SNOHOMISH COUNTY 911 BOARD OF DIRECTORS

BOARD MEETING AGENDA

August 15, 2024 at 8:30 a.m.

Hybrid Meeting - In Person and Zoom

Physical location: South County Fire HQ - Commissioners Board Room
12425 Meridian Ave South, Everett.

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

Meeting ID: 860 00

46 6014, Passcode: 195881
or dial +1 253 215 8782

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

8. **Good of the Order**

9. **Adjourn -** The next meeting is scheduled for September 19, 2024

SNOHOMISH COUNTY 911
BOARD of DIRECTORS MEETING

July 18th, 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	Riley McGinnis, public	Derek Wilson, SNO911	Sharon Brendle, SNO911
	Alicia Berget, public location	Chris Gass, SNO911	Tiffani Brown, note taker

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:** SNO911 Director Kurt Mills announced that the Board president has asked SNO911 staff to facilitate a deep dive into the complex radio system. Staff envisions this as an in person meeting and will possibly include a radio site visit within the County. The August Board meeting will be held in-person at either the South County Fire HQ or at SNO911's new facility, a notice will be sent out once the location is settled. Director Mills also announced SNO911's Operations System Coordinator Chris Gass' departure with SNO911 and thanked him for his hard work and contributions to the Agency. **i. Exemplary Service Recognition – Derek Wilson** The Committee recognized SNO911's Operations Manager Derek Wilson, the second recipient of this award, noting his efforts with the Regional Resiliency Project, from acting as a resource and liaison for ValleyCom to designing CAD Lite. The group thanked him. **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 June 20, 2024 Regular Board Meeting.*** ***B. June 2024 Blanket Voucher & Payroll Approval Form:*** ***i. Checks 1051-1052, and 18981-19059, 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*** ***The motion was seconded by Assistant Chief Rod Sniffen and approved unanimously.***	**Consent Agenda Approved**
4. Executive Session	**A. None.**	
5. Old Business	**A. Legislative Approvals of ILA Changes (Update).** SNO911 Deputy Director Terry Peterson reminded the group that ILA (Interlocal Agreement) changes require unanimous approval from all legislative bodies and there are still four agencies that SNO911 staff has not received confirmation from. Staff will be reaching out to them individually and this item will go on the August agenda. **B. Drafting of ILA Changes for EMS JTF.** Chief Dave DeMarco was tasked by the Snohomish County Fire Chief's Board of Directors and the Snohomish County EMS Executive Board to bring a recommendation forward to SNO911 Board. The ask is to allow work to begin on an ILA change to the SNO911 service level agreement, asking to allow Snohomish County EMS to contract with SNO911 for services. No action needed at this time, Staff will produce a draft of the amended ILA and bring that to the Board for review. Deputy Director Peterson added that EMS would remain a stand-alone agency potentially contracting with SNO911 entering into an SLA (Service Level Agreement) to loan the staff to the Agency to provide the functions. In order to enter into that SLA to provide the staff, there is an update required for the SNO911 ILA which will need approval by all legislative bodies. If the board approves today, SNO911 staff would work with Legal to bring a red-lined version of the ILA allowing us to enter into an SLA with EMS. Consideration in letting EMS rent space inside of SNO911's new facility was explained. They are an oversight organization with only a handful of employees yet are responsible for managing up to 1200 certified providers within Snohomish County. A similar business model is currently in place in King County and Kirkland. EMS would have its own board of directors comprised of Fire Agencies that will make those decisions. ***Chief DeMarco moved to have SNO911 staff and their legal advisors to start drafting a revised ILA to allow a service level agreement to exist within the Agency. Seconded by Councilmember Julieta Altamirano-Crosby and approved unanimously.***	**Motion Approved**

6. New Business	**A. 2025 Draft Budget.** Director Mills reminded the group that the Budget requires a super majority vote. Deputy Director Peterson noted the biggest budget change is the addition of four dispatch positions for 2025, which is in line with the three-year plan. Another highlight is the reclassification of two positions and the final driver of the budget being healthcare premium increasing over 8%, he reminded the group that all staff is now under the AWC carrier. COLA for supervisors and dispatchers has already been agreed upon and the suggested COLA for non-represented staff is 5%. Repairs and maintenance were also a driving factor in the 2025 budget with an increase of 42%, moving out of the radio project phase and moving into the radio support phase which means a lot of the support agreements that were outside of the operating budget are now being included. The sales tax funding from the county (over the next 15 years) have been included in the ECSF budget and matching revenue, which has already been approved as part of the sales tax revenue coming into the agency. The final piece is the Non-Emergency AI telephone triage system. Finance Director Wade Anderson added that proposed budget has been reviewed by and has the support of the Finance Committee.	
	Chief Beazizo moved to accept the 2025 Budget as presented. Seconded by Rod Sniffen and passed unanimously.	**Motion Approved**
	B. APF – Radio Fleet Expansion Requests. Director Peterson reminded the group about the Board adopted policy stating that any radio fleet expansion requests for new fire trucks, police cars, etc. get processed as they are submitted, SNO911 staff take action on that request. All of the current requests are due to growth at the individual Agencies. As a reminder Tulalip PD is not a member agency however there is a separate agreement in place stating that the tax revenue would purchase radios on behalf of Tulalip because they are contributors. SNO911 inventories are getting low and will bring a request next month a request to replenish the inventory as well as a recommendation to spend some contingency dollars out of RRP funds to get us through 2024. Going forward $150,000.00 will be added each year into this fund beginning in 2025. During review at the Finance Committee there was one request flagged and pulled from the list in order to get more detail. Chief DeMarco added that at the Finance Committee meeting the question was raised asking if the current policy allows enough screening of requests. *The consensus of the committee is that draft changes should be considered by the Board to allow staff to further review radio requests.* Revenue is produced for the agencies that deploy infrastructure to out of county or state events. Another factor is the question of local taxes being put on a product that will be used outside of that jurisdiction.	
	Chief DeMarco 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 above summary. Seconded by Chief Beazizo with Chief Jonathan Ventura and Chief Joel Johnson abstaining.	**Motoin Approved**
	C. APF – Tyler Support Agreement and Planning. Director Mills requested action on a three-year extension of the Tyler agreement pending final legal review.	

	He also asked the board to discuss establishing a Board Policy Group comprised of Board Members/alternates (2-Fire, 2-Law,2-911) to drive the future of SNO911's technology solution. With Tyler strongly urging clients to move to a cloud-based system, staff feels that now is a good time to review all technological options available. The Board requires 30 days' notice before establishing such committee and today represents the notice period. Any volunteers for the committee can reach out to Director Mills directly. For consideration it was noted that there may be a cost associated with the transfer of data from Tyler which would fall on the entity's responsibility. ***Chief Beazizo moved to approve renewal of the Tyler three-year Support Amendment in a form substantially as presented pending final legal review. Seconded by Sheriff Susanna Johnson and passed unanimously.***	**Motion Approved**
7. Reports	**A. Agency Report.** Director Mills spoke to the data gathered on the 4th of July which was included in the packet. **B. New Facility Project Update.** Director Mills shared some pictures of steel reinforcement progress and underground electrical infrastructure. **C. Radio Replacement Project (RRP).** Howard Tucker advised that the team continues to work in the background on infrastructure and are still on schedule for cut over in early 2025. MPLS network testing is complete and functional testing on the new radio system is slated for late August or early September. Coverage testing will begin after that. **D. Police TAC.** The summary was included in the packet. **E. Fire TAC.** The summary was included in the packet.	
8. Committee Reports	**A. Finance Committee.** Covered previously in meeting. **B. Personnel Committee.** Chief Beazizo reported that the group reviewed the staffing report as well as the 2025 Budget, as related to personnel issues **C. Future Facility Committee (no meeting)** **D. EMS Joint Task Force.** Covered previously in meeting. **E. County EESCS Committee (formerly County E911 Office).** The State is going through a strategic planning process which SNO911 will offer to participate in. One key focus is to review the excise tax revenue and to make any adjustments in the next couple of years. **F. County ECSF Program Advisory Board**. The Committee approved the 2-year bi-annual budget request from SNO911 that the Board had approved last month which moves this into the County's budget process.	
9. Good of the Order	Director Mills reminded everyone that the August meeting will be held in person at the South County Fire HQ.	
10. Adjourn	The meeting was adjourned at 9:35 a.m. The next meeting is scheduled for August 15th at 8:30 a.m.	

Action Proposal Form

Date: July 30, 2024

Title: Fleet Expansion Inventory Order

Background / Purpose:

SNO911 Fund 140 was created to purchase and maintain an inventory of radios and accessories to have available to respond to fleet expansion, repair, and lost/damaged/stolen radios on behalf of SNO911 member agencies. The ECSF sales tax fund is scheduled to replenish Fund 140 $300,000 in 2025; followed by $150,000 each year through 2030. The management of the radio fleet is still relatively new to SNO911 and the requests for fleet expansion have exceeded planned expenses in 2024. Examples include a significant request was made by SCSO to fund an additional helicopter radio and SNO911 member agencies have made take home vehicle policy changes that require additional radios.

In order to meet member agency requests in a timely fashion, staff recommends keeping approximately 30 radios of each type in its inventory of radios, accessories, software and installation supplies to respond to agency requests promptly.

MOBILE

Radio Type	Available after 7/18 Board Action	Recommended Order	Each w/Tax	Total	Total w/Order
APX8500	6	24	$7,666.62	$183,998.88	30
APX 6500	0	0	$0.00	$0.00	0
APX 1500	25	0	$0.00	$0.00	25
Consolette	5	0	$0.00	$0.00	5

PORTABLE

Radio Type	Available after 7/18 Board Action	Recommended Order	Each w/Tax	Total	Total w/Order
APX6000 - Corrections	6	0	$0.00	$0.00	6
APX8000 - Police	20	10	$6,044.50	$60,445.00	30
APX8000HXE - Fire	4	26	$8,169.20	$212,399.20	30
Emer Cache	41	0	$0.00	$0.00	41

Software	$15,000.00	$15,000.00
Accessories	$10,000.00	$10,000.00
	Total	**$481,843.08**

Suggested Action/Recommendation:

Authorize staff to order the radios, software and accessories defined in this APF to be funded, as needed, from RRP Contingency.

Fund: RRP Contingency

Action Proposal Form

Date: August 7, 2024

Title: Public Safety Technology Initiative

Background / Purpose:

In July, the Board approved a three-year extension of the current Integrated Public Safety Software suite and directed staff to evaluate options. This process will determine whether SNO911 and its member agencies will continue with the current provider, including the potential transition to cloud-hosted applications, or consider new solutions.

Action 1: Establishment of Board Advisory Committee:

Committee Name: Public Safety Technology Committee (PSTC)

Purpose: This committee will consider and recommend matters related to core public safety software systems including CAD, RMS, Mobile & JMS.

The first objective will be participating in the selection of a consultant with experience in the public safety software industry who can assist with a structured evaluation. Future policy decisions may include whether the agency should maintain its current provider, advantages/disadvantages of on-premise, in-Cloud, hybrid systems, and pros/cons of Integrated Suite vs. Best-of-Breed.

Length of Committee: The committee will be active until reaching a recommendation, no later than July 2027.

Composition: Comprised of Board Members/Alternates & Staff, to include two (2) representatives from Law Enforcement, two (2) from Fire/EMS & two (2) from SNO911.

Meeting Frequency: Committee will typically meet monthly, however may increase the frequency, depending on activities.

The formation of this special committee was announced at the July Board Meeting and the following individuals have expressed interest in participating;

Fire:	Chief DeMarco & Chief Eastman
Police:	Chief DeRousse & Chief Ventura
SNO911:	Director Mills & Deputy Director Peterson

Suggested Action/Recommendation:

Authorize creation of the Public Safety Technology Committee (PSTC) as described in this APF.

If Approved: Open floor for nominations

Action 2: Initial Funding Plan:

Authorize the creation of Public Safety Technology Capital Plan CP-037. Funding is necessary for engagement with a consultant and may be used for other specific activities including committee participation in market research through attendance at conferences or site visits.

Suggested Action/Recommendation:

Authorize the creation of Capital Project “Public Safety Software Initiative” with initial funding of $250,000 from Fund 80 - Capital.

Fund: 80 - Capital

Action Proposal Form

Date: August 7, 2024

Title: Non-Emergency AI Assistant

Background / Purpose:

The Board approved the 2025 budget that included funding for a solution that will help us process non-emergency calls more efficiently using Artificial Intelligence. These types of solutions are becoming more and more prevalent and staff have conducted extensive research and are prepared to start implementation. By doing so we will eliminate hold time for callers that can, at peak times, be extensive and allow staff to be more efficient in processing requests. Although we already have funding for next year, we wish to begin implementation sooner and are seeking $50,000 in Capital funding.

We are requesting the creation of Capital Project CP-038, Non-Emergency AI Solution, with $50,000 of Capital funding.

Suggested Action/Recommendation:

Authorize creation of CP-038 for Non-Emergency AI Solution with Capital funding of $50,000.

Fund: 80 - Capital

Action Proposal Form

Date: August 8, 2024

Title: HVAC Replacement at Gold Hill and Mountlake Terrace sites

Background / Purpose:

Snohomish County 911 operates radio sites throughout Snohomish and adjacent counties. These radio sites are generally standalone buildings with their own Heating, Ventilation and Air Condition systems (HVAC). HVAC is critical to maintain safe operating temperatures of critical radio system infrastructure.

Two radio sites have suffered catastrophic issues that demand repairs that do not make economic sense. Repairs are estimated to cost 60-70% of full system replacements. Partial repairs leave components that have exceeded their useful lifespan. SNO911 staff has budgeted for system replacements, however these two sites were not in this year's work plan.

The Mountlake Terrace radio site has two air conditioner condenser coils that need to be replaced with an estimated time to complete the work at 32 to 40 hours of labor plus parts. Initial estimates for this partial repair are approximately $17,000.

The Gold Hill radio site has two air conditioner compressors that are drawing excessive amounts of electricity. The electronic controls for these two air conditioners are not capable of sequencing the startup of the units. Gold Hill is a generator only radio site and does not have commercial power. The generators on site struggle to handle the high electrical demand when the generators rotate service. The generators are sized appropriately for the expected electrical load, however, the worn compressors are taxing their capability.

Four sites of HVAC replacements are contracted with ACCO Engineered Systems at an approximate cost of $135,000. Capital Fund 85 has $260,000 budgeted for HVAC in 2024

Suggested Action/Recommendation:

Approve Emergency Resolution #2024-001 to authorize staff to work with ACCO Engineered Systems to procure and install two additional sites of HVAC in an amount not to exceed available funding allocated for HVAC in 2024 from Capital Fund 85

Fund: 85 Radio Capital

EXHIBIT B

EMERGENCY PROCUREMENT FORM

SNOHOMISH COUNTY 911
RESOLUTION # 2024-001

A Resolution identifying an emergency, authorize the waiving of the competitive procurement process, and ratifying the purchase

WHEREAS, on August 8, 2024, Snohomish County 911 ("SNO911") discovered an emergency event or situation, described as follows:

Failed air conditioners at the Mountlake Terrace Radio Site and air conditioners at Gold Hill causing electrical issues

For purposes of this Resolution, this event is hereinafter referred to as "the Emergency"; and

WHEREAS, the Emergency presented a real, immediate threat to the *[proper performance of the essential functions of SNO911]* and/or *[would likely have resulted in material loss or damage to property if immediate action was not taken]* because of the following described threat:

Cooling of radio sites is essential to protect the electronic equipment that provides voice radio communications to first responders. Each site houses over one million dollars worth of equipment

; and

WHEREAS, as a result of the Emergency, SNO911 staff purchased air conditioning equipment in an amount of N.T.E. $120,000 utilizing the Emergency Exemption as described in SNO911's Procurement Policy and Procedure; and

WHEREAS, SNO911's Procurement Policy and Procedure requires the Board of Directors of Snohomish County 911 ("Board") to, by resolution, identify the basis for the Emergency and authorize the waiving of the usage of the small works roster or formal sealed bidding process for public works projects under $350,000.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF SNOHOMISH COUNTY 911, as follows:

1. The Board identifies that the above-described Emergency constituted an unforeseen circumstance beyond the control of SNO911 and presented a real, immediate threat to the proper performance of essential functions of SNO911.

2. The Board identifies that the above-described Emergency constituted an unforeseen circumstance beyond the control of SNO911 and would likely have resulted in material loss or damage to property if immediate action was not taken.

3. The Board authorizes the waiving of the competitive procurement process required by the SNO911 Procurement Policy and Procedure and ratifies the above-described purchase.

Adopted by the Snohomish County 911 Board of Directors on _______________________.

Attest: This _____day of ______________,______

____
President

____
Secretary

Board Packet Memorandum

Date: August 12, 2024

To: Snohomish County 911 Board Members

From: Leadership Team

General

Mission-critical systems had two issues on July 19th not related to the CrowdStrike outage.[1]

On July 19th there was a major global impact to business systems using Microsoft Windows that used a product from CrowdStrike. This included some 911 outages in other states. CrowdStrike is one of the biggest cybersecurity tech companies that provides endpoint security, threat intelligence and cyberattack response services. The widespread outage has been linked to the company's software called Falcon, that is installed to look for threats and helps lock them down.

CrowdStrike is not a vendor that SNO911 uses, and as a result, the primary systems and backup systems were not directly impacted from the widespread outage. However, a few of our vendors did see issues and where able to recover and restore service with a brief disruption. SNO911 also had two issues that occurred that were not related to the CrowdStrike outage:

New World SQL Outage

On July 19th at approximately 0907, the security agent crashed on one of the production SQL servers causing a CAD outage. The dispatch floor did start using the backup CAD system (CADLite) until the issue was resolved. SNO911 IT staff started working on the issue and identified the server that was having the issue. SNO911 IT staff started the process of manually failing the server over to another server. Due to the issue, auto failover did not occur. Once the failover was completed, SNO911 staff tested the system to ensure the issue was resolved and then went back to a normal operation status. A support case was sent to the security vendor to investigate the outage and the root cause was identified as a low memory state on the machine due to security agent memory dump. The vendor supplies SNO911 with a modification that would prevent this issue from occurring again.

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

CAD Recommendations Outage

On July 19th at approximately 1438, there was an issue that caused the CAD Recommendations to stop working. SNO911 IT team immediately started working on the issue and tried restarting the Recommendation Peripheral Services that did not resolve this issue. The dispatch floor started to use the backup CAD system (CADLite) recommendations just until the issue was resolved. Tyler Support was engaged with this incident and a decision was made to restart the Dispatch services that would cause a temporary CAD outage. At 1915 the Dispatch services was restarted and the issued was confirmed to be resolved. The root cause of the issue was identified as a bad data entry for a unit that was saved in the cache memory but not saved in the database. Restarting the Dispatch services cleared the cache memory erasing the bad entry. This issue should not have been able to occur and Tyler is aware of the issue.

New World Update

The scheduled September 17th upgrade was cancelled due to priority issues (P0 - Show Stopper Issues) that still remain unresolved. SNO911 IT staff is working with Tyler Developers to resolve all the open P0 issues. Tyler delivered the latest patch to address 2 P0s on Aug 2nd and SNO911 IT staff tested and confirmed the patch did resolve those P0s. Currently, there are still 3 P0s remaining and the SNO911 IT team continues to be fully engaged with Tyler to ensure the issues are all addressed and fully resolved. The next planned upgrade date is set for November 4th.

As mentioned in June's report, the SNO911 IT staff started the Server Migration Project back in May, this will upgrade the Microsoft server version to 2022 and incorporate all new hardware for the New World environment. Work continues to progress and IT staff is currently working on setting up and moving interfaces to the new servers. No issues have been reported during the migration.

VIPER Update

SNO911 IT Staff will start working with Intrado resources to upgrade the VIPER phone system (911 Call Handling System) to a latest service pack release. The service pack will resolve several system issues and give access to new features. The upgrade is currently scheduled for the week of September 9th.

Future Facility Planning and Updates

SNO911 Tech Management Team has had many internal discussions about moving systems (IT and radio related) over to the new facility. Each week in the Tech Managers meeting, the big focus is on making sure the construction schedule aligns with the cut-over schedule and discuss any outstanding items related to the SNO911 system moves and installs. All the IT system equipment that was ordered for the new facility is currently being configured and prepared for the new facility move.

SNO911 Tech IT staff has finalized the fiber design layout for the new facility. Tech staff have been working with Astound to get the primary and redundant fiber scheduled and installed to the new facility. Also, the SNO911 IT and Radio teams have teamed up to work with Astound to add a backup fiber connection at one of the radio tower sites for the new radio system consoles that will be at the new facility and New Master Core once it is moved and installed at the new facility.

The Tech management team continues tracking the construction schedule to ensure the target dates line up with the current project work to get the new facility online. Adjustments will be made as changes to the construction schedule occur.

Project Updates

The Progressive Design approach is really paying dividends because we are making decisions systematically with more insight and details than would have otherwise been possible.

- A recent add to the design are that in addition to dispatch lockers on the 3rd floor, we will have cubbies for keyboards and small items on the dispatch floor.

- Construction market is still good, but sounds like a couple small firms (not on our project) have gone under. Still getting multiple bids for our work, competition drives down costs, which frees up $ for other needs.

- We had a fence hopper last week, and the security cameras saw him. He hoped out over the fence and someone matching his description was stopped by EPD shortly after. No damage or theft.

- Lydig reports no time loss injuries.

- Xybix Golden Console has been ordered, it will be setup at north campus. This is a chance for tech to make sure all eqp fits, and ops (dispatch) to make sure it's what is expected and configured properly. Once confirmed, rest of order is placed.

- Permits finally received, this took longer than anticipated and was starting to impact ability to get work done.

- Crews are working hard to get all the steel up before the weather turns. Some mild delays in steel delivery, still on track but need to get things covered as quickly as possible.

- Framing on building B underway and hanging sheetrock.

- Generator delivery pushed by a couple days, late Feb. Still ok.

- New roof on Building B is in scope, but NOT for Building A. We are going to try and use some contingency funds to roof both. The roof on A is ok, but it's easier to do it now than once we're occupied.

- Surprised to learn Building A elevator needs a new motor & brains. Getting a quote for this work. It won't delay the project (main elevator is being installed). If we have contingency we'll repair. May need to wait till post move-in. More to come as details come in.

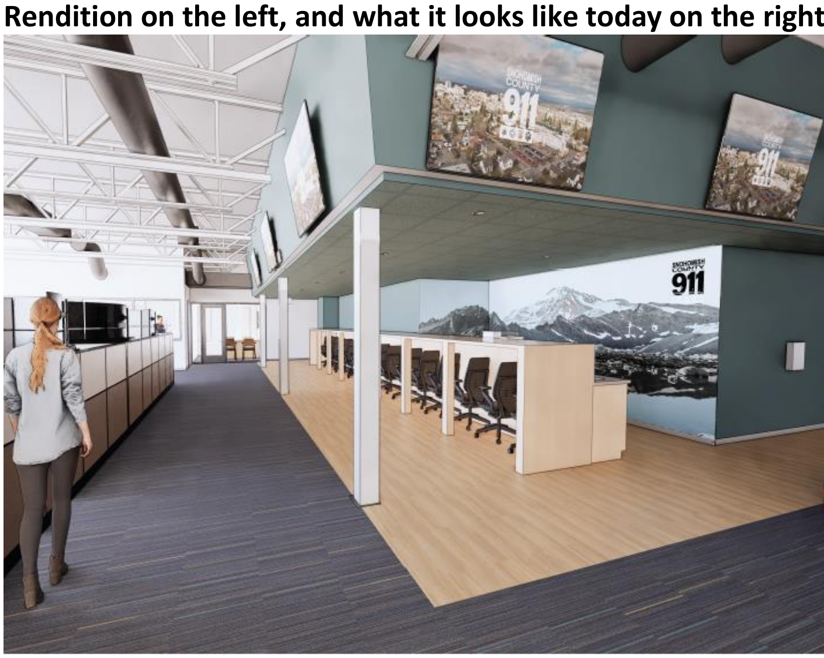
- Originally tried to get a SNOCAT shelter for the parking lot, but initial cost came in too high $500k forcing us to tabled it. Evaluating a scaled down version. There may be a pre-fab we can use. What's also interesting is that because of the building size, code requires more parking spaces that we truly need. This impacts the size and potential location of the SNOCAT garage. More to come if we can swing it.

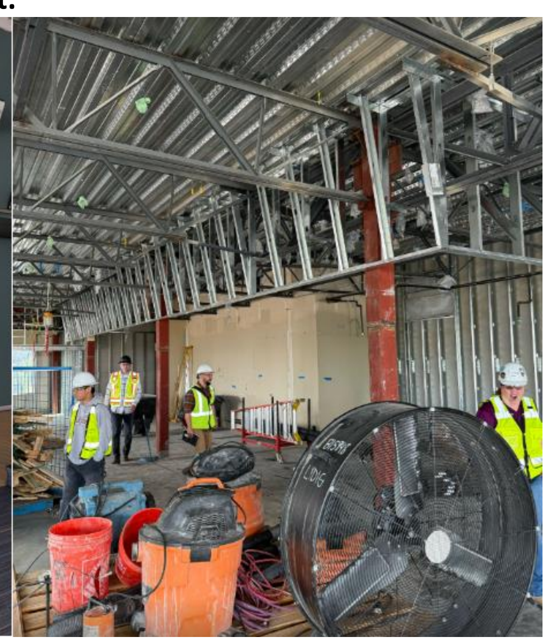
- They are starting work on the 3rd floor connector, which is the only floor that currently is not connected between buildings.

There is still a lot things that can impact the timeline, so while we have a target of April 10th, 2025 to move it, it's just too soon to have 100% certainty. In addition to the construction work, we are dependent on a number of other things, from PUD, to fiber & microwave, and a lot of other items in addition to construction. It's good to have a date, but we all need to appreciate there are a lot of things that could impact our timeline.

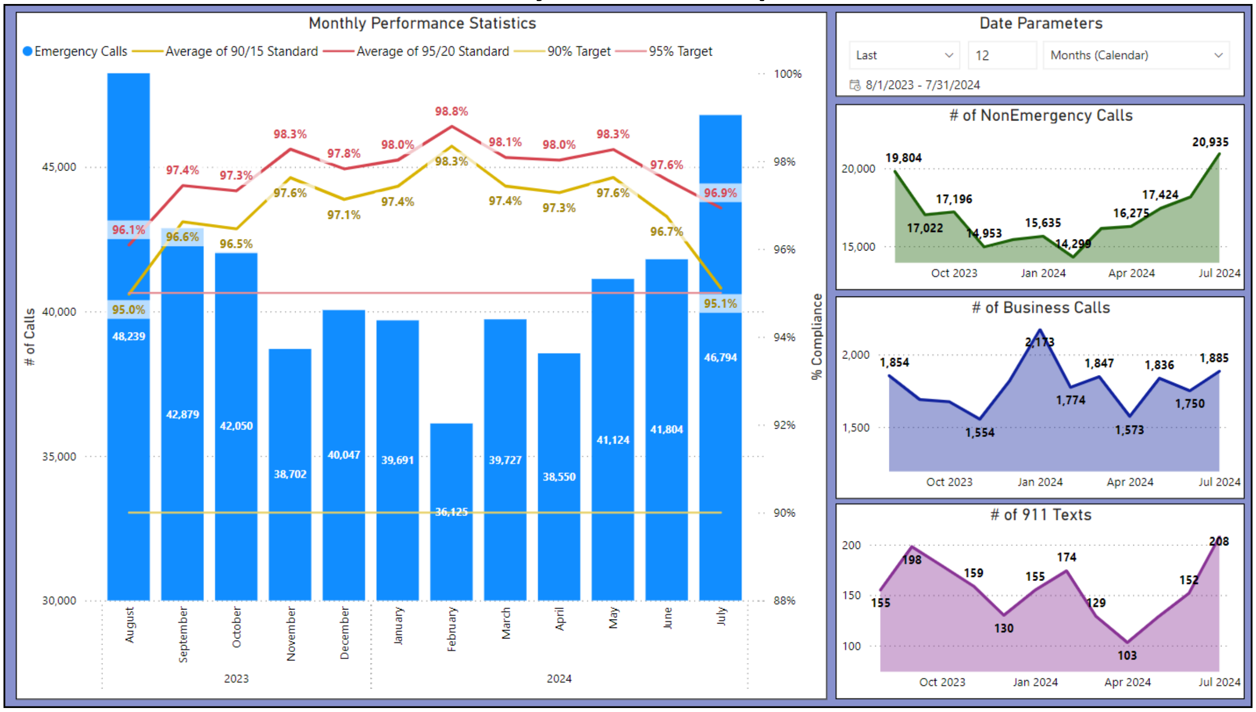
Employee Entrance Taking Shape

Rendition on the left, and what it looks like today on the right.





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	10						53	53
Incorrect Use	Follow-Up	8	6	7	4	10	12	2						49	272
	Area Checks	0	12	6	8	2	6	8						42	
	Info	1	1	0	0	0	1	2						5	
	Noise	7	8	2	3	2	6	5						33	
	Traffic	2	0	5	3	2	2	4						18	
	Other Complaints	20	16	20	14	9	29	17						125	
Misuse	Accidental	5	5	3	12	23	3	5						56	404
	Behavioral Health	60	71	42	18	22	18	91						322	
	Prank	0	1	1	5	2	11	6						26	
Other	Test	3	3	1	0	3	7	2						19	320
	Abandoned	11	10	8	5	16	9	8						67	
	Non-English	1	0	0	2	0	2	1						6	
	Outgoing	0	0	0	0	1	0	0						1	
	Subsequent	16	23	14	11	11	19	23						117	
	Transfer	3	8	3	3	1	1	4						23	
	Voice Call	9	7	11	9	18	13	20						87	
Month Total		155	174	129	103	128	152	208	0	0	0	0	0	1,049	1,049

Abandoned: Non-Responsive
Accidental: Device or person accidentally texted 9-1-1
Area Check: Check of area for person, vehicle, etc.
Behavioral Health: Calls that result in BHC by LE/EMS
Follow-up: Where is officer?, Subject is no longer here
Info: What is the phone number for animal control?
Noise: Music, People, Fireworks, Alarm w/o Emergency, etc.
Non-English: Texter uses language other than English

Other: Any other request or complaint, Media from Intrado
Outgoing: Text calls initiated by SNO911
Prank: Calls that do not attempt to give any valid/useful information
Subsequent: Additional inbound text after call released by call taker
Test: PSAP testing, Training TXT29-1-1, Vendor test
Traffic: Speeders, DUIs, Parking, etc.
Transfer: Text calls that result in a Transfer to another PSAP or Entity
Voice Call: Dispatchers called the texter/texter placed voice call

True: Texter is Deaf, Texter is fearful that a voice call will put them in danger, Call results in tranport to jail/hospital

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	880	64.61%
3 - Satisfied	412	30.25%
2 - Neither Satisfied nor Dissatisfied	51	3.74%
1 - Somewhat Dissatisfied	13	0.95%
0 - Very Dissatisfied	6	0.44%
Total	**1,362**	**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	1,945	95.06%
Somewhat	76	3.71%
No	25	1.22%
Total	**2,046**	**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	07-Jul	Total
Everett Fire Department	2,303	1,960	1,889	1,969	2,139	2,121	2,262	**14,643**
Marysville Fire District	1,220	1,049	1,105	1,101	1,161	1,130	1,243	**8,009**
Mukilteo Fire	235	162	206	157	168	180	192	**1,300**
North County Regional Fire Authority	755	634	725	669	722	741	829	**5,075**
Sky Valley Fire	63	58	67	57	99	68	119	**531**
Snohomish County Airport Fire Department	34	23	29	18	29	19	30	**182**
Snohomish County Fire District #15	129	95	104	137	123	120	130	**838**
Snohomish County Fire District #16	23	10	24	11	29	11	25	**133**
Snohomish County Fire District #17	153	161	154	139	154	179	210	**1,150**
Snohomish County Fire District #19	35	33	47	30	30	20	44	**239**
Snohomish County Fire District #21	74	75	65	56	74	62	110	**516**
Snohomish County Fire District #22	39	42	51	35	32	23	39	**261**
Snohomish County Fire District #24	48	44	51	33	41	52	49	**318**
Snohomish County Fire District #25	3	7	3	5	7	12	17	**54**
Snohomish County Fire District #27	1	3	1	1	1	3	3	**13**
Snohomish County Fire District #4	289	218	306	304	285	313	310	**2,025**
Snohomish County Fire District #5	119	86	97	91	81	109	128	**711**
Snohomish Regional Fire and Rescue	1,112	933	911	911	970	1,032	1,222	**7,091**
South Snohomish County Fire and Rescue	3,461	2,685	2,838	2,900	3,086	3,001	3,304	**21,275**
Total	**10,096**	**8,278**	**8,673**	**8,624**	**9,231**	**9,196**	**10,266**	**64,364**

Police Calls - All

IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	Total
Arlington Police Department	2,034	1,944	2,252	2,312	2,457	2,415	2,652	16,066
Brier Police Department	630	631	981	860	883	743	576	5,304
Darrington Police Department	84	113	108	122	114	100	104	745
Edmonds Police Department	1,830	1,925	1,898	1,889	2,036	2,225	2,600	14,403
Everett Police Department	10,817	10,250	10,945	10,580	11,026	11,024	11,862	76,504
Gold Bar Police Department	217	202	239	260	233	226	272	1,649
Granite Falls Police Department	399	382	302	351	286	319	345	2,384
Index Police Department	46	52	52	47	51	52	52	352
Lake Stevens Police Department	1,743	1,634	1,749	1,929	1,879	1,931	1,976	12,841
Lynnwood Police Department	3,293	3,224	3,426	3,439	3,509	3,273	3,562	23,726
Marysville Police Department	5,392	4,983	5,472	5,306	6,143	5,757	6,329	39,382
Mill Creek Police Department	1,598	1,468	1,630	1,583	1,573	1,484	1,265	10,601
Monroe Police Department	1,665	1,566	1,447	1,712	1,930	1,801	2,052	12,173
Mountlake Terrace Police Department	1,590	1,481	1,553	1,556	1,699	1,553	1,669	11,101
Mukilteo Police Department	1,954	1,938	2,018	2,038	1,925	1,788	2,001	13,662
Snohomish County Sheriff's Office	11,995	11,373	12,575	12,802	13,930	13,732	15,163	91,570
Snohomish Police Department	783	704	887	800	1,086	880	1,054	6,194
Stanwood Police Department	688	579	680	807	701	759	745	4,959
Stillaguamish Tribal Police	2,064	1,931	1,697	1,897	1,673	1,985	2,185	13,432
Sultan Police Department	505	585	525	492	518	470	530	3,625
Woodway Police Department	54	47	70	61	60	66	57	415
Total	49,381	47,012	50,506	50,843	53,712	52,583	57,051	361,088

SNOHOMISH COUNTY 911
Fire Technical Advisory / Operations Committee

July 17th, 2024

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 Hodkinson	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		
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	Kurt Mills	Brent Meyer	Brittney Martins	Scott Dorsey
	Terry Peterson	Hattie Schweitzer	Jeremy Waldner	Miss Schoop – SRFR Admin.
	Marlin Herolaga	Derek Wilson	Howard Tucker	
	Andie Burton	Chris Gass	Brian Ackles	

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

Vice-Chairman John Chalfant called the meeting to order at 1:30pm.

1. **ANNOUNCEMENTS.** Andie announced Chris Gass' departure with SNO911 at the end of the month and thanked him for all his hard work, this sentiment was echoed by the group.

2. **APPROVAL OF MINUTES.** Chief Hodkinson moved to approve the June 19th, 2024 Fire TAC/Ops meeting minutes as written. Seconded by Chief Lundquist. Unanimously approved.

3. **COMMITTEE UPDATES.**

   A. **PTCC / NWS.** *Brent Meyer* - Focus is still on the server migration and upgrade to version 24.1. July 15th is the "go" date for The September upgrade, there are six priority zero (show stoppers) issues to resolve so that date is a no-go. The next upgrade is schedule for Monday, November 4th and staff will know by early October if that update will take place. End user testing was completed last month and no critical issues were discovered.

   B. **Technical Update.** *Marlin Herolaga* **–** announced that the SNO911 agency portal is live and accessible through the main SNO911 webpage. There you can find a wide range of information from radio procedures, policies, training videos, data reports & dashboards, etc. He encouraged everyone to review the site and pass along the information to line staff for visibility. Jeremy added that if there is a Fire training topic they would like to see, suggestions are welcome in order to supply training that suits their Agency. Kurt applauded the team for putting this resource together.

C. **Radio Replacement Committee.** *Howard Tucker* – CATP (Coverage Acceptance Test Plan) the process to validate that SNO911 is getting what was paid for, fine tuned and process development, agreed upon the grid squares within the service areas and coverage percentages based on antenna heights mobile service area % is 95% with the mobile area at 96%. A difference of .09% from the original plan due to antenna height changes. Areas outside the main region are being looked into including all of Camano Island, Mountain loop highway, Glena Index Road and all the way to the top of Stevens pass. Financially the only change is Motorola will be providing the vehicles and drivers to conduct the surveys, totaling approximately $11,000.00 which will come out of a credit on file. November is the start date for the project with cutover happening at the beginning of 2025 this milestone needs to be completed first.

D. **Radio Procedures Committee.** No meeting

E. **Fire User Group.** Chief Titland thanked everyone on the fire side (SRFR, SCFS #4 and Everett Fire) who were able to test last week for End-to-End testing. The team was able to identify 4 reproducible issues that will be reported to the vendor, with many more that are still attempting to reproduce on other clients. PTCC has decided to delay the upgrade until at least November due to the identified issues.

FUG is requesting more participation, specifically with testing. Only 3 fire departments were able to assist with testing in June. Please identify your department representative and ensure they are participating with the group and with scheduled testing.

F. **Fire Standards/Data.** Brittney reported that the nurse navigation dashboard is live and ready to be shared. Email Brittney or Terry for site access credentials. Through the Agency Portal which is accessible from the SNO911 main website, there is a 4th of July dashboard up now to review county wide data or a snapshot of individual jurisdictions.

G. **County Fire Resource Plan Committee.** Derek

H. **SNO911 DRC/DSC.** The committee continues to focus on Nurse Navigation as well as reviewing the 7 dispatchable EMS call types.

4. **SNO911 UPDATE.** Kurt announced the addition of electrical being brought into the new facility taking it from 2000-amp service to 4500-amp. One critical path is the arrival of the generator which has been ordered and as of today, is on schedule for delivery. The group is also focusing on the actual physical transition of employees to the new facility and how/what that will look like. Howard was able to borrow a few radio consoles and licenses from King County which will be used during the transition.

5. **SNOHOMISH COUNTY EMS** – *Scott Dorsey* spoke about the decision to move forward_________, state protocols are complete, paramedic integration program will be complete soon and will be rolled out immediately. MOU pilot is currently active in North County, South County and Everett, working closely with the health department.

6. **OLD BUSINESS.** None.

7. **NEW BUSINESS.**

A. Rescue Swimmer paging Group – Chris Gass gave a brief overview of the Unit that makes up this group which is on the water rescue response plan, and anytime there is a water rescue needed that paging group will receive a text, getting rescue swimmers. Currently the list of 62 phone numbers is out of date and Chief Titland offered to validate and correct that county wide contact list.

B. New Fire Status for Mobilizations – Derek reiterated a question that was brough up on how to handle these situations. The ask is if there is a way to see who is responding to what incident. The thought is a new status may help identify that information and the group discussed the pros & cons. **<u>Chief Titland moved to begin work on creating the new status code, seconded by Chief Hodkinson and approved unanimously.</u>**

8. GOOD OF THE ORDER.

Chief Calvert wanted to get the topic of Navy Base Type Codes on the radar. As responses are being built for the Navy base and drills are being performed, the realization that there is no good type code for building the dispatches. Is was decided to utilize the preexisting fire/ferry boat talk group for the Navy Base until a new one can be implemented. Chief Calvert will provide a report of what is needed to SNO911 staff as a starting point.

The August meeting has been canceled.

9. ADJOURN. The Fire TAC / Operations Committee adjourned at 2:08pm.

The next Fire Technical Advisory/Operations Committee meeting is scheduled for September 18th, at 1:30 p.m. via Zoom, or in-person at SCF HQ in the Harvey Room (The August meeting was canceled).

Snohomish County 911
Finance Committee
Meeting Summary for August 8, 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	✓	Derek Wilson	✓	Sharon Brendle	✓
Terry Peterson		Howard Tucker	✓	Tiffani Brown	✓
Wade Anderson	✓	Steve Lawlor			

Decisions are <u>underlined</u>; follow up matters are in *italic*.

1. **Call to Order, Introductions, and Announcements.** The meeting was called to order at 1:30 p.m. by Chair Dave DeMarco. There were no announcements.

2. **Reports.**

   A. **Blanket Voucher Report for July 2024.** There were no questions.
   <u>Ryan Lundquist moved and Ken Klein seconded to recommend the Board approve the Blanket Voucher Report for July 2024. The motion passed with all in favor.</u>

   B. **Fund Balance Report for July.** Informational only; there were no questions. Kurt brought up the balance of the Capital Plan, Fund 80, which is currently over $7 million. He will discuss a matter later in the meeting that concerns that fund.

3. **Old Business.**

   A. **APF – Radio Fleet Expansion Inventory Order**. Kurt explained that his request follows on the action the Board took in July. The proposal seeks approval to order a number of different radios, software, and accessories to replenish inventory and cover the needs of the user agencies . **<u>Ryan Lundquist moved to recommend the Board authorize staff to order the radios, software and accessories defined in the APF to be funded, as needed, from RRP Contingency. The motion was seconded by Ken Klein and passed with all in favor.</u>**

4. **New Business.**

   A. **Public Safety Technology Initiative.** Kurt explained that staff received instructions from the board to begin looking into bringing a consultant on board to evaluate options over the next three years on whether to continue with the current provider or consider a change. The plan is first to establish a new Board Advisory Committee made up of two Police Chiefs, two Fire Chiefs and two representatives from SNO911. Kurt has received interest from some of the agencies, with additional nominees which could be considered at the August meeting. Staff is suggesting the committee be limited to operational folks for the time being, but they have no issue with opening up the committee to elected officials. The next part of the proposal covers the creation of a new Capital Plan CP-037 to provide some initial funding in the amount of $250K to cover hiring a consultant, along with attending some conferences and site visits. He added that once the committee is formed, they will be able to review and share feedback on the draft RFP (Request for Proposal) currently in the works. **<u>Ken Klein moved to recommend the Board authorize creation of Capital Project "Public Safety Software Initiative" with initial funding of $250,000 from Fund 80-Capital. The motion was seconded by Ryan Lundquist and passed with all in favor.</u>**

B. **Non-Emergency AI Assistant.** Kurt recalled the announcement he had made last month about implementing an AI solution to help with the non-emergency call volume. Staff has been doing an extensive amount of research lately, and they would like to get started on that solution before next year. They are asking for some funding from the Capital Fund in the amount of $50K, which should be enough to get on board within the remaining months of this year. Once it's up and running, they would fund the project out of the regular operating budget in the future. Those attending a recent conference learned that more and more centers are utilizing that type of AI technology throughout the country. They have located a local company (Aurelian) that looks like they would be able to handle about 70 - 90% of the non-emergency calls they receive, which would greatly alleviate dispatcher time. He explained that during peak times, callers to the non-emergency line could be sitting on hold for up to 15 minutes or more. Operations Manager Derek Wilson has been spearheading the initiative for this new technology. Kurt was asked a question about concerns received from the union, and he reported that they are very much in favor of this proposal**. Ryan Lundquist moved to recommend the Board authorize creation of CP-038 for Non-Emergency AI Solution, with Capital funding of $50,000. The motion was seconded by Ken Klein and passed by all in favor.**

C. **New Item – Declaration of Emergency.** Kurt explained that staff is in the process of replacing AC units at some of the sites, and have been notified that a couple more AC units have failed at other sites. They wish to declare this failure as an emergency so that they can continue working with the planned vendor which won the bid for the initial planned repairs. Howard added that they had budgeted the AC replacements at approximately $260,000, but the vendor who was awarded the bid from the competitive process agreed to do the work at four planned sites for around $135,000. They have since learned of AC failure at two other sites. Do to the underspend of the four site repairs, they still have funds available to replace a unit that was leaking refrigerant at Mountlake Terrace, along with dealing with electrical issues at Gold Hill with an older unit drawing a lot of current and causing problems with the generator and surge protectors. Both sites contain over a $1 million in equipment, so it's imperative that the air conditioning works. **The committee agreed with this proposal and supported asking the Board for authorization to move forward with the emergency declaration.**

5. **Good of the Order.** None.

6. **Adjourn.** The meeting was adjourned at 1:49 p.m. The next Finance Meeting is scheduled for September 12, 2024 at 1:30 p.m.