

SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
BOARD MEETING AGENDA
January 16, 2025 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 December 19, 2024 Regular Board Meeting 3
 - B.** December 2024 Blanket Voucher & Payroll Approval Form:
 - i. Checks 1072-1076, 19649 - 19780, for a total of \$5,981,292.26
 - ii. Payroll Direct Deposit, in the amount of \$1,394,659.80
- 5. Executive Session (if needed)**
- 6. Old Business**
- 7. New Business**
- 8. Reports**
 - A.** Agency Report..... 11
 - B.** New Facility Project Update..... 15
 - C.** Radio Replacement Project (RRP)
 - D.** Police TAC (no December meeting)
 - E.** Fire TAC19

9. Committee Reports

- A. Finance Committee.....23
- B. Personnel Committee (no meeting)
- C. Future Facility Committee (no meeting)
- D. EMS Joint Task Force (no meeting)
- E. Public Safety Technology Committee (no December meeting)
- 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 February 20th, 2025

SNOHOMISH COUNTY 911 BOARD of DIRECTORS MEETING

Zoom Meeting December 19, 2024

Board Members & Management in Attendance	☐ Jon Nehring-President	Marysville	☒ Julieta Altamirano-Crosby	Lynnwood
	☒ Dave DeMarco	Everett Fire	☒ Jonathan Ventura	Arlington Police
	☒ Ryan Lundquist	SRFR	☒ Dale Kaemingk	Brier
	☒ Michael Fearnough	South County Fire	☒ Kurt Mills	SNO911
	☒ Don Waller	Marysville Fire	☒ Terry Peterson	SNO911
	☒ Joel Johnson	Fire District 24	☒ Andie Burton	SNO911
	☐ Susanna Johnson	SCSO Sheriff	☒ Marlin Herolaga	SNO911
	☐ Ken Klein	Snohomish County	☒ Rosie Akopyan	SNO911
	☒ John DeRousse	Everett Police	☒ Wade Anderson	SNO911
	☐ Judy Tuohy	Everett	☒ Howard Tucker	SNO911
	☒ Rod Sniffen	Edmonds Police	☐ Steve Lawlor	SNO911
	☒ Jeff Beazizo	Lake Stevens Police	☒ Jordan Stephens	Legal Counsel
Alternate Board Members in Attendance	☒ Bob Eastman	South County Fire	☐ Don Schwab	Everett
	☒ Roy Waugh	SRFR	☒ Jim Lawless	Marysville Police
	☐ Paul Gagnon	Everett Fire	☒ Jenna Nand	Edmonds
	☒ Ned Vander Pol	Marysville Fire	☐ Brett Gailey	Lake Stevens
	☒ Glen Albright	Mukilteo Fire	☐ Cole Langdon	Lynnwood Police
	☐ Jason Biermann	Snohomish County	☐ Jeffrey Jolley	Monroe Police
	☐ Doug Jeske	Undersheriff	☒ Pete Caw	Mntlk Terrace PD
	☐ Jeraud Irving	Everett Police	☒ Stan White	Chief
Guests and Staff in Attendance	Riley McGinnis, public	Tiffani Brown, SNO911	Rebekah Keumpel, SNO911	
	Tom Jordal, Mukilteo	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: SNO911 Director Kurt Mills spoke about the Outlook meeting invite which will be deleted and reissued for 2025. He also announced SNO911's Executive Assistant, Sharon Brendle's retirement and thanked her for her years of service. Director Mills also celebrated his 15 year anniversary with the Agency. SNO911's Deputy Director Terry Peterson gave a review on the Caucus coming up in 2025. In January, legislative bodies (city councils and commissioners) start to make appointments to Boards and commissions. He reminded the group that the agency appointed to Caucuses and then the caucuses meet in April to appoint Board members. Board members serve for two year terms, April to April. He also noted that a Caucus can select a board member with or without legislative approval.	

	<table> <tr> <td>Caucus 1</td><td>SSCFR RFA (Includes RFA Members and contract City: Edmonds) SRFR (Includes Lake Stevens and contract city: Monroe) Everett FD</td><td>3 Seats % of Total Pop Served 69.79%</td></tr> <tr> <td>Caucus 2</td><td>Marysville Fire District RFA North County RFA (Stanwood & Arlington) Snohomish/FD #4</td><td>1 Seat % of Total Pop Served 20.08%</td></tr> <tr> <td>Caucus 3</td><td>Mukilteo Granite Falls/FD #17/FD #23 FD #21 Sultan/FD #5 FD #15 FD #22 Gold Bar/Index/FD #26/FD #28 FD #19 Darrington/FD #24 FD #16 FD #25 FD #27</td><td>1 Seat % of Total Pop Served 10.13%</td></tr> </table> <table> <tr> <td>Caucus 1</td><td>Unincorporated Snohomish County (Includes contract Cities: Snohomish, Darrington, Granite Falls, Gold Bar, Sultan, Stanwood, Index)</td><td>2 Seats % of Total Pop Served 49.88%</td></tr> <tr> <td>Caucus 2</td><td>Everett</td><td>2 Seats % of Total Population Served 13.29%</td></tr> <tr> <td>Caucus 3</td><td>Marysville Edmonds Lake Stevens</td><td>3 Seats % of Total Population Served 18.43%</td></tr> <tr> <td>Caucus 4</td><td>Lynnwood Mountlake Terrace Mukilteo Mill Creek Arlington Monroe Brier Woodway</td><td>3 Seats % of Total Population Served 18.40%</td></tr> </table> **Recent ILA update modified PD to SNO911 assessment formula instead of population	Caucus 1	SSCFR RFA (Includes RFA Members and contract City: Edmonds) SRFR (Includes Lake Stevens and contract city: Monroe) Everett FD	3 Seats % of Total Pop Served 69.79%	Caucus 2	Marysville Fire District RFA North County RFA (Stanwood & Arlington) Snohomish/FD #4	1 Seat % of Total Pop Served 20.08%	Caucus 3	Mukilteo Granite Falls/FD #17/FD #23 FD #21 Sultan/FD #5 FD #15 FD #22 Gold Bar/Index/FD #26/FD #28 FD #19 Darrington/FD #24 FD #16 FD #25 FD #27	1 Seat % of Total Pop Served 10.13%	Caucus 1	Unincorporated Snohomish County (Includes contract Cities: Snohomish, Darrington, Granite Falls, Gold Bar, Sultan, Stanwood, Index)	2 Seats % of Total Pop Served 49.88%	Caucus 2	Everett	2 Seats % of Total Population Served 13.29%	Caucus 3	Marysville Edmonds Lake Stevens	3 Seats % of Total Population Served 18.43%	Caucus 4	Lynnwood Mountlake Terrace Mukilteo Mill Creek Arlington Monroe Brier Woodway	3 Seats % of Total Population Served 18.40%	
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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 Councilmember Julieta Altimirano-Crosby and approved unanimously.	Agenda Approved																					
4. Consent Agenda	Chief Beazizo moved to approve the Consent Agenda, including: A. Minutes from the November 21, 2024 Regular Board Meeting. B. November 2024 Blanket Voucher & Payroll Approval Form: i. Checks 1070-1071, and 19546-19648, for a total of \$6,506,591.00 ii. Payroll Direct Deposit, in the amount of \$1,450,097.34. C. Cooperative Purchasing Agreement with the University of Washington D. Personnel Administrative Policy Revisions The motion was seconded by Chief Rod Sniffen and approved unanimously.	Consent Agenda Approved																					
5. Executive Session	None.																						
6. Old Business	A. SAO Audit Results. SNO911's Director of Finance Wade Anderson went through the audit results noting there were two audits, financial statement audit which received a clean opinion with no findings or management letters and the accountability audit of public assets which received a clean audit as well. B. April 2024 ILA Status Update – Police Caucus. A full redlined version of the updates was included in the packet. Deputy Director Peterson added that results from two fire agencies is still needed. C. Executive Brief – Snohomish County EMS Agency Updates. Deputy Director Peterson reminded the group that the joint task force developed a new ILA for the newly created EMS agency. These changes require legislative approval which is already in process. Seven agencies have already approved and signed onto the agreement. SNO911 has begun drafting an SLA to provide support to EMS in terms of full time dedicated employees, administrative functions such as payroll, etc. Two pieces of this process are drafting																						

	the SLA and the redlined version of additional SNO911 ILA updates which allow the agency to provide said services. i. SCEMSA Draft Service Level Agreement (SLA). Staff was asked to present a draft of this SLA and the initial offering from SNO911 to SCEMSA was included in the packet. The Finance Committee reviewed the agreement and recommended an executive summary be drafted which Deputy Director Peterson walked through today. There was input by Fire agencies regarding the transparency pertaining to cost of the program. Staff drafted the agreement accordingly and SNO911 will invoice for actual fees and services on a monthly basis. In addition to the dedicated staff the agreement allows SNO911 to provide support services such as human resources, IT and payroll to SCEMSA. For dedicated staff, 100% of their salary will be reimbursed by SCEMSA, for the support services there will be an hourly rate charged based upon the individual service being provided. The initial terms will run through December 2027. <i>Chief Dave DeMarco moved to allow SNO911 Board to accept the draft SLA and make available to member agencies as part of their consideration of the SCEMSA ILA. Seconded by Councilmember Altimirano-Crosby and approved unanimously.</i> ii. SNO911 Draft ILA Changes Related to SCEMSA SLA. Two changes proposed in the ILA were redlined and included in the packet are required in order to sign the SLA in the future. One change speaks to additional services and the second is the authorization to make that change. <i>Chief DeMarco moved that the organization adopt the redlined changes to the ILA as presented and to distribute for legislative approval. Chief Beazizo seconded and approved unanimously.</i>	Motion Approved Motion Approved
7.	A. APF – Public Safety Software Consultant Contract. Director Mills presented an update on this project reminding the board that a three year extension on the Tyler/New World agreement was signed and in that time, Staff will begin navigating the evaluation of the future. Additional governance will be created to help with this evaluation. In January a notice will be sent out asking for participation in each discipline's needs assessment. The consultant who is being brought on to facilitate this project has a 6-point scope of work which will end with a final report and recommendations. Staff hopes to have this finalized by late August or early September of 2025. If the contract is approved today there will be a kickoff with the Consultant in January followed by the needs assessment. Director Mills continued that NPSG went through a competitive RFP bid process and was voted on by the Public Safety Technology Committee (PSTC). Today's ask is for approval on the agreement and funding will come from Capital plan 80. <i>Chief Beazizo moved to approve the agreement with NPSG materially as presented pending final legal review. Seconded by Chief DeMarco and approved unanimously with no further discussion.</i>	Motion Approved

	B. APF – Capital Plans (Fund 80 & 85). Director Mills reminded the group that these two plans are funded differently. A copy of the full 2025 CP80 was included in the packet. He highlighted the work being done to get ready to move into the new facility and the projects that were initiated in 2024 with carryover continuation into 2025. Chief DeMarco added that the Finance Committee has recommended SNO911 staff host a workshop to cover a deeper dive into the funding of each one of the programs inside the capital plans. This will be open to any board member interested and more information will come in the coming months. Deputy Director Peterson reviewed the 2025 CP85 spreadsheet which focuses on radio needs such as sites, towers and longterm maintenance of the towers. This is solely funded from ECSF dollars (1/10th of 1% dedicated to emergency communication systems). Currently asking the Board for authorization of projects that will happen within FY2025. One notable difference of this fund is that since it's derived from sales tax revenue, the County's are now on a two year budget cycle so Staff requested two years of revenue to cover the projects which was approved by the Counties included in the budget. <i>Chief Beazizo moved to approve Fund 80 & Fund 85 Capital Plans for 2025. Seconded by Chief DeMarco and approved unanimously.</i> C. MRSC Roster/Policy Small Business Utilization. Director of Finance Anderson spoke about the new RCW which recommends establishing a small works roster and vendor list for the agency. SNO911 is requesting to adopt the MRSC roster resolution which is also used by the State of Washington which will require the implementation of the following. i. APF – MRSC Roster Resolution <i>Chief Beazizo moved to approve the establishment of MRSC's Small Works Roster and Vendor list as SNO911's official small works roster and vendor list by adoption board resolution 2024-002. Seconded by Councilmember Altimirano-Crosby and approved unanimously.</i> ii. APF – Procurement Policy Updates <i>Chief Beazizo moved to approve the revisions to SNO92's Procurement Policy to include the adoption of MRSC's Small Works Roster and Vendor List along with the option for SNO911 to use Direct Purchasing as outlined in the revised SNO911 Procurement Policy. Seconded by Chief DeMarco and approved unanimously.</i> iii. APF – Small Business Utilization Plan Chief Beazizo moved to approve SNO911's Small Business Utilization Plan to allow SNO922 to solicit Direct Contracts under \$150,000 from M/WOE's. Seconded by Councilmember Altimirano-Crosby and approved unanimously. D. APF – GMR Nurseline Grant Funding (partial) MOU with North Sound ACH. Deputy Director Peterson presented a potential grant with North Sound ACH for the Nurseline. \$400,000 was approved in grant funding for 2024 which covered the implementation and year one operational fees for the program. They are willing to provide some additional grant dollars for 2025 of \$200,000, which will fund	Motion Approved Motion Approved Motion Approved Motion Approved
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	about half of the cost of the annual program. SNO911 already included all of the cost of this program in the 2025 budget as a special assessment. Staff is asking for approval of the MOU with NorthSound to accept up to \$200,000 in grant money to continue operating the program in 2025. He added that a committee has been organized to oversee the operation of the program and to evaluate the impact of the Nurseline. The committee will be making a recommendation regarding the future of the Nurseline to the Fire Chiefs in February. Chief Beazizo moved to authorize the execution of the North Sound ACH MOU, in a form substantially as presented, pending final legal review. Seconded by Chief DeMarco and passed unanimously.	Motion Approved.
8. Reports	A. Agency Report. i. Leading High-Performance Cultures Project (LHPC). SNO911's Director of Operations Andie Burton introduced the LHPC which started in August in partnership with Dr. Renee Thornton, a specialist in this field. She continued that Supervisor Marie Arnold and herself completed additional training adjacent to the APCO conference in Orlando and participating with several other 911 centers across North America. The goal is to improve workplace culture in a different format than before. There is a wide range of online classes available ranging in topics from self care to resiliency. Another goal of the project is finding our "why" to be used by the Agency as a whole. She spoke to Aurelian the AI non emergency call processing attendant which has been live for just over a month and have reached the milestone of having 10,000 nonemergent calls being processed through the software. Staff continues to make tweaks to the system daily to balance safety and efficiency. Director Mills added that Spanish language is now available via Aurelian and other languages are in the works. Director Mills announced that SNO911's Regional Resiliance project made the cover of NENA's The Call magazine. B. New Facility Project Update. This committee toured the new facility in late November. C. Radio Replacement Project (RRP). Howard Tucker announced that coverage has been signed off on, project performance committee reviewed coverage testing and staff is working with Motorola to finalize a cutover date and coordinating that with the move in to the new facility. D. Police TAC. No Meeting. E. Fire TAC. The committee discussed many of the topics already reviewed in today's meeting.	
9. Committee Reports	A. Finance Committee. Items previously discussed in today's agenda. B. Personnel Committee. Items previously discussed in today's agenda. C. Future Facility Committee. No further information. D. EMS Joint Task Force. Ten agencies have already signed the new SCEMSA Interlocal agreement.	

	E. Public Safety Tech Committee (PSTC). Previously covered. F. County EESCS Committee (formerly County E911 Office). No meeting. G. County ECSF Program Advisory Board. No meeting	
10. Good of the Order	Director Mills thanked the Board for their work during a very busy 2024.	
11. Adjourn	The meeting was adjourned at 9:37 a.m. The next meeting is scheduled for January 16 th , 2025 at 8:30 a.m., via Zoom.	

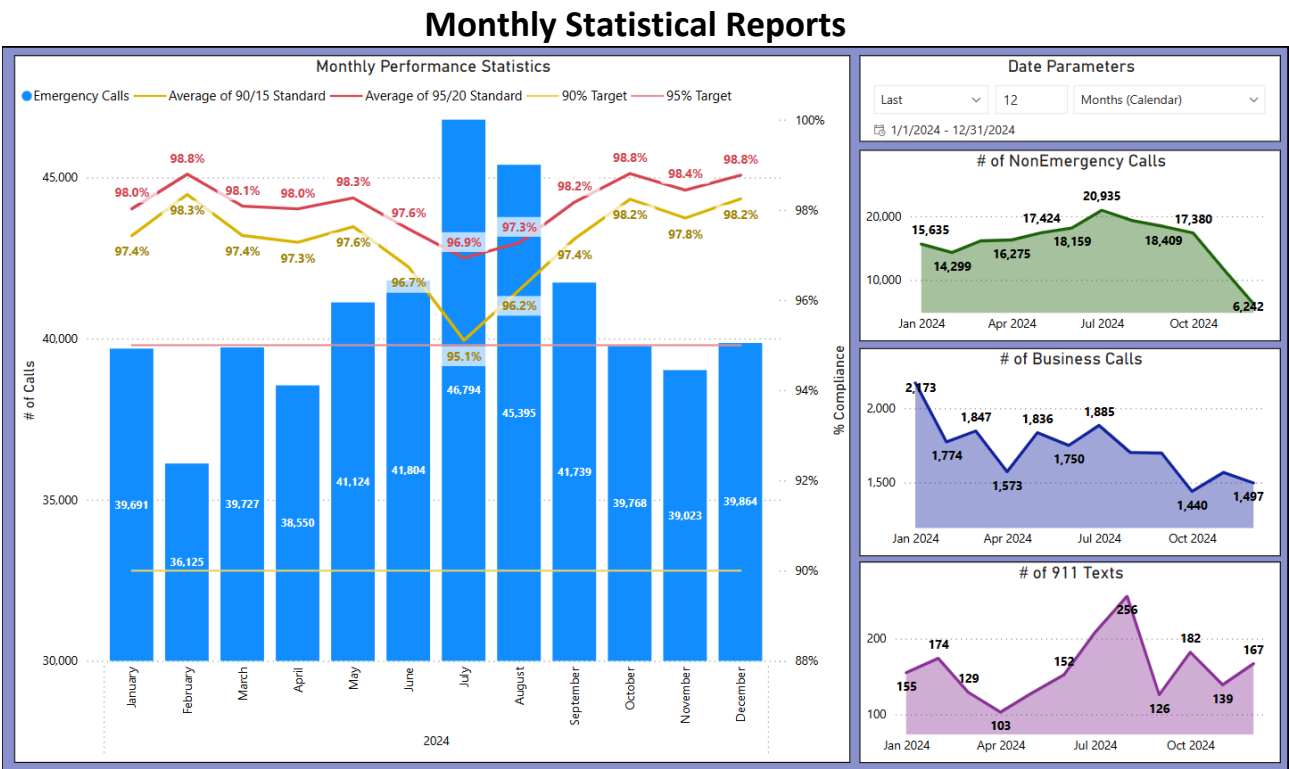


Board Packet Memorandum

Date: January 16, 2025
To: Snohomish County 911 Board Members
From: Leadership Team

General

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



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

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	4	10	96	96
Follow-Up	8	6	7	4	10	12	2	5	10	10	8	4	86	482
Area Checks	0	12	6	8	2	6	8	6	7	7	2	5	69	
Info	1	1	0	0	0	1	2	1	0	2	0	1	9	
Noise	7	8	2	3	2	6	5	4	3	8	4	7	59	
Traffic	2	0	5	3	2	2	4	2	1	4	4	4	33	
Other Complaints	20	16	20	14	9	29	17	23	21	22	19	16	226	
Accidental	5	5	3	12	23	3	5	3	4	17	4	8	92	778
Behavioral Health	60	71	42	18	22	18	91	135	24	30	48	65	624	
Prank	0	1	1	5	2	11	6	4	5	18	2	7	62	
Test	3	3	1	0	3	7	2	1	5	1	2	3	31	563
Abandoned	11	10	8	5	16	9	8	11	11	7	2	5	103	
Non-English	1	0	0	2	0	2	1	0	0	0	0	0	6	
Outgoing	0	0	0	0	1	0	0	0	0	0	0	0	1	
Subsequent	16	23	14	11	11	19	23	21	16	19	12	16	201	
Transfer	3	8	3	3	1	1	4	5	3	7	8	0	46	
Voice Call	9	7	11	9	18	13	20	18	11	23	20	16	175	
	155	174	129	103	128	152	208	256	126	182	139	167	1,919	1,919
<u>Abandoned:</u> Non-Responsive <u>Accidental:</u> Device or person accidentally texted 9-1-1 <u>Area Check:</u> Check of area for person, vehicle, etc. <u>Behavioral Health:</u> Calls that result in BHC by LE/EMS <u>Follow-up:</u> Where is officer?, Subject is no longer here <u>Info:</u> What is the phone number for animal control? <u>Noise:</u> Music, People, Fireworks, Alarm w/o Emergency, etc. <u>Non-English:</u> Texter uses language other than English <u>True:</u> Texter is Deaf, Texter is fearful that a voice call will put them in danger, Call results in transport to jail/hospital <u>Other:</u> Any other request or complaint, Media from Intrado <u>Outgoing:</u> Text calls initiated by SNO911 <u>Prank:</u> Calls that do not attempt to give any valid/useful information <u>Subsequent:</u> Additional inbound text after call released by call taker <u>Test:</u> PSAP testing, Training TXT29-1-1, Vendor test <u>Traffic:</u> Speeders, DUIs, Parking, etc. <u>Transfer:</u> Text calls that result in a Transfer to another PSAP or Entity <u>Voice Call:</u> Dispatchers called the texter/texter placed voice call														

How satisfied are you with the level of courtesy and respect shown to you by the 911 dispatcher you called for police service?

Satisfaction Response	# of Surveys	% of Surveys
4 - Very Satisfied	541	60.38%
3 - Satisfied	287	32.03%
2 - Neither Satisfied nor Dissatisfied	47	5.25%
1 - Somewhat Dissatisfied	7	0.78%
0 - Very Dissatisfied	14	1.56%
Total	896	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	1,314	92.47%
Somewhat	57	4.01%
No	50	3.52%
Total	1,421	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	11-Nov	12-Dec	Total
Everett Fire Department	1,718	1,609	1,537	1,660	1,795	1,755	1,802	1,831	1,622	1,645	1,598	1,774	20,346
Marysville Fire District	1,012	912	971	940	1,022	952	1,052	1,023	1,037	1,033	991	1,050	11,995
Mukilteo Fire	152	128	169	116	129	143	156	163	147	148	145	140	1,736
North County Regional Fire Authority	607	525	631	570	597	612	674	659	609	642	597	674	7,397
Sky Valley Fire	34	45	54	45	67	61	81	71	63	85	56	45	707
Snohomish County Airport Fire Department	9	6	6	5	10	6	4	13	3	9	8	8	87
Snohomish County Fire District #15	93	76	87	123	102	101	100	115	121	104	106	116	1,244
Snohomish County Fire District #16	15	8	16	8	22	9	16	19	23	15	12	11	174
Snohomish County Fire District #17	121	139	120	112	127	142	148	132	140	147	147	141	1,616
Snohomish County Fire District #19	25	23	38	24	20	15	31	29	26	35	22	24	312
Snohomish County Fire District #21	61	60	47	44	62	49	77	58	55	51	59	57	680
Snohomish County Fire District #22	30	33	39	26	27	20	29	34	30	32	36	33	369
Snohomish County Fire District #24	33	37	40	25	35	38	37	43	47	36	20	26	417
Snohomish County Fire District #25	3	5	1	4	6	8	13	8	6	9		7	70
Snohomish County Fire District #27		1				2	2	1	2	2			10
Snohomish County Fire District #4	236	187	239	248	244	248	230	292	263	238	245	254	2,924
Snohomish County Fire District #5	82	64	75	70	60	92	81	90	74	67	81	53	889
Snohomish Regional Fire and Rescue	823	765	751	734	795	793	928	893	850	785	804	883	9,804
South Snohomish County Fire and Rescue	2,454	2,225	2,274	2,298	2,536	2,402	2,539	2,444	2,465	2,392	2,354	2,534	28,917
Total	7,508	6,848	7,095	7,052	7,656	7,448	8,000	7,918	7,583	7,475	7,281	7,830	89,694

Police Calls - All

IncidentDepartment	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	10-Oct	11-Nov	12-Dec	Total
Arlington Police Department	2,034	1,944	2,252	2,312	2,457	2,415	2,652	2,634	2,578	2,229	2,142	2,233	27,882
Brier Police Department	630	631	981	860	883	743	576	569	803	1,165	1,199	1,073	10,113
Darrington Police Department	84	113	108	122	114	100	104	101	158	195	175	128	1,502
Edmonds Police Department	1,830	1,925	1,898	1,889	2,036	2,225	2,600	2,302	2,125	2,081	1,950	1,933	24,794
Everett Police Department	10,817	10,250	10,945	10,580	11,026	11,024	11,862	11,413	11,152	10,739	9,500	9,476	128,784
Gold Bar Police Department	217	202	239	260	233	226	272	192	212	159	166	235	2,613
Granite Falls Police Department	399	382	302	351	286	319	345	437	379	410	365	314	4,289
Index Police Department	46	52	52	47	51	52	52	57	47	49	52	53	610
Lake Stevens Police Department	1,743	1,634	1,749	1,929	1,879	1,931	1,976	1,755	1,975	1,840	1,688	1,904	22,003
Lynnwood Police Department	3,293	3,224	3,426	3,439	3,509	3,273	3,562	3,414	3,525	3,833	3,346	3,256	41,100
Marysville Police Department	5,392	4,983	5,472	5,306	6,143	5,757	6,329	5,916	6,065	5,473	5,038	5,558	67,432
Mill Creek Police Department	1,598	1,468	1,630	1,583	1,573	1,484	1,265	1,362	1,397	1,501	1,389	1,562	17,812
Monroe Police Department	1,665	1,566	1,447	1,712	1,930	1,801	2,052	1,733	1,688	1,901	1,795	1,665	20,955
Mountlake Terrace Police Department	1,590	1,481	1,553	1,556	1,699	1,553	1,669	1,596	1,701	1,784	1,876	1,869	19,927
Mukilteo Police Department	1,954	1,938	2,018	2,038	1,925	1,788	2,001	2,038	1,745	2,044	1,790	1,833	23,112
Snohomish County Sheriff's Office	11,995	11,373	12,575	12,802	13,930	13,732	15,163	14,132	13,537	13,431	12,319	12,545	157,534
Snohomish Police Department	783	704	887	800	1,086	880	1,054	1,368	1,246	1,240	1,026	1,049	12,123
Stanwood Police Department	688	579	680	807	701	759	745	750	748	735	680	637	8,509
Stillaguamish Tribal Police	2,064	1,931	1,697	1,897	1,673	1,985	2,185	1,975	1,869	1,901	1,841	2,064	23,082
Sultan Police Department	505	585	525	492	518	470	530	524	498	502	449	463	6,061
Woodway Police Department	54	47	70	61	60	66	57	58	67	44	49	35	668
Total	49,381	47,012	50,506	50,843	53,712	52,583	57,051	54,326	53,515	53,256	48,835	49,885	620,905

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	22	2nd discipline not yet complete
Trainee Dispatcher 2	14	2 of 3 disciplines complete
Police Dispatcher	1	Legacy: Only trained in CT and Police
Fire Dispatcher	2	Legacy: Only trained in CT and Fire
Cross-Trained Trainee	2	Trainee in progress for 3rd discipline
Cross-Trained Dispatcher	60	Fully cross-trained in CT, Police, and Fire

Represented (Dispatchers & Sups)	Dispatcher Center - Staffing & Strength
F/T Approved 127	Staffing Level (includes trainees) 91.0%
F/T Filled 117	Staffing Strength (excl. trainees, relief, LOA's) 71.0%
F/T Vacancies 10	Staffing Strength (Adjusted) 68.5%

Appointive Staff	Relief & Part-Time Dispatchers
Approved 47	Currently Filled 5
Filled 47	
Vacancies 0	
RRP Term Limited Approved 2	Long-Term Leaves of Absence
RRP Term Limited Filled 1	F/T Dispatchers (including trainees) -3
RRP Term Limited Vacancies 1	
	Agency-Wide Headcount
	Total # of Employees (no exclusions) 170

Dispatchers - Full Time	
Approved	111
Filled	101
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	23
Vacancies	0
RRP Term Limited Approved	2
RRP Term Limited Filled	1
RRP Term Limited Vacancies	1

Recruitment Status

PST Dispatchers Exam	3	The next PST test is scheduled to take place on Jan 7, 2025
CritiCall Test Invites Sent - Nov	317	Number of tests invites sent out for academies scheduled for Apr 2025
CritiCall Tests Complete - Nov	114	Of these completed tests, 21 received a passing score
Interview	13	Interviewing for upcoming academy scheduled in Apr 2025
Polygraph Exam	4	Scheduled for polygraph exam (or awaiting results) for Apr Academy
Background Check	4	Currently in process of background check with PST for Apr Academy
Psyche and/or Drug/Hearing	3	Scheduled for psych or drug/hearing test (or awaiting results) for Apr Academy
Onboarding/Orientation	0	Final job offer signed. Awaiting the start of the Apr Academy
YTD Dispatch Trainees Hired	0	2025 Hires

Employment Separations YTD

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



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

Dear Sir/Madam

This letter is presented to you on behalf of our agency by the members of our committee who are coordinating a very special annual event for the employees of Snohomish County 911. We are a consolidated 911 Dispatch Center providing Police/Sheriff, Fire and EMS services to all of Snohomish County residents. We are one of the largest centers in Washington State, processing around 820,000 calls annually and supporting 43 Police/Sheriff and Fire/EMS agencies. Our employees are trained to use cutting-edge technologies and provide high quality service to the public and our first responders. We operate 24/7/365, and our staff currently consists of approximately 170 employees. Snohomish County 911 is governed by a Board of Directors and funded by our member agencies. "Help Starts Here" is our motto and explains our role of being a lifeline for the community and our police and fire agencies. We support each other in the work that we do, and value the results we achieve together.

Snohomish County 911 is hosting our 2nd Annual Employee Award Ceremony in February 2025. We are contacting local businesses in the community we serve in hopes that they may consider donating gift cards to be added to our "Gift Card Tree" at this event. These cards will be raffled to our employees. These individuals work tirelessly to ensure the safety of the citizens of Snohomish County, as well as the Fire and Law Enforcement personnel.

Please consider our humble request and accept our gratitude in advance for your generosity!

Kindly,

Snohomish County 911 Employee Service Awards Committee

Future Facility Jan 2025 Update



Progress

- Raised Access Flooring in dispatch is complete.
- Cabinetry and Counter tops are being installed.
- Bathroom tiling ongoing.
- Ceiling lights and Acoustical Ceiling tiles are being installed.

Schedule

- Substantial Completion is still tracking April 9, 2025.
- Owner Move in on schedule for April 2025.
- Moving coordination meeting will start happening next week.

Budget Updates

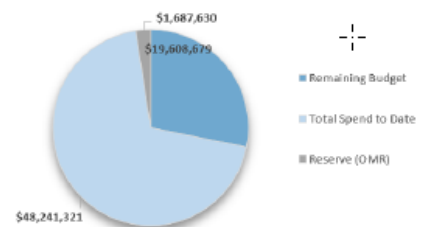
- Change Order #2 has been submitted to Sno911 for execution.
- 10 PCO's have been submitted for review to Sno911 for December.
- Betterments meeting was on 1/8/25 and final list of better is being priced up by Lydig for review and execution.

Upcoming Milestones

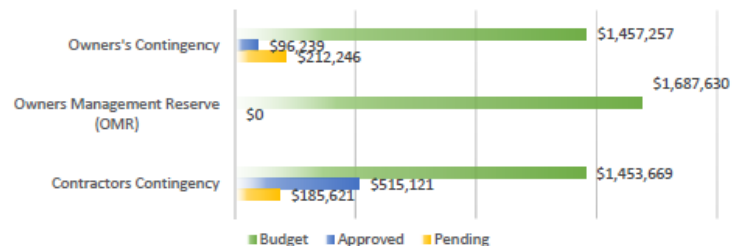
- Ballistic Glazing is planned to start being installed the end of December
- Permanent Power cut over happening the evening of 1/16.
- Generator scheduled to be placed onsite early February.
- Console install date set for February 25th.

Budget Summary

Total Project Budget \$67,850,00.00



CONTINGENCY USAGE



Lydig reported again no time loss injuries.

We did have a security incident on 1/9 where individuals jumped the fence and tagged the building. We are not aware of any other theft or damage, and Everett Police made an arrest.

Work continues and some reasonably dry days has helped keep things moving. The latest risk is around carpet deliveries for the center that by being delayed by one week, creates a domino effect because console installation was set for the following week. Efforts are underway to mitigate, and this is a good example of how seemingly minor issues can have downstream impacts.

On the evening of 1/16 PUD will energize the building with our new 4,000-amp service coming from a newly installed transformer and service. Service into Building A will also feed Building B. Once service starts our electrician will facilitate service within the building.



Primary electrical room work in prep for PUD service

The new connector between the top floors of both buildings is complete however its being treated with fire proofing.

Raised flooring in the center is nearly complete, and network, power & hide-a-hose vacuum conduit has been installed under the flooring, and specialized LED lightening installed above.



Shots from the operations wing that spans both buildings and connects to the dispatch center. This floor includes all of Operations and the Law Enforcement Records Team. It also includes the Academy Training room, quiet rooms, nursing mothers rooms and wellness rooms.

Top Left: Office of Training and Standards (OTS) office. OTS requested the windows that they can use to collaborate and team more efficiently from their workstations

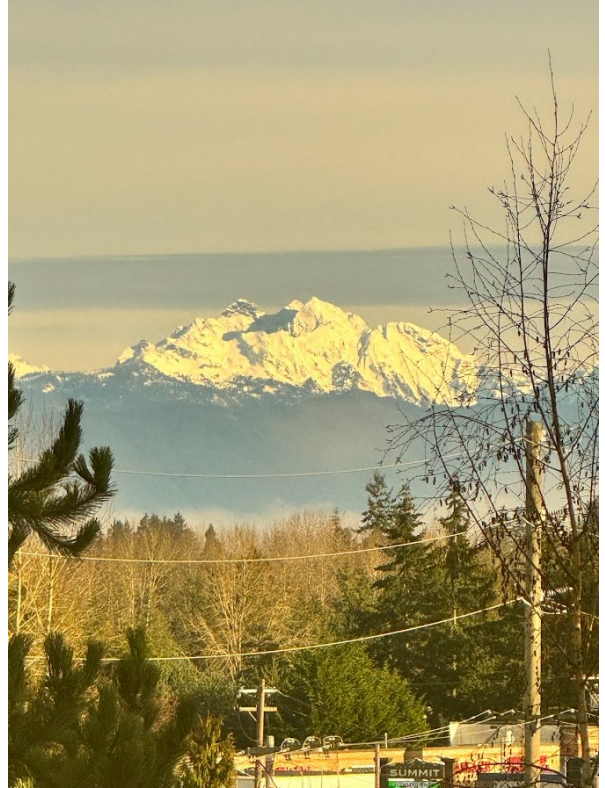
Top right: Director of Operations Burton's office.

Bottom left: Operations Managers offices on the east side.

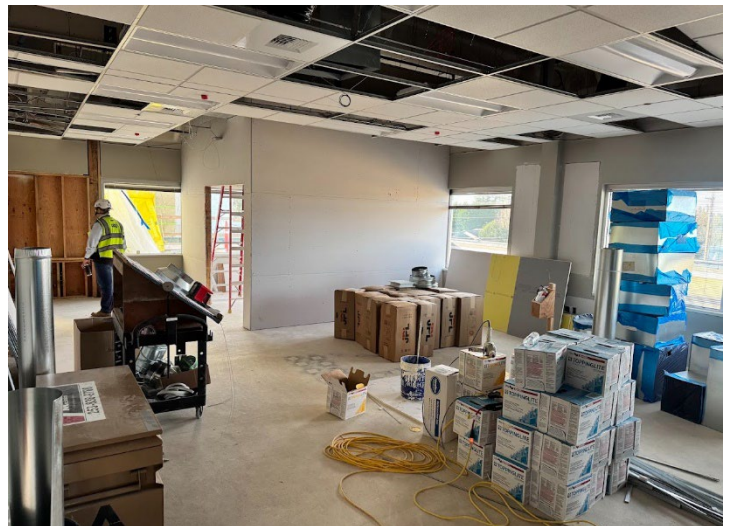
Bottom right: Hallway to training room and two quiet rooms with some fresh paint and awaiting doors. The quiet rooms have additional insulation and will have a couch and chair to allow those on breaks some brief privacy. These can be converted into sleeping quarters if necessary.



In addition to secure gates, doors & elevators we are extensively using smart video surveillance systems throughout the property, both internally and externally. The cameras will use smart technology to focus on issues in areas based on their location and time of day. We are challenged by a very large room with a structure in the middle that blocks views from east to west and creates unique challenges for operations. To help address that we will have two additional camera views projected up on the screens for staff to view that will create room awareness. These are non-recorded and non-adjustable views so staff always know what's happening in the center including areas obscured by the interior structure. Finally, we will have a single adjustable camera on the roof that can be used for security, or to feed outside images such as this view of the Cascades bring some nature into the center.



The new Snohomish County EMS Agency space is located in Building A3.



East side secure parking area and generator closure. The space and connections for a second generator are built. We are expecting the new generator to be placed next month.



This atrium area and much of this floor are remaining as they were after acquisition in Building A Floor 3. We did add a new employee photo wall on the left and will add new carpeting.

SNOHOMISH COUNTY 911

Fire Technical Advisory / Operations Committee

December 18th, 2025

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	☒ Roy Waugh	SRFR
Alternates in Attendance	☒ Whitney Mansfield	Fire District 4	☐ Ned Vander Pol	Marysville Fire
	☐ Scott Anderson	Fire District 16	☐ Chris Clark	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	☒ Jarrod Spence	Fire District 5
	☒ Zach Hanson	North County	☒ Drew Bono	SCFD 22
Guests and Staff in Attendance	Terry Peterson	Derek Wilson	Rae Wade	
	Marlin Herolaga	Howard Tucker	Rebekah Kuempel	
	Brent Meyer	Laura Stiers	Tiff Brown	
	Brittney Martens			

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

Chairman Eric Andrews called the meeting to order at 1:30pm.

1. ANNOUNCEMENTS. None

2. APPROVAL OF MINUTES. Jason Hodkinson moved to approve the October 2024 Fire TAC/Ops meeting minutes as written. Seconded by Drew Bono. Unanimously approved.

3. COMMITTEE UPDATES.

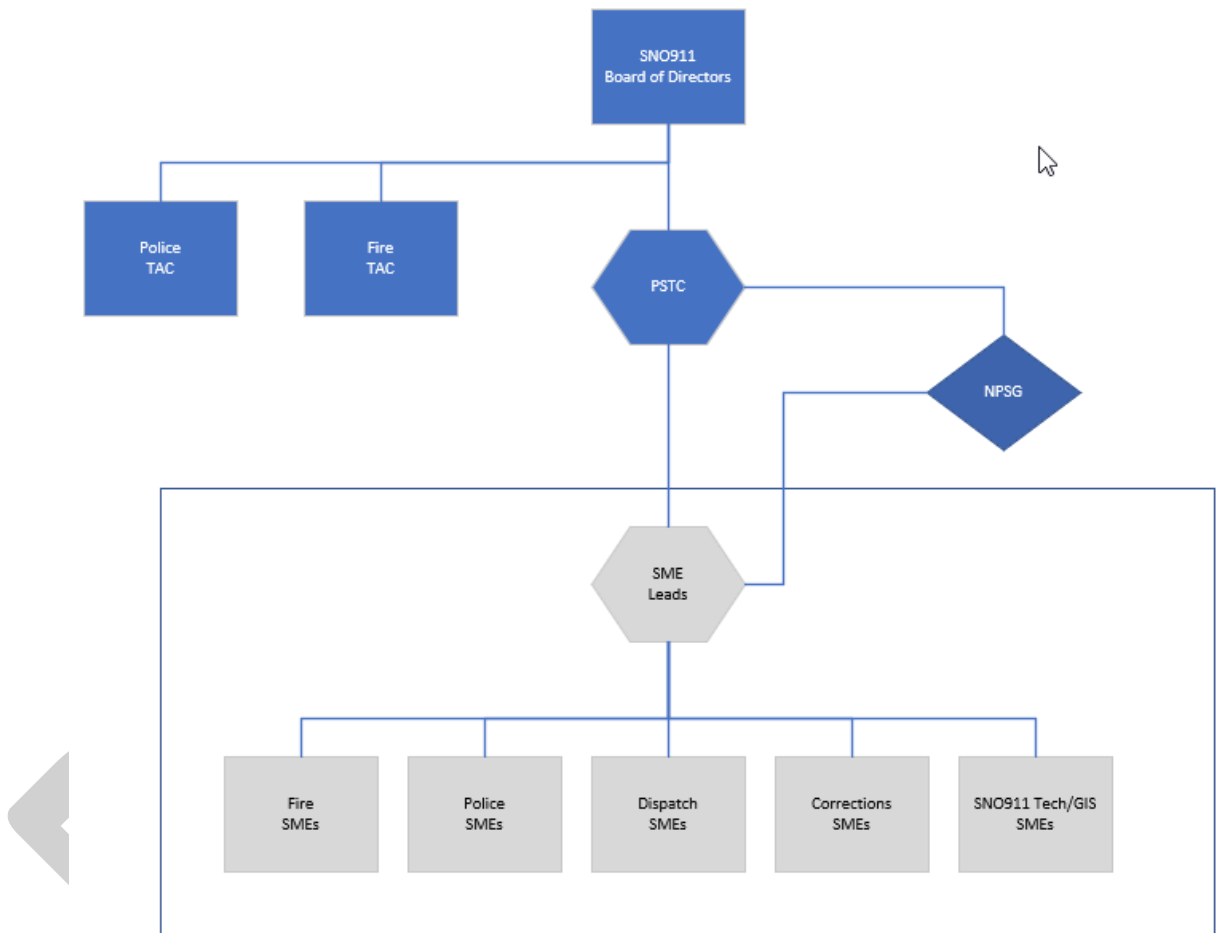
A. PTCC / NWS. *Brent Meyer* announced the focus has been on the upgrade and any outstanding issues including a workaround for fire radios assignments in Mobile and the issue of mobile radios dropping from the unit status monitor in Mobile. He advised that the records are being saved at the database level when the radio is assigned in Mobile. All the Radio issues are being worked on by Tyler Technologies. Tech staff is staying actively engaged with support staff from Tyler to work through issues as quickly as possible. Another issue around recommendation issues with ETA's was noticed where the ETAs are wiped out, Rae has been watching this daily and confirming that the correct has been dispatched in those instances. A design change by Tyler has updated how a station address shows when a unit is AIQ. Currently, it shows the most recent, closest GPS coordinates and not the station address. The station address is still used by recommendations when a unit is AIQ.

- B. Technical Update.** *Marlin Herolaga* reviewed work being done on the new facility specifically configuring switches and firewalls for infrastructure as well as keeping an eye on the construction schedule to make sure all the projects that pertain to IT are lining up for a smooth transition with the least amount of impact to the dispatch floor and the agencies. Two systems that will impact Fire that are not redundant is vPack and Locution, staff is still planning the timing of moving these systems over. Most of SNO911's systems are redundant so operations can fall to the secondary systems during the move. Staff is pretesting these changes beforehand in an effort to mitigate any unknown issues.
- C. Radio Replacement Committee.** *Howard Tucker* announced that staff is still working with Motorola on a firm cutover date so that communications and planning can stay on track. Paging systems are being installed over the next two weeks and staff estimates this job will wrap up in early January 2025. He discussed the interest in multiband radios and staff has a few Harris demo radios that are programmed for the new system which are ready to circulate after cutover. Staff also worked with Bendix King and the US Forest Service learning how to program the trunk radio systems.
- D. Radio Procedures Committee.** Derek asked the committee for participation adding that the focus of meeting is generally on call type discussions, radio recommendation changes, etc.
- E. Fire User Group.** Blake Engnes reported the group is having discussions regarding logging fire radios into Fire mobiles, upgrade issues, poor response from Tyler with no fix expected until February of 2025. FDID updates are causing mobiles to crash, SNO911 is not sending updates due to crash issues, Totes messaging issue causing crashes which will be disabled until that is fixed. PSTC needs assessment in February and the committee is looking for SMEs to participate. It was asked if there is a way to separate the TOTES notable and audible notifications? Crew force vs fire mobile discussion. Brent gave an update on the crash issue noting that staff met with Tyler developers who are creating optimizations for the entire process. Because of those optimizations SNO911 IT pushed FDIDs on Tuesday and a patch fix to correct the crash is expected to be pushed out in January 2025.
- F. Fire Standards/Data.** Brittney thanked SRFR for hosting the first in-person meeting this month. The committee is striving to have their goals set by the end of January 2025 and are open to recommendations for areas of focus or special project topics.
- G. County Fire Resource Plan Committee.** Meeting scheduled for end of December to talk through the FOC activation for the storm and propose refinements to the new facility.
- H. SNO911 DRC/DSC.** Terry reported that Nurse Navigation has been running since last January which was funded 100% by North Sound ACH for the 1st year and have agreed to pay \$200k for the program in 2025, which is about half of the cost. SNO911 will bill all user agencies for the other half of the program cost, invoicing will start in January. The DSC will conduct a thorough analysis of the effectiveness of the program and will bring back a recommendation to the Fire Chiefs later in the year. Terry walked the group through a 1-page review of the last 8 months of the program which was included in the packet.

Washington EMS Information System (WEMSIS) is mandating by law that when a patient is seen, a patient care report must be drafted. The issue is that calls which start at a BLS2 are getting downgraded to a lift assist status so the patient care report does not have to be done. The recommendation is for this to stop immediately as it puts extra pressure on the dispatcher.

I. Public Safety Tech Committee (PSTC)

- i. **Upcoming Tech Needs Assessment** – Kurt reminded the group that in July of 2024 SNO911 signed a three-year extension of the contract with Tyler and plan on using that time to consider the future of the agency’s public safety software. The Board established the Public Safety Technology Committee (PSTC) to manage this project. The PSTC consists of fire representation by Chief DeMarco, Chief Eastman and Asst. Chief Lundquist; Police representation by Chief DeRousse, Chief Ventura and Chief Langdon and staff members; Kurt Mills and Terry Peterson. In January of 2025 this committee will be inviting all member agencies to participate in this process which includes several new workgroups outlined in the chart below.



The scope set for the consultant includes: needs assessment, current system evaluation, market analysis and trends, cost benefit analysis, risk assessment and final reporting and recommendations. Consultant considerations will include: Computer Aided Dispatch (CAD), Fire records management system (FRMS), Patient Care Reporting (PCR), Law Enforcement Records Management System (LERMS), Jail Management System (JMS), Mobile Data System (MDS) and Mobile Field Reporting (MFR).

Potential outcomes include; no change (renew with Tyler and stick with ESO), one or more applications change and others stay with Tyler, all applications change or a partial/complete move to a cloud-based system.

Kurt added that success of this program will rely on participation from subject matter experts with technical and operational understanding from both Police and Fire agencies. Brent Meyer will be sending out email solicitation for participation in the following week.

Nest steps for the committee are:

1. 12/19/2024: SNO911 Board considers consultant contract and funding
2. 1/29/2025: PSTC/Consultant Kickoff
3. Late February: Needs assessment. Anticipating a week's worth of on-site meetings and discussions with member agencies.
4. **SNO911 UPDATE.** Kurt shared an update on the new facility, flooring in the dispatch center is down and production is on schedule. Supply chain issues of switching gear remain a potential problem however, staff is earmarking June for a probable move in date.
5. **SNOHOMISH COUNTY EMS.** None.
6. **OLD BUSINESS.** Emergency button training is ongoing.
7. **NEW BUSINESS.**
 - A. **BDA/DAS Systems-Radio Plan for Digital Upgrades.** Howard brought up the technical challenge turning off and retuning all radios prior to cutover, due to different power levels, new sites, P25 and the new frequencies. Radio has been warning all the building owners and venders about the change as well as tiering how they are turned back on, in a safe manner. One challenge is buildings with code regulations, BDA/DAS systems to enhance coverage for 1st responders but the systems will be turned off during this period for re-tuning. Howard shared an issue statement which was included in the packet regarding communicating via trunking vs. simplex. Howard reviewed the BDA/DAS transition in King County and at Norcom for reference. Staff is suggesting Fire ground operations switch to Simplex in preparation for knowing that the BDA/DAS system is offline. He noted that the emergency buttons don't work during this time, dispatch will not be able to hear fire ground, state operations are not recorded and finding the simplex channels on radios is not an easy task. There are 130 systems total for staff to transition.
 - B. **Fire Radio Procedures Subcommittee, Refresh Participants** – Request for a refresh/call for members – this group has monthly meetings but has only a few active participants. Request those that are interested to email Derek Wilson to be included.
8. **GOOD OF THE ORDER.**
9. **ADJOURN.** The Fire TAC / Operations Committee adjourned at 2:37pm.

The next Fire Technical Advisory/Operations Committee meeting is scheduled for January 15th at 1:30 p.m. via Zoom, or in-person at F.D. #4 in Snohomish.

**Snohomish County 911
Finance Committee
Meeting Summary for January 9, 2024 / 1:30 – 3:00 pm
Location: Remote Meeting via Zoom**

Meeting Attendance:

Finance Committee					
Dave DeMarco		Jenna Nand	X	Jim Lawless	
Ken Klein	X	Ryan Lundquist	X		
Staff and Guests					
Kurt Mills	X	Wade Anderson	X	Rebekah Kuempel	X
Terry Peterson	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 1:33p.m. by Asst. Chief of Operations Ryan Lundquist. Kurt announced that there is a vacancy in the position for the Director of Technology.
2. **Reports.**
 - A. **Blanket Voucher Report for December.** One question about Nurse Navigator monthly fee was discussed. Terry shared a chart showing the call tier breakdown.
 - B. **Fund Balance Report for December.** Informational only. No questions.
- Ryan Lundquist moved to recommend the Blanket Voucher Report for December 2024 for Board approval. Seconded by Jenna Nand. The motion passed with all in favor.**
3. **Old Business.** None.
4. **New Business.** Wade talked through the 2024 Preliminary Carryover Memo which was included in the packet. Early Dec we were tracking for a carryover of around \$750K which is pretty tight for an agency our size. In the last couple weeks of the month AR came in and we ended in a better spot. We will have final year end numbers next month, and advised we are working on recommendations that may include maintaining carryover in the operating budget until we reconcile the future facility project so we can allocate things all at once. We're also considering increasing the balance of the operating budget to ensure cashflow isn't an issue. No additional questions.
5. **Good of the Order.** Kurt reminded the committee that staff is working on a capital plan deep dive workshop to be held later in the year. This is Jenna's last meeting and Edmonds has changed who will attend the caucus.
6. **Adjourn.** The meeting was adjourned at 1:45 p.m. The next Finance Meeting is scheduled for February 13th, 2025 at 1:30 p.m.