

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

July 18, 2024 at 8:30 a.m.

Web Conference – Join Zoom Meeting

<https://us02web.zoom.us/j/86274396181>

Meeting ID: 860 00

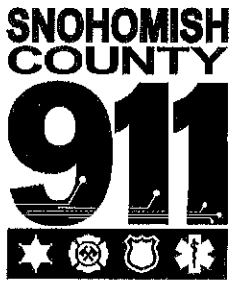
46 6014, Passcode: 195881

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. **Exemplary Service Recognition – Derek Wilson.....3**
 - C. Public Comment Policy:** Public Comments limited to 3 minutes on discussion items related to agency business.
- 2. Approval of Agenda**
- 3. Consent Agenda**
 - A. Minutes from the June 20, 2024 Regular Board Meeting 4**
 - B. June 2024 Blanket Voucher & Payroll Approval Form:**
 - i. Checks 1051 - 1052; 18951 - 19059, for a total of \$1,583,047.12
 - ii. Payroll Direct Deposit, in the amount of \$1,398,436.51
 - C. Tower Site Lease Renewals at Deer Creek, Frailey, and Three Lakes..... 8**
- 4. ~~Executive Session~~**
- 5. Old Business**
 - A. Legislative Approvals of ILA Changes (Update)**
 - B. Drafting of ILA Changes for EMS JTF**
- 6. New Business**
 - A. 2025 Draft Budget..... 12**
 - B. APF – Radio Fleet Expansion Requests..... 23**
 - C. APF – Tyler Support Agreement and Planning 33**
- 7. Reports**
 - A. Agency Report.....40**
 - B. New Facility Project Update**

C. Radio Replacement Project (RRP)	
D. Police TAC	47
E. Fire TAC	51
8. Committee Reports	
A. Finance Committee.....	55
B. Personnel Committee	58
C. Future Facility Committee (no meeting)	
D. EMS Joint Task Force	
E. County EESCS Committee (formerly County E911 Office)	
F. County ECSF Program Advisory Board	
9. Good of the Order	
10. Adjourn - The next meeting is scheduled for August 15, 2024	



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

To: Derek Wilson, Operations Manager
From: Kurt Mills, Executive Director
Date: July 17, 2024
Subject: Special Recognition for Exemplary Service Award

I am pleased to inform you that you have been nominated for, and are awarded Special Recognition for Exemplary Service. Your outstanding contributions to the Regional Resiliency Initiative (RRI) and the development and implementation of CAD-Lite are commendable. Your work over the past several years culminated in the RRI drill held on June 5, 2024.

As the lead on the June 5th drill, you demonstrated exceptional leadership and organizational skills. You evaluated and recommended cross-ECC workflows, coordinated testing, and provided comprehensive training. Your efforts ensured the success of the drill, which was unprecedented in its scope and execution. You also served as the primary liaison with Valley Communications, fostering a strong collaborative relationship.

You used this opportunity to engage others, encouraging team members to step out of their comfort zones and take ownership of various aspects of the drill. This approach not only contributed to the drill's success but also fostered professional development within the team. You also took steps to ensure all stakeholders were well-prepared and knowledgeable in their roles.

Ahead of the drill, and in some cases just days prior, you stayed on top of technical issues. You facilitated resolving a GIS bug by working internally and with software development partners. You also engaged RapidSOS on an unanticipated issue that was thought to be long resolved. Your proactive approach ensured the smooth functioning of the system.

Immediately following the drill, you facilitated several reviews and debriefings of the drill. You ensured key players, including dispatch representatives, were present. You have remained committed to learning from issues that arose, resolving bugs and workflow issues, and keeping an eye on our Core Values of Vision and Excellence.

Your work exemplifies operational and technical excellence, leadership, and innovation, bringing exceptional value to our agency. In recognition of this, you will be awarded 8 hours of PTO credited to your bank.

Congratulations, Derek, and thank you for your contributions to SNO911.

Sincerely,

Kurt Mills

Executive Director

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

June 20, 2024

Board Members & Management in Attendance	☒ Jon Nehring - President	Marysville	☒ Jonathan Ventura	Arlington Police
	☐ Dave DeMarco	Everett Fire	☐ Dale Kaemingk	Brier
	☐ Ryan Lundquist	SRFR	☒ Kurt Mills	SNO911
	☒ Michael Fearnehough	South County Fire	☒ Terry Peterson	SNO911
	☒ Don Waller	Marysville Fire	☒ Andie Burton	SNO911
	☒ Joel Johnson	Fire District 24	☒ Marlin Herolaga	SNO911
	☒ Susanna Johnson	SCSO Sheriff	☒ Rosie Akopyan	SNO911
	☒ Ken Klein	Snohomish County	☒ Wade Anderson	SNO911
	☒ John DeRousse	Everett Police	☒ Howard Tucker	SNO911
	☐ Judy Tuohy	Everett	☐ Steve Lawlor	SNO911
	☒ Rod Sniffen	Edmonds Police	☒ Jordan Stephens	Legal Counsel
	☒ Jeff Beazizo	Lake Stevens Police	☐ Christine Svihus	Legal Counsel
	☒ Julieta Altamirano-Crosby	Lynnwood		
Alternate Board Members in Attendance	☐ Bob Eastman	South County Fire	☐ Don Schwab	Everett
	☒ Roy Waugh	SRFR	☒ Jim Lawless	Marysville Police
	☒ Paul Gagnon	Everett Fire	☒ Jenna Nand	Edmonds
	☒ Ned Vander Pol	Marysville Fire	☐ Brett Gailey	Lake Stevens
	☒ Glen Albright	Mukilteo Fire	☒ Cole Langdon	Lynnwood Police
	☐ Jason Biermann	Snohomish County	☐ Jeffrey Jolley	Monroe Police
	☐ Doug Jeske	Undersheriff	☒ Pete Caw	Mntlk Terrace PD
	☒ Jeraud Irving	Everett Police		
Guests and Staff in Attendance	Tom Jordal - Mukilteo		Alicia Berget – SNO911 Public Access	
	Riley McGinnis - Member of Public		Tiff Brown - SNO911	
	Sharon Brendle - SNO911			

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Public Comments	A. Call to Order: President Jon Nehring called the meeting to order at 8:30 a.m. Roll call was taken and a quorum was confirmed. B. Announcements: None C. Public Comments: None	
2. Approval of Agenda	No changes to the Agenda were proposed. Chief Jeff Beazizo moved to approve the agenda as presented. The motion was seconded by Councilmember Julieta Altamirano-Crosby and approved unanimously.	Agenda Approved
3. Consent Agenda	Chief Beazizo moved to approve the Consent Agenda, including: A. Minutes from the May 16, 2024 Regular Board Meeting. B. May 2024 Blanket Voucher & Payroll Approval Form: i. Checks 1045-1050, and 18831-18950, for a total of \$5,381,943.41 ii. Payroll Direct Deposit, in the amount of \$1,380,7744.58. C. Acceptance of Medic One Grant for PulsePoint The motion was seconded by Commissioner Michael Fearnehough and approved unanimously.	Consent Agenda Approved

4. Old Business	A. Legislative Approvals of ILA Changes (Update). Deputy Director Terry Peterson reminded the group that unanimous approval from all legislative bodies is needed before the Board can take action on approving the updates requested. B. Regional Resiliency Test & Case Study. Director Kurt Mills spoke to the case study that was included in the packet. He noted that on June 5th, SNO911 conducted the first real time drill by transferring all live 911 calls to Valley Communications in Kent, WA and in turn Valley Communications transferring all of their live inbound calls to SNO911. Using the CAD Lite program both Agencies were able to seamlessly enter information and dispatch the appropriate help. In the event that either Agency needed to “bug-out” the partnering Agency could field calls until the backup facility was in place. A case study was created, and shared in the packet. He thanked the SNO911 Operations Team for their hard work. Director of Operations Andie Burton added that more drills are scheduled and the goal is to be 100% ready for a bugout by the end of the year.	
5. New Business	A. Tyler/NWS CAD, Mobile, Records & Corrections Contract. Kurt reported that SNO911 is in its final year contract with Tyler Technologies and requested a two-year contract moving forward however SNO911 was able to negotiate a 3-year flat extension of the current contract which will save roughly \$150,000.00 this year. In an effort to set the Agency up for future success, SNO911 is bringing forward a recommendation for three items: 1. Renew the Tyler agreement with the 3-year term (which will give SNO911 the time to plan for the future); 2. Establish a Sr. Technology Leadership Committee, comprised of Chief and Command Staff level members to help with evaluations and recommendations for the County. 3. Budget funds for 2025 to include engaging with a professional national public safety technology consulting firm to guide SNO911 through the process. He added that with all the technological innovation happening in the industry it is time for SNO911 to review all options available on the market. A question was asked as to what are the specific reasons why an agency would want to or not want to make that change? SNO911's Tech staff are not comfortable moving systems to the cloud because a simple disruption of internet connectivity could jeopardize core agency operations. The vision for the Committee's structure is thought to begin with senior level employees who better understand what decisions can be handled by the operations staff and who can then engage with line staff at the appropriate time. It seems that the cloud is the future of this technology. SNO911 staff will document the feedback heard today and discuss. At the next Board meeting, Kurt will bring the fully executed contract extension for formal approval. Once the Board is comfortable with the proposed governance structure, then Committee selection can begin.	

	B. RRP Final Coverage Acceptance Test Plan (CATP). Terry reported that at present, the final phases of the Radio Replacement Project are being planned with the cutover scheduled for early 2025. Two things must happen before that cutover can happen. 1. Functional Testing – scheduled for August 2. Coverage Acceptance Test Plan (CATP) – an update is needed to enable the CATP to work with the system. There was a change order included with the APF in the packet and a bulleted list of everything being altered. The net cost difference is \$11,919.02 which will be funded from a credit on the current contract. This plan was reviewed by the Project Performance Committee who recommended bringing this forward to the Board. This will also be presented to both Police and Fire TAC groups for review. Coverage maps will be provided which indicate VHF/UHF areas. <i>Chief Beazizo moved to authorize the execution of RRP Change Order 16, in a form substantially as presented, pending any final legal review. Seconded by Commissioner Roy Waugh and approved unanimously.</i> C. 2025 Budget Assumptions. A breakdown of 2025 Revenue and Expense assumptions was provided in the packet as information. This list has been reviewed in detail with the Finance Committee. A full draft budget including Agency assessments will be presented at the July Board meeting.	
7. Reports	A. Agency Report. Included in the packet. No additional comments. B. New Facility Project Update. Kurt reported that demo on the public and employee entrance has begun as well as demolition of the old drive through teller area. Work is on schedule. C. Radio Replacement Project (RRP). Summarized earlier in 5B. Radio Systems Team Manager Howard Tucker added that functional acceptance testing goes through every P25 element and push to talk radio. Console testing scheduled for August and immediately following, coverage testing will begin which will last well into Fall with the transition scheduled for after the 1st of the year. Starting in September the new system will be live and select users can start using demo equipment in a test mode (which has no communication to dispatch). It was noted that this change is significant for all radio users, SNO911 has been meeting internally to help prepare and mitigate any interruptions to make sure users are aware that the change is coming. Email communication, training videos, town hall meetings and audio samples will be shared by SNO911 staff to help end users prep for the change. An action plan to alert the public is being assembled by SNO911 staff. D. Police TAC. No meeting E. Fire TAC. Meeting on June 26th (postponed due to the Holiday)	
7. Committee Reports	A. Finance Committee. Discussed previously in meeting. B. Personnel Committee. No meeting	

	C. Future Facility Committee. No meeting D. EMS Joint Task Force. The presentation which was shared with the Board last month went out to the Fire Chiefs. Feedback and comments were collected and the task force will now work up final details to present focusing on governance. There is a special meeting of the Fire Chiefs Association scheduled for July 15th where the task force will be presenting the options, pros/cons, budgets and impacts they've developed. Two of the three options will impact SNO911 Board and staff and it was stated that there has been ample investigation on how this would affect SNO911. Commissioner Waugh urged everyone to review Chief Dave DeMarco's presentation which was included in last month's Board packet and to reach out with any questions or concerns. E. County EESCS Committee (formerly County E911 Office). No meeting. F. County ECSF Program Advisory Board. Rescheduled to June 27th at 1:30pm.	
8. Good of the Order	None.	
9. Adjourned	The meeting was adjourned at 9:12 a.m. The next regular meeting is scheduled for July 18, at 8:30 a.m. via Zoom.	



ACTION PROPOSAL FORM

Date: 7/9/2024

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 for one year under the existing lease terms. In order to extend the lease agreements, we are obligated to acknowledge the extension authorization that are attached to this APF. Department of Natural Resources (DNR) is the land-owner for these three tower sites.

Staff recommend these be placed on the Board Consent Agenda.

Recommendation/Motion:

Authorize the lease extensions with DNR for the Deer Creek, Frailey & Three Lake tower sites.

Funding: Operating Fund 70



**DEPARTMENT OF
NATURAL RESOURCES**

NORTHWEST REGION

919 NORTH TOWNSHIP STREET
SEDRO-WOOLLEY, WA 98284-9384

360-856-3500

northwest.region@DNR.WA.GOV
WWW.DNR.WA.GOV

June 18, 2024

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

Subject: One-Year Extension of Communication Site Lease No. 52-A73707

Dear Lessee:

Your Communication Site Lease, entered into on August 1, 2014, which expires on July 31, 2024, has been extended for one year with the same terms and conditions. This extension is allowed by RCW 79.13.060.

If you concur with this extension, please sign both letters where indicated below. Please forward one signed letter, along with your rent of \$44,711.35, plus Road Maintenance of \$20,134.50, for a total due of **\$64,845.85**, to the address listed below. The payment and signed letter must be received no later than August 1, 2024.

Your prompt attention concerning this matter is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jay Guthrie".

Jay Guthrie
Northwest Region Manager

Enclosure

c: Title Office File No. 52-A73707

I concur with the lease extension.

Lessee Name

Date Signed



**DEPARTMENT OF
NATURAL RESOURCES**

NORTHWEST REGION

919 NORTH TOWNSHIP STREET
SEDRO-WOOLLEY, WA 98284-9384

360-856-3500

northwest.region@DNR.WA.GOV
WWW.DNR.WA.GOV

June 18, 2024

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

Subject: One-Year Extension of Communication Site Lease No. 52-A73708

Dear Lessee:

Your Communication Site Lease, entered into on August 1, 2014, which expires on July 31, 2024, has been extended for one year with the same terms and conditions. This extension is allowed by RCW 79.13.060.

If you concur with this extension, please sign both letters where indicated below. Please forward one signed letter, along with your Rent of \$12,433.54, plus Road Maintenance Fee of \$11,853.38, for a total due of **\$24,286.92**, to the address listed below. The payment and signed letter must be received no later than August 1, 2024.

Your prompt attention concerning this matter is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jay Guthrie".

Jay Guthrie
Northwest Region Manager

Enclosure

c: Title Office File No. 52-A73708

I concur with the lease extension.

Lessee Name

Date Signed



**DEPARTMENT OF
NATURAL RESOURCES**

NORTHWEST REGION

919 NORTH TOWNSHIP STREET
SEDRO-WOOLLEY, WA 98284-9384

360-856-3500

northwest.region@DNR.WA.GOV
WWW.DNR.WA.GOV

June 18, 2024

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

Subject: One-Year Extension of Communication Site Lease No. 52-A76472

Dear Lessee:

Your Communication Site Lease, entered into on August 1, 2014, which expires on July 31, 2024, has been extended for one year with the same terms and conditions. This extension is allowed by RCW 79.13.060.

If you concur with this extension, please sign both letters where indicated below. Please forward one signed letter, along with your rent of \$13,572.25, plus Road Maintenance Fee of \$1,170.00, for a total due of **\$14,742.25**, to the address listed below. The payment and signed letter must be received no later than August 1, 2024.

Your prompt attention concerning this matter is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jay Guthrie".

Jay Guthrie
Northwest Region Manager

Enclosure

c: Title Office File No. 52-A76472

I concur with the lease extension.

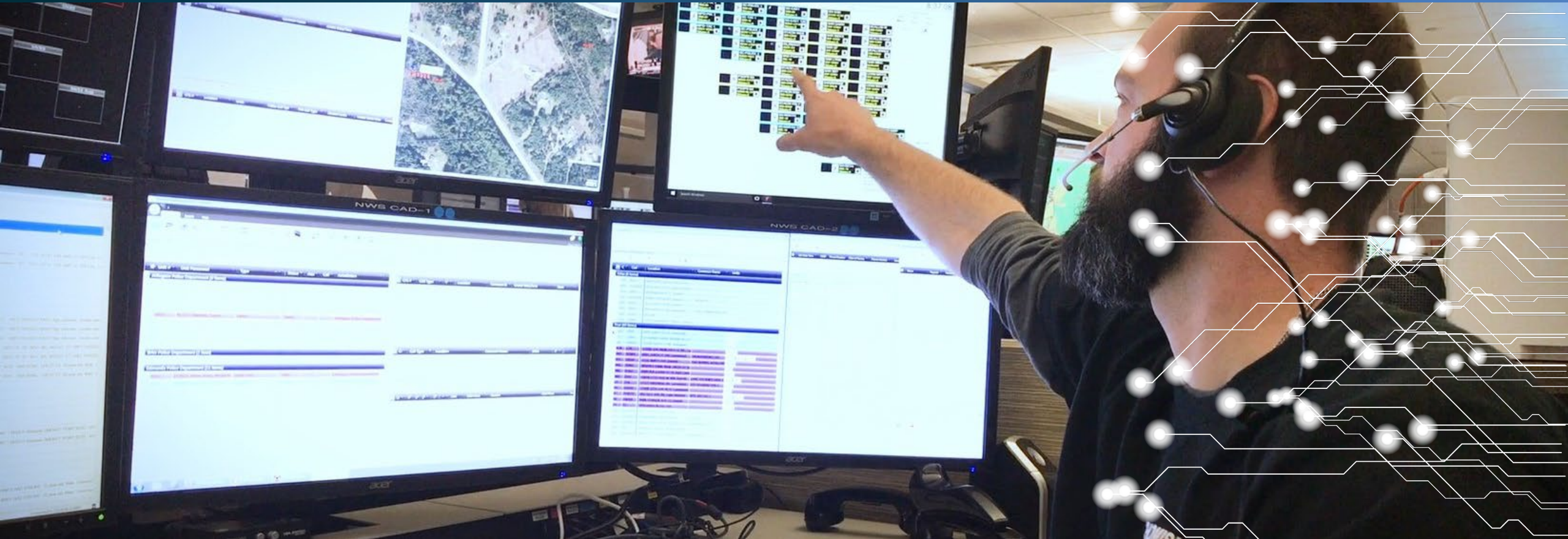
Lessee Name

Date Signed



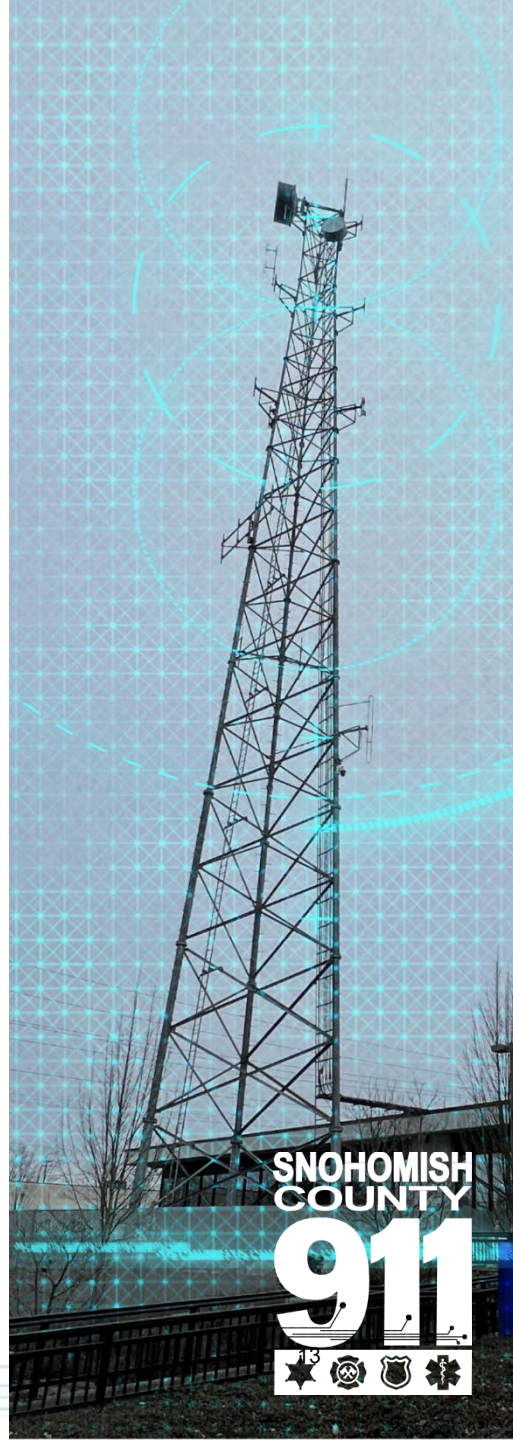
2025 Draft Budget – Board Presentation

July 2024



2025 Budget Highlights

- 4 Additional Dispatch Positions
 - Three-year path to 115 total authorized positions; 2025 = 111
- Two position reclassifications
 - Both reclassifications are intended to provide promotion opportunity focused on retention and succession planning.
 - Reclass 1 LERT position to Senior Records Specialist; Grade 20 -> Grade 21
 - Reclass 1 Finance Analyst/Contracts Admin to Finance Manager; Grade 26 -> Grade 28
- Healthcare increase overall 8%
 - Change in carrier – all staff now under AWC plans



2025 Budget Highlights, Cont.

- Staff COLA
 - Supervisors (5% in Jan) and Dispatchers (4% in July-25, 6% in 2024) 2025 will be year two of three-year CBAs
 - Non-Represented 5%
- Repairs and Maintenance increase approx. 42%
 - All radio support agreements now rolled up into operating budget, supported with additional ECSF revenues
 - Motorola System Upgrade and Assurance \$1M (included in ECSF funding)
 - Microsoft EA Licensing 2024 \$87K 2025 \$233K (included in ECSF funding)
 - Multi-year hardware support for technology servers
- Non-Emergency AI Telephone Triage System \$200K



2025 Budget Highlights, Cont.

- Recognition – increased \$3,000 to \$20,000
- Rent
 - Reduced 9% at current facility; anticipating move-in to future facility mid 2025
- Property Insurance increase approx. 45%
 - Premiums based on future facility construction costs vs. purchase price
- Broke out Reimbursed Expenses for increased transparency
- Nurse Triage System \$400K
 - Included as a reimbursed expense; seeking continued grant funding



2025 Proposed Budget

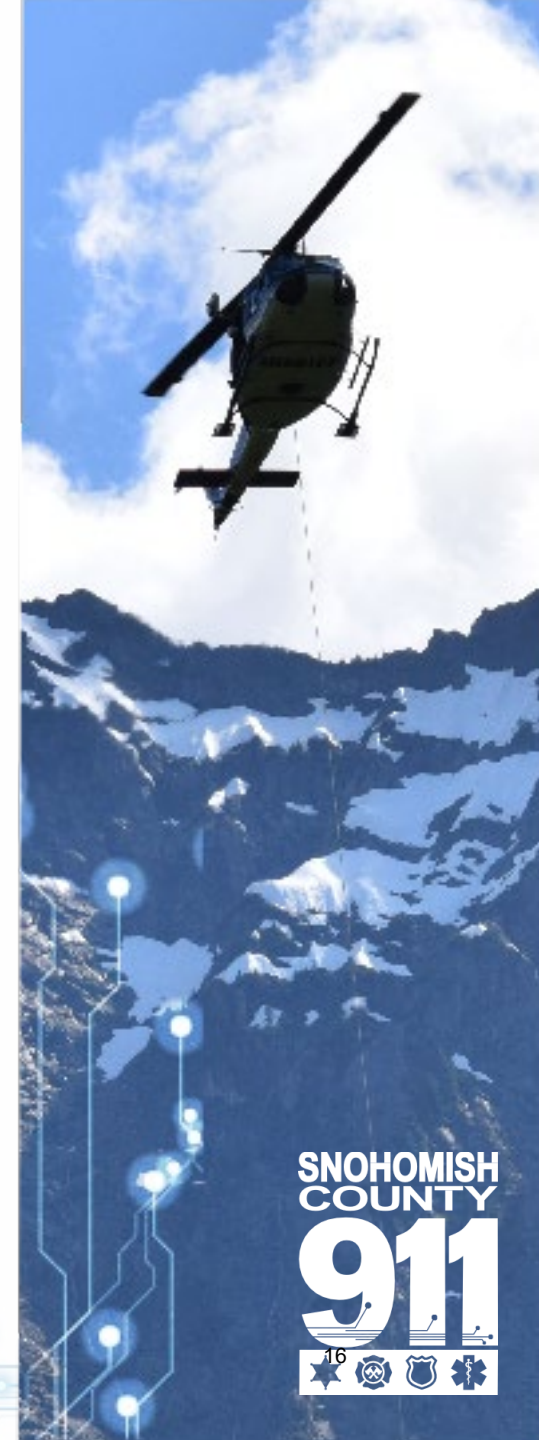
SNOHOMISH COUNTY 911 Operating Budget with Prior Year Comparison

Ordinary Income/Expense	2024	2025	\$ Change	% Change
Income				
4020 · Dispatch Service Assessments	\$ 17,627,108	\$ 18,613,951	\$ 986,843	5.60%
4040 · E911 Excise Tax Revenue	\$ 7,004,311	\$ 7,328,218	\$ 323,907	4.62%
4045 · Emergency Communications Sales Tax Revenue	\$ 5,424,081	\$ 7,185,390	\$ 1,761,309	32.47%
4046 · Reimbursed Income		\$ 648,000	\$ 648,000	100.00%
4200 · Miscellaneous Income	\$ 1,595,974	\$ 1,964,697	\$ 368,723	23.10%
Total Income	\$ 31,651,474	\$ 35,740,257	\$ 4,088,783	12.92%
Expense				
Total 5000 · Payroll Expenses	\$ 24,793,698	\$ 27,407,541	\$ 2,613,843	10.54%
Total 6000 · Reimbursed Expenses	\$ 228,000	\$ 925,982	\$ 697,982	306.13%
Total 6150 · Professional Fees	\$ 430,500	\$ 333,300	\$ (97,200)	-22.58%
Total 6200 · Administrative Support	\$ 157,900	\$ 94,200	\$ (63,700)	-40.34%
Total 6201 · Operating Contingency	\$ 379,219	\$ -	\$ (379,219)	-100.00%
Total 6225 · Recognition	\$ 17,000	\$ 20,000	\$ 3,000	17.65%
Total 6250 · Rent	\$ 1,238,000	\$ 1,123,346	\$ (114,654)	-9.26%
Total 6252 · Utilities	\$ 265,000	\$ 250,000	\$ (15,000)	-5.66%
Total 6300 · Repairs & Maintenance	\$ 3,251,707	\$ 4,623,938	\$ 1,372,231	42.20%
Total 6350 · Insurance	\$ 330,000	\$ 480,000	\$ 150,000	45.45%
Total 6400 · Communication	\$ 134,500	\$ 135,000	\$ 500	0.37%
Total 6500 · Training & Travel	\$ 206,950	\$ 206,950	\$ -	0.00%
Total 6600 · Minor Capital Equipment	\$ 179,000	\$ 100,000	\$ (79,000)	-44.13%
Total 6700 · Office Supplies	\$ 40,000	\$ 40,000	\$ -	0.00%
Total Expense	\$ 31,651,474	\$ 35,740,257	\$ 4,088,783	12.92%

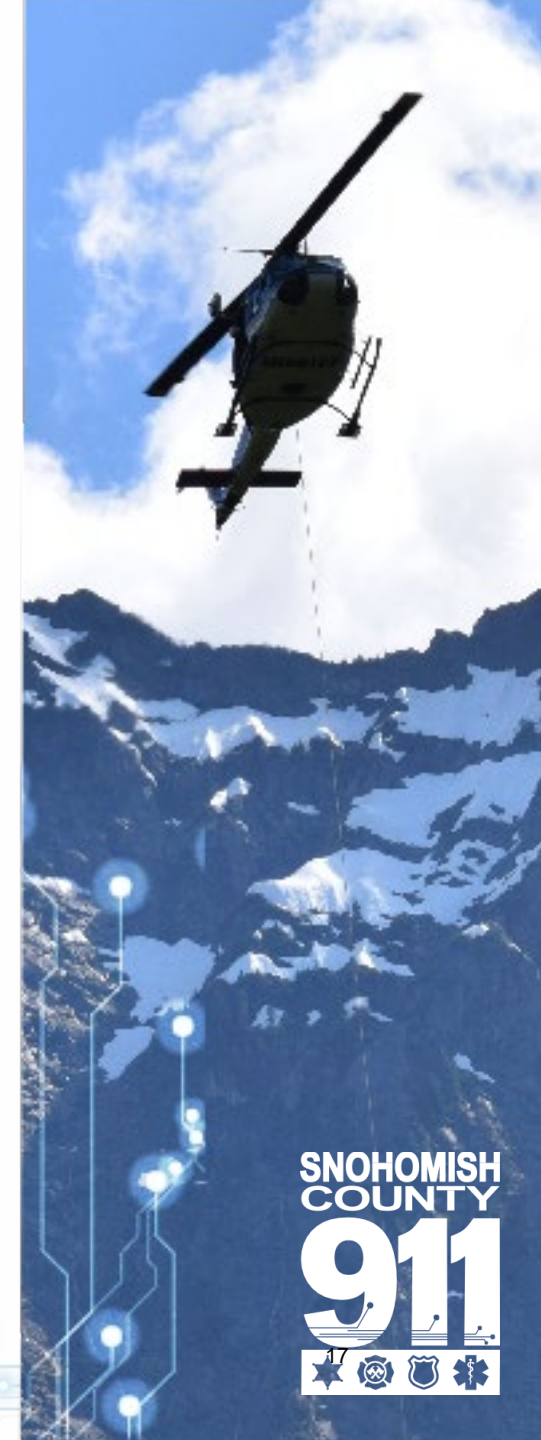
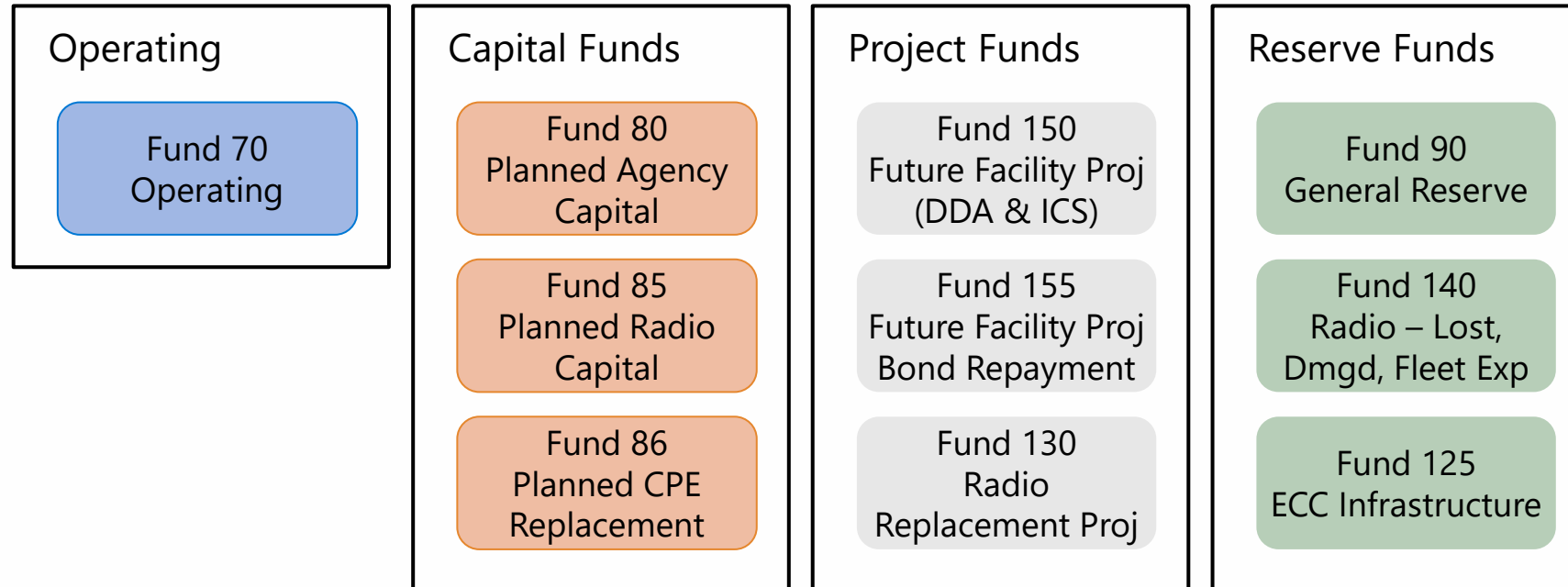
Note: This is a budget worksheet for 2025 and is subject to change.

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

WWW.SNO911.ORG

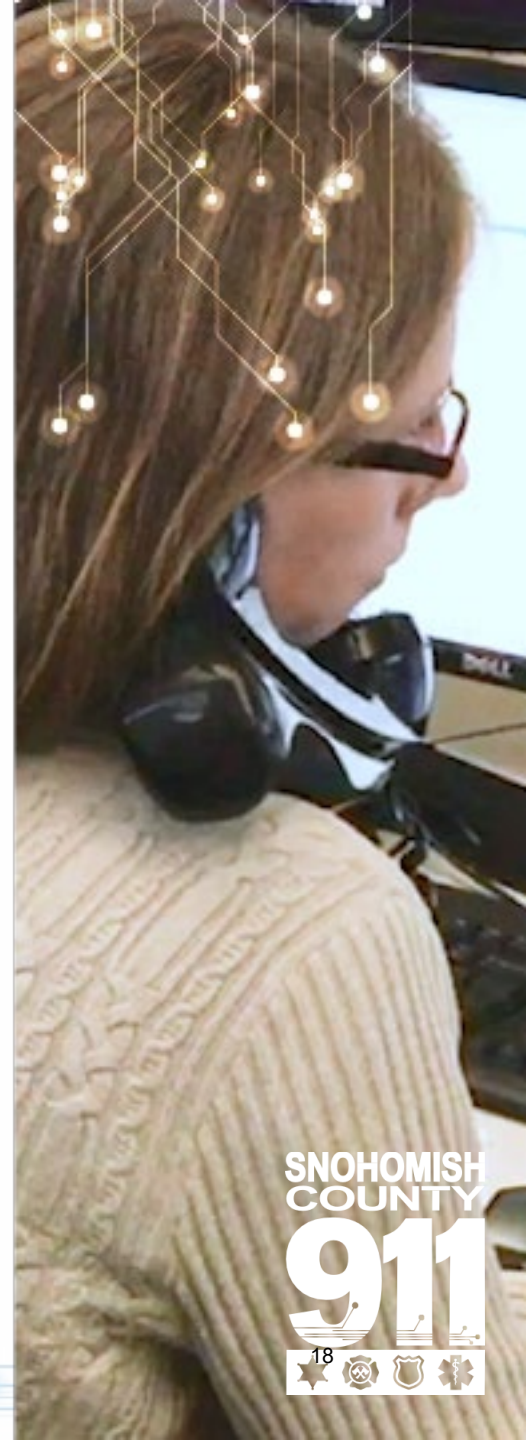


Current Funds Overview

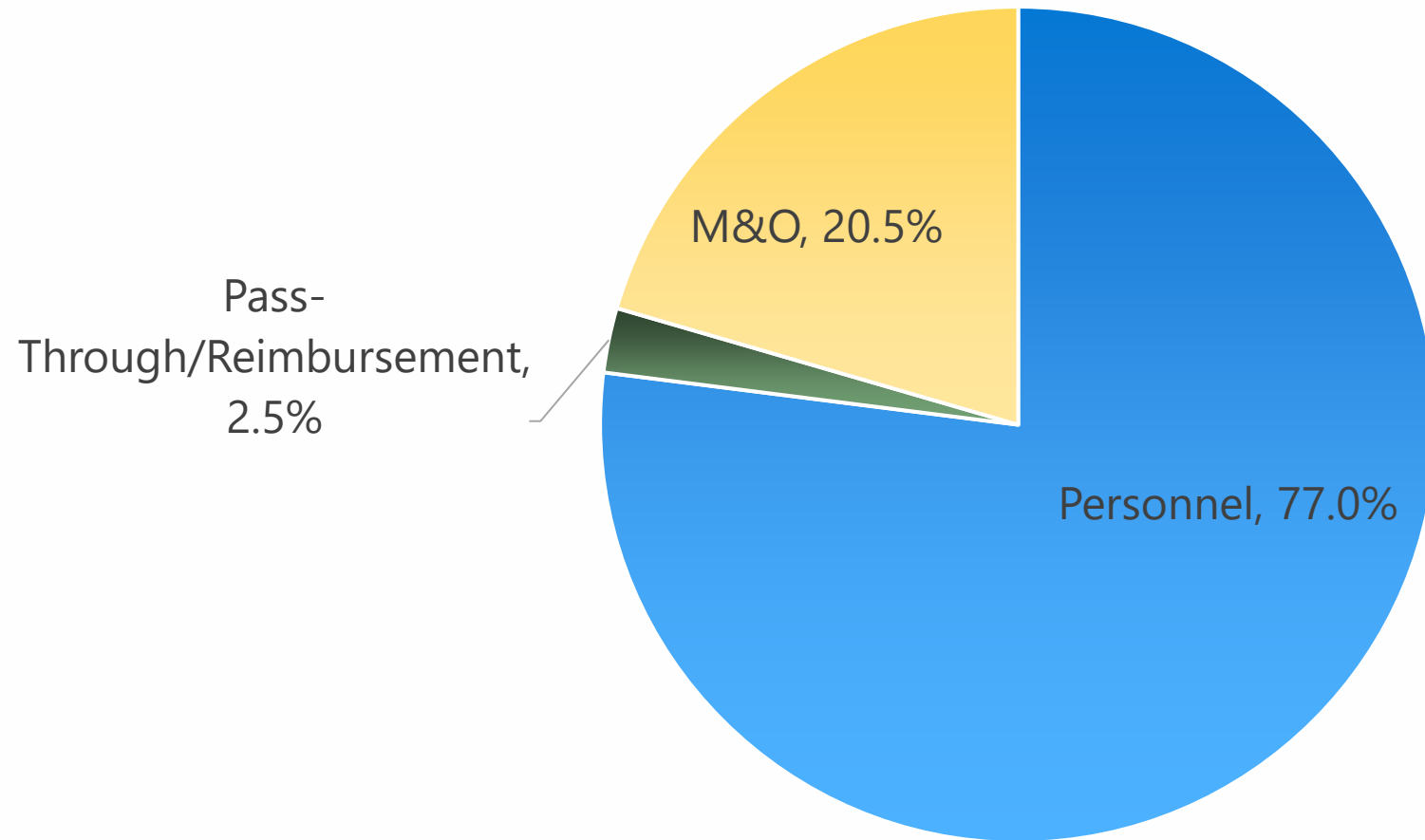


2025 Other Cashflow Actions

- \$613,359.90 additional one-time E911 revenue from 2022/2023
 - Staff will be recommending transfer this to General Reserves Fund 90
 - Current Fund 90 balance is approx 2 months operating expenses; target is to have three months of expenses held in reserves.
- \$690K additional one-time E911 revenue for CPE replacement Fund 86
- \$552,687 ECSF revenue to fund Radio Capital Fund 85
- \$3M from ECSF for Future Facility Debt Service Fund 155
- \$900K from ECSF revenue into ECC Infrastructure Reserve Fund 125



2025 Budget Major Categories



2025 Draft Assessments & Reimbursed Expenses (7/16/2024)

Agency	2024 SNO911 Assessment	2025 SNO911 Assessment	Assessment Difference \$	Incl EPR Assessment	Assessment Difference %	Nurse Navigator	ESO/ EPCR (Projected)	Snowflake	Total 2025 Cost Per Agency (Projected)
Arlington Police	\$ 325,964	\$ 353,449	\$ 27,484		8.43%				
Brier Police	\$ 92,222	\$ 94,851	\$ 2,629	X	2.85%				
Darrington Police	\$ 17,104	\$ 21,132	\$ 4,027		23.55%				
Edmonds Fire (SCF Contract)	\$ 409,003	\$ 412,605	\$ 3,602		0.88%	\$ 23,099.00	\$ 13,166.43	\$ 1,154.95	\$ 450,024.91
Edmonds Police	\$ 592,826	\$ 598,167	\$ 5,341	X	0.90%				
Everett Fire	\$ 1,299,490	\$ 1,290,893	\$ (8,597)		-0.66%	\$ 72,268.55	\$ 41,193.07	\$ 3,613.43	\$ 1,407,967.95
Everett Police	\$ 2,299,377	\$ 2,481,928	\$ 182,551		7.94%				
Fire 4	\$ 231,277	\$ 245,899	\$ 14,622		6.32%	\$ 13,766.27	\$ 7,846.77	\$ 688.31	\$ 268,200.51
Fire 5	\$ 82,177	\$ 79,162	\$ (3,015)		-3.67%	\$ 4,431.75	\$ 2,526.09	\$ 221.59	\$ 86,341.23
Snohomish Regional Fire & Rescue	\$ 968,505	\$ 1,069,089	\$ 100,584		10.39%	\$ 59,851.24	\$ 34,115.21	\$ 2,992.56	\$ 1,166,048.45
Fire 15	\$ 51,504	\$ 49,633	\$ (1,870)		-3.63%	\$ 2,778.64	\$ 1,583.83	\$ 138.93	\$ 54,134.76
Fire 16	\$ 21,804	\$ 21,536	\$ (268)		-1.23%	\$ 1,205.64	\$ 687.21	\$ 60.28	\$ 23,488.80
Fire 17	\$ 123,410	\$ 124,268	\$ 859		0.70%	\$ 6,956.96	\$ 3,965.47	\$ 347.85	\$ 135,538.58
Fire 19	\$ 31,355	\$ 27,011	\$ (4,344)		-13.85%	\$ 1,512.17	\$ 861.93	\$ 75.61	\$ 29,460.70
Fire 21	\$ 66,017	\$ 66,309	\$ 292		0.44%	\$ 3,712.18	\$ 2,115.94	\$ 185.61	\$ 72,322.26
Fire 22	\$ 40,251	\$ 37,937	\$ (2,314)		-5.75%	\$ 2,123.85	\$ 1,210.60	\$ 106.19	\$ 41,377.83
Fire 24	\$ 29,820	\$ 28,494	\$ (1,326)		-4.45%	\$ 1,595.18	\$ 909.25	\$ 79.76	\$ 31,077.94
Fire 25	\$ 7,582	\$ 7,452	\$ (130)		-1.72%	\$ 417.17	\$ 237.79	\$ 20.86	\$ 8,127.57
Fire 26	\$ 49,844	\$ 45,871	\$ (3,973)		-7.97%	\$ 2,568.00	\$ 1,463.76	\$ 128.40	\$ 50,030.96
Fire 27	\$ 2,190	\$ 2,371	\$ 181		8.25%	\$ 132.72	\$ 75.65	\$ 6.64	\$ 2,585.65
Gold Bar Police	\$ 30,690	\$ 44,184	\$ 13,494		43.97%				
Granite Falls Police	\$ 60,678	\$ 64,385	\$ 3,707		6.11%				
Lake Stevens Police	\$ 424,477	\$ 414,479	\$ (9,998)		-2.36%				
Lynnwood Police	\$ 655,938	\$ 737,284	\$ 81,345	X	12.40%				
Marysville RFA	\$ 774,352	\$ 789,667	\$ 15,315		1.98%	\$ 44,208.24	\$ 25,198.70	\$ 2,210.41	\$ 861,284.67
Marysville Police	\$ 1,146,049	\$ 1,247,189	\$ 101,140		8.83%				
Mill Creek Fire (Joined SCF RFA 8/2022)	\$ -	\$ -	\$ -						
Mill Creek Police	\$ 276,635	\$ 305,674	\$ 29,039	X	10.50%				
MLT Police	\$ 322,303	\$ 360,116	\$ 37,813	X	11.73%				
Monroe Police	\$ 286,068	\$ 318,924	\$ 32,856		11.49%				
Mukilteo Fire	\$ 177,878	\$ 178,515	\$ 637		0.36%	\$ 9,993.85	\$ 5,696.49	\$ 499.69	\$ 194,704.61
Mukilteo Police	\$ 442,050	\$ 448,560	\$ 6,511	X	1.47%				
North County RFA (Includes Stanwood & Arlington)	\$ 387,452	\$ 455,634	\$ 68,182		17.60%	\$ 25,507.95	\$ 14,539.53	\$ 1,275.40	\$ 496,957.29
South County Fire RFA (Includes Lynnwood, Mill Creek)	\$ 1,812,213	\$ 2,212,633	\$ 400,419		22.10%	\$ 123,870.66	\$ 70,606.27	\$ 6,193.53	\$ 2,413,303.21
Mountlake Terrace Fire	\$ 194,003	\$ -	\$ (194,003)		-100.00%	\$ -	\$ -		
SCSO (unincorp)	\$ 3,551,185	\$ 3,582,387	\$ 31,202		0.88%				
Snohomish Police	\$ 151,989	\$ 158,861	\$ 6,873		4.52%				
Stanwood Police	\$ 102,639	\$ 125,977	\$ 23,337		22.74%				
Sultan Police	\$ 64,698	\$ 86,458	\$ 21,760		33.63%				
Woodway Police	\$ 24,090	\$ 24,970	\$ 880	X	3.65%				
	\$ 17,627,108	\$ 18,613,951	\$ 986,844		5.60%	\$ 400,000.00	\$ 228,000.00	\$ 20,000.00	\$ 19,261,951.49

Assessments, Cont.

Agency	Calls for Service	% Change in Calls for Service	Assessed Valuation 2024	% Change in Assessed Valuation	Population	% Change in Population
Arlington Police	24,411	5.08%	\$ 4,944,744,596.00	6.08%	22,980	5.70%
Brier Police	4,448	5.58%	\$ 2,099,129,020	-12.40%	6,600	-0.15%
Darrington Police	1,456	32.85%	\$ 264,066,208	-0.72%	1,515	1.68%
Edmonds Fire (SCF Contract)	6,133	6.11%	\$ 15,352,931,155	-1.41%	43,420	0.12%
Edmonds Police	25,096	-5.84%	\$ 15,352,931,155	-1.41%	43,420	0.12%
Everett Fire	25,956	5.26%	\$ 26,907,976,118	0.31%	114,800	0.53%
Everett Police	143,412	8.29%	\$ 26,907,976,118	0.31%	114,800	0.53%
Fire 4	3,718	1.31%	\$ 7,845,927,663	-5.38%	30,078	0.40%
Fire 5	1,242	-1.35%	\$ 2,082,306,333	-1.73%	10,745	0.00%
Snohomish Regional Fire & Rescue	12,375	-0.24%	\$ 41,743,518,558	-5.26%	159,216	-0.48%
Fire 15	1,043	2.86%	\$ 700,326,328	-7.04%	5,043	0.12%
Fire 16	244	4.72%	\$ 878,688,292	-7.97%	3,139	0.48%
Fire 17	2,156	7.75%	\$ 3,037,181,752	-2.31%	14,589	0.30%
Fire 19	378	-21.58%	\$ 889,371,314	-3.69%	3,666	0.33%
Fire 21	945	8.62%	\$ 2,021,108,550	-6.76%	9,379	0.63%
Fire 22	481	-8.56%	\$ 1,411,733,734	-3.20%	5,277	0.32%
Fire 24	523	0.19%	\$ 597,430,720	-5.39%	3,294	-0.24%
Fire 25	112	1.82%	\$ 219,345,574	-1.77%	995	0.10%
Fire 26	827	-7.70%	\$ 1,006,277,670	-2.86%	5,358	0.15%
Fire 27	32	14.29%	\$ 139,512,124	3.56%	96	1.05%
Gold Bar Police	3,526	59.55%	\$ 341,671,238	-2.92%	2,310	0.22%
Granite Falls Police	4,380	5.80%	\$ 814,657,281	-4.56%	4,775	0.00%
Lake Stevens Police	21,370	-10.54%	\$ 8,558,910,052	-1.40%	41,540	0.68%
Lynnwood Police	44,181	13.49%	\$ 10,434,305,570	0.69%	41,500	1.74%
Marysville RFA	14,521	9.38%	\$ 17,195,681,450	1.25%	88,339	0.03%
Marysville Police	67,457	12.11%	\$ 13,781,718,989	0.30%	74,390	0.83%
Mill Creek Fire (Joined SCF RFA 8/2022)						
Mill Creek Police	14,679	16.21%	\$ 6,375,033,475	-5.17%	21,630	0.00%
MLT Police	20,244	13.32%	\$ 5,254,469,888	-0.46%	24,260	1.89%
Monroe Police	21,799	12.14%	\$ 4,637,266,994	1.03%	20,830	1.17%
Mukilteo Fire	2,276	3.83%	\$ 7,410,005,099	-1.36%	21,590	0.00%
Mukilteo Police	26,715	-2.25%	\$ 7,410,005,099	-1.36%	21,590	0.00%
North County RFA (Includes Stanwood)	8,430	40.29%	\$ 10,681,449,341	0.49%	47,158	0.11%
South County Fire RFA (Includes Lynn)	38,918	54.87%	\$ 59,968,804,950	9.00%	228,162	0.85%
Mountlake Terrace Fire						
SCSO (unincorp)	160,354	-3.26%	\$ 90,913,169,729	-6.10%	376,700	0.56%
Snohomish Police	10,657	2.48%	\$ 2,492,166,684	-1.44%	10,350	0.19%
Stanwood Police	8,698	30.84%	\$ 1,599,314,275	-2.73%	8,665	3.26%
Sultan Police	5,564	51.61%	\$ 1,187,917,852	0.40%	7,160	6.39%
Woodway Police	649	2.20%	\$ 1,104,614,727	-4.66%	1,345	0.37%

Assessments, Cont.

Contract Member Assessments

	2024	2025		
Airport Fire	\$8,842	\$10,003	\$1,161	13.13%
Fire Marshall	\$3,374	\$7,226	\$3,853	114.21%
Stillaguamish Police	\$98,107	\$192,317	\$94,209	96.03%
Tulalip Police Radio Subscription	\$46,053	\$46,053	\$0	0.00%

Enhanced Police Records Assessment Breakout

	2024	2025		
Brier Police	\$ 6,793	\$ 10,620	\$ 3,827	56.33%
Edmonds Police	\$ 49,091	\$ 67,251	\$ 18,160	36.99%
Lynnwood Police	\$ 50,026	\$ 81,380	\$ 31,354	62.67%
Mill Creek Police	\$ 21,546	\$ 34,229	\$ 12,683	58.86%
MLT Police	\$ 23,530	\$ 40,085	\$ 16,555	70.36%
Mukilteo Police	\$ 36,937	\$ 49,278	\$ 12,341	33.41%
Woodway Police	\$ 1,816	\$ 2,798	\$ 982	54.07%

Action Proposal Form

Date: July 8, 2024

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 2024 fleet expansion requests and staff recommendations and are included below.

Table 1 – December 1, 2023 to June 30, 2024 Fleet Expansion Requests

Date	Agency	Type	Qty Police APX8000	Qty Mobile Single Head	Qty Fire APX8000H	QTY Mobile Dual Head	Estimated Value w/ Tax
1/31/2024	Tulalip Fire	Growth		1			\$5,671.91
1/31/2024	Tulalip Fire	Growth			4		\$32,676.79
1/31/2024	Granite Falls Fire	Growth		1			\$5,671.91
2/15/2024	Granite Falls Fire	Growth		1			\$5,671.91
4/1/2024	Tulalip PD	Growth		5			\$28,359.53
1/16/2024	NCRFA	Growth		1			\$5,671.91
4/11/2024	Arlington PD	Growth				5	\$38,333.12
6/12/2024	Getchell Fire	Growth		3			\$17,015.72

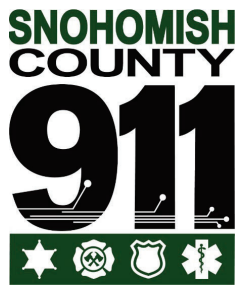
All of the requests included in this APF can be met through existing inventory. As a reminder, the 2023 funds were exhausted and no funds were received for 2024. The annual planned contribution of \$150K per year will resume in 2025 going forward. Staff are planning to bring back a request in late summer to replenish the fleet expansion inventory and will likely propose purchasing this one-time stock replenishment from RRP contingency. Again, going forward, the annual contribution to this fund should be sufficient for future requests.

We are aware of two lost/stolen requests for 2 police and 1 fire portable radios. We are working with those agencies to ensure police reports have been filed and insurance claims have been made, per the adopted policy.

Suggested Action/Recommendation:

Authorize staff to move forward with the fleet expansion requests of the new radio equipment from existing and incoming inventory as outlined in the above summary.

Fund: Fund 140



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: Snohomish County Fire Dist 15 (Tulalip Bay Fire) Date: 1/19/24

Contact Name: Ryan White

Email: rwhite@fire15.org Phone: 360-926-3789

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	APX 8500	mobile, dash mount (or whatever is available)	2/1/24
4	APX8000	portables, in rig charger	2/1/24

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

radios for new (to us) ladder 59 which will be going in service shortly

Ryan White

Digitally signed by Ryan White
Date: 2024.01.19 12:14:17 -08'00'

1/19/24

Signature of Agency Head, Mayor or Council President

Date signed

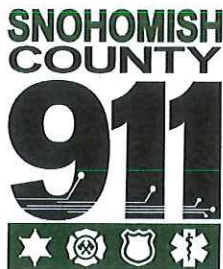
SNO911 Staff

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 Fire District 17 Date: 1/30/24

Contact Name: Bill Dane

Email: bill.dane@gffd17.org Phone: 360-691-5553

Describe the specific quantity and type of radio equipment being requested			
Quantity	Model No.	Type/Accessories	Date Needed
Example: 1	APX8000	Single-Band, charger, etc.	March 13, 2022
1	APX8500	Dual-band 800mhz and VHF	4/1/24
1	Antenna and Coaxial kit	Tri-band with adapter	4/1/24

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

We are adding one Command vehicle to our fleet that is due to arrive 04/01/2024. We are a VHF agency and will need this radio to comply with the rest of our fleet. We need a 03 CONTROL HEAD for this radio

 Assistant Chief Bill Dane 1/30/24
Signature of Agency Head, Mayor or Council President Date signed

SNO911 Staff

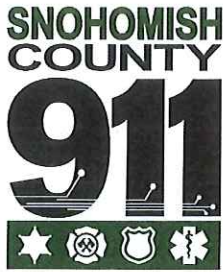
Approximate equipment value (not to exceed)

Staff Recommendation

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SNO911 Board Action

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



REQUEST FOR RADIO EQUIPMENT FLEET ADDITIONS AND/OR PERSONNEL NEEDS

Name of Agency: Snohomish County Fire District #17 Date: 2/14/24

Contact Name: Bill Dane

Email: bill.dane@gffd17.org Phone: 360-965-5158

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	Dual-band 800mhz and VHF	4/1/24
1	Antenna and Coaxial Kit	Tri-band adapter	4/1/24

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

We are adding an additional command unit along with the one a made the request for on January 30th 2024. So, for 2024 we are adding a total of two command units that will need to be equipped with the radio equipment requested.

Thank you,

Bill

Assistant Chief Bill Dane

Signature of Agency Head, Mayor or Council President

2/14/24

Date signed

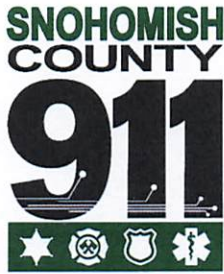
SNO911 Staff

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: Tulalip Tribal Police Department Date: 3/8/24

Contact Name: Dan Wermuth

Email: dweremuth@tulaliptribalpolice.org Phone: 360-716-5949

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>
5	M37TSS9PW1	Complete Kit with Sharkfin Anten	11/1/24

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

As an agency we are adding five new vehicles to our fleet this year.

Signature of Agency Head, Mayor or Council President

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: North County Regional Fire Authority Date: 1/16/24

Contact Name: Doug ten Hoopen, Asst. Chief, Support Services

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>
1	APX8500	with Remote Head + ANTENNAE	2/29/24
1	APX8500	with Remote Head + ANTENNAE	4/15/24

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

We are adding a new Chief vehicle (to replace the existing Chief vehicle which will become our back-up Battalion Chief Rig); and we are also adding a new Ambulance that was ordered in Feb 2022 and is finally scheduled to be delivered at the end of February.

Signature of Agency Head, Mayor or Council President

01/16/24
Date signed

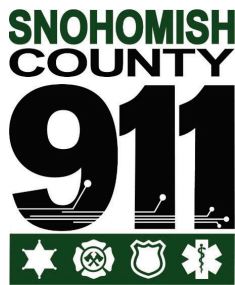
SNO911 Staff

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: ARLINGTON POLICE DEPARTMENT Date: 3/29/20

Contact Name: SETH KINNEY

Email: SKINNEY@ARLINGTONWA.GOV Phone: 425-754-2936

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>
2	APX8500	TRIBAND, DUAL05 HEAD	4/30/24
3	APX8500	TRIBAND, DUAL05 HEAD	9/1/24

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

THE ARLINGTON POLICE DEPARTMENT IS ADDING FIVE (5) NEW VEHICLES TO ITS PATROL FLEET IN 2024. THREE (3) OF THESE VEHICLES ARE CURRENTLY SCHEDULED IN THE MANUFACTURER PRODUCTION LINE (UNIT #s, 130, 131, & 132) AND TWO (2) ARE CURRENTLY BEING BE UPFITTED WITH POLICE EQUIPMENT (UNIT #s 128 & 129).

Jonathan Ventura

Digitally signed by Jonathan Ventura
Date: 2024.03.29 15:01:13 -07'00'

3/29/24

Signature of Agency Head, Mayor or Council President

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 Fire Protection District #22 Date: 6/6/24

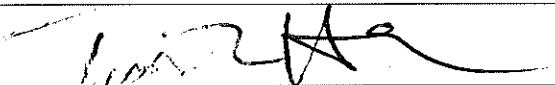
Contact Name: Jeremy Stocker

Email: jstocker@getchellfire.com Phone: 360-502-3073

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	APX8500	Mobile Radio VHF/800 MHZ	6/6/24

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

We are getting 4 new vehicles and only surplussing one of them so we will need 3 new mobile radios

 6/7/2024
Signature of Agency Head, Mayor or Council President Date signed

SNO911 Staff

Approximate equipment value (not to exceed)

Staff Recommendation

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SNO911 Board Action

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



REPLACEMENT REQUEST FOR LOST, DAMAGED OR STOLEN RADIO EQUIPMENT

Name of Agency: Darrington Fire District 24

Contact Name: Joel Johnson

Email: jjohnson@darringtonfire.org Phone: 360.436.1338

Date when loss occurred or was identified: 2/21/24

Statement of circumstances:

It is believed that the radio was left on a scene and taken by someone who later used the radio to access law enforcement channels.

Steps taken to locate or recover equipment:

Crews have been back to the location where they believed it was left. Nothing was found and no pertinent information was gathered.

Steps taken to mitigate future loss:

Re-training for radios, specifically focusing on being good stewards of equipment and ensuring that radios are accounted for while leaving a scene.

Other relevant information:

Duane Leger informed us that the radio was used to access the Marysville PD radio channels and other talk groups.

Description of equipment sought for replacement (include quantity):

1 Portable Radio (no battery or mic needed)

Model:	Motorola Portable APX 8000	Serial #	673CWP0228 (Radio ID 61276)
Model:		Serial #	
Model:		Serial #	
Model:		Serial #	
Model:		Serial #	

Was any equipment stolen?		
☐ No	☐ Unknown	☒ Yes (if yes, include police report #)
		DP24-453
Was insurance claim filed?		
☒ No	☐ Yes (if yes, provide Claim #)	
State Auditor's Submission?		
☐ No	☒ Yes	

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

Joel Johnson	Digitally signed by Joel Johnson Date: 2024.04.15 09:22:30 -07'00'	4/15/24
Signature of Agency Head, Mayor or Council President	Date signed	

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

Approximate replacement value (not to exceed) _____

Request approved ☐ Denied ☐ Other ☐

Additional information requested:
Reason, if denied:

SNO911 Board President

Date Signed

Action Proposal Form

Date: July 9th, 2024

Title: Tyler Support Renewal & Planning

Background / Purpose:



After extensive run-up, in 2015 both 9-1-1 Centers, all 43 Snohomish County Law Enforcement, Fire Departments and 3 Jails transitioned to New World Systems (later acquired by Tyler Technology) integrated suite, that includes CAD, Mobile, Records & Corrections.

Tyler is now strongly advocating their clients, including SNO911, move from on-premise to their cloud hosted solution. Additionally, they have largely curtailed development of their on-premise applications.

There has been significant evolution in public safety technology space and it is appropriate for our county to evaluate future needs for our core public safety applications. This three-year renewal provides an opportunity for evaluation. The steps below outline a way to start this evaluation.

1. Renewal of the Tyler Support Amendment for three years. **(action today)**
2. By September, establish a board policy group comprised of Board Members/alternates
 - a. 2-Fire, 2-Law, 2-911 *(for discussion)*
3. Establish Capital Plan funding for this initiative *(later this year)*
4. Issue an RFP for professional public safety technical consulting with the goal of having a consultant under contract 1st quarter of 2025 or sooner.

Suggested Action/Recommendation:

Approve renewal of the Tyler three-year Support Amendment in a form substantially as presented pending final legal review.

Funding: Operating Fund 70



Support Amendment

This Support Amendment is made, as of the date set forth below (the "Effective Date") by and between Tyler Technologies, Inc. with offices at 840 West Long Lake Road, Troy, MI 48098 ("Tyler") and Snohomish County 911, with offices at 1121 SE Everett Mall Way #200, Everett, WA 98208 ("Client").

WHEREAS, Tyler and Client are parties to a License Agreement dated June 29, 2018 ("Agreement") under which Client licensed the software itemized therein; and

WHEREAS, Tyler and Client desire to update the applicable maintenance and support services terms.

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and Client agree as follows:

1. The software Client licensed under the Agreement, and on which Client has paid maintenance and support fees through the Effective Date, shall mean the "Tyler Software" for purposes of this Support Amendment.
2. Tyler shall provide maintenance and support services on the Tyler Software according to the terms of Exhibit 1 to this Support Amendment.
3. For the term specified in the applicable invoice, Client shall remit to Tyler maintenance fees in the amount set forth therein. Payment is due within thirty (30) days of the invoice date.
4. This Support Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
5. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Support Amendment as of the dates set forth below.

Tyler Technologies, Inc.

Snohomish County 911, WA

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Exhibit 1

Maintenance and Support Agreement

Tyler ("we") will provide Client ("you") with the following maintenance and support services for the Tyler Software. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Support Agreement.

1. **Term.** We provide maintenance and support services on an annual basis. The initial term commences on 7/1/24 and remains in effect for three (3) years. Upon expiration of the initial term, maintenance and support services will renew automatically for additional one (1) year terms unless terminated in writing by either party at least ninety (90) days prior to the end of the then-current term, unless the parties mutually agree to some other notice period.
2. **Maintenance and Support Fees.** Your annual maintenance and support fees for the initial 3-year term shall be invoiced on an annual basis in the amount of \$691,893.00 as listed in the applicable invoice. Upon expiration of the initial term, your fees for each subsequent term will be at our then-current rates. Additional services added to the Agreement as of the Effective Date of this Support Amendment will be invoiced in addition to the annual amount set forth above. We reserve the right to suspend maintenance and support services if you fail to pay undisputed maintenance and support fees within thirty (30) days of our written notice. We will reinstate maintenance and support services only if you pay all past due maintenance and support fees, including all fees for the periods during which services were suspended.
3. **Maintenance and Support Services.** As long as you are not using the Help Desk as a substitute for our training services on the Tyler Software, and you timely pay your maintenance and support fees, we will, consistent with our then-current Support Call Process:
 - 3.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects, as defined in the Agreement, in the Tyler Software (subject to any applicable release life cycle policy); provided, however, that if you modify the Tyler Software without our consent, our obligation to provide maintenance and support services on and warrant the Tyler Software will be void;
 - 3.2 a) provide telephone support during our established support hours, as outlined in the Support Call Process.

b) Emergency 24-hours per day, 7 days per week, telephone support is available for reporting Priority Level 1 Defects for Enterprise CAD only. After 9:00 p.m., the Enterprise CAD phone support will be provided via pager and a support representative will respond to CAD service calls within 30 minutes of call initiation.
 - 3.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and third party software, if any, in order to provide maintenance and support services; and

3.4 provide you with a copy of all releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and

3.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with any applicable release life cycle policy.

4. Client Responsibilities. We will use all reasonable efforts to perform any maintenance and support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain a VPN for backup connectivity purposes.
5. Hardware and Other Systems. If in the process of diagnosing a software support issue it is discovered that one of your peripheral systems or other software is the cause of the issue, we will notify you so that you may contact the support agency for that peripheral system. We cannot support or maintain third party products except as expressly set forth in the Agreement.

In order for us to provide the highest level of software support, you bear the following responsibility related to hardware and software:

- (a) All infrastructure executing Tyler Software shall be managed by you; and
 - (b) You will maintain support contracts for all non-Tyler software associated with Tyler Software (including operating systems and database management systems, but excluding Third-Party Software, if any); and
 - (c) You will perform daily database backups and verify that those backups are successful.
6. Other Excluded Services. Maintenance and support fees do not include fees for the following services: (a) initial installation or implementation of the Tyler Software; (b) onsite maintenance and support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (c) application design; (d) other consulting services; (e) maintenance and support of an operating system or hardware; (f) support outside our established support hours; or (g) installation, training services, or third party product costs related to a new release. Requested maintenance and support services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.
7. Current Support Call Process. Our current Support Call Process for the Tyler Software is provided as Schedule A to Exhibit 1.



Exhibit 1 Schedule A Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support for authorized users*:

- (1) On-line submission (portal) – for less urgent and functionality-based questions, users may create support incidents through the Tyler Customer Portal available at the Tyler Technologies website. A built-in Answer Panel provides users with resolutions to most “how-to” and configuration-based questions through a simplified search interface with machine learning, potentially eliminating the need to submit the support case.
- (2) Email – for less urgent situations, users may submit emails directly to the software support group.
- (3) Telephone – for urgent or complex questions, users receive toll-free, telephone software support.

** Channel availability may be limited for certain applications.*

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – www.tylertech.com – for accessing client tools, documentation, and other information including support contact information.
- (2) Tyler Search -a knowledge based search engine that lets you search multiple sources simultaneously to find the answers you need, 24x7.
- (3) Tyler Community –provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (4) Tyler University – online training courses on Tyler products.

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

For support teams that provide after-hours service, we will provide you with procedures for contacting support staff after normal business hours for reporting Priority Level 1 Defects only. Upon receipt of such a Defect notification, we will use commercially reasonable efforts to meet the resolution targets set forth below.

We will also make commercially reasonable efforts to be available for one pre-scheduled Saturday of each month to assist your IT staff with applying patches and release upgrades, as well as consulting with them on server maintenance and configuration of the Tyler Software environment.

Incident Handling

Incident Tracking

Every support incident is logged into Tyler’s Customer Relationship Management System and given a unique case number. This system tracks the history of each incident. The case number is used to track and reference open issues when clients contact support. Clients may track incidents, using the case number, through Tyler’s Customer Portal or by calling software support directly.

Incident Priority

Each incident is assigned a priority level, which corresponds to the Client’s needs. Tyler and the Client will reasonably set the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the Client towards clearly understanding and communicating the importance of the issue and to describe generally expected response and resolution targets in the production environment only.

References to a “confirmed support incident” mean that Tyler and the Client have successfully validated the reported Defect/support incident.

Priority Level	Characteristics of Support Incident	Resolution Targets*
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler’s responsibility for loss or corrupted data is limited to assisting the Client in restoring its last available database.

Priority Level	Characteristics of Support Incident	Resolution Targets*
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack, which shall occur at least quarterly. For non-hosted customers, Tyler's responsibility for lost or corrupted data is limited to assisting the Client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days of receipt of the incident. Once the incident has been confirmed, Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

**Response and Resolution Targets may differ by product or business need*

Incident Escalation

If Tyler is unable to resolve any priority level 1 or 2 defect as listed above or the priority of an issue has elevated since initiation, you may escalate the incident to the appropriate resource, as outlined by each product support team. The corresponding resource will meet with you and any Tyler staff to establish a mutually agreeable plan for addressing the defect.

Remote Support Tool

Some support calls may require further analysis of the Client's database, processes or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Tyler's support team must have the ability to quickly connect to the Client's system and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



Board Packet Memorandum

Date: July 18, 2024

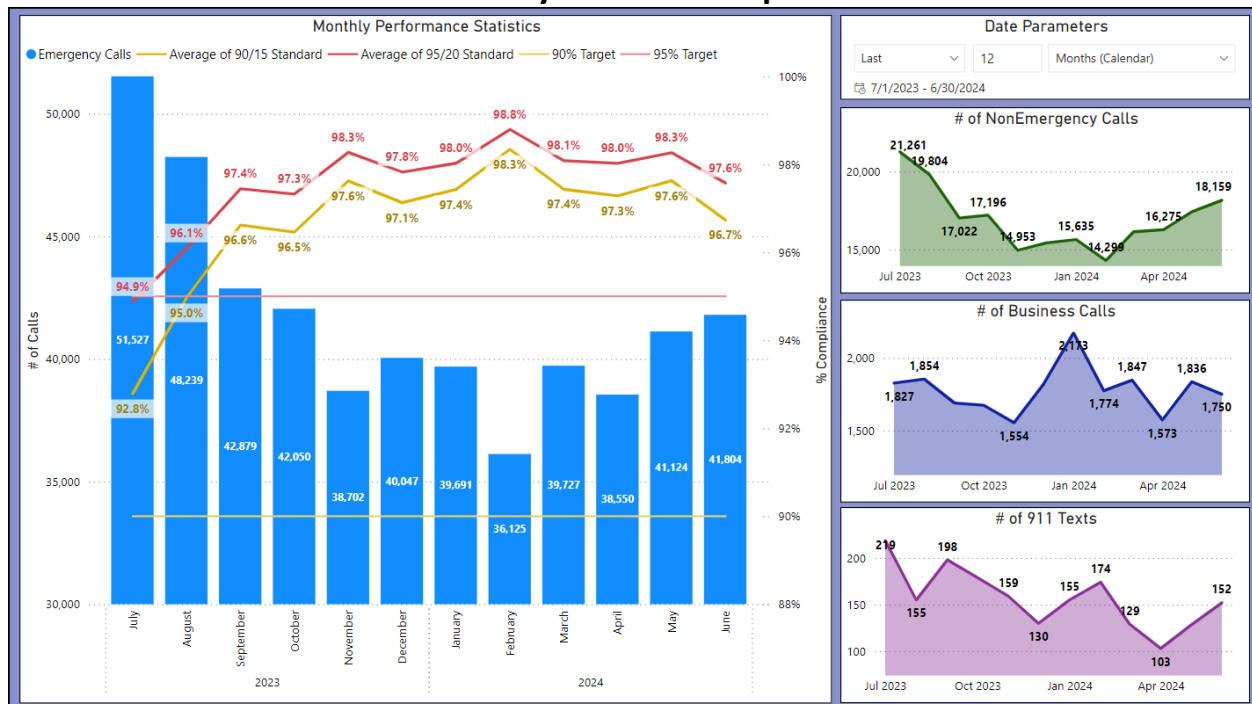
To: Snohomish County 911 Board Members

From: Leadership Team

General

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

Monthly Statistical Reports



Text-to-911 Report

911 Texts	Type	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	YTD TOTAL	YTD GROUP TOTAL
Appropriate Use	True Emergency	9	3	6	6	6	13							43	43
Incorrect Use	Follow-Up	8	6	7	4	10	12							47	234
	Area Checks	0	12	6	8	2	6							34	
	Info	1	1	0	0	0	1							3	
	Noise	7	8	2	3	2	6							28	
	Traffic	2	0	5	3	2	2							14	
	Other Complaints	20	16	20	14	9	29							108	
Misuse	Accidental	5	5	3	12	23	3							51	302
	Behavioral Health	60	71	42	18	22	18							231	
	Prank	0	1	1	5	2	11							20	
Other	Test	3	3	1	0	3	7							17	262
	Abandoned	11	10	8	5	16	9							59	
	Non-English	1	0	0	2	0	2							5	
	Outgoing	0	0	0	0	1	0							1	
	Subsequent	16	23	14	11	11	19							94	
	Transfer	3	8	3	3	1	1							19	
	Voice Call	9	7	11	9	18	13							67	
Month Total		155	174	129	103	128	152	0	0	0	0	0	0	841	841
<u>Abandoned:</u> Non-Responsive <u>Accidental:</u> Device or person accidentally texted 9-1-1 <u>Area Check:</u> Check of area for person, vehicle, etc. <u>Behavioral Health:</u> Calls that result in BHC by LE/EMS <u>Follow-up:</u> Where is officer?, Subject is no longer here <u>Info:</u> What is the phone number for animal control? <u>Noise:</u> Music, People, Fireworks, Alarm w/o Emergency, etc. <u>Non-English:</u> Texter uses language other than English <u>True:</u> Texter is Deaf, Texter is fearful that a voice call will put them in danger, Call results in transport to jail/hospital <u>Other:</u> Any other request or complaint, Media from Intrado <u>Outgoing:</u> Text calls initiated by SNO911 <u>Prank:</u> Calls that do not attempt to give any valid/useful information <u>Subsequent:</u> Additional inbound text after call released by call taker <u>Test:</u> PSAP testing, Training TXT29-1-1, Vendor test <u>Traffic:</u> Speeders, DUIs, Parking, etc. <u>Transfer:</u> Text calls that result in a Transfer to another PSAP or Entity <u>Voice Call:</u> Dispatchers called the texter/texter placed voice call															

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	753	64.80%
3 - Satisfied	351	30.21%
2 - Neither Satisfied nor Dissatisfied	30	2.58%
1 - Somewhat Dissatisfied	15	1.29%
0 - Very Dissatisfied	13	1.12%
Total	1,162	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	1,625	95.25%
Somewhat	57	3.34%
No	24	1.41%
Total	1,706	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.

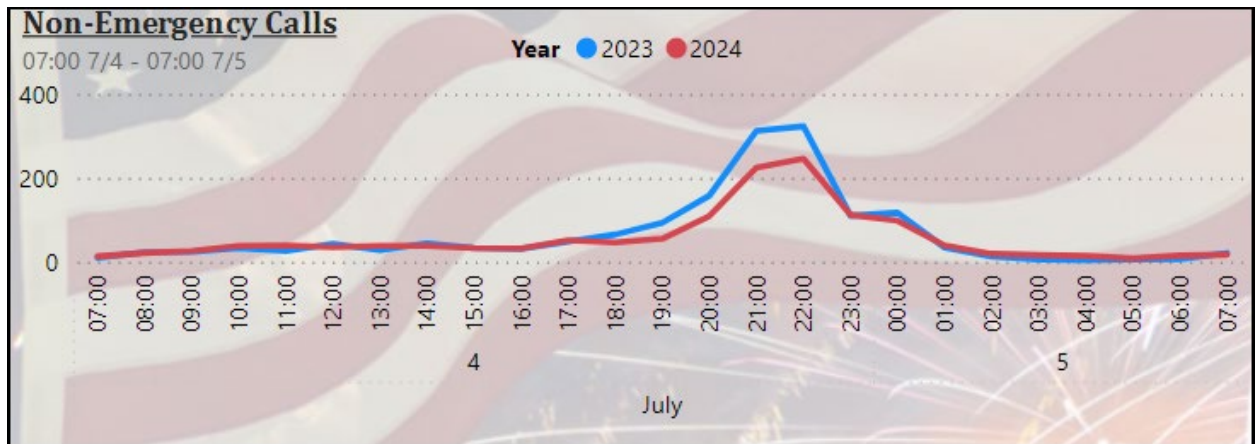
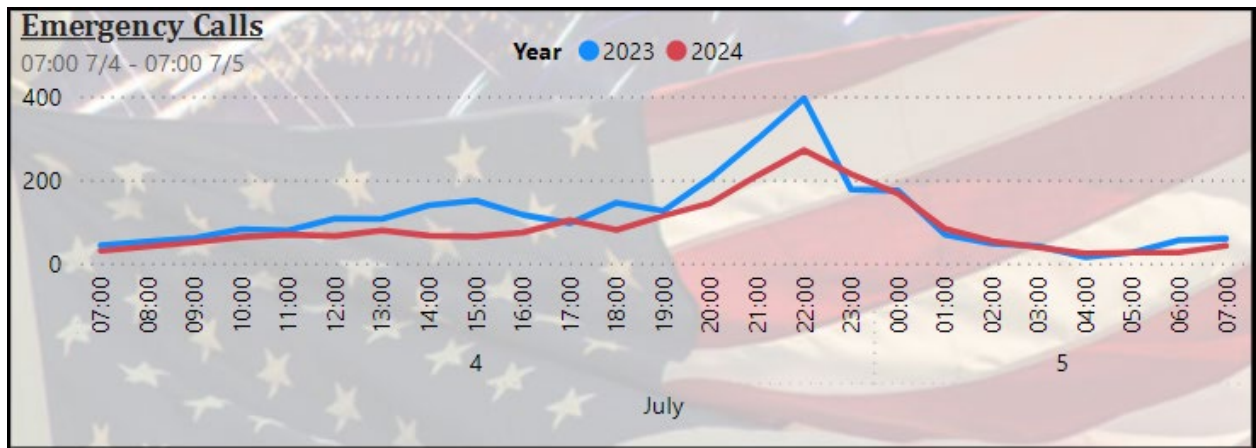
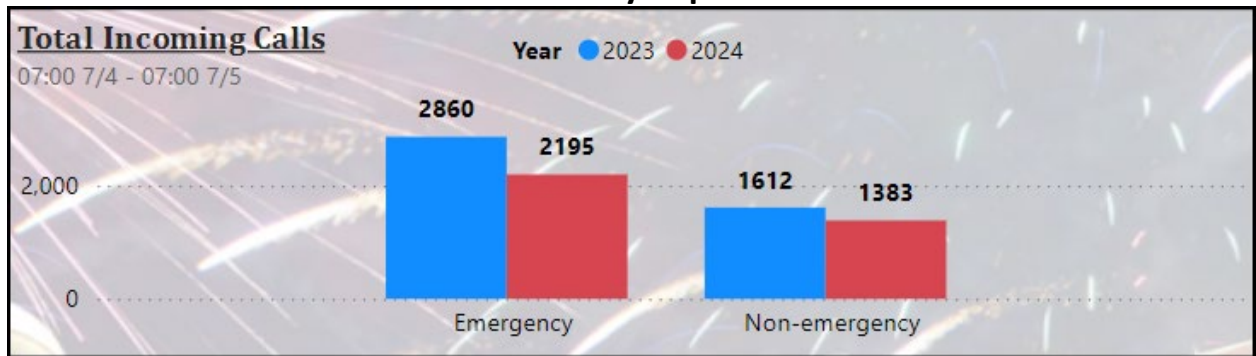
Fire Calls - All

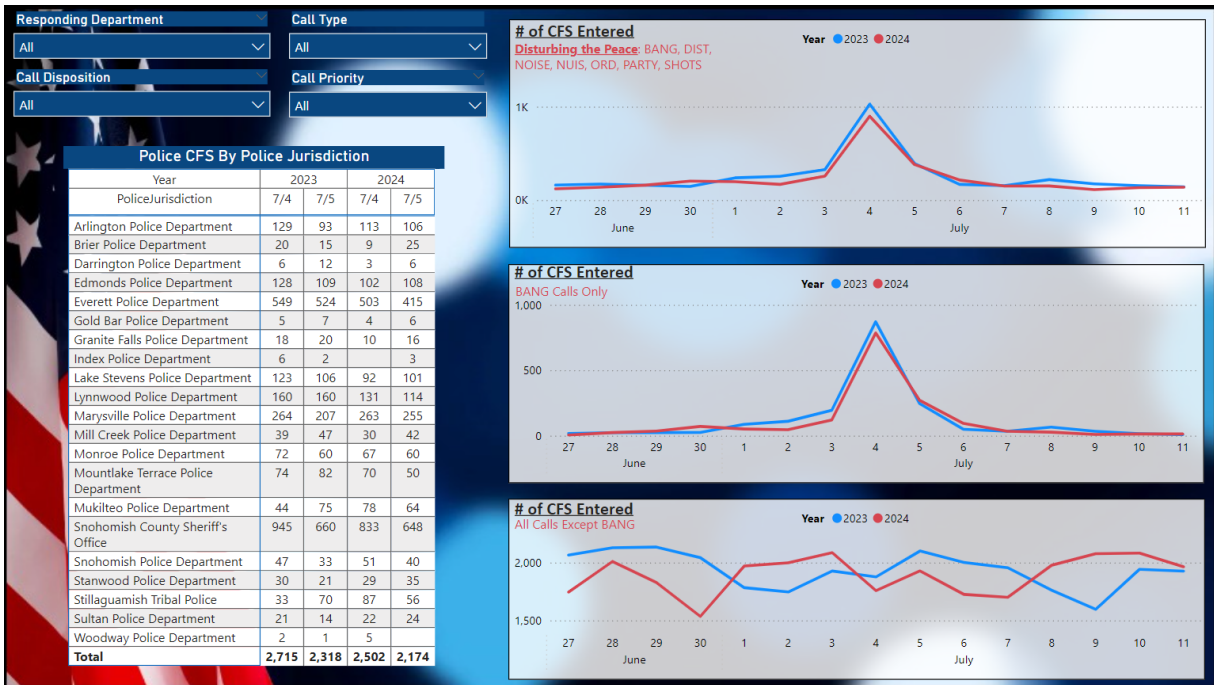
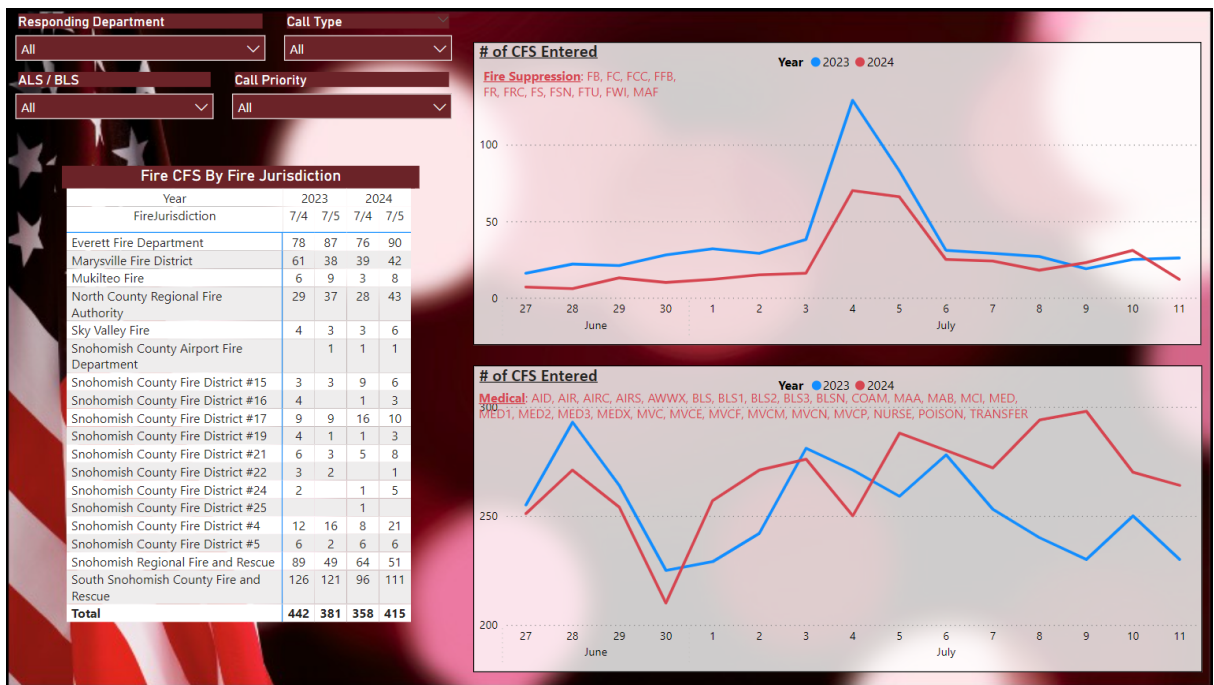
IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	Total
Everett Fire Department	2,303	1,960	1,889	1,969	2,139	2,121	12,381
Marysville Fire District	1,220	1,049	1,105	1,101	1,161	1,130	6,766
Mukilteo Fire	235	162	206	157	168	180	1,108
North County Regional Fire Authority	755	634	725	669	722	741	4,246
Sky Valley Fire	63	58	67	57	99	68	412
Snohomish County Airport Fire Department	34	23	29	18	29	19	152
Snohomish County Fire District #15	129	95	104	137	123	120	708
Snohomish County Fire District #16	23	10	24	11	29	11	108
Snohomish County Fire District #17	153	161	154	139	154	179	940
Snohomish County Fire District #19	35	33	47	30	30	20	195
Snohomish County Fire District #21	74	75	65	56	74	62	406
Snohomish County Fire District #22	39	42	51	35	32	23	222
Snohomish County Fire District #24	48	44	51	33	41	52	269
Snohomish County Fire District #25	3	7	3	5	7	12	37
Snohomish County Fire District #27	1	3	1	1	1	3	10
Snohomish County Fire District #4	289	218	306	304	285	313	1,715
Snohomish County Fire District #5	119	86	97	91	81	109	583
Snohomish Regional Fire and Rescue	1,112	933	911	911	970	1,032	5,869
South Snohomish County Fire and Rescue	3,461	2,685	2,838	2,900	3,086	3,001	17,971
Total	10,096	8,278	8,673	8,624	9,231	9,196	54,098

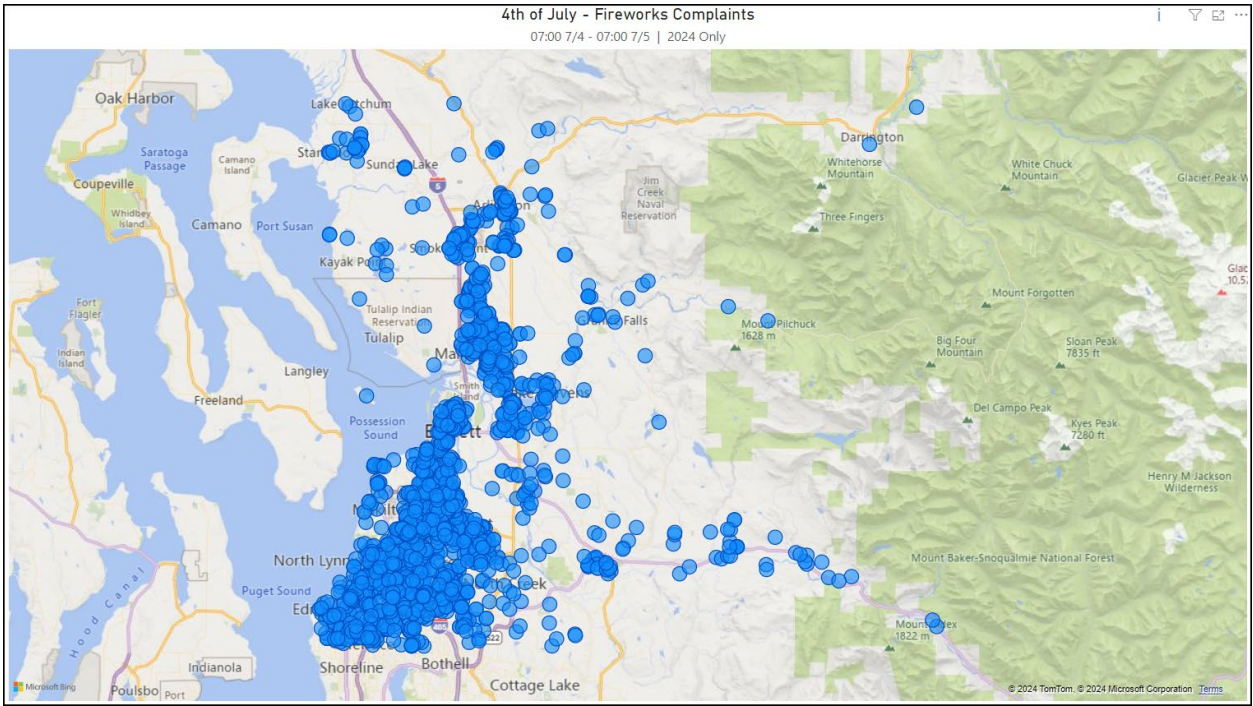
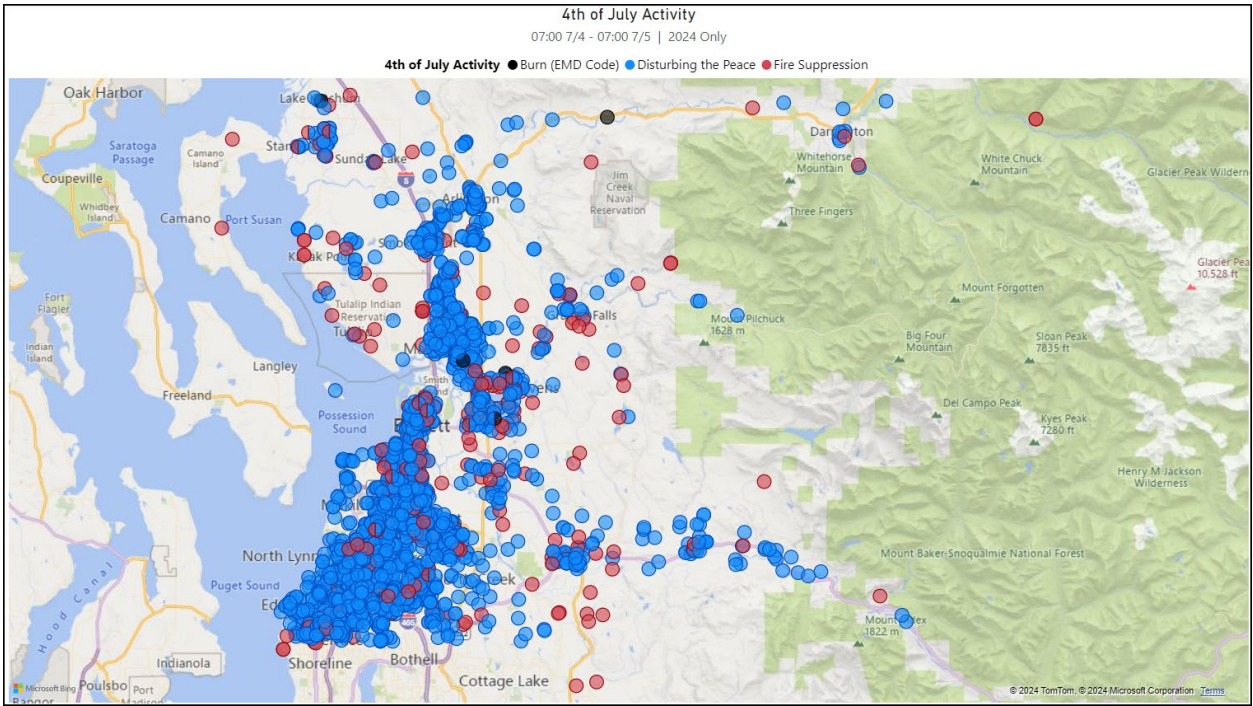
Police Calls - All

IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	Total
Arlington Police Department	2,034	1,944	2,252	2,312	2,457	2,415	13,414
Brier Police Department	630	631	981	860	883	743	4,728
Darrington Police Department	84	113	108	122	114	100	641
Edmonds Police Department	1,830	1,925	1,898	1,889	2,036	2,225	11,803
Everett Police Department	10,817	10,250	10,945	10,580	11,026	11,024	64,642
Gold Bar Police Department	217	202	239	260	233	226	1,377
Granite Falls Police Department	399	382	302	351	286	319	2,039
Index Police Department	46	52	52	47	51	52	300
Lake Stevens Police Department	1,743	1,634	1,749	1,929	1,879	1,931	10,865
Lynnwood Police Department	3,293	3,224	3,426	3,439	3,509	3,273	20,164
Marysville Police Department	5,392	4,983	5,472	5,306	6,143	5,757	33,053
Mill Creek Police Department	1,598	1,468	1,630	1,583	1,573	1,484	9,336
Monroe Police Department	1,665	1,566	1,447	1,712	1,930	1,801	10,121
Mountlake Terrace Police Department	1,590	1,481	1,553	1,556	1,699	1,553	9,432
Mukilteo Police Department	1,954	1,938	2,018	2,038	1,925	1,788	11,661
Snohomish County Sheriff's Office	11,995	11,373	12,575	12,802	13,930	13,732	76,407
Snohomish Police Department	783	704	887	800	1,086	880	5,140
Stanwood Police Department	688	579	680	807	701	759	4,214
Stillaguamish Tribal Police	2,064	1,931	1,697	1,897	1,673	1,985	11,247
Sultan Police Department	505	585	525	492	518	470	3,095
Woodway Police Department	54	47	70	61	60	66	358
Total	49,381	47,012	50,506	50,843	53,712	52,583	304,037

4th of July Reports







Full-Time Dispatchers

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

Job Title:	Current #	Status:
Trainee Dispatcher	21	2nd discipline not yet complete
Trainee Dispatcher 2	12	2 of 3 disciplines complete
Police Dispatcher	1	Legacy: Only trained in CT and Police
Fire Dispatcher	2	Legacy: Only trained in CT and Fire
Cross-Trained Trainee	2	Trainee in progress for 3rd discipline
Cross-Trained Dispatcher	60	Fully cross-trained in CT, Police, and Fire

Represented (Dispatchers & Sups)

F/T Approved	123
F/T Filled	113
F/T Vacancies	10

Dispatcher Center - Staffing & Strength

Staffing Level (includes trainees)	91.6%
Staffing Strength (excl. trainees, relief, LOA's)	69.2%

Appointive Staff

Approved	48
Filled	46
Vacancies	2
RRP Term Limited Approved	2
RRP Term Limited Filled	2
RRP Term Limited Vacancies	0

Relief & Part-Time Dispatchers

Currently Filled	5
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Long-Term Leaves of Absence

F/T Dispatchers (including trainees)	-3
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Agency-Wide Headcount

Total # of Employees (no exclusions)	166
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Dispatchers - Full Time

Approved	107
Filled	98
Vacancies	9

Dispatch Supervisors

Approved	16
Filled	15
Vacancies	1

Senior Leadership (Directors)

Approved	6
Filled	6
Vacancies	0

Operations

Approved	6
Filled	6
Vacancies	0

Finance/HR/Records/Admin

Approved	13
Filled	12
Vacancies	1

Tech/Radio

Approved	23
Filled	22
Vacancies	1
RRP Term Limited Approved	2
RRP Term Limited Filled	2
RRP Term Limited Vacancies	0

Recruitment Status

PST Dispatchers Exam	0	The next PST test is scheduled to take place on July 16, 2024
CritiCall Test Invites Sent - June	259	Number of tests invites sent out for academies scheduled for Sept and Dec 2024
CritiCall Tests Complete - June	98	Of these completed tests, 26 received a passing score
Interview	18	Interviewing for upcoming academy scheduled in Dec 2024
Polygraph Exam	2	Scheduled for polygraph exam (or awaiting results) for Sept / Dec Academy
Background Check	3	Currently in process of background check with PST for Sept / Dec Academy
Psyche and/or Drug/Hearing	8	Scheduled for psych or drug/hearing test (or awaiting results) for Sept / Dec Academies
Onboarding/Orientation	0	Final job offer signed. Awaiting the start of the Sept Academy
YTD Dispatch Trainees Hired	18	2024 Hires

Employment Separations YTD

Separation Reasons	Represented (Trainees)	Represented (Non-Trainees)	Appointive (Trainees)	Appointive (Non-Trainees)
Involuntary Term	2	0	0	0
New Job - Not 911	1	1	0	0
New Job - With 911	0	0	0	0
Relocation	0	1	0	0
Retirement	0	2	0	1
Medical	2	1	0	0
Personal	3	2	0	1
Resignation in Lieu of Term	4	0	0	0
Death of Employee	0	0	0	0
End-of Contract	0	0	0	0

YTD Employment Separations	21
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Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for July 9th / 10:30-11:30 p.m.
Location: Web Conference

Meeting Attendance:

POLICE TAC REPRESENTATIVES					
Lt. Mike Gilbert - Arlington	X	Cmdr. Pat Fagan - Lynnwood		Bureau Chief – Mike Martin - SCSO	
Clerk Karen Howell – Brier		Asst. Chief, Jim Lawless – Marysville	X	Chief Nathan Alanis – Snohomish	
Sgt. Shane Hawley – Edmonds	X	Chief, Stan White – Mill Creek		Lt. Jason Toner – Stanwood	
Capt. Bob Goetz- Everett	X	Dep. Chief, Ryan Irving – Monroe	X	Megan Newman - Stillaguamish	X
Sgt. Jim Barnes – Lake Stevens		Cmdr. Mike Haynes – Mountlake Terrace			
Lt. Mike Martin – SCSO	X	Asst. Chief, Colt Davis – Mukilteo	X		
ALTERNATE REPRESENTATIVES					
Lt. Peter Barrett - Arlington		Cmdr. Brian Jorgensen - Lynnwood	X	Capt. Andy Kahler - SCSO	
Interim Chief Alex Hawley – Brier		Cmdr. Adam Vermeulen – Marysville	X	Capt. Steve McDonald – SCSO	
Corporal Brittany Harris – Edmonds		Dep. Dir. Eric Chartrand – Mill Creek		Sgt. Karl Gilije - Stanwood	
Dep. Chief Jeff Hendrickson – Everett		Chief, Jeff Jolley - Monroe		Capt. James Massingale - Stillaguamish	
Dep. Chief, Jeff Young – Lake Stevens		Chief Pet Caw – Mountlake Terrace		Officer Pete Knowlton – Stillaguamish	
Cmdr. Dean Thomas – Lake Stevens	X	Det. Sgt. Nicole Stone – Mukilteo		VACANT – Snohomish Alternate	
SNO911					
Director of Ops Andie Burton	X	Ops. Manager Derek Wilson	X	Ops Manager Hattie Schweitzer	
Application Team Mgr. Brent Meyer	X	Radio Sys. Mgr. Howard Tucker	X	Admin. Asst. Tiff Brown	
Records & Admin Mgr. Sheila Betts	X	Ops Manager Karen McKay	X		
SUPPORT STAFF & GUESTS					

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 10: 26 am hours.

1. Roll Call – taken via sign-in sheet.
2. Approval of Minutes: **Assistant Chief Davis moved to approve the May 14th minutes as written. Sergeant Hawley seconded and unanimously approved.**
3. Announcements. Hattie reported that the 4th of July went fairly well with no excessive incidents even though it was the highest call volume day of the year. CallGate was used for a portion of time which is an automated answering feature that asked the caller if their inquiry was fireworks related and connected them into the non-emergency line. Additionally, this feature was used on the 5th of July due to the large volume of firework calls still coming into the center.
4. Action Items. None
5. Reports
 - A. SNO911 Updates
 - i. SNO911 Website Agency Portal – Andie reported that over the last several months SNO911 staff has been developing an Agency Portal which will be accessed through our existing website. Agencies will have the ability to log in to view policies and procedures for Operations and Radio, call processing guides, training materials & videos and dashboard snapshots for metrics and statistics. The goal is to have easier access to information for every level of user.

This month the Board is going to consider a 3-year contract extension with Tyler Technologies. SNO911 Staff will be allocating to use that time to develop a path forward and whether or not to continue using Tyler's services. Tyler is pressing all their users to move to a cloud-based system and SNO911 staff is not certain that is best at this time. Another recommendation Staff is considering making to the Board is hiring a consultant and establish more advisory work groups to help steer the decision.

- B. State Dept. of Corrections Interop. Andie reported that SNO911 staff were approached by Chris Welch with the DOC requesting SNO911 to assist them in two ways. They are requesting access to the radio system and for SNO911 to do some tracking of their community corrections officers that work in our County. The DOC has 36 officers predominantly located in Everett with an office in Lynnwood and another in Monroe. They are asking that their officers have joint operations with one of the police agencies a need for emergency assistance while out in the community. As well as periodic status checks from dispatch during high-risk situations. Andie is asking for a representative from one of our Police Agencies to help guide the project forward, to ensure there is visibility and representation from dispatch to the field. DOC estimates the number of calls they would require assistance on is between 300-400/year.

It was asked why the DOC isn't looking for support from the State level and it was thought that the DOC was looking for support from the community in which they would be working. There was discussion on the amount of usage the DOC would require, anywhere from an interoperability agreement to a new user agency set up. Captain Goetz volunteered to get more information on the topic.

- i. Assignment of Law Liaison. Captain Goetz volunteered to act as liaison, collect more information and bring it back to the group.

- C. Mobile Users Group. No meeting

- D. PTCC Report – Brent reported that the server migration version 24.1 upgrade project is still in progress, SNO911 staff continues to work with Tyler development on open PO issues. End to end testing was scheduled for June 27th from 0900 – 1200 where new features will be enabled for users to test. The next PTCC meeting is scheduled for the 9th of July where the no, no-go decision will be made for the September 17th upgrade. If that date isn't feasible the next upgrade would be done on November 4th.

The Sheriff's office has requested a new call type be created titled EVICT, currently that type of call is documented by paper and for tracking/verification the new call type would be beneficial. The Committee agreed to move ahead with this call type addition which should take about 2 days to done.

- E. Radio Replacement Project – Howard reminded the group about the Board approved change order which documented and approved coverage acceptance testing plan which is planning a functional testing in August and the coverage test plan itself in September or October. This entails driving every road within the County and tracking/measuring the coverage. The Radio team is bringing a request to the Board to change the way expansion requests are submitted. Preordering a stock of supplies is needed because Motorola is taking between 6 months – 1 year to fulfill orders. The January 2025 cutover date is still on schedule and in preparation for that, the Radio team will begin outreach and education in September.
- F. Policy Review Committee. None

6. Technical Update. None
7. New Business: None.
8. Old Business

A. SNO911 Continuity of Operations Drills – Andie

- i. 6/5 Regional Resiliency Drill with ValleyCom. Each agency exchanged calls for about 40 minutes and were able to successfully answer and enter calls for the opposite Agency. Issues identified are going to be worked on during future drills.
- ii. Other Upcoming Drills. SNO911 is looking to get Agency reps involved in future drills with CadLite. August 7th is the next one scheduled but will be used internally at SNO911 to ensure staff are familiar and comfortable using it. As an example, Fire set up contacts per talk group for emergency situations.
- iii. RAVE Alert Notification Groups. The fire emergency notification group which was set up in 2021 – would be the talk group used if SNO911 had to evacuate, experienced an unplanned critical system outage, or had a need for other emergent communication to field units and agencies. Andie asked for each Agency to make sure recipients on that list are current. Below is a current number of contacts on each list by department. It is imperative that agencies keep these lists updated and ensure recipients on the list are those who would get the message any time of day or night. Despite multiple communications, including this fire emergency notification were used prior to the 6/5 drill, yet responders were calling the supervisor line asking what was going on and complaining that they were not given the information ahead of time.

Agency	Updated/Training Refresher Provided	Contacts
Everett Fire		8
Airport Fire		13
FD15	Reached out, training needed	3
FD16		4
FD17		5
FD19		3
FD21		1
FD22		4
FD24		3
FD25		3
FD26		10
FD5	Training scheduled	2
Hat Island		8
Marysville Fire		22
Mukilteo Fire		7
NCRFA Fire		4
SCRFA	Updated admin	9
Snohomish Fire		12
SRFR	Updated admins	4

*Derek is available for training if needed.

9. Good of the Order. Chief Lawless reported that street racing is migrating north into Snohomish County, a couple takeovers have already been reported in Edmonds, Everett and Marysville. A new ordinance will be taken to council mirroring some of what Kent PD has put in place already and seen success with. Craig Davis with Everett P.D. is overseeing this project.

Bothell is working on their real-time crime center a company called Multitude Insights offers real time crime database bulletins which is searchable, For Everett PD the easiest way for this to work is to have it operate through SNO911. This database uses AI on the back end to save and store bulletins automatically in an easy-to-use platform. The question arose, who would oversee the contract for a County wide product and the thought that SNO911 was the most centralized option.

Andie addressed the re-bidding action brought up in last month's meeting and reported that this was in fact happening behind the scenes and the dispatcher was not physically re-bidding the location of the call. She reported that this feature is always running in the background and Deputies do not need to request the dispatcher to manually re-bid for call location. The way to obtain that information is through a public records request and ask for a "call detail record". This information is retained indefinitely.

Union Transit has hired 18 train security officers who currently communicate through a Nextel type device with three different levels of communication, the busses, the supervisors and now the security officers which creates a lot of chatter over those channels. They are instructed to call 911 directly in emergency situations however they would prefer to be self-sufficient. If there are instances where Transit Security should be present on a call, please let Sgt. Mike Martin know.

Pursuit laws changed in June which doesn't immediately effect anyone however as Agencies update their policies to fall in line with the new laws, those pursuit laws will in fact change.

- 10.** Meeting adjourned at 11:33am. The next Police TAC meeting is scheduled for Wednesday, September 10th.

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

JUNE 26th 2024 @ 1330

Committee Members in Attendance	☒ Eric Andrews	Sky Valley Fire	☐ Joel Johnson	Fire District 24
	☒ John Chalfant	South County Fire	☐ Willie Harper	Fire District 25
	☒ Jason Hodgkinson	Fire District 4	☐ Mike Worthy	Fire District 27
	☐ Seth Johnson	Fire District 5	☒ Mike Calvert	Everett Fire
	☐ Ryan Shaughnessy	Fire District 15	☐ Jeff Cole	Marysville Fire
	☐ Justin Johnson	Fire District 16	☒ Blake Engnes	Mukilteo Fire
	☐ Jim Haverfield	Fire District 17	☒ Dave Kraski	North County RFA
	☐ Keith Strotz	Fire District 19	☐ Brett Blankenship	Paine Field Airport FD
	☐ Chad Schmidt	Fire District 21	☒ Ryan Lundquist	SRFR
	☐ Travis Hots	Fire District 22	☒ Roy Waugh	
Alternates in Attendance	☒ Whitney Mansfield	Fire District 4	☐ Ned Vander Pol	Marysville Fire
	☐ Scott Anderson	Fire District 16	☐ Kirk Galatas	Mukilteo Fire
	☐ Bill Dane	First District 17	☐ John Cermak	North County RFA
	☐ Gino Bellizzi	Fire District 19	☐ Tony Mace	Paine Field Airport FD
	☒ Jeremy Stocker	Fire District 22	☒ Ernie Walters	Sky Valley Fire
	☐ Ryan White	Fire District 15	☒ Colby Titland	SRFR
	☐ Dave DeMarco	Everett Fire	☒ Michael McConnell	SRFR
	☐ Zach Hanson	North County	☒ Roy Waugh	SRFR
Guests and Staff in Attendance	Scott Dorsey - EMS	Brent Meyer	Hattie Schweitzer	
	Kurt Mills	Laura Stiers	Chris Gass	
	Terry Peterson	Rae Wade	Brian Ackles	
	Andie Burton	Brittney Martens	Tiff Brown – notetaker	

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

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

1. **ANNOUNCEMENTS.** The September Fire TAC meeting location changed and will be held at SFC HQ.
2. **APPROVAL OF MINUTES.** Deputy Chief Colby Titland moved to approve the May Fire TAC/Ops meeting minutes as written. Seconded by Whitney Mansfield. Unanimously approved.
3. **COMMITTEE UPDATES**
 - A. PTCC/NWS. Brent reported that the server migration version 24.1 upgrade project is still in progress, SNO911 staff continues to work with Tyler development on open PO issues. End to end testing is scheduled for June 27th from 0900 – 1200 where new features will be enabled for users to test. The next PTCC meeting is scheduled for the 9th of July where the no, no-go decision will be made for the September 17th upgrade. If that date isn't feasible the next upgrade would be done on November 5th.
 - B. Technical Update. None
 - C. Radio Replacement Committee. Terry reported that SNO911 staff have entered the testing phase for the system. Functional testing begins in August and coverage testing will happen in September. Next month Howard will give an update on the change

order and any minor changes that may occur from the original plan. Cutover still on target for next year.

- D. Radio Procedures Committee. Nothing to report this month
- E. Fire User Group. Colby reported that mobile testing is in progress.
- F. Fire Standards/Data. Nothing to report this month
- G. County Fire Resource Plan Committee. Chief Andrews thanked Jason & Greg on their work to get this project in place.
- H. SNO911 DRC/DSC.
 - i. Nurse Navigator Dashboard – Brittney updated the group on the status of the dashboard which was recently published and will be ready to share soon. Terry added that the DSC is doing the monthly deep dive analysis and their data is available upon request. Everyone is invited to participate in these meetings or access can be granted by emailing your name, job title, department and email address to Brittney. The bounce back volume issue has been resolved and is now down to 2.7%. The program as a whole will need to be funded next year, SNO911 staff will try to acquire grant dollars again however, building 2025 budget has begun and the decision to keep the program needs to be made relatively soon.

It was noted that the frustration some fire agencies are experiencing operationally is directly related to the fact that they utilize Rapid Dispatch, is there an opportunity to opt out of Nurse Nav. SNO911 staff vetted these options and found that there is no good way to have Agencies opt-out. Staff also continues to work on an improved policy to help this issue. A review of the entire Rapid Dispatch/ProQA system may be one solution.

4. SNO911 UPDATE

- A. SNO911 Website Agency Portal – Kurt briefed the group on the update, in July the Board will be considering a 3-year extension of the Tyler/New World contract which could potentially be the last contract with them. Tyler is pushing hard for their clients to move towards a cloud-based system which SNO911 staff isn't quite ready. SNO911 will use the next 3 years to evaluate next steps.

The idea is to assemble a Senior Leadership Committee to help work through that process and make sure the user agencies are involved to move into the next generation.

Andie shared a new Agency portal which will be a password protected section of the SNO911.org website. The portal will give training videos, resources such as the radio procedures guide, locations for wireless access points and various data dashboards. Communication will go out when the portal is ready to go live. The goal for this is to make access to information in the field easier and quicker.

Regarding the transition to the new digital radio system, SNO911 staff will be asking user agencies to report back regarding training needs or any gaps identified. SNO911 asks to have the new technology incorporated into training for all agencies.

5. **SNOHOMISH COUNTY EMS** – Scott Dorsey thanked Station 96 for their hospitality and storage. Currently records are being stored at SNO911 until they can be reviewed and purged appropriately by records staff. June is recertification season and the team is done ahead of time. The addition of Amy Duros has helped keep the project moving. August 1st is the self-appointed deadline to get that data to the State, Dr. Kaey and team are currently doing their final proof and will be sending it in early. The goal is to have new education ready for distribution by Fall. Dr. Kaey is now revamping the paramedic integration program.

6. OLD BUSINESS

A. SNO911 Continuity of Operations Drills – Andie

- i. 6/5 Regional Resiliency Drill with ValleyCom. Each agency exchanged calls for about 40 minutes and were able to successfully answer and enter calls for the opposite Agency. Issues identified are going to be worked on during future drills.
- ii. Other Upcoming Drills. SNO911 is looking to get Agency reps involved in future drills with CadLite. August 7th is the next one scheduled but will be used internally at SNO911 to ensure staff are familiar and comfortable using it.
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SNO911 Operations Management staff have been working on 4th of July planning for the pat month. They plan to ramp up staffing starting at 1500 as well as leveraging technology to help field calls. Messaging has been sent out on SNO911's social media outlets for public education and encouraged other agencies to share what has been posted.

7. NEW BUSINESS.

- A.** Train vs Vehicle Call Type – Chris reported the need to add a 4th new call type for the train including MVCT (motor vehicle collision train).

Chief John Chalfant moved to approve the new call type of MVCT. Seconded by Colby Titland and passed unanimously.

8. GOOD OF THE ORDER. None

9. ADJOURN at

The next Fire Technical Advisory/Operations Committee meeting is scheduled for Wednesday, July 17th, at 1:30 p.m. via Zoom, or in-person at the F.D. #4 HQ in the Harvey room.

**Snohomish County 911
Finance Committee
Meeting Summary for July 11, 2024 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

Finance Committee					
Dave DeMarco	✓	Jenna Nand		Jim Lawless	✓
Ken Klein		Ryan Lundquist	✓		
Staff and Guests					
Kurt Mills	✓	Wade Anderson	✓	Sharon Brendle	✓
Terry Peterson	✓	Steve Lawlor		Tiffani Brown	✓

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

1. **Call to Order, Introductions, and Announcements.** The meeting was called to order at 1:32 p.m. by Chair Dave DeMarco. There were no announcements.
2. **Reports.**
 - A. **Blanket Voucher Report for June 2024.** There were no questions.
Jim Lawless moved and Ryan Lundquist seconded to recommend the Board approve the Blanket Voucher Report for June 2024. The motion passed with all in favor.
 - B. **Fund Balance Report for May.** Informational only; there were no questions. Terry commented that the current balance in Fund 140 will be spent reimbursing the County for the radio installed on the new helicopter. Additional revenue hasn't been requested.
3. **New Business.**
 - A. **2025 Draft Budget Presentation.** Kurt pointed out a couple of things: the radio project is moving from build-out to sustain and support mode. The cutover is being planned for next year. The annual support cost to Motorola is now exceeding that which was paid to Tyler/New World. Money to cover that support is already in the long range RRP budget. Another is that personnel related budget items were covered in the Personnel Committee meeting, and received their support. Terry went over the budget highlights:
 - Added four additional dispatcher positions, which is consistent with the three year plan to reach 115 dispatch staff. They plan on adding an additional four in 2026 to reach that goal. Currently there are 9 vacancies in dispatch staff, with eight new employees planned for the September academy. Kurt also pointed out that they have seen a decrease in voluntary departures from the agency.
 - Two position reclassifications are proposed: one within the Records Department, and one in Finance.
 - Health care premiums have been given an 8% increase.
 - COLA increases for non-represented staff was also mentioned.
 - Repair and Maintenance is expected to increase approximately 42%. Much of this is due to Motorola's maintenance costs being added into the operating budget. This support gives the system a re-fresh every two years. Some other third party technical licenses are also increasing.
 - Kurt mentioned that they are looking for some solutions to better triage and route their non-emergency calls. He explained that Portland, OR implemented an AI system that incorporates more of a question and answering solution that will help guide them to the correct resource.
 - Budget for recognition is increasing by \$3,000. The annual awards ceremony held earlier in the year was a huge success.

- Rent will be reduced slightly for the main campus due to the mid-year move over to the new facility.
- Property insurance is also going up due to the rate being based on the reconstructed building, rather than the purchase price.
- The plan is to break out some of the pass-through costs or reimbursable expenses (such as the Nurse Triage System) included in assessments in the hope to bring more awareness and transparency to these systems.

The proposed budget was shared with the committee, including expected revenue, some of which is earmarked for the radio system. Individual agency dispatch assessments were not available for the Finance Meeting, but the plan is to have them available for the Board to review at their meeting on July 18th. Terry explained that there will be some additional actions they will be asking the Board to approve that relates to the budget. The committee thanked both Kurt and Terry for evolving the process to include additional transparency showing the reasons behind the budget. **Ryan Lundquist moved and Jim Lawless seconded to recommend the proposed budget be presented to the Board for approval. The motion was approved with all in favor.**

- B. APF – Radio Fleet Expansion Requests.** Terry recalled that any time a member agency is requesting new or replacement radios, they submit a form. These have been collected from the beginning of the year in order to keep an eye on inventory and the fund balance. The previous process included seeking board approval with each request, and adding them to an order to Motorola, which ultimately takes 6 to 12 months to receive them. They are now wanting to shift to having a certain level of inventory in their warehouse. Terry said they will still bring the requests to the board, per policy, but in an effort to become more efficient, they would bring a biannual request to order additional radios to replenish the cache. Today, staff is requesting the board approve the fleet expansion requests that have been requested, and to provide them from existing inventory. Next month they will ask the board to approve an order to replenish the inventory using RRP contingency funds. Reimbursing the Sheriff's Department for the new helicopter radio has depleted Fund 140. He expects to receive ongoing funds next year from ECSF. They are also following up the two agencies that report lost or stolen radios to ensure they are following policy with filing a police report and filing a claim with their insurance provider.

Answering a question from a committee member, Terry explained the policy criteria limits them to a specific number of radio types using a calculation for the number of radios per Police and Fire units, as well as the number of officers. They don't go any further in their approval investigation other than checking to see if the request meets the policy's criteria.

Following some lengthy discussion on whether any barriers should be built into the policy, such as aligning the policy to furnish radios for front line apparatus, the committee agreed to remove one request in order to complete a more comprehensive review. **Jim Lawless moved to authorize staff to move forward with the fleet expansion requests of the new radio equipment from existing and incoming inventory, as outlined in the summary, with the exception of the Sky Valley request. The motion was seconded by Ryan Lundquist and approved with all in favor.**

- C. Tyler Support Renewal & Planning.** Kurt explained that this was previously discussed at the board level in June. This request is for a three year renewal of Tyler support. This request reflects a flat amount that staff negotiated for. He added that he feels they will need to establish a Board Policy Group, basically board member who will be involved in board policy discussions. The goal is to have this group help in choosing a consultant that will establish a plan, including a needs assessment and help navigate a path forward. The committee was also in favor of exploring what is available in terms of new systems. **Jim Lawless moved to approve renewal of the Tyler three-year Support Amendment in a form substantially as presented pending final legal review. The motion was seconded by Ryan Lundquist and approved with all in favor.**

D. Tower Site Lease Renewals. Terry explained this request is to approve three lease extensions covering Deer Creek, Frailey and Three Lake Tower Sites for one year. Staff is currently renegotiating for long-term leases, but this request is only for one year renewals. The Department of Natural Resources is the land owner for these three sites. Staff recommends moving the request to be placed on the Board Consent Agenda. **Ryan Lundquist moved to authorize the lease extensions with DNR for the Deer Creek, Frailey, and Three Lake Tower Sites, and to move the request to the Consent Agenda. The motion was seconded by Jim Lawless and approved with all in favor.**

4. Good of the Order. None.

5. Adjourn. The meeting was adjourned at 2:44 p.m. The next Finance Meeting is scheduled for August 8, 2024 at 1:30 p.m.

Snohomish County 911
Personnel Committee
Meeting Summary for July 10th, 2024 - 9:00 a.m.

Meeting Attendance:

Committee Members					
Jeff Beazizo (Chair)	X	Don Waller	X	Jonathan Ventura	X
Staff Support Team					
Kurt Mills	X	Terry Peterson	X	Rosie Akopyan	X
Tiffani Brown (note taker)	X				

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

The meeting was called to order by Chief Ventura at 9:03am.

1. **Review Staffing Report.** Terry walked the group through the current staff report noting the dispatch center vacancy count is down to nine. Six new people just started and the next new hire academy starts in September.
2. **2025 Budget – Personnel Decisions.** SNO911 Staff is currently working on the 2025 Operating budget and there are two items that will be taken to both Personnel and Finance committees, with regards to personnel action.

The first item includes the addition of 4 dispatch positions in the 2025 budget, which is consistent with the plan the Board has previously endorsed. The three-year plan is to get the dispatching center total up to 115. The additional four hires in 2025 brings the total dispatcher count to 111.

The second item is two reclassification considerations:

- One of the LERT positions to a Senior LERT position
- One of the Finance Analyst positions to a Finance Manager roll

There is a placeholder increase of 8% for healthcare costs which now covers all SNO911 staff.

As a reminder, the supervisors and dispatchers are in the 2nd year of their 3-year contract, in terms of COLA they will be receiving a 5% increase for supervisors in January and 4% for dispatchers.

The Finance Committee is in support of the SNO911 Staff's recommendation for a 5% COLA for non-represented staff in January.

3. **Round Table.** Kurt mentioned that staff is looking at an AI solution for the non-emergency line.
4. The committee adjourned at 9:32am. The next Personnel Committee Meeting is scheduled for Wednesday, August 14th, 2024 at 9:00 am.