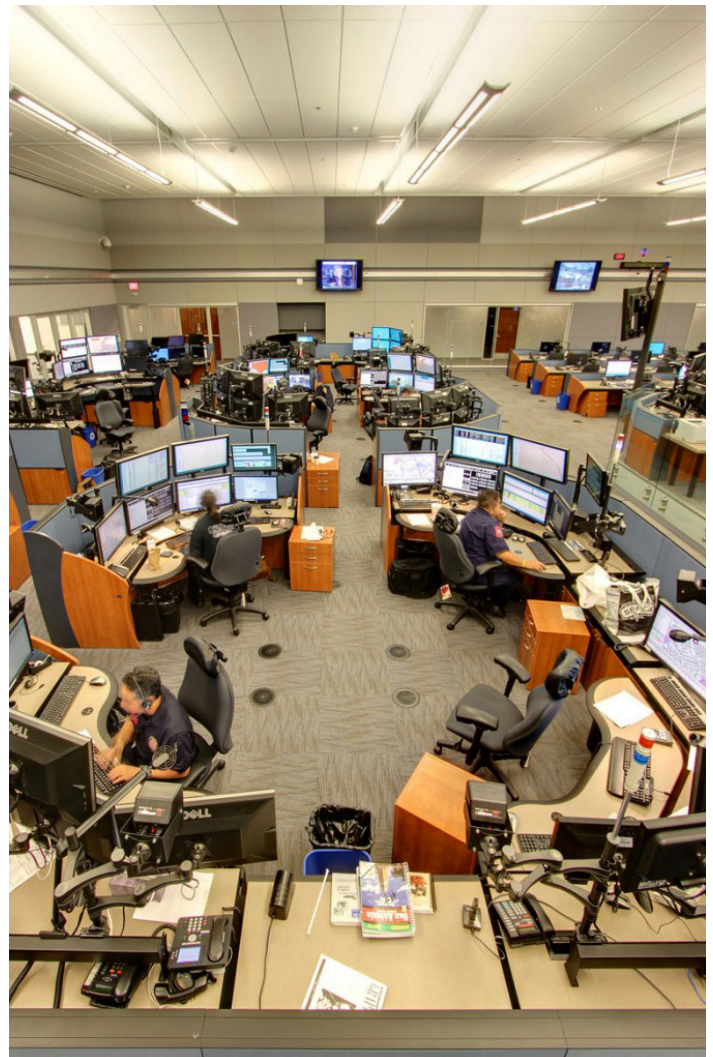
- 101 MCR 478 SF (480 N)
- 102 DEMARC 122 SF (80 N)
- 103 MAIN ELECT RM 230 SF (150 N)
- 104 PARALLEL SWITCHGEAR RM 230 SF (300 N)
- 105 UPS RM 408 SF (400 N)
- 106 BLDG. STORAGE 419 SF (500 N)
- 107 HIGH SECURITY STOR. 353 SF (500 N)
- 108 EQUIPMENT GALLERY 1588 SF (1500 N)
- 109 MECH RM 1062 SF (1000 N)
- 110 DEMARC 77 SF (80 N)
- 111 JANITOR 172 SF (160 N)
- 112 KITCHEN-PD 94 SF (80 N)
- 113 BREAKROOM-PD 244 SF (300 N)
- 114 GENERAL STOR. 122 SF (180 N)
- 115 RESTROOM-SHOWER (M) 252 SF (250 N)
- 116 RESTROOM-SHOWER (M) 252 SF (250 N)
- 117 RESTROOM 72 SF (80 N)
- 118 LAUNDRY 91 SF (80 N)
- 119 EXERCISE RM 250 SF (250 N)
- 120 QUIET RM 81 SF (80 N)
- 121 QUIET TEN 100 SF (100 N)
- 122 JANITOR 68 SF (80 N)
- 123 SLEEP RM 86 SF (80 N)
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LEGEND:

▲ SECURITY CONTROL POINTS



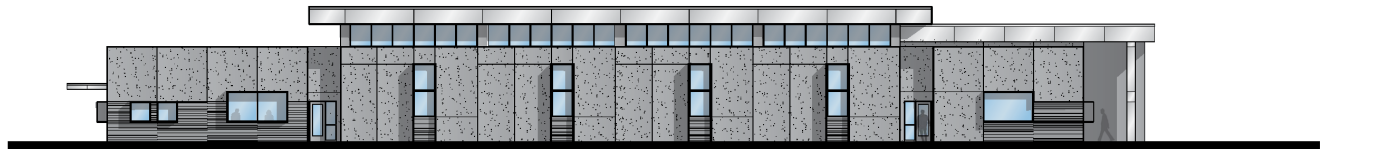
San Antonio Public Safety Answering Point
Associate Architect: RossDrulisCusenbery Architecture



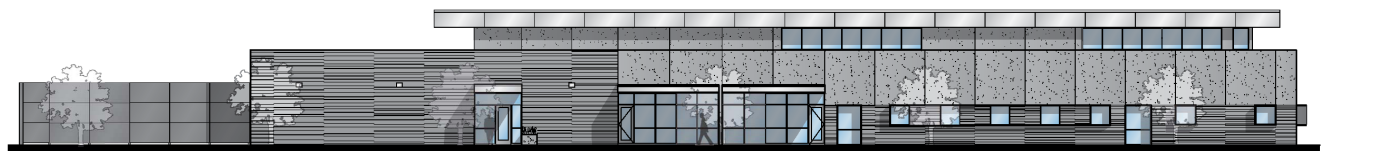
ELEVATIONS



NORTHWEST FACADE



NORTHEAST FACADE



SOUTHEAST FACADE



SOUTHWEST FACADE



Radio Replacement Project Updates

May 18, 2023

Overview:

Microwave installation quality issues have finally been resolved. This rework caused delays and additional staff efforts to ensure that the new system was ready to accept the voice radio system traffic.

Installation of Motorola infrastructure is approximately 10% complete. Installations of the new radio equipment is scheduled to be complete by year end. After installation is complete, optimization, coverage validation and functional testing will be conducted prior to user cutover. Cutover to the new system is expected in the fall of 2024.

SNO911 staff are working with the following statement in mind “Priority 1 is legacy system reliability. Priority 2 is ensuring that cutover to the new system occurs as soon as possible.”

Paging System Project:

- Paging System Project kickoff meeting to be scheduled in the next few weeks

Technician Training:

- Automatic Direction Finding Equipment Training will be in Q4
- Microwave radio systems training scheduled for end of June
- Nokia router and management training plan being developed

Subscribers:

- Portables and Mobiles
 - Fleet Expansion Orders Underway
 - PSERN North of I-90 agency cutover summer 2023
- Base stations
 - Fire and police installations underway. Approximately 73 installations complete out of a total of 184.
 - No significant issues have been encountered.

Radio Sites/Microwave:

- 5 Sites at 90% complete of new hardware
- 5 Sites at 100% completion of for antenna system installation and testing
- 75% of Equipment will be delivered to sites within the next 30 days

- Quality of microwave antenna systems subpar. Site audits completed and remediation is underway with expected completion by mid-May.
- Cutover to new microwave delayed to June due to rework of installations due to poor quality of workmanship.
- Generator replacements begin in May at 4 sites, delayed due to contractor.
- Additional work is necessary to improve UPS reliability at radio sites. Working with vendors to identify costs which are projected to be under \$20,000.

Risks:

- Multiple vendors are still experiencing staffing issues.
- Quality of microwave dish installs has impacted cutover to new network. Not affecting overall project schedule.

Policy:

- Paging system project management consultant
- Addition of radios models to valuation schedule in Lost and Stolen policy

RRP Policy & Major Decision Timeline

- 02/2023: Machias site brought back into project, Mill Creek formally removed
- 02/2023: Establishment of credit with Motorola due to reduced number of mobile installs
- 09/2022: Approved Removal of Paging from Motorola Scope
- 08/2022: Executed Change Order 11 US Primary Frequency Redesign
- 08/2022: Remove South Campus Microwave Scope
- 05/2022: Remote Area VHF Request
- 05/2022: RRP Inventory and Subscriber Support
- 04/2022: Site Readiness IV Construction Contract
- 04/2022: US Primary Design Scope Change
- 04/2022 RRP purchase of mobile install supplies
- 03/2021: Executed Change Order 7 – Design work to move system to US Primary Frequencies. Further evaluation will be completed with TACs.
- 12/2021: SNO911 Board of Directors approved: WT09 - Additional Growth and Expansion Radio Reimbursement Request, WT08 – Radio Hardware and Replacement Services Policy, and WT07 – Lost, Stolen or Damaged beyond Repair Radio Equipment Replacement
- 12/2021: SNO911 Board of Directors approved amendment to APF 134 to include other suitable antennas identified by the project team.
- 11/2021: SNO911 Board of Directors approved APF 134 to cover expenses to fund antenna changes requested by member agencies.
- 11/2021: Police TAC approved Limited Access Talkgroup Authorization, Programming, and Auditing Policy.
- 10/2021: SNO911 Board of Directors approved Change Order 6 – radio quantities to fulfill needs of SCSO Corrections and delta of needs and changes from original project scope.
- 9/2021: ECSF Advisory Board approved project budget scope increase to capture additional subscriber needs of approx. \$4.7M.

- 7/2021: SNO911 Board of Directors approved Framework for Agency's seeking radio replacement for lost/damaged/stolen radios (Update to Warranty Services Policy)
- 6/2021: SNO911 Board of Directors approved Warranty Services Policy, including authorization to purchase radio cache and other related equipment.
- 6/2021: SNO911 Board of Directors authorized creation of a new Capital Fund for agency subscriber equipment starting with a fund balance of \$150,000 and a target maximum of \$600,000.
- 6/2021: Fire-TAC approves mobile programming information
- 6/2021: Police-TAC approves mobile programming information
- 4/2021: Motorola provides "boston strap" to replace leather swivel holster for APX 8000 HXE portable radios
- 3/2021: Fire-TAC requests changes to radio programming templates, SNO911 receives Fire-TAC approval of updated templates
- 3/2021: Police-TAC requests changes to radio programming templates, SNO911 receives Police-TAC approval of updated templates
- 1/2021: SNO911 approves Law, Fire, and Sheriff radio programming templates
- 1/2021: Fire-TAC Template Committee approves programming
- 12/2020: Motorola Change Order 3 Approved
 - All systems – except paging – have been modified with new technical exhibits replacing existing exhibits, new schedule is established, project credit established and reserved for future/planned items
- 12/2020: Fire-TAC approves template changes and gives Fire Template Committee authorization for further changes
- 8/2020: Police-/Fire-TAC approves Subscriber programming templates (zone/channel assignments & ergonomics)
- 6/10/2020: Motorola Change Order 2
 - Updated Coverage testing methodology, final subscriber configuration and counts, increased functionality in subscribers (encryption/XE for fire, Wi-Fi for all)
- 5/2020: Phased deployment approach adopted
 - Decision to deploy system designed for 800 MHz Portable operations, and expand to support multi-band Portable operations as a future phase
- 4/16/2020 - Subscriber Scope of Services Policy approved
 - Agencies will own subscriber equipment, SNO911 will plan for long-term replacement and process/assist with warranty repairs
 - Installation details including differences for agencies who choose to opt-out of project installs
- 4/16/2020: Additional Subscribers Policy approved
 - Covers reimbursement parameters and process for radios purchased after 1/1/2019 and are an increase to quantities in project scope. E.g. New (additional) apparatus added to fleet
- 1/2020: WAVE5000 Pilot Program approved
- 9/2019: Fire Subscriber Replacement Policy approved, updated 5/2020
- 9/2019: Law Subscriber Replacement Policy approved, updated 5/2020
- 7/2019: Motorola Change Order 1
 - Allows agency cooperative purchasing, updated subscriber warranty protection
- RRP – Future Replacement Policy – Under Development

Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for May 9, 2023 / 10:30-11:30 a.m.
Location: Web Conference

Meeting Attendance:

POLICE TAC REPRESENTATIVES					
Lt. Mike Gilbert - Arlington		Cmdr. Pat Fagan - Lynnwood		Asst. Chief, Andy Illyn – Mukilteo	
Clerk Karen Howell – Brier	x	Asst. Chief, Jim Lawless – Marysville	x	Sheriff, Adam Fortney - SCSO	
Sgt. Shane Hawley - Edmonds	x	Chief, Stan White – Mill Creek		Chief, Rob Palmer – Snohomish	x
Capt. Bob Goetz- Everett	x	Dep. Chief, Ryan Irving - Monroe		Lt. Jason Toner - Stanwood	x
Sgt. Jim Barnes – Lake Stevens		Cmdr. Mike Haynes – Mountlake Ter.	x	Officer Pete Knowlton - Stillaguamish	
ALTERNATE REPRESENTATIVES					
Lt. Peter Barrett - Arlington		Dep. Chief, Jeff Young – Lake Stevens	x	Capt. Steve McDonald – SCSO	
Chief, Nick Almquist – Brier		Dep. Chief, Chuck Steichen - Lynnwood		Sgt. Karl Gilje – Stanwood	
Officer, Brittany Harris, Edmonds		Cmdr. Adam Vermeulen – Marysville	x	Officer Dean Munday - Stillaguamish	
Dep. Chief, John DeRousse - Everett		Chief, Jeff Jolley - Monroe	x	Lt. Mike Martin - Snohomish	
Sgt. Nicole Stone – Mukilteo	x				
SNO911					
Executive Director Kurt Mills		Ops. Manager Derek Wilson	x	Sec./Inf. Team Manager Bleu Jaegel	
Deputy Director Terry Peterson	x	Ops Manager Karen McKay	x	Radio Sys. Mgr. Howard Tucker	x
Director of Tech Marlin Herolaga		Ops Manager Hattie Schweitzer		Rec & Admin Manager Sheila Betts	x
Director of Ops Andie Burton	x	App. Team Mgr. Brent Meyer	x	Admin. Asst. Tiff Brown	x
SUPPORT STAFF & GUESTS					
Master PO Travis Katzer - Everett					

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

Chair, Jim Lawless called the meeting to order at 1031 hours.

1. **Roll Call:** Roll call was done as attendees logged into ZOOM.
2. **Approval of Minutes:** Sergeant Hawley made a motion to approve the April 11, 2023 meeting minutes and was seconded by Lt. Jason Toner.
3. **Announcements:** None.
4. **Action Items:**
5. **Reports:**
 - A. **Policy Review Committee:** Jim Lawless – Nothing new to report at this time however later in the meeting under Old Business there will be more discussion about reconstituting that in a different fashion.
 - B. **Mobile Users Group:** No meeting
 - C. **SNO911 Updates:** None.
 - a. **East County Crisis Response** – Andy Burton/Derek Wilson Andie informed the Committee that SNO911 was contacted last month by a representative for Volunteers of America, who are setting up an East County crisis response. In coordination with SRFR, Monroe PD and Sultan Fire they have hired a crisis responder who can respond with units. SNO911 was contacted to offer insight on ways the responder can be notified or called upon as needed. SNO911 has put together a process and set up the framework for notifying her if she is requested from the field. The crisis responder has offered to attend a future meeting to explain their program if the Committee has an interest.

Derek added some background information on the goals of the Crisis Responder. He proposed the same notifications that are used for a Chaplin on the scene, be used for the Crisis Responder as well. It is unclear if she will carry a radio (she is also a SAR volunteer and is radio trained).

D. PTCC: Brent Meyer

- a. **My Crime Reports:** On May 1st the system went into the production environment. The Tech team hasn't received any feedback at this time.
- b. **Windows Updates:** The Tech team has another round of Windows updates scheduled for Tuesday, June 6th from 0100 – 0700. This would be a complete New World outage: no CAD, Mobile, or LERMS. Dispatch would be utilizing CAD Lite at that time.
- c. **CAD Lite Interface:** This interface went live last week. This will remove the manual entry of calls from CAD Lite to offline call entry in CAD; saving the dispatcher's time and allowing for a quicker incident report turnaround time.
- d. **Tyler Upgrade:** SNO911 Tech team is looking at a program called the Early Takers. Recommended by Tyler, this process will help with getting recommendation testing.
- e. **PTCC:** New Chair and Vice Chair have been elected, the Chair is still Brent Meyers and Vice Chair is now Travis Katzer. The Tech team received a request to add an attachment section to the case mental health report, this was approved and is currently being developed.

E. Radio Replacement Project: Howard Tucker – The radio team is working at radio sites installing infrastructure. No impacts to the Legacy systems have been reported and the next 6 – 8 months will be focused on the radio project. It was asked if notifications are being received by the participating agencies and Howard noted that at this time, there have been no reports of any unsuccessful communications or coverage complaints. PSAP notifications are being sent reporting any power interruptions or reduced coverage possibilities because of equipment upgrades. SNO911 is trying diligently to make all users aware of the upcoming changes. RF safety monitoring equipment is going into an alarm so they have asked SNO911 to turn off the transmitters so as not to radiate the power workers.

6. **Technical Update:** Nothing further to report.

7. **New Business:** None.

8. **Old Business:**

A. Responses to Transit Areas – Derek Wilson SNO911 Operations department has created a new policy stating that local jurisdictions will be primarily handling incidents at park and rides. A document was shared showing what has previously been covered as well as future goals. This information is scheduled to be shared with all agencies on May 23rd, 2023 and SNO911 is working to inform all agencies before implementation. This Operations policy isn't new but solidifies the flow process for everyone and mitigates frustration.

B. Policy Review Committee – Andie Burton shared an email with Police TAC recapping the restructure of the Policy Review Committee to include a larger variety of SNO911 staff and Agency advisors.

9. **Good of the Order:** Chief Lawless thanked Sheila for her years of dedication and support to the Police TAC Committee.

10. **Adjourned** at 10:52 a.m. The next Police TAC meeting is scheduled for June 13, 2023.

**Snohomish County 911
Finance Committee
Meeting Summary for May 11, 2023 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

Committee Members					
Dave DeMarco	✓	Derek Daniels	✓	Steve Guptill	
Jim Lawless	✓	Ken Klein	✓		
Staff and Guests					
Kurt Mills	✓	Terry Peterson	✓	Wade Anderson	✓
Sharon Brendle (notetaker)	✓	Tiffani Brown	✓		

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

1. **Call to Order and Announcements.** The meeting was called to order at 1:33 p.m. by Chair Dave DeMarco. There were no announcements.
2. **Reports.**
 - A. **Blanket Voucher Report for March.** There were no questions. Derek Daniels moved and Jim Lawless seconded to recommend the Board approve the Blanket Voucher Report for April. The motion passed.
 - B. **Fund Balance Report for April.** Informational report; no comments. Wade pointed out Fund 150 ICS, that has a balance of over \$50 million. He explained that they've paid out very little so far, but he expects that number will be reduced in the third and fourth quarters of this year. This will affect the profit and loss statement, as to the amount of interest received. Kurt added that the amount of interest earned so far is significantly more than they have ever earned.
 - C. **First Quarter Income Statement and Report.** Wade highlighted some areas of significance that were further explained in the provided analysis. He also mentioned some projects that are out for bid requests that relate to different tower sites that will fall within the \$30 - \$50K range. Kurt added that they are also expecting a \$700K New World SSMA invoice from Tyler soon. He explained that this is the agency's single largest expense.
3. **New Business.**
 - A. **Site Lease Extensions.** Terry explained that most of their site leases are for 20-25 years, and require a letter of extension every five years. This request is to extend the leases for both Clearview and Fire Trail. Staff recommends these be added to the Board's Consent Agenda at the next meeting. Terry added that they plan to work with legal to establish a delegation of authority so the board can delegate these to the executive director for future matters. Jim Lawless moved and Derek Daniels seconded to recommend to place on consent agenda and authorize the SNO911 Executive Director to execute lease extension letters with their landowners under the existing lease terms for the Clearview and Fire Trail tower sites. The motion passed unanimously.
 - B. **Surplus Trailer.** Terry explained that this relates to an old trailer that used to tow the agency's old snow-cat. There is no longer a need for that trailer, so they're asking for permission to surplus it and have the auction house sell it. They hope to place the proceeds in the operating fund. He recommends that the action be placed on the consent agenda as well. Derek Daniels moved and Jim Lawless seconded to recommend to place on consent agenda and authorize staff to send

the 2017 PJ Trailer, VIN No. 4P5T82228J1286875 to James G. Murphy Company auctioneers and deposit the proceeds into the Operating Fund. The motion passed unanimously.

- C. **800 MHz Licenses.** Terry explained that the general capacity of the radio system is dictated by the amount of channels they have. Every time someone keys up their radio mic, it takes a channel up during the period of that radio transmission. The more channels you have, the more concurrent conversations you can have, and the more users you can have on the system. Washington State DOT just released 95 channels throughout the state, and staff have reviewed those and determined that there are some additional 800MHz frequencies that they would like to obtain. They want to hire ADCOMM to complete the work and acquire the needed licenses for those channels. Terry added that there is sufficient funding through allocated project dollars. There is some additional cost to implement the channels. **Jim Lawless moved and Derek Daniels seconded to recommend that the Board authorize staff to enter into a contract with ADCOMM Engineering to seek additional 800MHz licenses to enhance the capacity of the new radio system with a not to exceed amount of \$58,000, per the Statement of Work and proposed professional service contract, as provided. The motion passed unanimously.**
- D. **Radio Fleet Expansion Requests.** Terry reported that North County Fire modified their request down from six to three, along with receiving a request from Paine Field Fire for one additional radio to cover the additional engine they're adding to their fleet. All of these will be provided from current stock. Terry added that they can easily absorb the request with little impact to the fund balance. **Derek Daniels moved and Ken Klein seconded to recommended that the Board authorize staff to move forward with the North County Fire and County Airport Fire fleet expansion requests to be provided with equipment from current overstock of subscribers. The motion passed unanimously.**

Terry was asked a question relating to the volume of equipment being ordered, and the turn-around time for ordering devices associated with the radio project. He responded that it depends on the device as well as when they order. He explained that when ordering batteries a year ago, they were told that the turn-around would be a couple of years. That time frame has been reduced dramatically. They have tried to look ahead to determine when stock will be depleted, so last month they requested permission to make a stock order. He expects future stock orders to be made so that they continue to be responsive to the needs of the subscribers.

4. Good of the Order.

- The committee discussed the need for providing radio training to new users. Kurt and Terry will discuss this with the Radio and Operations Teams, and if that's something that SNO911 could provide in the future.
- Kurt reported that they are starting on the 2024 budget process, as well as contract negotiations with the dispatcher's union. The union is now affiliated with AFSCME (American Federation of State, County and Municipal Employees).
- Kurt also reported that the radio project is moving from the project mode to more of a support mode, so they will be looking at ways to make sure they are preparing for the future radio needs and have the right priorities in place. Terry added that he thinks it may be the right time to reexamine the funding process to see if it still meets everyone's needs. He plans on discussing this with the County Finance's Brian Haseleu.
- Terry reminded the committee the board approved \$55K to hire a consultant on behalf of the Snohomish County Fire Chief's organization, who will reimburse SNO911 for that amount. The RFP was conducted and Berk Consulting was hired. One of the questions they will be

asking is if Snohomish County EMS is positioned right from a resource standpoint (governance, human resources, building, or administratively). He stated that SNO911 may be a natural fit to add them to the organization, so there could be some budgetary impacts in the future. SNO911 doesn't have an active interest in pursuing that, but he explained that there may be a need that the agency could fill.

5. **Adjourn.** The meeting was adjourned at 2:10 p.m. The next meeting is scheduled for June 8, 2023 at 1:30 p.m.

Snohomish County 911
Budget vs. Actual General Operating 70
January through March 2023

	Jan - Mar 23	Budget	\$ Over Budget	% of Budget	Tickmarks
Ordinary Income/Expense					
Income					
4020 · Member Assessments	4,558,316	16,848,329	-12,290,013.19	-72.94%	
4040 · E911 Excise Tax Revenue	1,741,230	6,929,602	-5,188,372.00	-74.87%	
4045 · Emergency Sales Tax Revenue	500,006	3,500,000	-2,999,994.00	-85.71%	
4200 · Miscellaneous Income	9,216,933	1,021,053	8,195,879.52	802.69%	a
4300 · Interest Income	264,886	0	264,886.00	-100.0%	b
Total Income	16,281,370	28,298,984	-12,017,613.67	-42.47%	
Gross Profit	16,281,370	28,298,984	-12,017,613.67	-42.47%	
Expense					
5000 · Payroll Expense	5,476,801	22,975,871	-17,499,070.37	-76.16%	c
6000 · Reimbursed Expense	236,509	116,000	120,508.89	103.89%	d
6150 · Professional Fees	75,076	275,000	-199,923.68	-72.7%	
6200 · Administrative Support	41,490	157,900	-116,410.40	-73.72%	
6225 · Recognition	4,021	10,000	-5,978.79	-59.79%	
6250 · Rent	297,901	1,055,806	-757,905.08	-71.78%	e
6252 · Utilities	55,651	115,000	-59,348.77	-51.61%	f
6300 · Repairs & Maintenance	205,790	2,592,065	-2,386,275.10	-92.06%	g
6350 · Insurance	305,875	300,000	5,875.00	1.96%	h
6400 · Communication	29,048	114,500	-85,452.35	-74.63%	
6500 · Training and Travel	59,091	172,600	-113,509.10	-65.76%	
6600 · Minor Capital Equipment	60,749	164,000	-103,250.76	-62.96%	
6700 · Supplies	8,089	65,000	-56,910.75	-87.56%	
Total Expense	6,856,091	28,113,742	-21,257,651.26	-75.61%	
Net Ordinary Income	9,425,280	185,242	9,240,037.59	4,988.09%	
Net Income	9,425,280	185,242	9,240,037.59	5,088.09%	



Fiscal Quarter Ended March 31, 2023

General Operating - 70

Revenue & Expenditure –

- a) In February we received EESCS (E911) revenue of \$8,637,803 to partially fund the bond repayment. Rather than receive the money throughout the year, we asked that we receive in Q1.
- b) We do not budget for Interest Income as it has been immaterial in the past. However, the bond proceeds that are currently in our Insured Cash Sweep (ICS) does earn approximately 2%.
- c) Overtime Dispatch of \$481k is high vs the budget of \$1MM.
- d) This is a net number; we have more reimbursements to the agency that have, or will, offset the overage as of 3/31/23.
- e) This amount would indicate that we are ahead of pace on rent, however, we had \$39,000 true-up for prior years with the City of Everett due to their billing errors. The matter is now resolved and we are paying the accurate amount of rent and CAM charges.
- f) We made the decision to fund future facility utility payments from our existing operating budget and will no doubt be over budget for the year since we did not budget for those expenses in 2023.
- g) Repairs and Maintenance significantly below Budget, but we are expecting this to smooth out with several of the projects coming down the pike such as mold remediation, roof repairs/replacements, HVAC projects, Fuel Tank, Concrete repairs, etc.
- h) We budgeted \$300,000 at the time the budget was prepared based on an estimate from WCIA; the actual expense came in at \$305+ thousand. We pay our entire annual premium at one time at the beginning of the fiscal year.

**Snohomish County 911
Personnel Committee
Meeting Summary for May 10th, 2023 - 9:00 a.m.**

Meeting Attendance:

Committee Members					
George Hurst, Chair	x	Thad Hovis	x	Jonathan Ventura	x
Staff Support Team					
Kurt Mills	x	Terry Peterson	x	Rosie Akopyan	x
Tiffani Brown (notetaker)	x				

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

The meeting was called to order by Committee Chair George Hurst at 9:03 a.m.

- 1. Review Staffing Report.** Kurt reported to the committee that 6 additional staff positions have been added to the report which is represented in the vacancies for dispatch. Five new supervisors have been promoted from the dispatch ranks and there are six people in this month's academy. He added that the office of Training and Standards has observed that SNO911 is receiving a higher volume and better quality candidates which can be attributed to the use of the CitiCall screening process. A brief discussion was had on the statistics of candidates applying for the dispatch position and the engagement schedule for that position.
- 2. Appointive Benefit Plan.** Rosie advised the committee that the current Kaiser plan that SNO911 can offer employees is no longer going to be available. SNO911 HR has been meeting with their current insurance broker and studying with the Association of Washington Cities for costing examples and benefit packages. The plan is to wait until insurance rates are announced in June and to conduct another employee survey on the topic to help weigh the direction. In September SNO911 can make the final decision.
- 3. Employee Survey Preparation.** Kurt reported that the survey is being developed with a target of reaching all SNO911 staff. The full survey should be ready for review at the June Personnel meeting. A revised proposal from Nash was included in the packet. The Board asked the Personnel committee to review and approve before it reaches the Board's agenda.
- 4. 2024 Budget Recap.** Kurt stated SNO911 is starting contract negotiations with the dispatch union this year and CBAs are due in June.
- 5. Round Table.** None.
- 6. Good of the Order:** Chief Hovis commended SNO911 on the participation and good work done at the AWC LRI Conference.
- 7. Next Personnel Committee Meeting, Wednesday, June 7, 2023 at 9:00 a.m.**

The committee adjourned at 9:25 a.m.