



SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
BOARD MEETING AGENDA
November 21, 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
 - C. **Public Comment Policy:** Public Comments limited to 3 minutes on discussion items related to agency business.
2. **Public Comments**
3. **Approval of Agenda**
4. **Consent Agenda**
 - A. Minutes from the October 17, 2024 Regular Board Meeting3
 - B. October 2024 Blanket Voucher & Payroll Approval Form:
 - i. Checks 1065 – 1069; and 19426 - 19545, for a total of \$5,795,776.43
 - ii. Payroll Direct Deposit, in the amount of \$1,399,855.41
5. **Executive Session** (if needed)
6. **Old Business**
 - A. Snohomish County EMS
 - i. Director Contract Extension7
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7. **New Business**
 - A. APF – RRP/Motorola Change Order 1713
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 - C. Radio Replacement Project (RRP)

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C. Future Facility Committee (No meeting)	
D. EMS Joint Task Force	
E. Public Safety Technology Committee	51
F. County EESCS Committee (formerly County E911 Office)	
G. County ECSF Program Advisory Board	
10. Good of the Order	
11. Adjourn - The next meeting is scheduled for December 19, 2024	

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

Hybrid Meeting - South County Fire October 17, 2024

Board Members & Management in Attendance	☒ Jon Nehring-President (Z)	Marysville	☒ Julieta Altamirano-Crosby	Lynnwood
	☒ Dave DeMarco (Z)	Everett Fire	☒ Jonathan Ventura (Z)	Arlington Police
	☒ Ryan Lundquist (Z)	SRFR	☐ Dale Kaemingk	Brier
	☒ Michael Fearnough	South County Fire	☒ Kurt Mills	SNO911
	☒ Don Waller (Z)	Marysville Fire	☐ Terry Peterson	SNO911
	☐ Joel Johnson	Fire District 24	☒ Andie Burton (Z)	SNO911
	☒ Susanna Johnson (Z)	SCSO Sheriff	☐ Marlin Herolaga	SNO911
	☒ Ken Klein	Snohomish County	☒ Rosie Akopyan	SNO911
	☒ John DeRousse (Z)	Everett Police	☒ Wade Anderson	SNO911
	☒ Judy Tuohy (Z)	Everett	☒ Howard Tucker (Z)	SNO911
	☒ Rod Sniffen	Edmonds Police	☐ Steve Lawlor	SNO911
	☒ Jeff Beazizo	Lake Stevens Police	☒ Jordan Stephens (Z)	Legal Counsel
Alternate Board Members in Attendance	☒ Bob Eastman	South County Fire	☐ Don Schwab	Everett
	☒ Roy Waugh (Z)	SRFR	☒ Jim Lawless (Z)	Marysville Police
	☐ Paul Gagnon	Everett Fire	☒ Jenna Nand	Edmonds
	☒ Ned Vander Pol (Z)	Marysville Fire	☐ Brett Gailey	Lake Stevens
	☐ Glen Albright	Mukilteo Fire	☒ Cole Langdon (Z)	Lynnwood Police
	☒ Jason Biermann (Z)	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 (Z)	Tiffani Brown, SNO911		
	Tom Jordal, Mukilteo (Z)	Sharon Brendle, SNO911		

AGENDA ITEMS	REPORTS & COMMENTS	ACTION OR FOLLOW-UP
1. Call to Order, Roll Call and Announcements	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: Director Kurt Mills announced that Dispatcher Bryan Blackman is recognized on his twenty year service with the agency. Mr. Blackman was unable to attend today's meeting.	
2. Public Comment	None	
3. 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 Snohomish County Executive Director Ken Klein and approved unanimously.	Agenda Approved
4. Consent Agenda	Chief Beazizo moved to approve the Consent Agenda, including: A. Minutes from the September 19, 2024 Regular Board Meeting. B. September 2024 Blanket Voucher & Payroll Approval Form: i. Checks 1062-1064, 2003, and 19322-19425, for a total of \$7,920,018.52 ii. Payroll Direct Deposit, in the amount of \$1,394,227.94. C. Acceptance of Gift for Recognition Ceremony received from Supervisors' Union Rep. Dustin and Susan Frederick.	Consent Agenda Approved

	<i>The motion was seconded by Councilmember Julieta Altimirano-Crosby and approved unanimously.</i>	
5. Executive Session	None.	
6. New Business	A. APF – New Credit Card Policy. Finance Director Wade Anderson explained that with the 2022 State Audit, the auditor proposed that the agency formally adopt a new credit card policy. Previously, the agency used a credit card agreement that staff would sign. The action was reviewed and supported by the Finance Committee. <i>Chief Beazizo moved to approve the SNO911 Credit Card Policy, as drafted. The motion was seconded by Councilmember Altimirano-Crosby and approved unanimously.</i> B. APF – New Fuel Policy. Finance Director Anderson explained that this is the 2nd recommendation they received from the State Auditor. This policy is to help staff understand the permissive uses of the fuel cards, primarily used by the Radio Group. The action was also reviewed and supported by the Finance Committee. <i>Chief Beazizo moved to approve the SNO911 Fuel Card Policy, as drafted. The motion was seconded by County Executive Director, Ken Klein, and approved unanimously.</i> C. APF – Phase 2 of Radio Integration Future Facility Project. Director Mills spoke first about the action proposed. He explained that the board had previously approved Phase One out of the Four Phase Integration Plan, but the agency wasn't able to present the entire plan at once because they did not have all the pricing available. Radio Project Manager Howard Tucker added that with the new policy, they needed to re-configure a lot of the work that had been done for prepping the existing North Campus location for consoles, radios and power systems. These include DC power systems, which provide very stable power for connectivity, back-up radio installation, in case of system failures, which will require new antennas. They are also upgrading server room racks to cabinets that are seismic rated and provide more security, along with all the cables that will need to be installed. <i>Chief Beazizo moved to approve the funding and authorize the execution of any contracts needed to complete the work as outlined in Phase 2 of this APF, with a not-to-exceed amount of \$299,500, including sales tax and approximately 10% contingency. The motion was seconded by Councilmember Altimirano-Crosby and approved unanimously.</i> D. APF – Radio Policy Updates to Radio 09 and Radio 12. Director Mills provided some background on these Radio Policies and explained that as they proceed with implementing the new radio system, the agencies that have worked with SNO911 in developing policies have suggested some changes related to defining a process for fleet expansion requests and to clarify the intent of using I/O talkgroups for non-public safety partners on the radio system. Both of the policy changes have been reviewed and recommended for adoption by both Police and Fire TAC. The director and radio	Motion Approved Motion Approved Motion Approved

	manager also answered a few questions regarding encryption and how the system is being monitored. <i>Chief Beazizo moved to approve the Policy updates to Radio 09 and Radio 12, as presented. The motion was seconded by Councilmember Altimirano-Crosby and approved unanimously.</i>	Motion Approved.
7. Reports	A. Agency Report. Director Mills reported they will be performing a tech upgrade on November 4th. Dispatch will be moving over to CAD-Lite during this time. He hopes the downtime will be minimal. Director of Operations, Andie Burton, gave an update on the plan that utilizes AI on non-emergency calls. Initial testing is scheduled for the last week of this month, with implementation planned during the month of November. Social media updates are planned to get the word out to the public. B. New Facility Project Update. Director Mills shared an update and photos on the meeting packet. Construction is still going well and the crew is making very good progress. He added that funds are being freed up as different aspects of the project are being completed. This allows them to apply released funds to other contingencies and betterments within the facility. He described a few instances where this is already being applied with regard to the elevator and roof in Building A, as well as some sprinkler piping that needs replacing in Building B. C. Radio Replacement Project (RRP). The director reported that it appears the cutover to the new radio system will likely take place later in the first quarter. He went on to say that after the cutover, the agency will be working on moving the dispatch center to the new building. Radio Manager Howard Tucker added that with the cutover and conclusion of the project, the team will also be moving into multiple levels of communication and information sharing, including project lessons learned, financial performance, changes with encryption and coverage. He anticipates having a firm cutover date to report by late November or early December. D. Police TAC. No Meeting. E. Fire TAC. Director Burton reported they met on Wednesday, and operational items were discussed.	
8. Committee Reports	A. Finance Committee. Chief DeMarco reported that everything they discussed had been covered in today's meeting. B. Personnel Committee. (no meeting) C. Future Facility Committee (no meeting) D. EMS Joint Task Force. Chief DeMarco reported that the work of the Joint Task Force (JTF) has produced a set of recommendations that has gone to the County Fire Chiefs, who voted unanimously to move forward with the recommendation to stand up a new EMS governance agency within the county, funded by a fee based on assessed valuation, as well as to begin negotiations with SNO911 for a Service Level Agreement (SLA) to provide some administrative services and workspace in the new building. The JTF will then take the draft SLA (once approved by the SNO911 Board) to the County Fire Chiefs, then those chiefs will begin presenting the concept to their legislative bodies. He added that they had hoped to have everything in place by January 2025, but have since determined that it will most likely be	

	delayed until second quarter. The current SCEMS office will continue as is until they have received all the necessary approval from their user agencies. Staff will strive to have the draft SLA ready in Nov. E. Public Safety Tech Committee (PSTC) Director Mills reported that the committee is actively scoring RFP responses. He added they received seven responses from potential consultants, which included some viable candidates. He appreciates the time commitment from the committee members and anticipates having the scoring completed early next week. He also reported that a contingent of the group is attending the IACP (International Association of Chiefs of Police) in Boston over the weekend. They will be meeting with five of the “Tier One” technology providers to begin to build their technical understanding and capabilities. He expects to be able to report on their progress next month. F. County EESCS Committee (formerly County E911 Office). Meeting was canceled. G. County ECSF Program Advisory Board. No meeting.	
9. Good of the Order	• Director Mills suggested that future board meetings be held virtually until the new building’s meeting room is available in the new facility. He anticipates having in-person meetings more often next year. • Chief Beazizo reported that many law enforcement board members will be attending the WASPC in the Tri-Cities on November 21, so they won’t be at the next board meeting.	
10. Adjourn	The meeting was adjourned at 9:00 a.m. The next meeting is scheduled for November 21st at 8:30 a.m., via Zoom.	



Action Proposal Form

Date: November 12, 2024

Title: Snohomish County EMS Director Contract Extension

Background / Purpose:

The County's Fire Agencies have approved in concept the formation of a new Countywide EMS Agency. Documents of incorporation are being finalized and they are seeking approval of the new agency in 2025.

In order to maintain the Interim EMS Director in this position until the new agency is created, Snohomish County EMS is asking that SNO911 extend the Professional Services Agreement. Originally approved 12/2023, and amended 4/2024, this second amendment extends the agreement through June 2025, includes a 5% increase in the hourly rate, and adds a signing bonus focused on retaining the EMS Director as a 1099 while the new agency is formed.

Finance Committee recommends approval of this action.

Suggested Action/Recommendation:

Approve the contract amendment with the Interim EMS Director, pending reimbursement authorization by Snohomish County EMS.

Fund: 80 and reimbursed in full by Snohomish County EMS



Briefing

Date: November 12, 2024

Title: Framework for SNO911 / SCEMS Service Level Agreement (SLA)

In the coming months, city fire departments and fire districts will be voting on establishing a successor agency to Snohomish County EMS. If approved, one of the first things this newly formed EMS Consortium will need to do is staff the agency and find a new workplace.

SNO911 has been asked if the new consortium could co-locate in our new facility being renovated and ready to move in mid-2025. Additionally, whether SNO911 could be the employer of the very small group of employees, mimicking a process used in King County. SNO911 staff are supportive and believes this is possible.

The agreement envisions:

The SCEMS 2025 budget is set and all parties agree to live within the approved budget. A reconciliation will occur after year end to address variances. The parties desire an efficient and cost-effective structure that minimizes risk, cost and operational impacts and will strive to maintain such a structure.

SNO911 would provide dedicated office space in our new HQ, at reduced favorable rates that includes parking, and no-cost access to shared spaces, break rooms, wellness rooms, meeting & training rooms. Additionally, SNO911 would extend other necessary maintenance & operating services *at cost* to the new agency such as power, water, internet, janitorial, printing, consumables, etc.

The employees of the new agency would be hired and employed by SNO911, and “loaned” to the new EMS agency. The new agency is small enough that SNO911 can absorb the overhead within its existing structure. The EMS Consortium will authorize SNO911 to hire an EMS Director, who will oversee the day-to-day work of the new agency and its employees. SNO911 will provide administrative and technical services in a manner consistent with other departments and established practices and standards as well as be the Fiscal Agent for the EMS Consortium.

To be most effective the agreement will be focused on tight fiscal controls that make the arrangement suitable for the new agency and SNO911. It is recognized there will be some initial start-up costs. The parties recognize the SCEMS 2025 budget is already set, and will strive to work within that budget and account for variances (if necessary) after the fiscal year. SNO911 will provide time and cost accounting of its staff services, and will then seek reimbursement for work completed. Annually a reconciliation will occur so that these costs are well documented and reviewed by both agencies’ governing boards.

SNO911 is honored to be in a position to support this important function, and is committed to its success. We do, however, recognize that as a brand-new agency there are unknowns, and that as the agency evolves the partnership with SNO911 may also need to evolve as well. Therefore, we believe either party should retain the flexibility to end the partnership with a one-year notice. We want to help set up the new agency for success and believe these arrangements can be sustained.

The fire community desires a draft Service Level Agreement (SLA) with SNO911 to accompany the new agency's Incorporation Documents, so they can consider both creation of the new agency, and how services will be administered. This has been requested primarily so they can be confident in the associated costs. SNO911 is eager to proceed as well, however it desires all parties to recognize the risks associated with presenting an agreement to a broad set of stakeholder groups, for an agency that doesn't exist, hosted in a building that isn't built, and tying it to the foundation of creating that agency.

In support of our fire agencies SNO911 is willing to proceed while ensuring the parties recognize the risk associated with the approach.

SNOHOMISH
COUNTY

911



Aurelian Primer

November 2024

**HELP
STARTS
HERE**



SNO911 AI Solution for Non-Emergency Calls

November 14 2024

To: Snohomish County Sheriff, Police and Fire Agencies,

We have some important news to share as it relates to SNO911's Non-Emergency (NE) line and are asking you to share this within your agency.

Over the last **5 years SNO911 has experienced a 91% increase in 10-digit non-emergency (NE) phone calls**. This unprecedented increase has been difficult to manage and has **resulted in long NE hold times** while callers wait in the queue. We find this unacceptable. Therefore, we are pleased to announce a solution that will improve services to our community and make SNO911 more efficient and effective by leveraging cutting-edge AI.

On Monday, November 18th we will be deploying a solution from a Washington based company named Aurelian that offers a proven effective and efficient way for the community which will eliminate **most** NE hold times. Using advanced generative AI, the cloud-hosted Aurelian system will begin processing our NE calls. Several tests have already occurred with impressive results. However, as with any system, there will be a period of optimization and learning.

Although very rare, in the event someone inadvertently calls our NE line with an emergency, Aurelian can quickly transfer the caller to our emergency queue to promptly connect to a SNO911 Dispatcher. Without Aurelian, that same caller could sit in a NE queue and experience an extensive delay.

Today the same SNO911 Dispatchers that handle between 1,500 & 2,000 9-1-1 calls daily, also handle more than 500 NE calls. Aurelian will not only help our dispatchers prioritize emergencies and be more efficient, it can simultaneously process all of SNO911 NE calls thus eliminating the hold times the community experiences today.

SNO911 recognizes that some community members prefer to talk to a real person, and Aurelian is configured to transfer individuals requesting to speak to a person into our NE queue. Callers that by-pass Aurelian may still experience hold times if Dispatchers are busy with emergencies. Our initial testing, however, indicates more than 70% are able to be assisted by Aurelian and we expect that to increase as the system is optimized.

Our Non-Emergency Number is not changing and there is no action necessary by your organization other than a request to share this news with those in your agency that regularly interact with our community. As Aurelian is highly configurable, we have been and will continue to optimize the system. Incidents received by Aurelian will be clearly noted in the CAD narrative. **Any responder** who experiences something unexpected is encouraged to email us at Help@sno911.org with incident details so we can investigate. **That email is only intended for Sheriff, Police & Fire internal use, and is not for community feedback**. We will be configuring a survey link in the coming weeks that will provide an opportunity to hear directly from the community.

Thank you for sharing this memo and the attached FAQ with your front-line staff.

Best Regards,

-SNO911 Team

**HELP
STARTS
HERE**



SNO911 AI Solution for Non-Emergency Calls

WHY?

- SNO911 saw a 91% increase in non-emergency calls over the last five years resulting in extensive hold times. We need to address that.
- The dispatchers who process 9-1-1 calls, also process NE calls. This new technology allows them to focus on emergencies and be more efficient.
- Aurelian will eliminate Non-emergency hold times for those who stay in the system

HOW?

- **Rapid Call Triage:** A virtual attendant, powered by AI, listens to the caller, identifies emergency situations, and ensures that those calls are promptly routed to our Emergency Phone Queue.
- **Non-Emergency Handling:** For non-emergencies, the attendant gathers all pertinent information and sends it to us digitally as a “card.” This card includes custom structured details, and access to a full transcript allowing us to seamlessly transfer the details into CAD if needed. The first line of narrative will say, Generated by Aurelian.
- **Fallback Assurance:** If the attendant encounters a situation that SNO911 has identified as an exemption from AI, or there is difficulty understanding the callers needs, Aurelian will transfer the call to a SNO911 dispatcher.
- **Language Support:** The attendant is converse in multiple languages, enhancing accessibility for all callers (specific language capabilities will be activated in the coming weeks/months).
- **Customization:** Aurelian has already analyzed over 1,000 NE calls and the system has been localized for us. Additional optimizations will occur once the system is live.

WHEN?

- November 18th at 0900.

**HELP
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HERE**



Action Proposal Form

Date: November 12, 2024

Title: Change Order 17 – Software, Hardware and License Additions

Background / Purpose:

The Radio Replacement Project has identified software, licenses and hardware available from Motorola that will enhance capacity, interoperability and system redundancy. To reduce risk during the transition to SNO911's New HQ, additional hardware and services are needed to support the transition.

Previous work by the RRP has secured new frequencies for the radio system with the intent of increasing system capacity. Increasing the number of frequencies in use will reduce the chances of first responder communications being interrupted by busy conditions on the voice radio system during large scale emergencies. Additional hardware and services are necessary to implement these frequencies.

First responders depend on regional responses and mutual aid assistance from non-SNO911 member agencies. Increasing Radio User Licenses and Radio Management Licenses allows SNO911 staff to configure, provision and manage these additional resources on the new SNO911 radio system.

To facilitate the transition to the new SNO911 dispatch center, technical support services from Motorola and dispatch position accessories are necessary to reduce time and technical risks. Staff needs to migrate all radio and dispatch equipment from North Campus to the new SNO911 HQ which is a large body of work.

Third Party Radio testing was included in the Motorola Contract. This testing was intended to demonstrate compliance with APCO P25 and to highlight that some selected features of the Motorola radios are available that are not available from other manufacturers. The RRP team has been able to secure Third Party Radios from other vendors at no cost. Staff will perform testing independent of Motorola. Motorola will provide a credit to remove this requirement from the contract.

Finance Committee recommends approval of this action.

Suggested Action/Recommendation:

Authorize the execution of RRP Change Order 17, in a form substantially as presented, pending any final legal review.

Fund: RRP - This is a no cost change order, utilizing remaining contract credits from previous change orders and the removal of Third-Party Radio testing.

Change Order Number: 17

Date: October 14, 2024

Project Name and Number: Emergency Radio System (WA-181106A)

Customer Name: SNO911

Customer Project Mgr: Terry Peterson

The purpose of this Change Order is to: *(highlight the key reasons for this Change Order)*

This Change Order 17 is to supply and implement software and hardware additions to the contract, consisting of:

1. Channel Expansion of the North Simulcast Cell
2. Addition of Radio Management Licenses
3. Addition of Radio User Licenses
4. Dispatch accessories for the New Headquarters
5. Delete the contract requirement for Third Party Radios.
6. Changes to North Campus Dispatch Cutover Plan
7. Provide Services to support the relocation of the North Campus Mater Site

No costs for additions because of the changes. The costs will be subtracted from the contract credit as noted below.

Contract #: SERS/MSI Agreement

Contract Date: 12 06 18

In accordance with the terms and conditions of the contract identified above between Snohomish County ("SNO911") and Motorola Solutions, Inc. ("Motorola"), the following changes are approved:

Contract Price Adjustments

Original Contract Value:	\$ 47,309,713.76
Previous Change Order amounts for Change Order numbers [00] through [16].	\$ 7,326,680.31
This Change Order:	\$ 0.00
Contract Credit (If Applicable)	\$ 0.00
New Contract Value:	\$ 54,636,394.07

Completion Date Adjustments

Original Completion Date:	8/30/21
Current Completion Date prior to this Change Order:	12/31/28
New Completion Date:	N/A

Changes in Equipment: (additions, deletions or modifications)

The following licenses and equipment will be provided:

	SUB SYS	BLOCK	Line	APC	QTY	NOMENCLATURE	DESCRIPTION
Chan Add	RPTR LICENSE	GTR8000	1	595	1	T8343	GSERIES SOFTWARE LICENSING
Chan Add	RPTR LICENSE	GTR8000	1a	595	7	UA00400AA	ADD: GSERIES BR-P25 TRNK MS IP
Chan Add	MSTR LICENSE	GTR8000	2	877	1	SQM01SUM0323	ASTRO MASTER SITE
Chan Add	MSTR LICENSE	GTR8000	2a	877	7	UA00161AA	ADD: P25 PHASE 2 TDMA SW BASE RADIO LIC
Chan Add	RPTR SOFTWARE	GTR8000	3	112	1	T7140	G-SERIES SOFTWARE UPGRADE
Chan Add	RPTR SOFTWARE	GTR8000	3a	595	7	CA01195AA	ADD: IP BASED MULTISITE BASE RADIO SOFTWARE UPGRADE
Chan Add	RPTR SOFTWARE	GTR8000	3b	595	7	CA01903AA	ADD: P25 FDMA to P25 TDMA SOFTWARE UPGRADE
Chan Add	COMP LICENSE	GCM8000	4	595	1	T8343	GSERIES SOFTWARE LICENSING
Chan Add	COMP LICENSE	GCM8000	4a	595	6	UA00402AA	ADD: GSERIES CM-P25 TRNK IP
Chan Add	COMP LICENSE	GCM8000	4b	595	6	UA00418AA	ADD: P25 TDMA TRNK COMPARATOR SW
Chan Add	COMP LICENSE	GCM8000	4c	595	6	UA00419AA	ADD: REDUNDANT CMPRTR P25 TRNK
Chan Add	COMP SOFTWARE	GCM8000	5	112	1	T7140	G-SERIES SOFTWARE UPGRADE
Chan Add	COMP SOFTWARE	GCM8000	5a	595	6	CA01197AA	ADD: IP BASED MULTISITE OPERATION UPGRADE
Chan Add	COMP SOFTWARE	GCM8000	5b	595	6	CA01910AA	ADD: CM P25 FDMA TO P25 TDMA SW UP
Chan Add	COMP SOFTWARE	GCM8000	5c	595	6	CA01974AA	ADD: TRUNKING REDUNDANT CMPRTR SW
Chan Add	COMP HARDWARE	GCM8000	6	112	1	T7614	G-SERIES HARDWARE UPGRADES
Chan Add	COMP HARDWARE	GCM8000	6a	112	6	CA01780AA	ADD: GCM 8000 TRUNKING CHANNEL ADDITION
Chan Add	COMP HARDWARE	GCM8000	7	454	2	30009459004	CABLE, DC, BLACK/BLUE, 2806-MM, PVC FREE
Radio Mgmt	Software	Radio Mgmt	1	430	1	T7914	RADIO MANAGEMENT ONLINE
Radio Mgmt	Software	Radio Mgmt	1a	430	2000	UA00049AA	ADD: RADIO MANAGEMENT LICENSES ONLINE
Radio User	Software	Radio User	2	877	1	SQM01SUM0323	ASTRO MASTER SITE
Radio User	Software	Radio User	2a	877	8	UA000664AA	ADD:500 VISITING RADIO USER LICENSES
New Dispatch	Parts	Dispatch	1	443	40	B1912	MCC SERIES DESKTOP SPEAKER
New Dispatch	Parts	Dispatch	2	443	20	B1914	MCC SERIES DESKTOP GOOSENECK MICROPHONE
New Dispatch	Parts	Dispatch	3	443	40	B1913	MCC SERIES HEADSET JACK
New Dispatch	Parts	Dispatch	4	708	20	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH
New Dispatch	Parts	Dispatch	5	454	40	3071114H02	E ASSY, EXTENDER (for Headset Jack)

The parties agree to remove requirement for Motorola to perform testing of third party radios as described in Change Order 3 Exhibit C-4 Portable and Mobile Subscribers Section D.1.6.1 and D.1.6.2.

See Attachment A – Detailed Pricing, which is incorporated herein by reference and will form a part of this Change Order as if set forth herein in its entirety.

Scope of Work Changes: *(additions, deletions or modifications)***Motorola Responsibilities:**

1. Order, manage and delivery of license and equipment
2. Labor to install the North Simulcast cell channel expansion (requires utilizing some spares and equipment from Mill Creek site)
3. Install the Radio Management licenses software
4. Install the Radio User licenses software
5. Additional labor to support revised cutover plan. See ATTACHMENT B - 1 SNO911 North Campus Cutover Plan 12SEP2024, which is incorporated herein by reference and will form a part of this Change Order as if set forth herein in its entirety
6. Five (5) days of Motorola System Technologist technical support (no manual labor) for the SNO911 staff in the relocation of the North Campus P25 Master Site equipment to the new headquarters. The effort is planned to be completed after the radio system cutover.

Changes in SUA and Support Services: *(additions, deletions or modifications)*

None

Schedule Changes: *(describe change or N/A)*

None

Pricing Changes: *(describe change or N/A)*

The cost for the additional equipment and labor and credit for removal of third party radios plus additional discount for Radio Management licenses is \$402,146.97. The parties have agreed that this amount will be deducted from the contract credit with a balance of \$402,146.97. The remaining credit available after execution of this change order is \$0.00. The contract credit is closed.

Customer Responsibilities: *(describe change or N/A)*

SNO911 agrees to assume the following responsibilities:

1. SNO911 staff will install the dispatch accessories at the new headquarters dispatch center.
2. SNO911 staff will reprogram the ten (10) New HQ VPM's and computers temporarily deployed at North Campus for the new headquarters location and the installation of the equipment at the new headquarters.

SNO911 will program and configure all Radio Network equipment required to support the new HQ.

Payment Schedule for this Change Order:*(describe new payment terms applicable to this change order)*

NONE

Purchase Order Requirements for this Change Order (select only one).☐ A Purchase Order is required - included with this change order and is attached.

☒ No Purchase Order is required - Customer affirms that this change order document is the only notice to proceed required, that funding has been encumbered for this change order in its entirety, and that no further purchase orders will be issued against this change order,

☐ No Purchase Order required - this is a \$0 Change Order, or a decrease in scope.

Unless amended above, all other terms and conditions of the Contract shall remain in full force. If there are any inconsistencies between the provisions of this Change Order and the provisions of the Contract, the provisions of this Change Order will prevail.

IN WITNESS WHEREOF the parties have executed this Change Order as of the last date signed below.

Motorola Solutions, Inc.**Customer**

By: _____
Printed Name: Laurel Walling
Title: Field Resource Manager
Date: _____

By: _____
Printed Name: _____
Title: _____
Date: _____

Reviewed by: Charles Hasenbeck
Motorola Solutions Project Manager

Date: October 15, 2024

ATTACHMENT A - DETAILED PRICING

	SUB SYS	BLOCK	Line	QTY	NOMENCLATURE	DESCRIPTION	List	Extended List	Contract Discount %	Discount \$	Sale Each	Sale Price
Chan Add	RPTR LICENSE	GTR8000	1	1	T8343	GSERIES SOFTWARE LICENSING	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	RPTR LICENSE	GTR8000	1a	7	UA00400AA	ADD: GSERIES BR-P25 TRNK MS IP	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	MSTR LICENSE	GTR8000	2	1	SQM01SUM0323	ASTRO MASTER SITE	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	MSTR LICENSE	GTR8000	2a	7	UA00161AA	ADD: P25 PHASE 2 TDMA SW BASE RADIO LIC	\$ 3,000.00	\$ 21,000.00	25%	\$ 750.00	\$ 2,250.00	\$ 15,750.00
Chan Add	RPTR SOFTWARE	GTR8000	3	1	T7140	G-SERIES SOFTWARE UPGRADE	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	RPTR SOFTWARE	GTR8000	3a	7	CA01195AA	ADD: IP BASED MULTISITE BASE RADIO SOFTWARE UPGRADE	\$ 5,300.00	\$ 37,100.00	25%	\$ 1,325.00	\$ 3,975.00	\$ 27,825.00
Chan Add	RPTR SOFTWARE	GTR8000	3b	7	CA01903AA	ADD: P25 FDMA to P25 TDMA SOFTWARE UPGRADE	\$ 13,000.00	\$ 91,000.00	25%	\$ 3,250.00	\$ 9,750.00	\$ 68,250.00
Chan Add	COMP LICENSE	GCM8000	4	1	T8343	GSERIES SOFTWARE LICENSING	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	COMP LICENSE	GCM8000	4a	6	UA00402AA	ADD: GSERIES CM-P25 TRNK IP	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	COMP LICENSE	GCM8000	4b	6	UA00418AA	ADD: P25 TDMA TRNK COMPARATOR SW	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	COMP LICENSE	GCM8000	4c	6	UA00419AA	ADD: REDUNDANT CMPRTR P25 TRNK	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	COMP SOFTWARE	GCM8000	5	1	T7140	G-SERIES SOFTWARE UPGRADE	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	COMP SOFTWARE	GCM8000	5a	6	CA01197AA	ADD: IP BASED MULTISITE OPERATION UPGRADE	\$ 3,000.00	\$ 18,000.00	25%	\$ 750.00	\$ 2,250.00	\$ 13,500.00
Chan Add	COMP SOFTWARE	GCM8000	5b	6	CA01910AA	ADD: CM P25 FDMA TO P25 TDMA SW UP	\$ 16,000.00	\$ 96,000.00	25%	\$ 4,000.00	\$ 12,000.00	\$ 72,000.00
Chan Add	COMP SOFTWARE	GCM8000	5c	6	CA01974AA	ADD: TRUNKING REDUNDANT COMPRTR SW	\$ 1,500.00	\$ 9,000.00	25%	\$ 375.00	\$ 1,125.00	\$ 6,750.00
Chan Add	COMP HARDWARE	GCM8000	6	1	T7614	G-SERIES HARDWARE UPGRADES	\$ -	\$ -	25%	\$ -	\$ -	\$ -
Chan Add	COMP HARDWARE	GCM8000	6a	6	CA01780AA	ADD: GCM 8000 TRUNKING CHANNEL ADDITION	\$ 14,000.00	\$ 84,000.00	25%	\$ 3,500.00	\$ 10,500.00	\$ 63,000.00
Chan Add	COMP HARDWARE	GCM8000	7	2	30009459004	CABLE, DC, BLACK/BLUE, 2806-MM, PVC FREE	\$ 147.00	\$ 294.00	25%	\$ 36.75	\$ 110.25	\$ 220.50
							\$ 356,394.00					
												Channel add \$ 267,295.50
												Equipment Total
LABOR	LABOR	LABOR		20		LABOR FOR CHANNEL EXPANSION (PM, ENGR, ST)	\$ 2,737.50	\$ 54,750.00	25%	\$ 684.38	\$ 2,053.13	\$ 41,062.50
Radio Mgmt	Software	Radio Mgmt	1	1	T7914	RADIO MANAGEMENT ONLINE	\$ -	\$ -	10%	\$ -	\$ -	\$ -
Radio Mgmt	Software	Radio Mgmt	1a	2000	UA00049AA	ADD: RADIO MANAGEMENT LICENSES ONLINE	\$ 110.00	\$ 220,000.00	10%	\$ 11.00	\$ 99.00	\$ 198,000.00
Radio User	Software	Radio User	2	1	SQM01SUM0323	ASTRO MASTER SITE	\$ -	\$ -	10%	\$ -	\$ -	\$ -
Radio User	Software	Radio User	2a	8	UA000664AA	ADD:500 VISITING RADIO USER LICENSES	\$ 1,000.00	\$ 8,000.00	10%	\$ 100.00	\$ 900.00	\$ 7,200.00
							\$ 228,000.00					
												RM and Radio \$ 205,200.00
												User Software Total
LABOR	LABOR	LABOR		4		LABOR FOR to install software (PM, ENGR, ST)	\$ 2,737.50	\$ 10,950.00	25%	\$ 684.38	\$ 2,053.13	\$ 8,212.50
New Dispatch	Parts	Dispatch	1	40	B1912	MCC SERIES DESKTOP SPEAKER	\$ 500.00	\$ 20,000.00	15%	\$ 75.00	\$ 425.00	\$ 17,000.00
New Dispatch	Parts	Dispatch	2	20	B1914	MCC SERIES DESKTOP GOOSENECK MICROPHONE	\$ 650.00	\$ 13,000.00	15%	\$ 97.50	\$ 552.50	\$ 11,050.00
New Dispatch	Parts	Dispatch	3	40	B1913	MCC SERIES HEADSET JACK	\$ 200.00	\$ 8,000.00	15%	\$ 30.00	\$ 170.00	\$ 6,800.00
New Dispatch	Parts	Dispatch	4	20	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH	\$ 355.00	\$ 7,100.00	15%	\$ 53.25	\$ 301.75	\$ 6,035.00
New Dispatch	Parts	Dispatch	5	40	3071114H02	E ASSY, EXTENDER (for Headset Jack)	\$ 63.00	\$ 2,520.00	15%	\$ 9.45	\$ 53.55	\$ 2,142.00

ATTACHMENT A - DETAILED PRICING

										\$	50,620.00				Dispatch	\$	43,027.00	
										Accessories Total								
LABOR	LABOR	LABOR	6		LABOR TO ASSIST WITH TECHINICAL SUPPORT TO RELOCATE NORTH CAMPUS (PM, ENGR, ST)	\$	2,737.50	\$	16,425.00	25%	\$	684.38	\$	2,053.13	\$	12,318.75		
Labor	Cutover Day	Labor	1	10	LABOR - Day Cutover 15 days (install 10 positions, grounding and network cabling	\$	2,833.33	\$	28,333.33	25%	\$	708.33	\$	2,125.00	\$	21,250.00		
Labor	Cutover Day	Materials	2	1	LABOR - Day Cutover materials	\$	1,000.00	\$	1,000.00	25%	\$	250.00	\$	750.00	\$	750.00		
Labor	Cutover MSI	Labor	3	3	LABOR - MSI 2 days ST, 0 days PM, 1 days Engr Reprogramming VPMS and PC's	\$	2,737.50	\$	8,212.50	25%	\$	684.38	\$	2,053.13	\$	6,159.38		
Labor	Cutover MSI	Labor	4	7	LABOR - MSI 5 days ST, 1 days PM, 1 days Engr	\$	2,737.50	\$	19,162.50	25%	\$	684.38	\$	2,053.13	\$	14,371.88		
										\$	56,708.33				Cutover	\$	42,531.25	
										\$	773,847.33				TOTAL Equipment and Services	\$	619,647.50	
													Credit for 3rd Party Radios	\$	(165,127.00)			
													Additional Discount Radio	\$	(52,373.53)			
													Managent					
													Total Additions and Credits	\$	402,146.97			
													Contract Credit Applied	\$	(402,146.97)			
													Total Change Order 17		\$0.00			
THIRD PARTY RADIOS - 11																		
			1		Taite TP9400 Portable	\$	4,265.00	\$	4,265.00	0%	\$	-	\$	4,265.00	\$	4,265.00		
			1		Harris XG015P Portable	\$	2,090.00	\$	2,090.00	0%	\$	-	\$	2,090.00	\$	2,090.00		
			1		Harris XG-25M Mobile All Band	\$	4,379.00	\$	4,379.00	0%	\$	-	\$	4,379.00	\$	4,379.00		
			1		Harris XL-185M Mobile	\$	8,970.00	\$	8,970.00	0%	\$	-	\$	8,970.00	\$	8,970.00		
			1		Harris XL-200M Mobilile All Band	\$	10,233.00	\$	10,233.00	0%	\$	-	\$	10,233.00	\$	10,233.00		
			1		Harris XL-200P Portable All Band	\$	7,508.00	\$	7,508.00	0%	\$	-	\$	7,508.00	\$	7,508.00		
			1		Harris & Tait Software and Cables	\$	5,652.00	\$	5,652.00	0%	\$	-	\$	5,652.00	\$	5,652.00		
			1		Kenwood NX5400 Portable	\$	5,000.00	\$	5,000.00	0%	\$	-	\$	5,000.00	\$	5,000.00		
			1		Kenwood NX-5900(B) Mobile	\$	7,500.00	\$	7,500.00	0%	\$	-	\$	7,500.00	\$	7,500.00		
			1		Vicking/Kenwood VP900 Portable (VP8000)	\$	7,055.00	\$	7,055.00	0%	\$	-	\$	7,055.00	\$	7,055.00		
			1		Viking/Kenwood VM5930 Mobile	\$	7,500.00	\$	7,500.00	0%	\$	-	\$	7,500.00	\$	7,500.00		
			1		Bendix King BKR9000 Tier 1	\$	6,850.00	\$	6,850.00	0%	\$	-	\$	6,850.00	\$	6,850.00		
			1		Other Programming Software and Cables	\$	6,000.00	\$	6,000.00	0%	\$	-	\$	6,000.00	\$	6,000.00		
										\$	83,002.00				\$	83,002.00		
			40		LABOR - Programming and Testing	\$	2,737.50	\$	109,500.00	25%	\$	684.38	\$	2,053.13	\$	82,125.00		
										\$	192,502.00				\$	165,127.00		

ATTACHMENT B

SNO911 NORTH CAMPUS

DISPATCH NMD6 CUTOVER

P25 RADIO SYSTEM UPGRADE

SEPTEMBER 5, 2024



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SNO911 NORTH CAMPUS DISPATCH NMD6 – CUTOVER PROCEDURE

This cutover plan defines a high-level process to be followed for the successful migration of the existing SNO911 North Campus Dispatch Center NMD6 to the new 2022.1 P25 Voice Radio system for final system cutover. The migration of the North Campus dispatch involves a multiple step procedure for reconfiguring the existing Voice Processor Modules (VPMs) on site for operation on the new system as well as replacing existing HP Z440 PC’s with new HP Z2 mini PC’s. The existing VPMs to be used for the upgrade are expected to have the AES encryption algorithm already installed. All existing peripheral equipment and extension cables at North Campus will be reused, or provided by SNO911 as necessary.

1. MIGRATION PREPARATION / PRE-WORK

Aside from appropriate scheduling, coordination, and notifications with SNO911 dispatch operations, the only preparations or pre-work necessary is to disable existing North Campus dispatch site alarms within the 7.17 legacy radio system fault management network (UEM) for the applicable dispatch positions being upgraded. In addition, upgrade of the radio consoles requires new computers that have been pre-configured with the appropriate software and IP information.

Prior to cutover of the North Campus dispatch site consoles, the new dispatch site network equipment and connectivity will be configured and in place. The equipment consists of the following:

- 1. Install and configure new 2022.1 Dispatch Network Equipment (NMD6)
 - a. Qty. 2 SRX345 Dispatch Site Routers (including power/cabling, etc.).
 - b. Qty. 3 Aruba 48 Port Dispatch LAN Switches (including power/cabling, etc.).
- 2. Verify Site link connectivity to both Master site cores.
 - a. Connect equipment to 7705 SAR8 - MPLS backhaul.

CURRENT STATE: Twenty consoles at North Campus, all currently on existing 7.17 system.

NORTH CAMPUS CURRENT STATE											CURRENT STATE Call Taker Only, no radio
SN01	SN02	SN03	SN04	SN05	SN06	SN07	SN08	SN09	SN10	SN11	
7.17	7.17	7.17	7.17	7.17	7.17	7.17	CT	CT	CT	CT	
SN12	SN13	SN14		SN15	SN16		SN17	SN18		SN19	
7.17	7.17	7.17		7.17	7.17		7.17	CT		CT	
SN20	SN21	SN22	SN23	SN24	SN25	SN26	SN27	SN28	SN29	SN30	
7.17	7.17	7.17	7.17	7.17	7.17	7.17	CT	CT	CT	CT	

2. METHOD OF PROCEDURE

Once the new console site network connectivity has been established, the following steps will be used for the North Campus dispatch migration to 2022.1.

STEP 1: Install 10 “new” 2022.1 consoles at North Campus at vacant call taker positions. These VPMs and Z2 minis will be taken from those currently configured for the new HQ facility. Note: All existing peripheral equipment/cables as identified in Appendix A will be reused at these ten call taker positions. NOTE: The peripheral equipment listed in Appendix A for the initial ten call taker positions is representative of the peripheral equipment to be reused at all the dispatch positions as part of the upgrade to 2022.1.

NORTH CAMPUS		10 "NEW" 2022.1										YELLOW - STEP 1 ADD 10 RADIO TO CALL TAKER Use 10 PCs/VPMS reconfigured from HQ. Reuse existing accessories.
SN01	SN02	SN03	SN04	SN05	SN06	SN07	SN08	SN09	SN10	SN11		
7.17	7.17	7.17	7.17	7.17	7.17	7.17	2022.1	2022.1	2022.1	2022.1		
SN12	SN13		SN14	SN15		SN16	SN17		SN18	SN19		
7.17	7.17		7.17	7.17		7.17	7.17		2022.1	2022.1		
SN20	SN21	SN22	SN23	SN24	SN25	SN26	SN27	SN28	SN29	SN30		
7.17	7.17	7.17	7.17	7.17	7.17	7.17	2022.1	2022.1	2022.1	2022.1		

- Reprogram and install 10 VPMs previously configured for new HQ, in vacated call taker workstations.
- Replace Z440's with upgraded Z2 minis. Connect VPMs and PC's to 2022.1 network.
- Connect all cables and existing peripherals.
- Reuse existing network SNO911 network cabling to data center (SNO911 to correct deficiencies)
- MSI to provide and install ethernet jumpers from SNO911 patch panel to core rack for 30 new positions.
- Test Console Audio/Functionality.

STEP 2: Prior to radio system cutover, at a date and time to be determined, an additional five (5) of the existing remaining North Campus 7.17 consoles will be reconfigured to 2022.1. This will leave the center with a quantity of fifteen (15) console positions on the 7.17 system, and fifteen (15) console positions on the 2022.1 system.

NORTH CAMPUS		QTY. 15- 7.17		QTY. 15- 2022.1								
SN01	SN02	SN03	SN04	SN05	SN06	SN07	SN08	SN09	SN10	SN11	GREEN - STEP 2 Add 5 new Z2 Minis, configure 5 existing NC VPM. Reuse existing accessories.	
7.17	7.17	7.17	7.17	7.17	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1		
SN12	SN13		SN14	SN15		SN16	SN17		SN18	SN19		
7.17	7.17		7.17	7.17		7.17	2022.1		2022.1	2022.1		
SN20	SN21	SN22	SN23	SN24	SN25	SN26	SN27	SN28	SN29	SN30		
7.17	7.17	7.17	7.17	7.17	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1		

- Reconfigure 5 existing VPMs, upgrade/SWDL VPMs to 2022.1
- Replace Z440's with upgraded Z2 minis. Connect VPMs and PC's to 2022.1 network.
- Connect all cables and existing peripherals.
- Test Console Audio/Functionality.
- Upgrade/migrate existing CCGWs to 2022.1 as applicable. Run new cables/connections as necessary.
- Upgrade/migrate existing CSCs to 2022.1 as applicable. Run new cables/connections as necessary.
- Verify CCGW resources are functional on consoles at North Dispatch as applicable.

CUTOVER: For radio system cutover on the selected time/day, dispatchers will walk across the room for operation on the 15 new 2022.1 console positions.

STEP 3: After cutover, the remaining (15) North Campus 7.17 console positions will be reconfigured for operation on the 2022.1 system.

NORTH CAMPUS		QTY. 30 - 2022.1										ORANGE - STEP 3 Configure remaining 15 NC VPMs, add new Z2 minis. Reuse existing accessories.
SN01	SN02	SN03	SN04	SN05	SN06	SN07	SN08	SN09	SN10	SN11		
2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1		
SN12	SN13		SN14	SN15		SN16	SN17		SN18	SN19		
2022.1	2022.1		2022.1	2022.1		2022.1	2022.1		2022.1	2022.1		
SN20	SN21	SN22	SN23	SN24	SN25	SN26	SN27	SN28	SN29	SN30		
2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1		

- Reconfigure 15 remaining VPMs, upgrade/SWDL VPMs to 2022.1
- Replace Z440's with upgraded Z2 minis. Connect VPMs and PC's to 2022.1 network.
- Connect all cables and existing peripherals.
- Test Console Audio/Functionality.
- Verify CCGW resources are functional on consoles at North Dispatch as applicable.

At this time, there will be thirty (30) console positions in operation on the North Campus dispatch site.

FINAL STATE: Ultimately, the final console configuration at the North Campus facility will consist of twenty (20) MCC7500 console positions on the new 2022.1 P25 radio system. At a time to be determined, SNO911 will remove the initial ten console positions installed on the 2022.1 system, for eventual relocation to the new SNO911 HQ facility. SNO911 will be responsible for any PC/VPM reconfiguration necessary.

NORTH CAMPUS		FINAL STATE		QTY. 20 - 2022.1										BLUE - STEP 4 SNO911 to remove from NC. SNO911 Reconfigure and move to HQ.
SN01	SN02	SN03	SN04	SN05	SN06	SN07	SN08	SN09	SN10	SN11				
2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	CT	CT	CT	CT				
SN12	SN13		SN14	SN15		SN16	SN17		SN18	SN19				
2022.1	2022.1		2022.1	2022.1		2022.1	2022.1		CT	CT				
SN20	SN21	SN22	SN23	SN24	SN25	SN26	SN27	SN28	SN29	SN30				
2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	2022.1	CT	CT	CT	CT				

3. DISPATCH POSITION UPGRADE TO 2022.1 P25 SYSTEM DETAILS

This Method of Procedure (MOP) defines the principal activities and timeframes associated with this dispatch cutover. The detailed activities below are to be performed for each dispatch position that is being upgraded to the new 2022.1 P25 radio system. To perform the following procedure, it is estimated to take a single technician approximately 3 hours per console position.

1. Prior to upgrading the dispatch site, ensure that the new dispatch Site NMD6 was created, user profiles, and CCGWs have been configured on the new 2022.1 system in (UNC, PM, UEM, etc.).
2. Shutdown the console application on dispatch console.
3. Upgrade the op position VPM to release 2022.1.
4. Replace the existing Z440 PC with a new pre-configured Z2 mini PC for NMD6.
5. Re-connect new Op (VPM and PC) to the newly configured site LAN switch.
6. Connect existing peripheral devices to upgraded VPM.
7. Re-load encryption keys into the VPM and configure OTEK as applicable.
8. Upgrade/migrate existing CCGWs to 2022.1 NMD6 dispatch site network.
 - a. Identify and remove any unused conventional resources on existing CCGWs.
9. Upgrade/migrate existing Conventional Site Controller (CSC) to 2022.1 NMD6 dispatch site network
10. Discover dispatch Site NMD6 in UEM and UNC of the 2022.1 system.
11. Load applicable dispatch templates and test operator position for correct functionality (trunking and conventional resources).
12. Verify dispatch site/system is normal (UEM alarms).
13. Verify radio alias information on dispatch console.
14. Test Functionality.
 - a. MCC7500 consoles – audio/features/peripherals, etc.
 - b. Verify existing CCGW resources are functional on consoles.

4. NORTH CAMPUS NMD6 FALLBACK PLAN

While it is not anticipated, in the event that the North Campus dispatch operations need to revert back to operation on the 7.17 system prior to complete console system cutover, dispatchers will need to move back to the 15 console positions that will still be on the 7.17 system.

5. APPENDIX A – EXISTING DISPATCH PERIPHERAL AUDIT

Station Number	Device	qty	extension cables	Notes;			
SN09	ADA PTT Button	1	Yes		Gooseneck	Yes	
Call Takers	PC Z440	1	Yes		Gooseneck Cables	Yes	
	Foot Pedal	2	Yes		Monitor	Yes	dvi-d to displayport
	Speakers	2	Yes		Monitor Cable	Yes	
	Headset Jacks	2	Yes		Ground Cable	Yes	
	VPM	1	Yes		Ground Busbar	No	
	Network Cables	2	Yes run to Patch Pannel	Patch Pannel 201-208			
Station Number	Device	qty	extension cables	Notes;			
SN08	ADA PTT Button	1	yes		Gooseneck	No	
Fire Support Position	PC Z440	1	yes		Gooseneck Cables	Yes	
	Foot Pedal	2	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	No	
	VPM	1	yes		Ground Busbar	No	
	Network Cables	2	yes	Patch Pannel 193-200			
Station Number	Device	qty	extension cables	Notes;			
SN19	ADA PTT Button	0	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	Yes	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 137-144			
Station Number	Device	qty	extension cables	Notes;			
SN18	ADA PTT Button	0	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	No	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 97-104			
Station Number	Device	qty	extension cables	Notes;			
SN27	ADA PTT Button	0	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	2	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	Yes	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 105-112			
Station Number	Device	qty	extension cables	Notes;			
SN28	ADA PTT Button	0	yes		Gooseneck	No	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	Yes	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 113-120			
Station Number	Device	qty	extension cables	Notes;			
SN30	ADA PTT Button	0	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	Yes	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 121-128			
Station Number	Device	qty	extension cables	Notes;			
SN29	ADA PTT Button	0	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	Yes	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 129-136			
Station Number	Device	qty	extension cables	Notes;			
SN11	ADA PTT Button	1	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	No	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 209-214			
Station Number	Device	qty	extension cables	Notes;			
SN10	ADA PTT Button	1	yes		Gooseneck	Yes	
Call Takers	PC Z440	0	yes		Gooseneck Cables	Yes	
	Foot Pedal	1	yes		Monitor	Yes	
	Speakers	2	yes		Monitor Cable	Yes	dvi-d to displayport
	Headset Jacks (Turtles)	2	yes		Ground Cable	No	
	VPM	0	yes		Ground Busbar	Yes	
	Network Cables	2	yes	Patch Pannel 219-224			



Board Packet Memorandum

Date: November 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.

New World Update

On Monday November 4th, SNO911 IT staff worked with Tyler Tech to upgrade the Tyler (NWS) environment. As mentioned in past meetings, this upgrade was scheduled for a longer than usual outage. This was due to the requirement of updating Windows Server versions to 2022, as well as upgrading the GIS and SQL software versions. Overall, the scheduled upgrade time stayed within the expected outage timeframe. There were some software interfaces that came back online after the upgraded CAD system was live. The first day of the upgrade there were many issues, most of which were getting Member Agent MDCs updated. SNO911 was able to work with the agency end-users and the agency IT departments to get all those issues resolved.

Currently, there are 3 P1s (priority issues that have a work around) 2 are related to CAD and 1 is related to LE Mobile. These issues are currently being worked on by Tyler Engineers with the support of the SNO911 Tech staff to make sure these issues are fully resolved.

Future Facility Planning

The SNO911 Tech Management Team continues meeting weekly going over the construction timeline and giving updates on Tech project status and timelines to ensure we are meeting our deadlines. As it stands right now, there has been no major changes to the construction timeline that would impact any of the technical work that is required to transition over to a move in posture.

Most of the network equipment (firewalls, switches, and WIFI) for the new facility has been configured and is currently being tested for failover tests. The Radio team is working towards the completion of the Radio Replacement Project (RRP) that will end the same time as the technical hardware installs occur at the New Facility. The radio team continues to balance the required New Facility radio tasks with the RRP cutover so they closely align with the construction schedule.

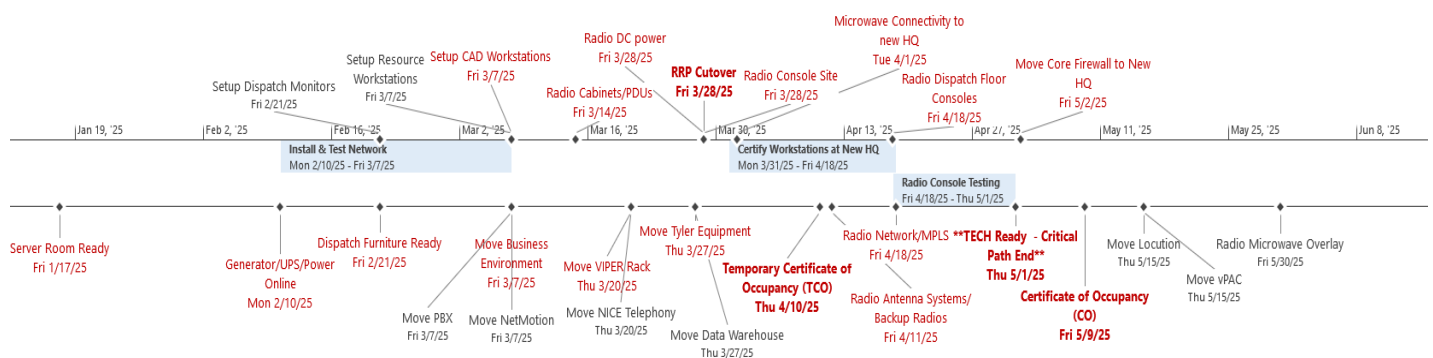
SNO911 has starting to receive loner equipment from our vendors to start staging for the move and setup for the New Facility. We plan to use most of the loner equipment to replace the current equipment at North Campus and then move the SNO911 owned equipment to the New Facility. This

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

will allow for a non-interruption of services to our SNO911 end-users and will allow for both the North Campus and New Facility environments to run in parallel with each other. This will allow SNO911 staff to test access to systems and equipment, but also transition to a phased approach to the New Facility.

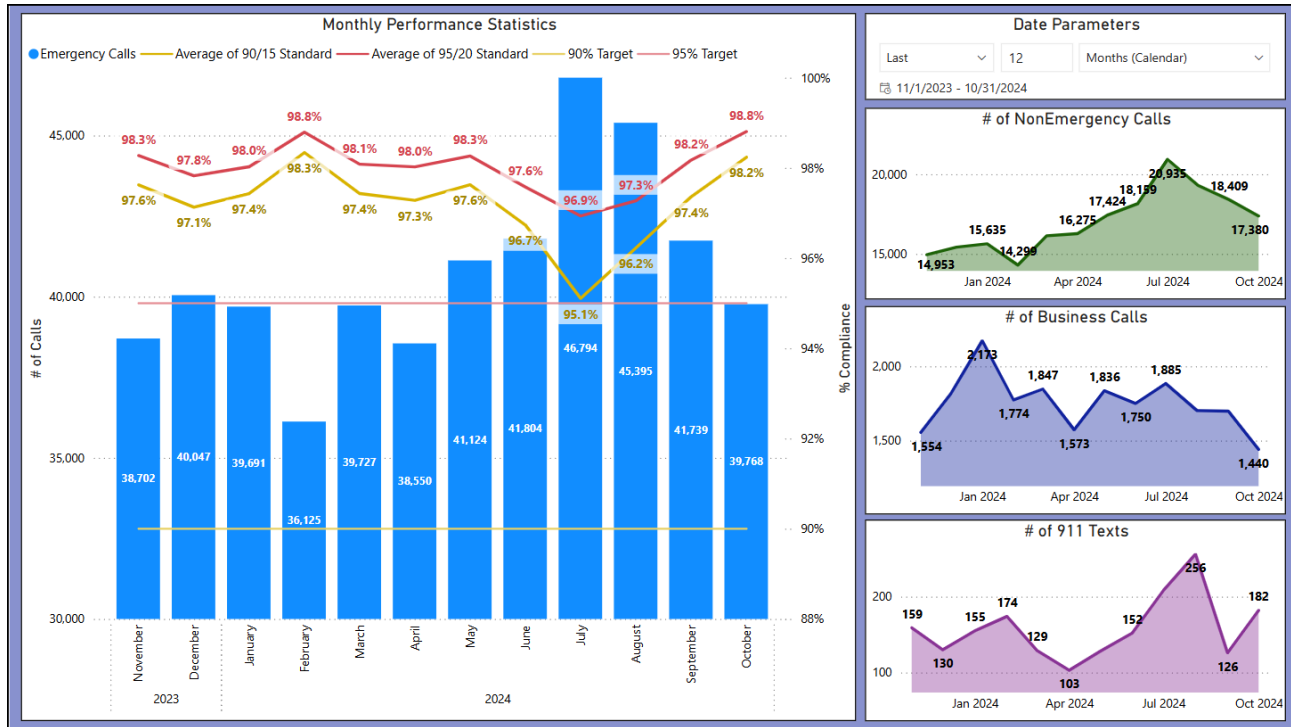
Finally, the SNO911 Tech team continues working with the console vendor and dispatchers, making improvement tweaks to the golden console version that SNO911 will order. Testing has started to transition to 27" monitors instead of 24" monitors. This will help future proof the setup for the time when 24" monitors will no longer be available. Soundbars are also being tested to see if they can replace the traditional two speakers to help clean up the workspace area and improve sound quality.

Below is technical timeline of events that will occur next year to transition SNO911 to the New Facility.



The City of Lynnwood recognized members of Snohomish County 911, along with others at their Council meeting of October 28, 2024. A copy of the Proclamation is attached. Thanks to Dispatcher Kellie Daigle and Dispatch Supervisor Kim Crannell for representing SNO911.

Monthly Statistical Reports



Text-to-911 Report

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
True Emergency	9	3	6	6	6	13	10	17	5	7			82	82
Follow-Up	8	6	7	4	10	12	2	5	10	10			74	408
Area Checks	0	12	6	8	2	6	8	6	7	7			62	
Info	1	1	0	0	0	1	2	1	0	2			8	
Noise	7	8	2	3	2	6	5	4	3	8			48	
Traffic	2	0	5	3	2	2	4	2	1	4			25	
Other Complaints	20	16	20	14	9	29	17	23	21	22			191	
Accidental	5	5	3	12	23	3	5	3	4	17			80	644
Behavioral Health	60	71	42	18	22	18	91	135	24	30			511	
Prank	0	1	1	5	2	11	6	4	5	18			53	
Test	3	3	1	0	3	7	2	1	5	1			26	479
Abandoned	11	10	8	5	16	9	8	11	11	7			96	
Non-English	1	0	0	2	0	2	1	0	0	0			6	
Outgoing	0	0	0	0	1	0	0	0	0	0			1	
Subsequent	16	23	14	11	11	19	23	21	16	19			173	
Transfer	3	8	3	3	1	1	4	5	3	7			38	
Voice Call	9	7	11	9	18	13	20	18	11	23			139	
	155	174	129	103	128	152	208	256	126	182	0	0	1,613	1,613
<u>Abandoned:</u> Non-Responsive <u>Other:</u> Any other request or complaint, Media from Intrado <u>Accidental:</u> Device or person accidentally texted 9-1-1 <u>Outgoing:</u> Text calls initiated by SNO911 <u>Area Check:</u> Check of area for person, vehicle, etc. <u>Prank:</u> Calls that do not attempt to give any valid/useful information <u>Behavioral Health:</u> Calls that result in BHC by LE/EMS <u>Subsequent:</u> Additional inbound text after call released by call taker <u>Follow-up:</u> Where is officer?, Subject is no longer here <u>Test:</u> PSAP testing, Training TXT29-1-1, Vendor test <u>Info:</u> What is the phone number for animal control? <u>Traffic:</u> Speeders, DUIs, Parking, etc. <u>Noise:</u> Music, People, Fireworks, Alarm w/o Emergency, etc. <u>Transfer:</u> Text calls that result in a Transfer to another PSAP or Entity <u>Non-English:</u> Texter uses language other than English <u>Voice Call:</u> Dispatchers called the texter/texter placed voice call <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														

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	662	62.93%
3 - Satisfied	342	32.51%
2 - Neither Satisfied nor Dissatisfied	32	3.04%
1 - Somewhat Dissatisfied	4	0.38%
0 - Very Dissatisfied	12	1.14%
Total	1,052	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	1,476	95.23%
Somewhat	59	3.81%
No	15	0.97%
Total	1,550	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	08-Aug	09-Sep	10-Oct	Total
Everett Fire Department	2,303	1,960	1,889	1,969	2,139	2,121	2,262	2,288	2,002	1,993	20,926
Marysville Fire District	1,220	1,049	1,105	1,101	1,161	1,130	1,243	1,236	1,182	1,182	11,609
Mukilteo Fire	235	162	206	157	168	180	192	210	201	171	1,882
North County Regional Fire Authority	755	634	725	669	722	741	829	800	721	782	7,378
Sky Valley Fire	63	58	67	57	99	68	119	107	81	98	817
Snohomish County Airport Fire Department	34	23	29	18	29	19	30	47	26	28	283
Snohomish County Fire District #15	129	95	104	137	123	120	130	141	143	122	1,244
Snohomish County Fire District #16	23	10	24	11	29	11	25	23	26	19	201
Snohomish County Fire District #17	153	161	154	139	154	179	210	186	164	168	1,668
Snohomish County Fire District #19	35	33	47	30	30	20	44	40	30	38	347
Snohomish County Fire District #21	74	75	65	56	74	62	110	82	67	68	733
Snohomish County Fire District #22	39	42	51	35	32	23	39	52	41	41	395
Snohomish County Fire District #24	48	44	51	33	41	52	49	55	62	47	482
Snohomish County Fire District #25	3	7	3	5	7	12	17	12	13	11	90
Snohomish County Fire District #27	1	3	1	1	1	3	3	2	4	3	22
Snohomish County Fire District #4	289	218	306	304	285	313	310	366	324	296	3,011
Snohomish County Fire District #5	119	86	97	91	81	109	128	118	97	93	1,019
Snohomish Regional Fire and Rescue	1,112	933	911	911	970	1,032	1,222	1,132	1,039	968	10,230
South Snohomish County Fire and Rescue	3,461	2,685	2,838	2,900	3,086	3,001	3,304	3,189	3,167	3,059	30,690
Total	10,096	8,278	8,673	8,624	9,231	9,196	10,266	10,086	9,390	9,187	93,027

Police Calls - All

IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	10-Oct	Total
Arlington Police Department	2,034	1,944	2,252	2,312	2,457	2,415	2,652	2,634	2,579	2,229	23,508
Brier Police Department	630	631	981	860	883	743	576	569	803	1,165	7,841
Darrington Police Department	84	113	108	122	114	100	104	101	158	195	1,199
Edmonds Police Department	1,830	1,925	1,898	1,889	2,036	2,225	2,600	2,302	2,125	2,081	20,911
Everett Police Department	10,817	10,250	10,945	10,580	11,026	11,024	11,862	11,413	11,152	10,739	109,808
Gold Bar Police Department	217	202	239	260	233	226	272	192	212	159	2,212
Granite Falls Police Department	399	382	302	351	286	319	345	437	379	410	3,610
Index Police Department	46	52	52	47	51	52	52	57	47	49	505
Lake Stevens Police Department	1,743	1,634	1,749	1,929	1,879	1,931	1,976	1,755	1,975	1,840	18,411
Lynnwood Police Department	3,293	3,224	3,426	3,439	3,509	3,273	3,562	3,414	3,525	3,833	34,498
Marysville Police Department	5,392	4,983	5,472	5,306	6,143	5,757	6,329	5,916	6,065	5,471	56,834
Mill Creek Police Department	1,598	1,468	1,630	1,583	1,573	1,484	1,265	1,362	1,397	1,501	14,861
Monroe Police Department	1,665	1,566	1,447	1,712	1,930	1,801	2,052	1,733	1,688	1,901	17,495
Mountlake Terrace Police Department	1,590	1,481	1,553	1,556	1,699	1,553	1,669	1,596	1,701	1,784	16,182
Mukilteo Police Department	1,954	1,938	2,018	2,038	1,925	1,788	2,001	2,038	1,745	2,044	19,489
Snohomish County Sheriff's Office	11,995	11,373	12,575	12,802	13,930	13,732	15,163	14,132	13,537	13,430	132,669
Snohomish Police Department	783	704	887	800	1,086	880	1,054	1,368	1,246	1,240	10,048
Stanwood Police Department	688	579	680	807	701	759	745	750	748	735	7,192
Stillaguamish Tribal Police	2,064	1,931	1,697	1,897	1,673	1,985	2,185	1,975	1,869	1,901	19,177
Sultan Police Department	505	585	525	492	518	470	530	524	498	502	5,149
Woodway Police Department	54	47	70	61	60	66	57	58	67	44	584
Total	49,381	47,012	50,506	50,843	53,712	52,583	57,051	54,326	53,516	53,253	522,183



LYNNWOOD
WASHINGTON

A great deal more

Proclamation

City of Lynnwood

National First Responders Day 2024

WHEREAS, National First Responders Day, we honor the bravery of our nation's heroes who put their lives on the line for their community each and every day; and

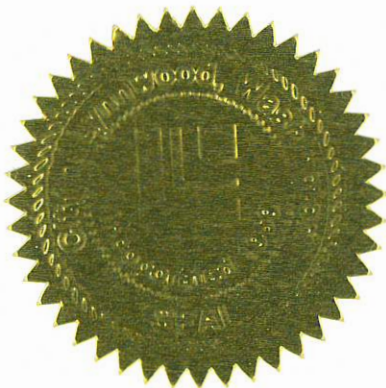
WHEREAS, we ask more of our first responders today than ever before. When tragedies strike, they are always there to help us, and we thank them for their extraordinary service to our country; and

WHEREAS, we are honored to have members of Snohomish County 911, South County Fire, Support 7, City of Lynnwood Public Works, and Lynnwood Police Department so we can recognize their tireless dedication to protecting and serving our community; and

WHEREAS, today and every day, first responders remain on alert and on call, always there for us when we need them. As we celebrate these patriots who have answered the call of duty, we honor the memory of the heroes we have lost; and

WHEREAS, the City of Lynnwood has a strong commitment to our first responders and their families who live, work, play, recreate, educate, and thrive in our community;

NOW, THEREFORE BE IT RESOLVED that we, Mayor Christine Frizzell, and the Lynnwood City Council, proclaim October 28, 2024 as First Responders Day and we urge all people of Lynnwood to honor our brave first responders and to pay tribute to those who have lost their lives in the line of duty.



Christine Frizzell

Christine Frizzell, Mayor
October 28, 2024

George Hurst

George Hurst, City Council President
October 28, 2024

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	19	2nd discipline not yet complete
Trainee Dispatcher 2	16	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	0	Trainee in progress for 3rd discipline
Cross-Trained Dispatcher	59	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) 90.7%
Staffing Strength (excl. trainees, relief, LOA's) 75.7%
Staffing Strength (Adjusted) 72.9%

Appointive Staff

Approved 47
Filled 46
Vacancies 1
RRP Term Limited Approved 2
RRP Term Limited Filled 1
RRP Term Limited Vacancies 1

Relief & Part-Time Dispatchers

Currently Filled 5

Long-Term Leaves of Absence

F/T Dispatchers (including trainees) 0

Agency-Wide Headcount

Total # of Employees (no exclusions) 165

Dispatchers - Full Time

Approved 107
Filled 97
Vacancies 10

Dispatch Supervisors

Approved 16
Filled 16
Vacancies 0

Senior Leadership (Directors)

Approved 6
Filled 6
Vacancies 0

Operations

Approved 5
Filled 5
Vacancies 0

Finance/HR/Records/Admin

Approved 13
Filled 13
Vacancies 0

Tech/Radio

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

Recruitment Status

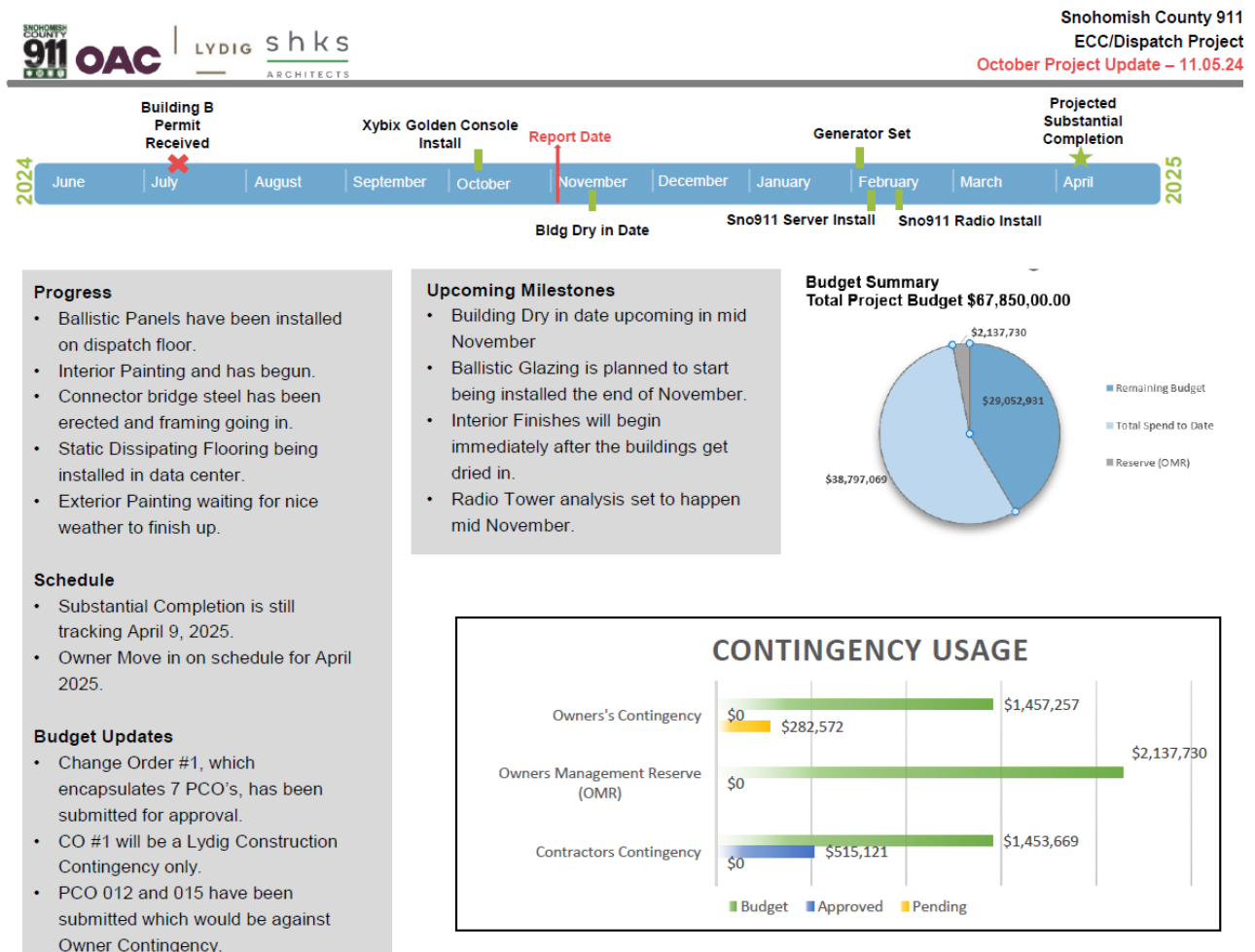
PST Dispatchers Exam	1	The next PST test is scheduled to take place on Nov 12, 2024
CritiCall Test Invites Sent -Sept	210	Number of tests invites sent out for academies scheduled for Dec 2024 and Feb 2025
CritiCall Tests Complete - Sept	95	Of these completed tests, 19 received a passing score
Interview	3	Interviewing for upcoming academy scheduled in Feb 2025
Polygraph Exam	1	Scheduled for polygraph exam (or awaiting results) for Feb Academy
Background Check	2	Currently in process of background check with PST for Dec & Feb Academy
Psyche and/or Drug/Hearing	4	Scheduled for psych or drug/hearing test (or awaiting results) for Dec Academy
Onboarding/Orientation	2	Final job offer signed. Awaiting the start of the Dec Academy
YTD Dispatch Trainees Hired	25	2024 Hires

Employment Separations YTD

Separation Reasons	Represented (Trainees)	Represented (Non-Trainees)	Appointive (Trainees)	Appointive (Non-Trainees)
Involuntary Term	2	0	0	1
New Job - Not 911	1	1	0	0
New Job - With 911	0	0	0	0
Relocation	0	2	0	1
Retirement	0	2	0	1
Medical	2	1	0	0
Personal	6	4	0	1
Resignation in Lieu of Term	5	0	0	0
Death of Employee	0	0	0	0
End-of Contract	0	0	0	0
YTD Employment Separations	30			

SNO911 Future Facility Update – October 11th, 2024

Lydig reports no time-loss injuries again. There are still trespassers, and fence-jumpers that Everett police have been chasing away. On any given day there are upwards of 60 construction workers on site with work occurring throughout the buildings. Below is OACs monthly report.



We encountered some plumbing issues on the first floor of building A that are being scoped to determine resolution. The basement and 1st Floor of building A were mostly going to be left as-is and potentially become leased space, however we have to address something as severe as plumbing. Although no one likes the rain, it's actually helped us identify a spot or two that needed some additional sealing before move-in. Lydig is still evaluating the plumbing issues on A1, and we're optimistic we'll fully address these as just some of those surprises that can occur.

The Future Facility Employee Group tallied up employee feedback and finalized the Xybix console design. Console evaluations actually started in 2021 or 22 so it's great to have that done.



Employee entrance stairs are set now.



Building B's Rooftop HVAC



Building B Rooftop HVAC



Server Room Redundant CRACs (Computer Room Airconditioning)



Server Room (before CRAC installation)



West Half of ECC



Left: Arrows showing 8ft high Level 4 Ballistic Panels in place Right: Sample Level 4 Ballistic Glass Window. The ballistics are so heavy they needed to construct reinforcements to hold the weight. We will keep non-ballistic windows on the exterior so everything matches.



A3 Wall at top of Stairs. This will be a solid wall used as a backdrop for employee photos, as this idea originated from one of our employees. (Fire Extinguisher will be relocated)



View from A3. Baker & Rainier can be seen on clear days. We're exploring mounting a PTZ camera on the roof so we can share panoramic view. Bluffed you on the Easter Egg, since Lisa and I brought back something from Hawaii. Go look in Glacier Peak behind the big check. Would love to know who finds them, so shoot me an email please.



Breakroom



Paint sample of “Gold Nugget” that will be used on exterior accents at both the employee and public entrances, and represents the thin gold line representing SNO911’s link between our responders and our community. We wanted a strong vibrant gold that’s especially important this time of year when we’re mostly under gray rainy skies.

Snohomish County 911
Police Technical Advisory Committee
Meeting Summary for November 12th / 10:30-11:30 p.m.
Location: Everett PD

Meeting Attendance:

POLICE TAC REPRESENTATIVES					
Lt. Mike Gilbert - Arlington		Cmdr. Pat Fagan - Lynnwood		Bureau Chief – Mike Martin - SCSO	
Clerk Antonia Buell – Brier	X	Asst. Chief, Jim Lawless – Marysville	X	Chief Nathan Alanis – Snohomish	
Cmdr. Shane Hawley – Edmonds	X	Chief, Stan White – Mill Creek	X	Lt. Jason Toner – Stanwood	X
Capt. Bob Goetz- Everett		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	X
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 Pete Caw – Mountlake Terrace		Officer Pete Knowlton – Stillaguamish	
Cmdr. Dean Thomas – Lake Stevens		Det. Sgt. Nicole Stone – Mukilteo		VACANT – Snohomish Alternate	
SNO911					
Executive Director Kurt Mills	X	Ops. Manager Derek Wilson	X	Sec./Inf. Team Manager Bleu Jaegel	
Deputy Director Terry Peterson		Ops Manager Karen McKay	X	Radio Sys. Mgr. Howard Tucker	X
Director of Tech Marlin Herolaga	X	Ops Manager Hattie Schweitzer		Admin. Asst. Tiff Brown	X
Director of Ops Andie Burton		App. Team Mgr. Brent Meyer	X	Data Analyst - Brittney Martens	X
SUPPORT STAFF & GUESTS					
Tracy Wammack – SNO911 Sup.	X				

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 10:35 hours.

1. **Roll Call** – taken via sign in sheet.
2. **Approval of Minutes:** **Commander Hawley moved to approve the September meeting minutes as written. Seconded by Lieutenant Martin and approved unanimously.**
3. **Announcements:** None
4. **Action Items:** None
5. **Reports:**

A. SNO911 Updates - Kurt reported that the Future Facility work is on track. A temporary occupancy permit in April with the full occupancy permit coming in May of next year. The Radio Replacement project is in progress and should be ready for cutover by the end of Q1 of 2025. SNO911 staff is working on a communications plan which will be shared with all user Agencies with the intent of reaching all users at every level.

- i. Aurelian Non-Emergency Call Taking Solution – Kurt spoke about the new AI tool, Aurelian which is a program used to answer non-emergent calls. Over the last 5 years the center has seen a 90% increase in non-emergency calls and Aurelian is a highly intuitive AI solution that will lessen caller

wait times and help process and triage calls for dispatchers. The software is highly configurable and can be tweaked to the needs of the center. A couple dry runs have been completed so staff can work out any bugs and a go-live date is scheduled for November 18th. Officer feedback is highly encouraged as changes can be made even after the software is live, feedback can be emailed to help@sno911.org. Derek gave some examples of how other cities are utilizing Aurelian and their experiences.

B. Mobile Users Group – No meeting

- C. PTCC:** Brent announced that the Tyler upgrade and server migration are complete with only three outstanding P1 issues remaining to (2 CAD related issues and 1 field reporting). Tyler is working on a patch for the field reporting issue. Lexus Nexus interface is still outstanding, document converting from Word to pdf would crash the server. Staff is working with Lexus Nexus administrators to update the interface server.

D. Radio Replacement Project: None

E. Policy Review Committee: None

5. Technical Update: Marlin spoke about the huge task of moving a live dispatch center into the new facility. Staff has been setting up and test equipment that will be used in the new facility. Radio, IT and Steve Lawlor have been meeting every week to review scheduling and project progress to ensure the scheduled timeline lines up with the construction schedule. Adjustments will be made to the schedule if needed. All most all of the SNO911 systems are redundant and there should be little to no impact to agencies when we move equipment to the new facility. VPAC and Locution are the two systems that are not redundant systems and the team plans to move those systems at a time of least impact to the agencies and users. Records and Corrections ability to access those systems will be down during the actual equipment move to the new facility. In May of 2025 Staff will send out notifications ahead of time to forewarn users of this disruption as those systems will be impacted and unavailable during the move likely in May of 2025. Tech plans to move over most of the systems with failsafe's in Q1.

6. New Business:

A. SNO911 Flock/RTIC Pilot – Kurt informed the committee about the implementation of flock cameras throughout the county with 270 in queue. He spoke about two instances where flock cameras were activated already. Karen, Tracy and Kirsten are tasked with information gathering for this project with 11 total team members who have gone through the formal training. Another activation is scheduled for November 21st at South Campus in Mountlake Terrace. He invited anyone interested to come and participate. Karen forwarded the Outlook calendar invite after the meeting adjourned. Kurt also mentioned that this could lead to a Real Time Information Center (RTIC) and staff is working on gathering data.

- B. Interoperability MOU for DOC (field contacts) –** Karen shared an MOU being sponsored by Everett for the Department of Corrections (DOC) related to field contacts. DOC would contact the center supervisors before going on a sweep or high priority call, then the supervisors would enter an INFO call for the corresponding jurisdiction, if help was needed DOC would have radio access for the appropriate jurisdiction. Agencies asked that procedures be documented on DOC's use of the radio for these events and proper communication. Exact wording is still being determined and for now

staff would like the ability for those conversations to occur between SNO911 and DOC. DOC will buy their own radios and management licensing so SNO911 doesn't incur any cost for managing their radios.

Commander Hawley moved to approve the MOU including the clause about the radio management licensing being purchased by the third party. Seconded by Assistant Chief Davis and passed unanimously.

7. Old Business:

- A. Police Talk Group Optimization** – Kurt shared data with the committee and spoke to the different cultures on different talk groups. Talk time divided by number of incidents there are significant differences on how work is conducted via each talk group.

8. Good of the Order:

- A. Discuss 2025 meeting schedule** – Tiff will send out the 2025 Outlook invitations continuing with every other month & in-person schedule. Mike proposed possibly hosting the January Police TAC at the new SCSO HQ.

Kurt announced that a consultant has been hired to help navigate the process of potentially switching from Tyler services but he reiterated that nothing will happen within the next 2.5 years.

9. Adjourned at 11:21 hours.

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

October 16th, 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	☒ Drew Bono	SCFD 22
	☐ Zach Hanson	North County	☐ Jarrod Spence	SRFR
Guests and Staff in Attendance	Terry Peterson	Derek Wilson	Andie Burton	
	Brent Meyer	Brittney Martens	Laura Stiers	
	Jeremy Waldner	Rae Wade	Tiffani Brown	

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

Chairman Eric Andrews called the meeting to order at 1:32pm.

1. ANNOUNCEMENTS.

2. **APPROVAL OF MINUTES.** Colby Titland moved to approve the September 18th, 2024 Fire TAC/Ops meeting minutes as written. Seconded by Jason Hodkinson and approved unanimously.

3. COMMITTEE UPDATES.

- A. **PTCC / NWS.** Brent announced the committee voted unanimously to move forward with the server migration and upgrade to 24.1 which will happen Monday, November 4th and the system will be down from 0100 – 0700. Dispatch will be operating on CadLite during this time so Tech can perform the migration. It may take longer to get certain interfaces back up and running due to the database replication and setup of the interfaces.

- B. **Technical Update.** Brent mentioned the PSAP notify that went out on Monday and was corrected on Tuesday. He explained that staff is replacing core firewalls, the current ones are nearing end of life. On Tuesday, November 22nd from 0200 – 0600 staff will take SNO911 systems down which will be similar to the last network maintenance outage that occurred in early September, all internal recourses will be down and dispatchers will be using a straight internet connection to CADLite. During that time there will be no paging, he advised having units on radio watch.
 - C. **Radio Replacement Committee.** Jeremy reported that coverage testing will start next week which will take 4 teams approximately 6 weeks to finish surveying the County. They hope to have reports available before the end of the year. Motorola hired the 4 teams which will collect the data. SNO911 staff asked Motorola to prioritize areas that see snowfall first as well as the additional coverage testing areas that Fire TAC asked for.
 - D. **Radio Procedures Committee.** Derek announced that staff is working to update call types and will have more to report next month.
 - E. **Fire User Group.** Colby spoke to the server upgrade from 0100 – 0700 CadLite will be down for the duration of the upgrade. All agency IT managers have been notified. The end user won't see many changes. There will be two rounds of updates total.
 - F. **Fire Standards/Data.** Brittney reported that the committee has implemented the changes to data extraction in the last data pull. Two fields were added, create date time field was added as well as the police jurisdiction field. The team is beginning to plan a new quarterly in-person meeting which will focus on training. The first meeting is scheduled for December with the primary focus being ESO. Brittney encouraged anyone interested in joining or, who has a topic to add to the meetings, to please reach out to her.
 - G. **County Fire Resource Plan Committee.** Derek reported that the regional FOC is live and he will be reaching out to Agencies to schedule another drill.
 - H. **SNO911 DRC/DSC.** Terry reported that the first year of Nurse Navigation is approaching and a full update will be provided at the 12-month mark. Work has begun on a recommendation to either continue or discontinue the program. It was included in the 2025 budget so the funds are there. Staff is still pursuing a partnership with Northsound ACH for a possible grant toward the program.
4. **SNO911 UPDATE.** Terry reported that construction is continuing and on schedule at the new facility. He also noted that the Board approved the creation of the Public Safety Testing Committee (PSTC) to review the Tyler suite of applications and plan for the future. As part of that planning the group is attending the International Association of Chiefs of Police Conference (IACP) in Boston to meet with and explore other vendors. An RFP for a consultant to help navigate the project has been issued, bids have been gathered and this committee is working on reviewing/scoring those bids.
 5. **SNOHOMISH COUNTY EMS.** JTF is working on briefing material which can be used to help educate commissioners as well as a final version of the interlocal agreement and the corresponding service level agreement with SNO911. Once all this is together it will be brought to the Fire Chiefs to be used as training for commissioners.

6. **OLD BUSINESS.** None.

7. **NEW BUSINESS.**

A. Hospital Talk Group Procedure – During the Ziply phone outage, this issue came up, Cascade valley hospital was on EEM trying to contact SNO911 for transports and there was frustration as DEM answered for SNO911. There was a misunderstanding what talk group hospitals should be using. There was discussion on how the hospitals train and use the radios they have onsite. A suggestion was made to have dispatchers announce what talk group or channel to use during an incident. With the radio replacement project in progress there has been question as to what hospitals have radios in use and what training they require. It was added that the radio is beneficial to all parties during a significant incident to understand the radio procedures. It was also brought up that the hospitals need to purchase new radios as current radios will not be compatible with the new cutover system. In the new SNO911 facility there will be a situation room available for all agencies to come together during a major incident. Staff will coordinate a meeting with the resource planning committee to get some documentation drafted as a resource reference to identify expectations.

8. **GOOD OF THE ORDER.** Robust discussion regarding rave alerts during outages/failures.

9. **ADJOURN.** The Fire TAC / Operations Committee adjourned at 2:49pm.

The next Fire Technical Advisory/Operations Committee meeting is scheduled for November 20th, at 1:30 p.m. via Zoom, or in-person at F.D. #4 in Snohomish.

Tyler New World Fire User Group

October 9, 2024

In attendance:

Cindy Dean, Everett

Zach Hanson, North County

Ryan Lowe, SRFR

Brent Meyer, Damon Farmer, Jan Dadole, Sno911

UPGRADE TO 2024.1 HAS BEEN APPROVED BY PTCC OUTAGE MONDAY, NOVEMBER 4, 2024 0100-0700

Before then

Need to talk to your agency's IT department to ensure that all changes requested by Sno911 IT have been made prior to go-live.

Need to determine which MMC changes will be activated for fire, per Alex's 9/24 email.

- Some items can be turned on prior to go-live, which would make day-of operations easier. Will turn those on about two weeks prior but include information about the change in the go-live training materials.
- **Action item:** Cindy will respond to email with proposed changes.

Need to develop training materials on what's new to share with agencies.

- **Action item:** Brent to see if Alex has screen shots of update/installation messages to include in materials.
- **Action item:** Someone will need to create/distribute. Cindy has done in the past but is out of country for go live. Will review to see what we may be able to use from testing notes. If you are willing to help, please reach out.

Day of:

- Sno911 will be utilizing CAD Lite and PageGate for dispatching, similar to other recent scheduled updates but this will be for longer duration.
- All users will need to install **TWO** rounds of updates once notified that they are available that morning before they will be connected to the new environment. If they try to log into the old environment without installing the updates, it won't work.

**Snohomish County 911
Finance Committee
Meeting Summary for November 14, 2024 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

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

Decisions are underlined; 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. Wade reported that the agency is in the final stages of the State Audit, with the Exit Conference scheduled for November 20th. The conference will be held both in person and virtually online and the board members should be receiving an invitation by the Auditor. In the meantime, a placeholder invite will be emailed out today.
2. **Reports.**
 - A. **Blanket Voucher Report for October 2024.** There were no questions.
Jim Lawless moved to recommend the Blanket Voucher Report for October 2024 for Board approval. Seconded by Dave DeMarco. The motion passed with all in favor.
 - B. **Fund Balance Report for October.** Informational only. Wade commented that relating to the ICS account, Fund 150 (Future Facility Expenses) there is still a substantial balance remaining. He added that the pay requests from the construction firm are increasing in their amount, so he expects the fund will decrease as they move closer to the completion of the building. Jenna complemented the agency in their fiscal strategy and their maintaining of their fund balances.
3. **Old Business.**
 - A. **Snohomish County EMS**
 - i. **Director Contract Extension.** Kurt introduced this action proposal. EMS has been working with a task force to create a new countywide EMS agency which will formally incorporate in early 2025. The interim EMS director's initial contract was approved in December 2023, and amended in April of this year. This proposal extends that contract for six months, through June 2025, and includes a 5% increase in the hourly rate. The source of funds is Snohomish County EMS, and SNO911 will be reimbursed in full. Dave, who chairs the SCEMS Task Force, expressed his appreciation on behalf of the Fire Chiefs and EMS community to SNO911 for continuing to be the vehicle for the contract while they continue to build the new agency.

Jim Lawless moved to recommend the SNO911 Board approve the contract amendment with the Interim EMS Director, pending reimbursement authorization by Snohomish County EMS. The motion was seconded by Jenna Nand and passed with all in favor.

- ii. **Briefing on Service Level Agreement.** Kurt recalled that they had been talking about developing a Service Level Agreement with the new Snohomish County EMS Agency once it's formed. The new agency hasn't been formally created yet, but the ILA is in the final editing steps and will be sent out to the county's fire agencies soon for their approval and signature. After evaluation it was determined the draft SLA from the EMS attorney was inadequate, we have moved on to the draft from King County's mental health program, in which the City of Kirkland is providing services. He thinks that this new draft will work better for all parties. SNO911 is working to develop the SLA at the request of the fire community, however explained there is no precise way to establish costs given this is a new service offering from SNO911, for an agency that doesn't yet exist, to be hosted in a building that isn't built yet. The EMS budget is set for 2025 and we are agreeing to live within that funding year one, with a mechanism to reconcile at the end of the year. The fire community had made a request for reduced rent for the space given the shared nature of the EMS service, and that made sense to SNO911, but wanted to make sure the Committee and Board were supportive as well. Dave explained that even though the fire chiefs will not be signing on the SLA, they still want to review a draft SLA between the new EMS agency and SNO911. They want to see exactly what SNO911 will be providing to the new agency, how the services will be measured, and how it will be billed.

The committee agreed to support and move forward with drafting the SLA to be brought to the SNO911 Board before the EMS agencies.

4. New Business.

- A. **APF – RRP/MSI Change Order 17.** Kurt explained that this is a no-cost change order, but staff is choosing to present it to the board so there is full transparency. This change order should hopefully be the last one before the final cutover to the new radio system. Howard explained it is a true-up of what was wanted vs. what SNO911 is getting. Initially, there were some items that were removed from the scope which resulted in an ongoing credit with Motorola. They have identified things that could now be added that would improve the systems capacity, reliability and interoperability, such as adding more licenses for managing code plugs, adding more licenses to get more radios to the system, adding channel capacity to the radio system so during large scale events, there are no issues, which will also provide some resiliency in the case of hardware failures. He added that included with this change order, there were some third party radio testing with vendor supplied demo radios at no cost.

Jim Lawless moved to recommend the Board authorize the execution of RRP Change Order 17, in a form substantially as presented, pending any final legal review. The motion was seconded by Jenna Nand and passed with all in favor.

5. Good of the Order. None.

6. **Adjourn.** The meeting was adjourned at 2:00 p.m. The next Finance Meeting is scheduled for December 12, 2024 at 1:30 p.m.

**Snohomish County 911
Personnel Committee
Meeting Summary for November 13th / 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		Rosie Akopyan	
Tiffani Brown (note taker)	X	Damien Coan	X		

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

The meeting was called to order by Committee Chair Chief Beazizo at 9:01am.

1. **Review Staffing Report.** Damien walked the committee through the staffing report highlighting the dispatch headcount is down 10. He anticipates between 5-6 starting in the December and February academies. Applicants have not been clearing the background check very well recently. Since May the academy headcount has been trending between 5-7 students. Both of the openings on the appointive staff side are scheduled to start next month which will bring it back down to 0 appointive vacancies.
2. **Real Time Intelligence Pilot Briefing.** Kurt shared that 11 staff members have taken the Flock system training and 2 of the supervisors who are leading this initiative have conducted two “activations”. There was a stolen plate and stolen vehicle discovered during one of these activations. The team plans to conduct one more live activation of the Flock system before defining a Pilot program. There are currently 107 cameras operating in Snohomish County and growing rapidly. Kurt also spoke about optimizing police talk groups and the potential to add an RTIC (Real Time information Center) function without adding any cost for the Agencies.

Jonathan shared the success of a silver alert being averted due to the Flock cameras in Arlington which speaks to the breadth of uses of the Flock cameras. He also spoke about the potential to use the same software County wide. Arlington hosted a Flock camera training last week which was well attended by a variety of different Agencies. The committee discussed the logistics around the growth of drones as first responders.

Two dispatch supervisors visited the Spokane PD’s RTIC center and came away with a broader understanding of how it operates.

3. **Round Table.** None.
4. The committee adjourned at 9:25am. The next Personnel Committee Meeting is scheduled for December 11th, 2024 at 9:00 am.

Snohomish County 911
Public Safety Technology Committee
Meeting Summary for October 30th, 2024

Meeting Attendance:

Committee Members					
Dave DeMarco		Jonathan Ventura	x	John DeRousse	x
Cole Langdon		Bob Eastman	x	Ryan Lundquist	x
Staff Support Team					
Kurt Mills	x	Terry Peterson		Tiffani Brown (note taker)	x

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

The meeting was called to order at 2:31

Kurt thanked the committee for attending the IACP conference. The group discussed takeaways from the event.

1. Kurt announced that contract negotiations have begun with National Public Safety Group. A preliminary negotiations meeting will be scheduled with SNO911 staff and Kurt invited committee members to attend if they are interested. NPSG is going to provide a list of current customers for reference. A fully executed contract isn't expected until end of the year.
2. Round Table. It was noted that open communication will be essential and having the ability to understand and navigate known issues ahead of time, and be able to articulate that to National Public Safety Group as well as share the expectations with our user agencies for the changes and growth ahead.

Meeting adjourned a 2:53 pm.